



# FlipCHART



June 2011

Connecting the CHART Member Community ~ in print

## Commitment to People Award

### Little Caesars' Dave Scrivano to Receive CHART's Highest Honor



**Dave Scrivano** will be awarded CHART's prestigious Commitment to People Award at our Las Vegas conference. Serving as President of Little Caesars since 2005, Dave is responsible for overseeing all domestic and international aspects of this people-friendly company. His dedication, support, and warm approachability to people in his organization are what make him the perfect choice for this year's award. The right attitude, culture and spirit must (*and does*) come from the top at Little Caesars.

Dave started in the pizza business nearly 25 years ago as an assistant store manager and has since held a variety of positions with increasing responsibility. His motto has always been to put people first - both employees and those in need in the community. Even in the down economy, Dave has not trimmed training budgets as he knows corners must not be cut when it comes to people development.

Several company programs demonstrate this commitment to people including: Discounts in Franchising for Veterans, Collecting Cell Phones for Soldiers, Financial Assistance Programs for Employees, Annual Employee Service Awards, Monthly Recognition for Employee's Meeting/Exceeding Strategic Goals, and Mobile Restaurants for Homeless and Disaster Victims. Little Caesars also provides mentoring and leadership opportunities. Each year, all corporate employees are required to work two days in a restaurant. This personal connection reinforces the belief that everyone in the company is a part of the same team.

"A true test of a leader is not only their vision, dedication and passion, but the compassion that they show for those around them and the interest that they have in developing others."

*Dan Walker,  
Little Caesars*

Please join us in congratulating Dave on earning the 2011 Commitment to People Award.

## Las Vegas Conference

### Smith and Hite Will Help You Take Care of *Your* Business

*By Michele Lange, IHOP*

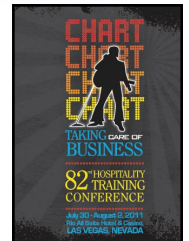
One awesome thing about Las Vegas is the diversity of entertainment available and the fabulous venues that it is staged in. You can watch an exciting, acrobatic and musically charged Cirque du Soleil show, rock out to



your favorite band at the Hard Rock or kick it old school at the *Rat Pack is Back* show. **Steven Smith** and **Amanda Hite** are shining stars in their own right and they will entertain you and show you new ways to collaborate with your team on business issues and strategies. They will give you some "Golden Nuggets" that you can take back to your office and implement right away. Their sessions are sure to be a "Wynn" for everyone!



First up on Monday is **Steven Smith**. He is an author, acclaimed speaker and co-founder of MarcumSmith, a consulting firm which teaches strategies to move the performance of teams and individual players from good to great.



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### Upcoming Dates

**June 3**  
Seattle RTF  
[patrick@keepclam.com](mailto:patrick@keepclam.com)

**June 18**  
Early Conference  
Registration Fee Discount expires  
[www.chart.org](http://www.chart.org)

**June 20**  
Atlanta RTF  
[RFletcher@Zaxbys.com](mailto:RFletcher@Zaxbys.com)

**June 29**  
Last day for hotel discount rate

**July 30 - August 2**  
82nd CHART Semi-Annual Conference  
Rio All-Suite Hotel & Casino  
Las Vegas, NV  
[www.chart.org](http://www.chart.org)

**Register Today - [www.chart.org](http://www.chart.org)**

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## Working for You

### 2010-2011 CHART Board

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## PRESIDENTalks

Mike Amos



### Taking Risks; Thriving vs. Surviving

“Behold the turtle...

...He makes progress only when he sticks his neck out.”

James Bryant Conant

Growing up in the Mohave Desert, we were surrounded with incredible flora and fauna that had adapted to a harsh life in a very challenging environment. Many survived the heat by being active nocturnally, others with creative arrangements for shelter. I noticed that those who survived there and even thrived had to adapt, be flexible and take risks.

The last few years in our industry have been harsh and challenging for many of our members and their companies. Those who have adapted, been flexible (*without lowering their standards*) and have taken risks are surviving...even thriving!

Back in the day, we also actually had desert tortoises as pets, and even after moving my family from Las Vegas, NV to the sunny Sonoran Desert in Scottsdale, AZ, we continued to breed them, once having two dozen. Getting moisture in the arid desert from the cactus plants they eat, carrying their “home” on their back, burrowing to avoid the scorching sun and freezing winters ... they are remarkable creatures! But they never get anywhere without sticking their necks out.

*No guts, no glory...don't be afraid to stick your neck out!*

Your incredible volunteer CHART board has been taking calculated risks all year... managing our precious resources while seamlessly providing excellent opportunities for member engagement and building relationships such as:

- ◆ Delivering a “magical” conference #81 in Orlando and preparing to “take care of business” at #82 at The Rio in Las Vegas
- ◆ NRA Show speaker involvement and mixer
- ◆ Embracing the surging growth of social networks and developing new competency programs
- ◆ *Give Back Grant* (inspired by Lifetime Member Jim Sullivan) to provide professional development funds for worthy trainers who have shown potential and a passion

*“Success seems to be connected to action. Successful people keep moving. They make mistakes, but they don't quit.”*

Conrad Hilton

As a member who wants to get the most out of your membership, you too can take a risk and get more involved:

**LEARN** - Spend some quality time on our new and improved CHART web site or at one of our terrific Regional Training Forums (RTF's).

**SHARE** - Respond to members' requests on Ask My Peers.

**GROW** - Volunteer for the numerous opportunities at our conferences or even run for the CHART Board.

**CARE** - Nominate a deserving “Spirit of CHART” candidate.

So like the small but mighty tortoise, CHART is a small, but mighty powerhouse...the premiere training and development organization.

Thanks for your involvement and contribution to our continued success.

-Famos



## Upcoming Las Vegas Conference

### Smith and Hite Will Help You Take Care of *Your* Business

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In his session, *Best Idea Wins: Collaborate and Innovate*, Steven will share what the best leaders already know... how to structure discussions to investigate ideas in a fast, straightforward way that encourages healthy debate and leads to rock-solid decisions. You will learn how to crush obstacles that stand in your way and make smarter investments of time, people and money. You will leave this session ready to create a stronger business strategy and streamline your business planning discussions.

Next on the main stage is **Amanda Hite**, CEO and Founder of Talent Revolution, Inc., who lives and breathes her message of "Be the Change". Her session, *THE Social Revolution: A Drastic Change in Thinking and Behaving to Train & Engage Today's Talent* promises to take you into the "Stratosphere" of change. Many companies are finding that business strategies of the past are no longer working. They're looking to fix them now, and the good news is that Amanda can show you how.

See full session descriptions at [www.chart.org](http://www.chart.org).

### Spotlight on Vegas Conference Team

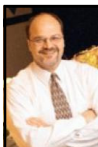


We asked a few more conference team members the question, *How are you going to "Take Care of Business" at the Las Vegas CHART Conference?* Here's what they said.



**Co-Facilities Director**  
**Cheryl Tyler**, Tyler Training & Development Solutions

*The conference is in my own backyard, so there's no way I'm going to let my CHART family down. Now how do you turn on an LCD? (Just kidding)!*



**Co-Facilities Director**  
**Jeff Portwood**, Goldwood Partners, LLC

*I'll be a rockin' roadie-co-director of facilities - behind the scenes doing everything possible to help our stars (CHART members) shine.*



**Scholarship Programs Director**  
**Lisa Oylar**, Loews Ventana Canyon Resort

*I'm coming hungry for knowledge and know I'll leave happy. With CHART, you bring what you have to offer to the table and always walk away with so much more.*



**Co-First Time Attendee Director**  
**John Isbell**, O'Charleys

*I'll get our first time attendees fired up and prepared for their first-of-many conferences!*



**Service Event Director**  
**John Kelly**, White Castle

*I am going to take care of business by networking and getting plenty of sleep in the place where it's easy to stay up all night.*



**Communications & Social Media Director**  
**Michele Lange**, IHOP

*I'll help you to "Get into the Groove" of the Las Vegas Conference by communicating to you through our social networking platforms and the FlipCHART!*

### Reserve Rooms Early

The cut-off date for the special \$89/night rate is Wednesday, June 29, 2011. Call 1-888-746-6955 and refer to group code SRCHR11 or go online to our conference site.



### Can You Help Donate?

Contact **Patrick Yearout**, Ivar's Restaurants ([patrick@keepclam.com](mailto:patrick@keepclam.com)) to offer your item! Thank you for supporting our **Fourth Annual Silent Auction**.

### CHART Gives Back

More details about our 17th Annual Service Event will be announced soon but make plans to arrive in time to help on Saturday, July 30 and make a difference to those in need in Las Vegas. This is a great feel good activity as well as an excellent networking opportunity.



**Co-First Time Attendee Director**  
**Sherri Rutolo**, Outback Steakhouse

*I'll warmly welcome every First Time Attendee as they prepare, arrive, and participate in the conference; to make the most of their first experience of being surrounded by the minds and personalities that have made CHART the most successful training event for ideas and fun!*



**Silent Auction Director**  
**Patrick Yearout**, Ivar's Restaurant

*I will be TCBY (which, of course, stands for "Takin' Care of Business, Yearout-style") by putting on the absolute best Silent Auction possible and helping CHART to fund its scholarship programs for another year!*





# CHART

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

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**Summer Conference in Las Vegas**  
Inspiring Speakers, Relevant Breakout Sessions,  
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**Register Today - [www.chart.org](http://www.chart.org)**

## CHART News

### Scholarship Review Assistance

CHART, along with NRAEF and AHLAEI, provides wonderful scholarships to students involved in the hospitality industry. Please contact Calvin Banks [cbanks@gaylordhotels.com](mailto:cbanks@gaylordhotels.com) if you can assist with reviewing some applications during early/mid June. Thank you.

## Partner News

The National Restaurant Association, a CHART Gold Partner, is extending a special discount to CHART members on the following products. This promotion is valid from May 5 - June 30, 2011. Enter code "CACHART" when ordering at [www.foodhandlerusa.com](http://www.foodhandlerusa.com).

- ◆ ServSafe CA Food Handler Online Course and Exam - Bilingual (English / Spanish) SSECT5CA - List Price \$ 15.00, CHART Price \$ 10.20
- ◆ ServSafe CA Food Handler Guide with Answer Sheet - EG5R10CA (10 pack English) - List Price \$ 150.00, CHART Price \$ 102.00
- ◆ ServSafe CA Food Handler Guide with Answer Sheet - EG5RSP10CA (10 pack Spanish) - List Price \$150.00, CHART Price \$ 102.00
- ◆ ServSafe CA Food Handler Exam Answer Sheet Only - SSEASFH10 (10 pack) List Price \$ 100.00, CHART Price \$ 68.00

## Visit [www.chart.org](http://www.chart.org)

Your source for the latest  
*CHART News & Networking*



**Features:**

- ◆ **Member Directory:** Take a moment to update your profile with a photo and current employment information - simply Login and go to Dashboard.
- ◆ **Volunteer Opportunities:** Check out, under the Membership tab, all the ways to get involved.
- ◆ **Educational Webcasts:** Under the Resources tab, simply sit back and learn from your desk.
- ◆ **Links to Social Networking Sites:** On the home page, connect with others via Facebook, Twitter, FohBoh and LinkedIn.
- ◆ **Las Vegas Conference Site:** All the latest session, speaker, and activity information, as well as registration, is located here.