



# FlipCHART



April 2012

Connecting the CHART Member Community ~ in print

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## Upcoming Chicago Conference

### High and Mighty in Chicago!

Join us in Chicago this summer for some high-rise hospitality and lofty learning!

We are very excited to be at the Radisson Blu Aqua. With its bold and futuristic design, our host hotel stands out from the big-shouldered Chicago skyline, inspiring innovative thinking.

Our top-notch line up of speakers and industry experts also come from high places. They are thought leaders who will not only give you a view from above, but will provide down-to-earth, practical strategies and best practices you can take back and implement right away.

Check out the flyer included in the mailing for the exceptional content already in place. The full agenda and session descriptions are available online at [www.chart.org](http://www.chart.org).

Register today and be poised to *Rise Above the Rest* and be top in your field!

# 84<sup>TH</sup> HOSPITALITY TRAINING CONFERENCE



## RADISSON BLU AQUA HOTEL CHICAGO, ILLINOIS • JULY 21-24, 2012

### Upcoming Dates

#### April 10

Nominations due for Commitment to People

#### April 20

Nominations due for Learning Legacy Grant

#### April 25

Minneapolis RTF

#### May 6

CHART Reception at NRA Show in Chicago

#### May 23

Detroit RTF

#### June 1

CHART Board Applications Due

#### June 22

Last Day for Early Registration Discount

#### June 28

Room Block Expires at Radisson Blu Aqua

#### July 21-24

84th CHART Conference  
Radisson Blu Aqua Hotel  
Chicago, IL

## Austin Conference

### Awesome Austin

CHART Austin attendees donated more than 250 teddy bears to the City of Austin Fire Department, Ladder #8. Special thanks to The Common Man Family of Restaurants' team, who donated over 130 of the overall total!

*Pictured here is the team from The Common Man, CHART Board members and members of the Austin Fire Department.*



More Austin Photos inside and online!

## Austin Conference

### Chart TV Conference Videos

Legacy Productions took our video highlights to new levels. Go to Chart TV to check out the fast-paced, short videos that capture all the fun in Austin. More will be added so be sure to subscribe. [www.youtube.com/user/ChartTube1](http://www.youtube.com/user/ChartTube1)



Austin CHART Kick-off Video



Teddy Bear Galactica Video



Bryan Dodge Hits Hard Video



Marilyn Sherman at Austin Video



Moves Like Jagger Video



Your First Time at CHART Video

## PRESIDENTalks

Jen Swan



### Welcoming New Attendees/Employees

Yee-haw! I'm still coming off the high of being in Austin, Texas. What a wonderful conference. I was especially thrilled with our 52 first-time attendees. Yes, you read that right, 52!

Our First-Time Attendee Conference Directors, **Chip Romp, John Poulos and Joleen Goronkin**, did a great job making our FTAs feel right at home; especially during those critical first hours. CHART makes an impact by bonding the newest attendees together with engaging and informative activities.

- The same can be true of your company. At the Austin conference, **Lisa Oyler** shared many ideas for welcoming new employees in those first days of employment, during her *Employee Orientation* session.
- Too often, new employee orientations are held in a shoddy break area or back office. The location should be clean, warm and inviting – a location that truly showcases your environment. Consider having snacks or breakfast, music and a welcome sign or balloons.
- When that alarm clock goes off the next day, we want them back! New employees need to bond with their teammates quickly and early in the process. Icebreakers are a must and should be tied into the overall message. As a sample icebreaker, Lisa asked us to each share our deepest passion. By doing this, I learned from several other attendees that we had the same passion for reading. By the end of the session, we were trading favorite book titles.
- A sense of pride can be instilled in new employees through story telling. Lisa's organization has a rich history which she shared with a beautiful video detailing the history of the St. Regis hotel group. By the end of the video, I was ready to work for St. Regis.
- Share and repeat the mission statement. Hopefully your mission statement is simple and comprehensive. For example, Patrick Yearout's mission statement at Ivar's restaurants is, "Keep Clam," meaning "be unique, be different." I loved this because with two simple words, it says so much about his company.

With every conference, our first time attendees create energy unlike any other organization. It is a chance to bond, learn about the history of CHART and to tell stories of learning, sharing, growing and caring.

We hope to see y'all at many more CHART conferences!

*Jennifer Swan*



### Nominate a Promising Trainer

Thanks to the generosity of many CHART members, a fund has been created to provide promising trainers, who may not otherwise have the opportunity, the ability to attend a CHART conference. **Download the form and submit your nomination of a deserving peer by April 20.** Contributions to the fund continue to be accepted.

[http://chart.org/membership/learning\\_legacy\\_fund/](http://chart.org/membership/learning_legacy_fund/)

# Austin Conference

## Optimism Abounds in Austin

While we cannot predict economic recovery, we can say with 100% assurance that attendees at the 83rd hospitality training conference in Austin exhibited an optimism and enthusiasm that was off the charts! With more than 150 registered, including 50 first time attendees, it was one of the most successful CHART conferences since 2008. Here is just a sampling of the highlights:



TJ Schier ranked amongst the highest speaker scores in his popular session, *Becoming a SMARTer Trainer*. He will be giving his newly-released book *S.M.A.R.T. Restaurant Guide to Effective Restaurant Operations* FREE to CHART members who weren't at the Austin conference. If interested, email [tj@smartrestaurantguides.com](mailto:tj@smartrestaurantguides.com). Limit 1 per company.



Our silver partner, Legacy Solutions, handled the conference audio visual. It was seamless and professional!



View more Austin candid photos at:  
<https://picasaweb.google.com/101355298266827424129>



It's a humdinger of a conference!



The conference team enjoys an authentic barbeque at The Salt Lick before the conference begins.



First Time Attendees design their own CHART Food Truck, complete with a menu board full of learning, sharing, growing and caring.



Groups build rocket ships in the experiential learning session *Aligning the Team: Enterprise Simulation Workshop*.

*"Feeling AMAZING after an hour-long briefing with my boss who is now INSISTING I go to the next conference! Implementation time!"*

*~ Facebook post by Serah Morrissey, The Depot, Minneapolis*

## CHART News

### Future CHART Members



Welcome Everett Matthew!  
Congratulations to **Mark Williams**, Coakley & Williams Hotel Management, on the birth of his second son.



Congratulations to **Calvin Banks**, Gaylord Hotels, on the birth of his fourth daughter, Hayvn Alexis, born on February 29.

### Welcome New CHART Silver Partners



### Website Update: New CHART Testimonials

Membership Events Resources Partnerships News Room Career Center My Tools

#### Testimonials

**Richard Fletcher - Senior Director, Organizational Development, Zaxby's Franchising, Inc.**  
CHART Member  
For being new to the restaurant industry, joining CHART allowed me to very quickly meet peers and build relationships in a very short time. CHART is a warm and welcoming organization. Benchmarking with my peers' companies has allowed me to validate my vision of learning and development and has allowed me to make great strides towards having a world-class training organization.

**Patrick Yearout - Director of Training, Ivar's Restaurants**  
CHART Member  
I can't even begin to quantify the incredible value of my ten years of membership in the Council of Hotel and Restaurant Trainers. I have learned so much from CHART in so many different ways (networking with other trainers, attending learning sessions, participating in regional forums, volunteering as a conference team director), and these experiences have not only helped me to become a better trainer, leader, and businessman, but also certainly and positively impacted operations back at my company. If you want to invest in your career and in the continued success of your hotel or restaurant, I urge you to drop by a regional forum or attend a conference and learn more about this amazing organization of hospitality professionals.

**Curt Archambault, FMP - Vice President, People and Performance Strategies**  
CHART Member  
Unlike other types of organizations for trainers, CHART is an organization for restaurant and lodging training professionals - people in a single industry who share a passion for training. I really felt I was among my own.

Sally Field told her fans, "you like me, right now, you like me." Check out the new testimonials on the CHART website and read why so many like us. Feel free to add your own testimonial too! [www.chart.org/about/testimonials/](http://www.chart.org/about/testimonials/)

### CHART Members to Connect at NRA Show



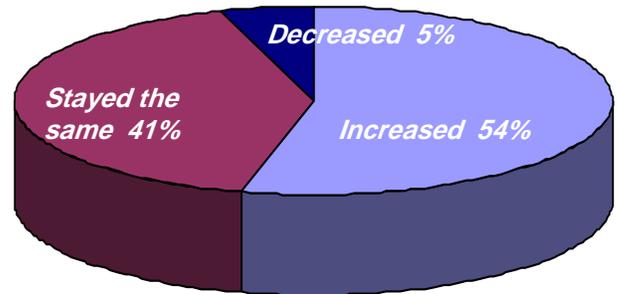
Several CHART members will be presenting at the upcoming NRA Show in Chicago. Please contact the CHART office ([tara@chart.org](mailto:tara@chart.org)) if you will be attending so we can all connect.

## News from Austin

### Diversity and Sensitivity Survey

With recent racial slurs present on restaurant industry customer receipts, we asked CHART attendees:

*Over the past five years, has your training in issues relating to diversity and sensitivity...*



### George Wins Cash for Referrals

**George Minutaglio**, Outback Steakhouse, was our first \$300 Stash of Cash Winner. He had referred 2 new members so received 2 keys to double his chance to win. His colleague, **Sherri Rutolo**, actually stood in for him onsite and she, along with the other members who had referrals, got to try their keys. Sherri got lucky on her second try, which made it a very quick end to the game, but so exciting for someone to win all that cash! **Will you be the next cash winner?** Refer a new member and earn a key to try to win \$300 at the next conference.



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**Deadline for submissions:**

1st of the month for next month's issue

**Back issues:** visit [www.chart.org](http://www.chart.org)

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