



FlipCHART



May 2011

Connecting the CHART Member Community ~ in print

Las Vegas Conference

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Upcoming Dates

May 6

Minneapolis RTF
NFuchsdeCalderon@buffalowildwings.com

May 12

Huntington, WV RTF
tmayhew@psmanagementinc.com

May 19

Texas RTF
tj@incentivizesolutions.com

May 20

Cincinnati RTF
tim.florek@frischs.com

May 20

Orlando RTF
blatimer@sonnysbbq.com

May 22

Chicago NRA Show Reception
chart@chart.org

June 3

Seattle RTF
patrick@keepclam.com

July 30 - August 2

82nd CHART Semi-Annual Conference
Rio All-Suite Hotel & Casino
Las Vegas, NV
www.chart.org

Sunday promises to be a TKO: Training Knock-Out

By Michele Lange, IHOP

For some, Vegas brings to mind bright lights, casinos, and shows on the strip. For me, I'm reminded that Vegas is the country's top boxing venue, with some of the most exciting fights in boxing history taking place in Las Vegas. In the spirit of electrifying performance, we have two dynamic speakers stepping into the ring on Sunday who promise to deliver a one-two punch! **Kathleen Wood** and **Kat Cole** are champions in their class, and will help you go the distance with your training initiatives.



First up is Kathleen, the founder of Kathleen Wood Partners, LLC, an innovative growth strategy firm specializing in building and turning around businesses for new levels of success and profitability. Kathleen will share how you can turn yourself into a successful coach during her high-energy presentation, *"The Power of ONE Team: Six Strategies for Creating Competitive Greatness"*. You will learn how to create a talented dream team who work seamlessly together, aligned behind a single vision. Find out how to maximize your team's performance and achieve competitive results.



Next up is Kat Cole, President of Cinnabon. Prior to her role with FOCUS Brands, Kat was Vice President of Training and Development for Hooters of America, Inc. She has more than a decade of multi-disciplined experience in change management, culture, communications, service, training, sales, restaurant operations, and brand & organizational leadership. During Kat's presentation *"What Presidents Want You to Know: Tips from a Brand President Who Grew Up in Operations and Training"*, she will tell you specifically how to stand out and make a meaningful impact in your organization, ultimately catapulting your career to the next level and beyond!

Go the distance in Las Vegas!

 **Register Today - www.chart.org** 

Arrive Early for Pre-Conference Workshops

Take care of **even more** business during this conference and arrive in Vegas in time for our pre-conference competency certificate workshops. The Certified Hospitality Trainer (CHT) review and exam will also be offered on Saturday, July 30. **Learn more in Vegas!**



Instructional Designer Role:
Technical Knowledge

Monique Donahue; Vice President, Research & Development, American Hotel & Lodging Educational Institute



Trainer Role:
Participant Management

TJ Schier; President and Founder of Incentivize Solutions and SMART Restaurant Group



Manager Role:
Operational Knowledge

Cheryl Stinchcomb; Director of Training, Los Cabos Mexican Grill & Cantina, and Waterfront Grill



Executive/Leader Role:
Business Acumen

Janet Hoffmann; President, Hoffmann and Associates, Inc.

Visit the conference site for all the session details - www.chart.org

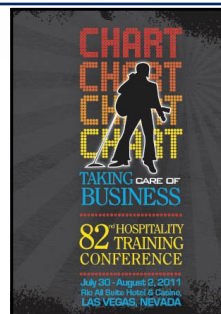


CHART News

CHART Retirees



Best Wishes to **Tami Kaiser** and **Jim James** who are both retiring this month from Darden.



Tami joined CHART in 1988 with Jim coming on board in 1999. We thank them both for the endless volunteer hours given to CHART. Jim served on

several conference teams and was always a great source for technology and Tami served as our president in 1996. **Congrats!**

CHART Board

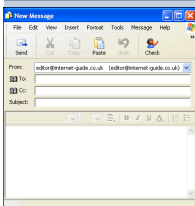
Are you interested in making a bigger difference with CHART? Contact Jen Michaud

Jmichaud@csmc.org asap about running for the 2011-2012 CHART board. Statements to be included in the absentee ballot must be sent to Tara Davey tara@chart.org by **May 15**.

Spirit of CHART Award

Nominations are **due June 1** for that someone special who embodies the Spirit of CHART. Download the online form at: www.chart.org/?x=member_spirit_of_chart.

Tell Vendors Where to Go



Next time you get a solicitation from a vendor, tell them exactly where to go **CHART's Resource**

Gallery! What a great opportunity for a vendor to reach hundreds of trainers in the hospitality industry. Advise them to contact the CHART office for further details on having a booth to showcase their product or service. Let them know that you'll see them at the next CHART conference.

PRESIDENTalks

Mike Amos



CHART Memories My Favorite Things

As I watch the leaves and flowers bud, I'm reminded of Rodgers & Hammerstein's memorable song "*My Favorite Things*" from *The Sound of Music*.

As a Lifetime Member, here are a few of my favorite CHART things:

- ♦ Pat Evans' impromptu training breakouts at numerous Hospitality Suites
- ♦ Reaching incredible heights on mountain tops in Palms Springs with Rick Zurburg and Tami Kaiser
- ♦ Albuquerque's Sandia Mountains with Dave Young and Snowbird's Hidden Peak with Mountain Man "Toker Timothy Many-Hats"
- ♦ Lanny Okonek (among others) being hypnotized in NOLA and in Opryland



- ♦ Beach Olympics in Hilton Head and Clearwater

- ♦ Bob Pike

- ♦ Sandi Spivey's confetti fall-outs in every CHART mailing



- ♦ Monterey's "The World's Worst Waiter"

- ♦ Ken Blanchard presenting Ken Blanchard's Situational Leadership

- ♦ Herman Cain's mic check at Snowbird as Toni Quist and I marvel while he sang "Amazing Grace" (*still get chills*)



- ♦ Bob Pike

- ♦ Donna Goldwasser's unbelievable board breaking

- ♦ Our themed Las Vegas "Rat Pack Lounge" and Tucson's "Ah Spa"

- ♦ 1st time I heard Jim Sullivan's FedEx joke (you'll get it by 10 the next morning!)

- ♦ Getting my Lifetime Award from Joleen Goronkin at Boca Raton

- ♦ John Kelley & Team White Castle delivering sliders after midnight to Minneapolis' "Relaxation Station"

- ♦ Cleveland's fashion show and life-changing service project

- ♦ Did I mention Bob Pike?

- ♦ Getting "ducked" in San Francisco

- ♦ Our incredible gala 40th Anniversary in NOLA and so very many more.

Don't just rely on me, you can **enjoy some of these memories along with your favorite CHART things in living color**

- ♦ **View conference videos** (masterfully produced by Legacy Productions and Todd Horchner) available at:

http://chart.org/?x=events_past_conference_photosvideos

- ♦ **Check out our incredible new "photo yearbooks"** available through www.blurb.com that Lisa Marovec so lovingly created. Just search for CHART99.

I made many more CHART memories in sunny Orlando, hope you did too! See you at an upcoming RTF and at #82 in Las Vegas so we can make more.

-Famos

Upcoming Las Vegas Conference

Vegas Conference Team

We asked the conference team the question, *How are you going to "Take Care of Business" at the Las Vegas CHART Conference?* Here are a few of their responses.



Conference Director

Jim Knight, Hard Rock Int'l.

I'm looking forward to picking up as many 'ah, ha' moments from them, applying them to my own business and then sharing those killer ideas with as many others as possible.



Co-Volunteer Director

Alie Gaffan, Pacifica Hotel

Before heading out to Vegas, I'm going to take the time to determine what I need to walk away with when it's all said and done. Planning ahead will ensure that I get the biggest bang for my buck.



Co-Hospitality Director

Andrew Arvay, US Beef Corp.

The information "jackpot" that is available at this conference would cost 20 times the conference cost if you had to go buy it--now THAT'S 'Taking Care of Business'!



Board Member - Education, Las Vegas Conference

Jen Johnston, Darden

I'll gather learnings from our speakers to apply back on the job and be of service to our CHART members and attendees.



Co-Volunteer Director

Tasha Friedlein, HVS Hotel Mgmt.

I'll get up every morning and greet my CHART friends each day! We will all have fun just a-learning and playing in the Vegas sun and we'll be "taking care of business" everyday!



Co-Hospitality Director

Jason Lyon, Common Family Man

I'll be making sure that you have a rewarding networking experience in our hospitality suite!

Look for more of the team responses in future issues.

Silent Auction Donation Request

Please support our **Fourth Annual Silent**



Auction at the Las Vegas conference in July. The proceeds help fund our hotel and restaurant scholarship programs.

Past items include ...

- ◆ gift certificates
- ◆ hotel stays
- ◆ memorabilia
- ◆ speaking engagements

Of course, any donations will be very much appreciated! Contact

Patrick Yearout, Ivar's Restaurants
(patrick@keepclam.com) to offer your item! Thank you!

Industry News



May 21-24 ~ Chicago

The 2011 NRA Show is fortunate to have several CHART members presenting. As of now, the following sessions are planned:

Communication Made Easy

Joleen Goronkin, People and Performance Strategies

Is Leadership in Your Job Description?

Gail Lyman, First Hospitality Group

The Silver-Haired Tsunami

Panel of experts including **Mike Amos**, Perkins and Marie Callender's

Social Media

Panel moderated by **Janet Hoffmann**, Hoffmann & Associates

Philanthropy that Rocks! An Underutilized Way to Grow

Jim Knight, Hard Rock International

Poe-Tay-Toe or Poe-Taw-Toe?: Overcoming Workplace Culture Barriers

Nikki Fuchs de Calderon, Buffalo Wild Wings

Unleash your True Self to Deliver Exceptional Leadership

Curt Archambault, Jack in the Box, **John Isbell**, Improv Comedy Club and **Josh Davies**, Sage Hospitality

Sunday Evening Reception - Join other CHART

members on May 22 and catch up on the latest news.

If you'll be at the NRA show or live in the Chicago area, contact the CHART office for further details.



CHART

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FlipCHART

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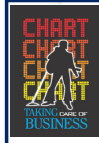
Phone: 708.870.8010

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



Summer Conference in Las Vegas
Inspiring Speakers, Relevant Breakout Sessions,
Unparalleled Networking & Desirable Location!
Register Today - www.chart.org

Welcome to our Newest CHART Members

Here we grow again! CHART welcomed the following members since October 2010.

Crystina Arnold, Mexican Restaurants, Inc.

Holly Blanchard, Zaxby's

Pete Bromelkamp, Torgerson Properties

Laura Ciampa, The Ocean Reef Club

Greg Cobb, Allerton Hotel

Tammy Collas, Chili's Grill and Bar

David Dickter, The Cheesecake Factory

Anna Dominy, Grand Teton Lodge Co.

Yo-Zon Elliott, Sodexo

Derek Fournier, Uno Restaurants

Renny Freet, IHOP

MaryAnn Fulco, Morton's, The Steakhouse

Lisa Giaimo, Torgerson Properties

Mary Golunka, Ted's Montana Grill

Mary Gregg, Eat'n Park Hospitality Group

Leif Haugen, Thomas and King

Sheri Hernandez, American Public University System

Paul Hicks, Corner Bakery Café

Gabriel Hosler, Rubio's Restaurants, Inc.

John Hughes, Jersey Mike's Franchise Systems

Patrick Jenkins, Le Pain Quotidien

Kirstie Johnson, Maggiano's Little Italy

Jill Jonas, Fazoli's

Tim Julius, Tulalip Resort Casino

Patrick Karsnick, Caribou Coffee

Kimberly Kiely, Hospitality USA

Karla Lacey, Bermuda Hospitality Institute

John Lee, Jack Stack Barbeque

Brian Loescher, Wendy's/Arby's Group

Traci Loub, Lone Star Steakhouse and Texas Land & Cattle

Jennifer Lundal, Eddie V's

Sara Miwa, Vail Resorts

Christin Morgan, Coakley and Williams

David Myers, Fazoli's

Angie Neal, Hospitality USA

Ronald Nelson, The Pub Group

Robert O'Neil, RockResorts/Vail Resorts Hospitality

Kirby Penner, California Pizza Kitchen

Jennifer Pierce, LongHorn Steakhouse

Padma Prasad Subramoney, Radisson Resort Temple Bay

Kathryn Prats, Kokua Hospitality

Kari Ramsdale, Tony Roma's Romacorp.

Chip Romp, Fazoli's

Peggy Rubenzer, P.F. Chang's China Bistro

Michael Serchia, Einstein Noah Restaurant Group, Inc.

Cheryl Simmons, Planet Hollywood

Krista Stafford, Burger King Corporation

Anthony Talalay, Sbarro

Brady Thomason, California Pizza Kitchen

Gini Turki, K & N Management

Leslie Webb, JHM Hotels

Chris Zaremby, Rosen Hotels & Resorts