



# FlipCHART



September 2012

Connecting the CHART Member Community ~ in print

## Chicago Conference Recap



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### Fun on the Chicago River



What an evening ... floating along the Chicago River with 200 new and old friends watching the stunning sunset amidst the backdrop of beautiful great architecture. The Sunday evening event provided not only an opportunity for conference attendees to network and connect but also a chance to learn about the history of our host city, Chicago.



@MoniqueDonahue



Fun on the boat! #CHARTChicago  
[pic.twitter.com/S2wV5Wrk](http://pic.twitter.com/S2wV5Wrk)

### Upcoming Dates

- August 31**  
CHART renewals due
- September 7**  
Louisville, KY RTF
- September 12**  
Minneapolis, MN RTF
- September 28**  
Orlando, FL RTF
- October 11**  
Nashville, TN RTF
- November 1**  
Bettendorf, IA RTF
- February 23-26, 2013**  
#85 in San Diego, CA
- July 20-23, 2013**  
#86 in Miami, FL

### Sharing & Staying Connected



*Excitement, energy & sharing of great ideas filled the room during the LIVE Ask My Peers session in Chicago.*

### Remain Connected with your CHART Peers between Conferences!

**Social Media**



**Ask My Peers**

Log onto [www.chart.org](http://www.chart.org) and click Ask My Peers Forum under My Tools

**In Person**

Attend one or more Regional Training Forums (RTF)



# CHART News

## Trending online

www.chart.org is your online destination to get the latest member news, read informative blogs, link to fun videos, purchase CHART logo merchandise, obtain schedule for Regional Training Forums, ask questions & share your wisdom on Ask my Peers Forum and much more!

**Develop People. Improve Performance.**

**The Latest in Hospitality Training**

**The New Community**  
Member Blog  
When I was a kid I have vivid memories of growing up in a community called Belmont, which was a small suburb of Dayton, Ohio. Everyone of the time that was awesome. You could go to Don's Market & you knew that day if you had a flat tire someone would be there. Sometimes, if you were someone like me, growing up in a small community can be a blessing. Well, everyone knew you! There was no anonymity so if..... Read More

**How to Interview and Hire New Workers**  
Member Blog  
The expertise of CHART member Patrick Yearout of Ivar's in the Restaurant Management article <http://www.emmagazine.com/interview-and-hire-new-workers>... Read More

**The FTA Experience: First Time Attendee? Full AWESOME!**  
Member Blog  
We all remember the firsts... the first time we moved away from home, the first time we chose a square out of our office. Minnesota sports love central air in July as much as I do. A treasure to the experience I had at my inaugural CHART conference last spring. I thought my expert conference attendee, I was anxious about my first time be there.... Read More

**If I Ruled The World**  
Member Blog  
Someone asked me the other day what I would do if I ruled the world. I would have every Monday be a national holiday so that I'd never have to go to work.... Read More

**Member Blogs:** Great mini articles from members on a variety of subject. Find out what John Isbell would do in, *"If I Ruled the World"*.

**CHART Online Store**

You can now purchase CHART logo and CHART conference logo items such as shirts, mugs & more!

**Logo Items:** Whether you are looking for a hat, sweatshirt, water bottle, or even fun flip-flops, make sure it's accessorized with the CHART logo.

# CHART Board



2012-2013 CHART Board (L to R) *Jen Johnston, Darden*, *Jason Lyon, Common Man*, **President John Kelley, White Castle**, **President-elect Calvin Banks, Gaylord Hotels**, *Patrick Yearout, Ivar's* and *Michele Lange, IHOP*.

# PRESIDENTTalks

John Kelley



## Member Feedback Counts

I'm very excited to be able to share my first PRESIDENTTalks with you for the FlipCHART. We're coming off a great Chicago Conference where inspiring speakers and even better networking opportunities continue to increase our attendance.

One of the opportunities, started by immediate past president, Jennifer Swan, was a member-only breakfast which serves both as a way to give back to members, but also a way to gather ideas from members. While the information is very qualitative in nature, members seemed to like the structure of the conference and the "cool, hip hotel in a downtown city". It also appears that for many, the city matters, and members like having the chance to visit new cities. We will continue to get your input, in a variety of ways, to help guide the decisions we make for YOUR organization.



*Katie Kaye, Benchmark Hospitality, Tasha Friedlein, HVS Hotel Management, and Kristin Burk, Wood Ranch, enjoy one of many networking opportunities offered.*

As a result of the Board meeting in Chicago, we left with many ideas and ways to improve and grow membership and make future conferences even more valuable and exciting.

We are busy planning the San Diego conference and are looking to try some of these ideas while keeping the parts that make CHART conferences great, especially the networking.

As your new Board, we are all excited and will work to continue the progress of the previous boards. As a part of that, we have also convened our CHART Strategic Advisory Board and are finalizing a strategic plan that we will be able to share in the future.

I would be remiss if I didn't recognize again Jennifer Swan (*pictured in right photo with me*), who as our past president, was a mentor, friend, leader and inspiration to many of us throughout CHART. Good luck with your new endeavors!

John



# Chicago Conference Recap



*Cheers to our awesome Chicago Conference Team for planning & organizing a fabulous event with lots of learning, sharing & growing!*



**RISE**  
ABOVE THE  
**REST**

*Our FTA mentors were so enthusiastic and welcoming to the group of over 65 first-time attendees!! The photo on the right is just one of the skyscrapers created by teams of FTA's & mentors to illustrate how CHART rises above the rest.*



*CHART Cares! Our 19th Service Event included smiles & fun on an assembly line at the Helping Hand Center.*



*Congratulations to **Andrew Arvay** and **Kate Shehan** - our 2012 Spirit of CHART Award recipients.*



*Congratulations to our scholarship winners: (l to r) **Wesley Benjamin**, CHART/NRAEF Scholarship, **Sara Dickinson**, CHART/NRAEF Scholarship and **Jacqueline Lowell**, CHART/AHLEF Scholarship.*

View more photos online at:  
<http://picasaweb.google.com/101355298266827424129>

**D**id you know YOU helped raise over \$16,000 to aid our scholarship funds? A big thanks to everyone who donated and/or bid on items at the silent auction.



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

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Mark your Calendars & Get Budget Approval for 2013 Conferences

Feb 23-26 #CHARTSanDiego

July 20-23 #CHARTMiami

## CHART News

### Learning, Sharing, Growing & Caring at RTF



Close to 20 attended the Atlanta RTF in early June hosted by The Venza Group. Highlights from the event included:

- **Kelly Vandever**, Speaking Practically, spoke on "Connecting the Dots through Story: How to Find and Develop Stories to Make Your Training Stick."
- **Richard Fletcher**, Zaxby's, shared that their Licensee Managed Training Program increased manager certification compliance by 300%, saving thousands of dollars and producing better training and better managers.
- **Sheila Bennett**, Director of Dine Out for No Kid Hungry, presented news about the No Kid Hungry campaign.

### Member News

- Congratulations to **Jen Swan** who has taken a new job as Vice President of Business Operations at Hospitality on Point
- Best wishes to **Jim Knight** in his new roles as Owner & Founder at Knight Speaker and CEO at Hospitality On Point
- Much happiness to **Steve Fidler**, Keg Restaurants Ltd, and his new bride.

### Industry News

