



FlipCHART



September 2013

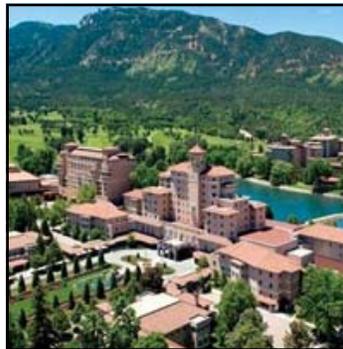
Connecting the CHART Member Community ~ in print

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Upcoming T3 Winter Conference

Colorado Springs: March 1 - 4, 2014



Situated on 3,000 acres of lush parkland on the southern edge of the

Rocky Mountains, The Broadmoor is the perfect setting for our upcoming T3 Winter Conference. Located in beautiful Colorado Springs, Colorado, this historic luxury hotel is close to both Colorado Springs Airport and Denver International Airport, and offers a great escape to immerse yourself in competency based training.



Trainers Transforming Training

the learning forum for **hospitality training**

Last winter was the debut of the restructured conference format providing competency-based tracks of learning and development certificate workshops. This winter **we are adding** several additional breakout sessions and including the CHT review and exam. The Welcome Reception and First-time Attendee's meeting will be held on Saturday evening, March 1; with the conference officially starting on Sunday morning March 2.

More details will be shared online and via this newsletter. For now, be sure to mark your calendars, arrange for budget approval and plan to join others to become **better trainers, faster instructional designers, stronger managers, and greater executives.**

Upcoming Dates

September (Date TBD)
Atlanta, GA RTF
tjohnston@zaxbys.com

September 20
Orlando, FL RTF
mdonahue@ahla.com

October 9
Louisville, KY RTF
tmayhew@psmanagementinc.com

October (Date TBD)
Boston, MA RTF
Bates-cindy@thecman.com

March 1 - 4, 2014
T3 Winter Conference #87
The Broadmoor
Colorado Springs, CO

July 26 - 29, 2014
Summer Conference #88
Atlanta, GA

Miami Conference Recap

Unique Service Event Shows CHART Cares

Plastic bags, broken toys, and t-shirts were just some of the items our CHART volunteers discovered as they helped clean up debris. On Saturday, July 20, 30 volunteers paddled, kayaked or simply sat in a boat to get to one of three islands Shake-A-Leg Miami uses for their summer camp programs. This not-for-profit organization works with children & adults with physical, developmental and economic challenges in a marine environment, utilizing Biscayne Bay to teach environmental lessons, therapeutic sailing, swimming & kayaking.

Great job CHART volunteers!

Thank you for making a positive difference!



Jason Lyon, Common Man Family Restaurants, and Gabe Hosler, Rubio's Restaurant, take a kayak to the island to begin the clean up efforts.

Christopher Berghaus, Iron Hill Brewery & Restaurant, Chris Zaremby, CHT, Rosen Hotel & Resorts, along with John Alexander, National Restaurant Association, clean up debris.



PRESIDENTalks

Calvin Banks



Reenergized and Ready to Serve You

CHART Miami was a great conference for **Learning, Sharing, Growing, and Caring**. I have to give credit to the Miami Conference team who did an excellent job of putting together a memorable experience for all attendees. Energy was high and downtime was low.

After great feedback from our San Diego attendees, **Live Ask My Peers** came back with a vengeance (see right photo). Over 200 attendees interacted together and discussed topics of eLearning, New Manager Training, Leadership Development, ROI and Measuring Training, Social Media Training, Employee Engagement and more! **We will post notes from LAMP Miami online in the coming weeks.** Be sure to participate in our ongoing **Ask My Peers Forum**. Just sign in online at: www.chart.org/forum/thread/id/1/



We also received the results for our *State of Training and Development* Survey prepared by Technomic. As a board we identified 3 key findings from the survey:

1. First, on the job training is the primary vehicle for training in our organizations. Many of us, though, do not lead on the job training, so what tools are we providing those who do? Also, are on the job trainers good candidates for the Learning Legacy Scholarship?
2. Second, it was concluded that 0% of those who took the survey expect a decrease in web hosted eLearning.
3. Third, many organizations see an increase in training budget and head count and feel supported by upper management, however also feel stretched and "doing more with less".

CHART will continue to better understand what each of these mean for you and our industry and seek ways to move you forward.



Introducing our 2013- 2014 CHART Board: (L to R) **Jason Lyon**, Common Man Family, **Christine San Juan**, CSJ People Solutions, **Calvin Banks (CHART President)**, The Broadmoor, **Michele Lange**, The Habit Burger Grill, **Patrick Yearout (CHART President-Elect)**, Ivar's Restaurants, and **Chip Romp**, Buffets, Inc.

Last, but definitely not least, I must recognize John Kelley, our past president. John brought leadership, friendship, and great impact to the board and to CHART. Through him we have changed the format of our winter conferences, completed an industry survey, and developed new partnerships in the industry. Thank you, John. I know we will see you soon.

The new CHART Board and I are ready to serve you this year and continue to realize our mission; to develop hospitality training professionals to advance industry training practices and improve operational results by providing access to education, tools and resources.

Best Wishes,

Sneak peak of upcoming October FlipCHART:

- Recap and Photos from *CHART Talks: Brief Bursts of Brilliance*. This brand new session was positively received. The buzz and high level of energy in the room was contagious!
- Our Learning Legacy Fund continues to expand! Next month we will highlight two members who each donated \$100 for every year that they have been with CHART. Wow!

Miami Conference Recap

For 3+ days, the InterContinental Hotel in Miami, FL was filled with over 270 attendees whose primary focus was on professional and personal development (and having a lot of fun!). In addition to the educational sessions, the conference team organized activities and events to further foster and strengthen relationships. We're sharing just a few photos here, **so be sure to check out our photo album at www.facebook.com/CHARTtrainers** Feel free to tag yourself and your peers!



Smashburger was well represented at the conference with **Kevin McCarthy, Janice Branam and Kelly Saunders.**



Rob Gage, Circle Hospitality and Donna Herbel, Perkins & Marie Callender's, reconnect during registration.



Working as a team, mentors and a record number of over 90 first-time attendees, created animals out of towels to serve as table centerpieces.



Over \$10,500 was raised to fund future scholarships. Thanks to everyone who donated, bid, or helped! Kudos to *Christine Andrews, Hostmark, and Alisha Gulden, NRA, our co-silent auction directors.*



This time CHART trainers were the students! Entertaining (and colorful) dancers 'trained' attendees on the right moves during Monday night's gala dinner.



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FlipCHART

Member Publication of
 Council of Hotel & Restaurant Trainers

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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

Visit www.youtube.com/ChartTube1 to view highlight videos from the Miami conference (and past ones too!)



CHART Member News



Congratulations to the following individuals who earned their Certified Hospitality Trainer (CHT) designation during the Miami Conference. Great job!!

(listed in alpha order) **Jessica Clouatre**, Piccadilly, **Henry Enright**, Papa John's, **Shelly Gardner**, Papa John's, **Carlos Herrera**, Papa John's, **Stefanie Jenkins**, Galt House, **David Myers**, Fazoli's, **Larry Nicely**, Carvel, **Willy Ireal Noriega**, Papa John's, **Reiko Padilla**, Honeybee Foods, **Maria Theresa Romero**, Honeybee Foods, **Rafael Rivera**, Caribe Royale, **Linda Sebok**, White Castle, **Timothy Shamrell**, Marriott, and **Jeffrey Wahl**, Florida International University

- New business cards are ready for **Chip Romp** who is now Vice President of Training for Buffets and for **Dustin Guzman** who is now at Sprinkles Cupcakes as Vice President of Talent. Good luck gentleman.
- Congratulations to **Patrick Yearout**, Ivar's, who earned two new competency pins at #CHARTMiami; one for Manager Track and the other for Executive.
- Kudos to **Colby Hutchinson**, Best Western, who earned his pin for Trainer Track. Keep on growing!

Congratulations to our Spirit of CHART Award winners. We appreciate and thank you for your energy, dedication & enthusiasm.

- **Monique Donahue**, CHT, CGSP, CMHS, American Hotel & Lodging Educational Institute
- **Janet Hoffmann**, SPHR, HR Aligned Design
- **Lisa Oyler**, CHT, CTA, St. Regis Deer Valley Resort