



FlipCHART



February/March 2012

Connecting the CHART Member Community ~ in print

Inside this issue:

Shay added as Breakout Speaker	2
Conference Tweeting	2
I am CHART Strong	2
Austin Activities: Keeping Austin Weird	3
Giving Love with a Bear	3
Conference Team	3
CHART News	4

Upcoming Austin Conference

Aligning the Team: The Enterprise Simulation with Keith Lewis

By *Gini Quiroz, K & N Management*



Who says learning can't be fun? Not us! And not **Keith Lewis** with VeraSpark Consulting. During this interactive session, teams will race against the clock to construct a spacecraft on time and budget while balancing the needs for results and keeping people engaged.

Designed around three stages, the simulation gives participants an opportunity to stop and evaluate their behavior and performance. With a focus on the 6 C's of Accountability:

- | | |
|---------------|----------------------------|
| 1. Clarity | 4. Collaboration |
| 2. Competence | 5. Course Correction |
| 3. Commitment | 6. Critical Communication. |

Keith was a senior consultant in Change Management with Accenture and has cultivated his knowledge in organization development, corporate culture and organizational communication. He has a Bachelor of Science Degree in Education from Northwestern University and a Masters in Business Administration from The University of Texas. In addition to his impressive degrees, Keith is a member of the American Society for Training and Development.

So join us, and learn how to take charge and accept accountability for decisions, environment and results!



Upcoming Dates

- February 1**
Vancouver, WA RTF
- February 2**
Last day for Austin Early Registration Discount
- February 10**
Room Block Expires at Renaissance Austin
- February 13**
Atlanta, GA RTF
- March 3 - 6**
83rd CHART Conference
Renaissance Austin Hotel
Austin, TX
- April 1**
Nominations due for Commitment to People
- July 21-24**
84th CHART Conference
Radisson Blu Aqua Hotel
Chicago, IL

Paul to Get People Excited About Working

By *Gini Quiroz, K & N Management*



How great would it be if employees were just as, if not more excited about their work day than their day off? CHART cannot wait for **Harry Paul** to take the stage and teach us how to manifest a culture of engagement.

Through his session, Harry will share how to get workers engaged so they will give every bit of energy, creativity and passion toward performing their job. He believes that companies with high levels of employee engagement are more profitable, their stock prices consistently outperform the market and they experience significant cost savings due to reduced turnover, absenteeism, theft and accidents. Not to mention, the superior service that is provided resulting in loyal customers and all-important increases in market shares.

With a Ph.D in experience, Harry has over thirty years in business encompassing running all aspects of management training and consulting business, including sales, distribution, product development and international operations.

We can almost guarantee that you will walk away excited and get others excited too!

Austin Conference

Shay added as Breakout Speaker



JUST ADDED - Shay de Silva, Marketing Consultant, Sealed Air Vision Enabled Training, will teach you how to create/use measurable performance appraisals.

Shay has been working with products created for the restaurant industry for over five years. During this time, she has spoken with many owners and operators regarding their struggles to keep their restaurants running smoothly. This information, along with research gathered throughout various projects, has helped create a clear picture of how managers can work with employees so they truly understand how to do their jobs well.

Shay will share her insight into motivating employees to do their best work.

Just another reason to register today!

Conference Tweeting

By *Gini Quiroz, K & N Management*



In Austin we'll again be "tweeting" out takeaways and nuggets for you during the keynotes and breakouts.

This is great news ... especially for those of you who won't be able to personally join us in Austin.

All posts should add the hash-tag #CHARTAustin.

We've actually already begun to tweet - **so follow @CHARTtrainers and search #CHARTAustin now.**

Don't have a Twitter account? No worries; it's quick.

- « Go to www.twitter.com to create an account
- « Personalize your settings and info
- « Set it up on your phone and you can even get text updates
- « Follow anyone you find interesting (*@CHARTtrainers happens to be a great one!*)

Enjoy the tweets!

PRESIDENTalks Jen Swan



I am CHART Strong!

How does one clearly define CHART as an organization? First of all, I struggle with the word "organization". It sounds so stuffy and well, *corporate*. CHART is so much more than an organization; it's a group of like-minded individuals that truly enjoy spending time together at the conferences and in between at the regional training forums and online groups.

To be sure, the CHART staff and Board of Directors play a critical role in delivering the CHART experience. But we all agree that volunteering is our lifeblood.



Over the last ten years, I've made forever friendships, received some of the best professional advice possible, cried for CHART members who have lost jobs due to the economy and volunteered for

the hospitality suite more times than I can count! Through volunteering, I've worn costumes, channeled Sarah Palin, participated in an impromptu hot wing contest (in the hospitality suite, of course), toured a cave in the Rocky Mountains, championed Live Ask My Peers 2.0, and ran against respected opponents for a spot on the Board of Directors.

You see, it was when I stepped up and volunteered (with a little persuasion by my friend John Isbell at the CHART Scottsdale Conference in 2001) that I truly learned what being a CHART member is about.

We sometimes joke how first time CHART attendees arrive all shy and unsure, only to leave having drank the "CHART kool-aid" with new friends, a support system *and* a few good training tools in their back pocket. (To be clear, the kool-aid is distributed with the best of intentions, not some creepy, cult-like kind of way.) And that kool-aid? It is just the start of what CHART can do for you. Because in the midst of all the volunteering, you'll bring value and learning *back* to your company. You'll prove that CHART is worth every penny, both personally and professionally.

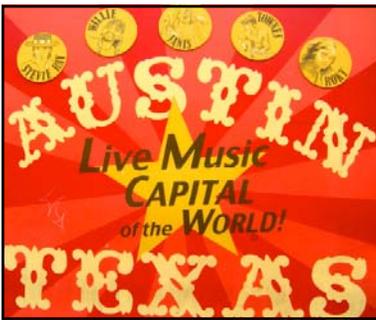
So, to the conference directors, regional directors, silent auction contributors and mentors – the volunteer work you do for CHART is priceless!

Our gratitude to you,

Jennifer Swan and the CHART Board of Directors

Upcoming Austin Conference

Austin Activities - Keeping Austin Weird



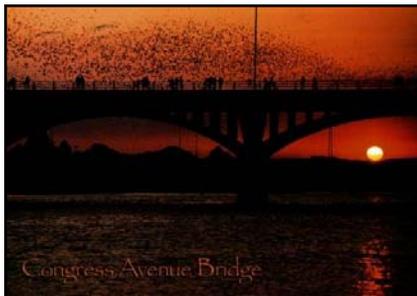
The clock is ticking on the Countdown to CHART Austin!

The activities team of **Steve Baker**, Macaroni Grill, and **Cindy Bates**, Common Man Family, have put together some great fun filled activities to keep you enjoying

your Austin experience into the evenings, after the educational part of the day is done.

Saturday Night - Everyone is invited to re-connect together at the Welcome Reception and enjoy some light appetizers, cocktails and Live Music. Following the reception, choose to either grab a quick bite to eat near the hotel or venture downtown with others to explore 6th Street and some of the famous food trucks, and of course, Live Music! Don't miss the opening of the Hospitality Suite at 9:00 pm as well!

Sunday night - We'll board busses and explore Austin as a group. First stop is the Congress Avenue Bridge over Lady Bird Lake to see the bats! A popular tourist spot where over 2 million bats have migrated from Mexico to make this their home from March until October. A must see in Austin.



Giving Love with a Bear

Warmth, Love, Calmness - this is what a bear can bring to a frightened child.

In Austin we will again be partnering with the local firefighters to collect bears for those in need. Please consider bringing (or sending if you're not able to attend) a stuffed teddy bear and bring joy to a scared child. Thanks!



Next stop is Buffalo Billiards, a well-known eatery and music venue on 6th Street, to partake in some appetizers, billiards and other games. Enjoy dinner here or venture out on 6th Street to check out the other hotspots. The busses will return us to the hotel at the end of the evening in time to hit the Hospitality Suite once again!

Monday Night - After a full day of educational growth on Monday, we invite you to relax at the CHART Dinner. We don't want to share too much yet, but can reveal that there will be Live Music and you'll have another great evening with your new (and perhaps somewhat weird) CHART friends!



Don't miss out - Register today and join others in Austin!

'Weirdness' of Conference Team

The *Keep Austin Weird* theme is a marketing strategy to support and promote small local businesses.

**What makes you unique?
What's your weirdness?**



Volunteer Director
Dusti Guzman

'Weirdness': As of this printing, Dusti was still thinking about what he wanted to share. Check with him in Austin to see if he has thought of something weird.



CHART Headquarters Office
 P.O. Box 2835
 Westfield, NJ 07091
www.chart.org
 1.800.463.5918

CHARTtrainers

Find us on Facebook

Contact Us

2012 Goal: Learn, Share, Grow & Care with CHART

Member Publication of
 Council of Hotel & Restaurant Trainers

Please send content to:

FlipCHART Editor: Natalie Beglen

Email: nwbeglen@sbcglobal.net

Phone: 708.870.8010

Deadline for submissions:

1st of the month for next month's issue

Back issues: visit www.chart.org

Managing Editor: Lisa L. Marovec, FMP,
 CHART Sr. Director of Marketing

CHART News

Give Key to Learning, Earn Key to Cash



Remember that feeling at your first CHART conference? The feeling that you were surrounded by people who knew your daily plight, people who shared the same thoughts, feelings and frustration that you felt every day, and finally that overwhelming gratefulness when you realized that you were no longer alone?!!

Pay it Forward - Now is your chance to make that same difference in a peer's career while also possibly winning a little something for yourself.

CHART's 2012 "Refer a Friend" Program - For every new CHART member you refer you will receive the chance to win \$300 in cold, hard, untaxed CASH! CHART will give you a key for each new member to try your luck with our "**Stash of Cash**" at the conference. If your key opens the box...you WIN!

Start the new year and give the gift of learning at CHART! Be sure your referral uses your name when applying for his/her membership and we will make sure your key(s) are waiting for you at the conference registration. If you are unable to make it to the conference, you can either designate your own representative or we would be happy to try your keys for you.

Member News

- « Congratulations to **Toni Quist** who has been named Chief People Officer for Perkins & Marie Callender's.
- « Best Wishes to **Josh Davies** who is now President at The A Game.

WANTED: ENTHUSIASTIC, PASSIONATE, ENERGETIC MEMBERS!

Are you looking for an opportunity to give back to CHART? Perhaps join our 'CHART Membership Committee'.

We'd like a few members to assist the CHART Board of Directors and office team in brainstorming approaches, as well as help develop and pursue membership leads, while also spreading the CHART mantra.

If you are interested in helping mix up and pour the CHART kool-aid, please email Jason Lyon, jason@thecman.com.