



FlipCHART



Connecting the CHART Member Community ~ in print

New Orleans Conference

CHART Gives Back in New Orleans

September 2010

Inside this issue:

Then, Now, Next	2
2010-2011 CHART Board	2
12 More Members get \$40 for each Referral	2
New Orleans Recap with Photos	3
15 Year Anniversaries	3
Atlanta RTF	4
In the News	4
Capture the Magic	4



CHART was thrilled at the turnout of nearly 40 members and guests (pictured above) who traveled a day early to the 80th semi-annual CHART Hospitality Training Conference to work in partnership with the New Orleans Area Habitat for Humanity. On Saturday, July 24, the volunteers were bussed to a residential neighborhood where they worked directly with a homeowner painting, digging fence posts, putting up a fence and installing insulation. Sweating, networking and laughing were also on the agenda for the day!

"CHART wasn't just improving a home, we were improving the lives of a man and his family. What made the event even more powerful was working side-by-side with the homeowner for eight hours in the southern heat on his family's future home." - Kate Shehan



Pictured above taking a well-deserved break are: (L to R) Kathleen Wood, Kathleen Wood Partners, and Melissa Papeleo, People Report.



Pushing through the pain of a sore ankle is Michele Lange, Landmark Restaurant Group, who organized the Habitat community service event.

The caring spirit is evident in CHART members who have graciously volunteered for community service projects since we incorporated them into our semi-annual conferences in 2002. One of the reasons New Orleans was selected was so we could help support this city which has endured more than its fair share of disasters.

"CHART comes to its host cities with an attitude of caring," says Mike Amos, Franchise Consultant for Perkins & Marie Callender's Inc. and President of CHART. "We want to give back to the local community, while creating bonds among members and providing them an example of volunteerism they can take back to their restaurants and hotels."

Thanks again to everyone who was involved with planning, donating and volunteering. You did great again!

Upcoming Dates

September 22
Southern CA RTF
dmartinez@lucillesbbq.com

September 23
Atlanta RTF
rfletcher@zaxbys.com

September 24
Orlando RTF
jjames@darden.com

February 5-8, 2011
Conference #81
Lake Buena Vista, FL
www.chart.org

PRESIDENTalks Mike Amos



Then, Now, Next

One of the many highlights from conference #80 in New Orleans was People Report Founder **Joni Doolin** and AH&LA President **Joe McInerney's** State of our Industries presentation titled "Then, Now, Next." The content was terrific, but I especially thought the title was so fitting for our milestone 40th Anniversary conference celebration. So in the spirit of our guiding principle of "sharing," I'm using it ...

THEN - One of our Founding Fathers, **Walt Hiller**, joined us and wonderfully outlined 40 years of CHART from the podium at the Commitment to People Awards Gala.



15+ Year Members gather in one room for an executive panel to share lessons learned

He, a majority of our Lifetime Members, and also a quorum of "seasoned" members were in attendance. Many members including: **Emily Ellis, Joleen Goronkin, Toni Quist, Roz Mallet, Janet Hoffmann, Kathleen Wood, Josh Davies, John Isbell, Curt Archambault, Lisa Schweickert, Tanya Hill, Jennifer Tarazona, Charlotte Smith, Terry Pappas, Monique Donahue, TJ Schier, and Kim Rivera Beattie** all actively contributed in break-out sessions. Even board members, **Jen Michaud** and **Gail Lyman** facilitated. **Jim Sullivan** was brilliant from the big stage and tee'd up our new Legacy Fund with a \$2,200 contribution (\$100 for each year of his membership). You'll hear much more about this exciting new trainer grant program soon.

NOW - We debrief and download. We share the wealth and take back to our organizations all of the exceptional content. We benefit personally and professionally from the networking that threads the quilt that has always been CHART's best asset.

NEXT - New Orleans resident **James** and his family get to move into "the house that CHART built" for Habit for Humanity. Thanks to **Michele Lange** who organized this life-changing service project. We also had more than 60 First Time Attendees in attendance all actively drinking in all that CHART has to offer. These new members and the incredible volunteerism that they witnessed from **Christine Andrews'** Conference Team, and volumes of volunteers, will ensure that the next 40 years of CHART are as dynamic and impactful as the first!



NOLA Conference Team

In the spirit of growth,

CHART News

2010-2011 CHART Board



Ready to serve you this year are (L to R): **Gail Lyman**, First Hospitality, **Jen Johnston**, Red Lobster, **Jen Michaud**, President-Elect, CSM Lodging, **John Kelley**, White Castle, **Calvin Banks**, Gaylord Hotels, and **Mike Amos**, President, Perkins & Marie Callendar's,

12 More Members Get **Cash** Referrals \$40 for each Referral

CHART's member referral campaign has been so successful that we have decided to continue it through 2011! Keep them coming!

Just recently the following people received the \$40 incentive for referring members:

- ◆ Overachiever **Mike Nalley**, Best Western, with 3 referrals. Wow!
- ◆ **Orloff**, Del Frisco's & Sullivan's Steakhouses, with 2 referrals. Thanks Orloff!
- ◆ **Jim Rich**, California Pizza Kitchen, with 2 referrals. Outstanding!

Also, those who each referred one member:

- ◆ **Sue Kruse**, Perkins and Marie Callender's;
- ◆ **Thornton Johnson**, Zaxby's;
- ◆ **Lisa Schweickert**, Golden Corral;
- ◆ **Kim Reynolds**, Cracker Barrel;
- ◆ **Todd Woodruff**, Sodexo Remote Sites;
- ◆ **Mike Amos**, Perkins and Marie Callender's;
- ◆ **Karen Lafond**, US Airways;
- ◆ **John Nevels**, Captains D's; and
- ◆ **Kimberly Tijerna**, Luby's.

New Orleans Conference Recap



Feather boas and masks in all colors.

Brass bands leading second line parades.

Bell cart floats adorned with anniversary cakes and thrones.

And, of course, lots of smiling CHARTers having a wonderful time!

The Commitment to People Gala was the culmination of the 40th anniversary celebration held at The Ritz-Carlton, New Orleans on the last night of the conference. It was a memorable night as more than 230 members and guests, including 14 lifetime members, 18 past presidents and 62 first time attendees, were in attendance. CHART

members were also very generous as nearly \$10,000 (wow!) for student scholarships was raised as part of the silent auction!

Here is to another 40 years of learning, sharing, growing and caring!



Special thanks go to Jason Lyon and Cindy Bates (to the immediate right of the bell cart), both of The Common Man Restaurants, for providing the over-the-top decorations that enhanced the conference.

In addition to being a Spirit of CHART Award recipient, John Alexander, NRA Solutions, is the President of the Clan MacAlister Society and proudly wore his formal Scottish Highland attire to the gala.



Congratulations to Curt Archambault (right), Jack in the Box, on being recognized with the Spirit of CHART Award.

(left photo) CHART immediate past president and "Queen," Kate Shehan.



Walt Hiller, the sole surviving founding member of CHART, gave a speech about his memories of the founding and received a standing ovation from the crowd. His video is on www.chart.org.



We're Sorry! 😞 Although we missed presenting them with their 15 year pins in New Orleans, we are still excited and thankful for their many years with CHART. Congratulations to the following members on their **15th Anniversary**:

- Eric Bartlett**, Rib Crib Corp.
- Susan Steinbrecher**, Steinbrecher & Assoc. Inc.
- Sue Wasyluk**, Ashbury Initiatives, LLC
- Nancy Loizeaux**, CHT, Starbucks Coffee
- Todd Horchner**, Legacy Solutions/Productions
- Jim Marovec**, FMP, NRAEF
- Jeff Tenut**, Discoverlink

WAIT ... there's MORE!

Past Conference Photos & Videos

[New Orleans Conference '10 - View](#)

[New Orleans highlight video](#)



View photos and videos at:
http://chart.org/?x=events_past_conference_photosvideos

AND view and download conference photos at:

<http://picasaweb.google.com/101355298266827424129>



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

www.chart.org

Your source for Ask My Peers, membership directory, past conference photos, RTF schedules, book reviews and more!

Contact Us



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

Atlanta Regional Training Forum (RTF)



Nearly 20 hospitality training professionals gathered at Concessions International in Atlanta for the June RTF. **Judi Bader**, Arby's, explained their Red Hat service program, **Brian O'Neill**, Noble Investments, demonstrated their company portal and **Pace Sweatt**, Chick-fil-a, highlighted their leadership development initiative. RTF attendees gave back to the community by bringing canned foods which were donated to the Atlanta Community Food Bank.

Photo and recap courtesy of Richard Fletcher, Zaxby's

In the News

- ◆ Congratulations to SMART Restaurant Group (**TJ Schier** is President) which was awarded the 2010 QSR Magazine Applied Technology Award for its hiring and training system - a seamless integration of the Sysdine Hiring and Training Tracking System coupled with e-learning modules and videos delivered in iPods.
- ◆ Best wishes to **Nanette McWhertor** who is now at STACK'D Restaurants, LCC.

Remember if you're looking to hire or pursue other opportunities, be sure to check out the Career Center at http://chart.org/?x=career_center

CAPTURE THE MAGIC

#81- February 5-8, 2011

**Hilton at the Walt
 Disney World Resort
 Lake Buena Vista, FL**

