

FlipCHART



Connecting the CHART Member Community ~ in print

San Francisco Conference

CHART Members Continue to Show their Caring Spirit

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CHART conference attendees, in partnership with the Grand Hyatt San Francisco, showed their generosity in helping others by donating more than 300 teddy bears to the San Francisco Fire Department and Emergency Services.

"It is amazing how something so simple can mean so much to a child in a traumatic situation," says Kate Shehan, CHART president. "It was heartwarming to hear Section Chief Wong describe the many ways the bears are used with local children in time of need. This is our way of giving back to our conference's host community."

David Nadelman, General Manager at the Grand Hyatt San Francisco says, "We are committed to social responsibility and making a lasting and positive impact in the lives of others in our community."

In the past 2 years, CHART has collected and donated more than 1000 teddy bears to local fire departments. Let's continue the spirit!



CHART members donated over 300 teddy bears to San Francisco Fire Department.

"Service projects like this one touch the heart of the community directly," says Fire Chief Joanne Hayes-White. "It gives us one more tool to make a frightening situation a little less traumatic. We're very appreciative of this gift."

See page 3 for more photos and stories from San Francisco

Upcoming Dates

April 15

Nominations due for Commitment to People Award

June 12

Deadline for Early Conference Registration Discount

July 1

Cut off date for reduced rate at The Ritz-Carlton

July 24-27

80th Conference New Orleans, LA

Upcoming New Orleans Conference



Go online now www.chart.org

Check out the great agenda and register now!

Mark your calendars now and be part of CHART's 40th Anniversary Celebration in New Orleans July 24-27, 2010.

The conference team has a great lineup of outstanding speakers and topics to help transform your future. You will not want to miss the keynote sessions set for the 80th CHART Hospitality Training Conference:

Creating Culture of Accountability

Tanner Corbridge; Area Vice President and Executive Facilitator, Partners in Leadership

The New Fundamentals: How to Be Brilliant at Training, Transfer and Execution

Jim Sullivan; CEO and Founder, Sullivision.com

Communication to make you Heard and Remembered

Christina Harbridge; Founder and CEO, Allegory Training



CHART News

Welcome to our Newest CHART Members

Elke Bosworth, Elephant Bar Restaurant
Lisa Christian, Taco Bell
Emily Doan, La Boulange Café and Bakery
Nicole Dreis, McCormick & Schmick's
Tara Fitzpatrick, Wendy's International
Mary Hamill, Fuddruckers and Koo Koo Roo
Kimberly Harding, Fuddruckers and Koo Koo Roo
Kimberly Hayes, Macy's Food Division
Mary Haynes, Cooper's Hawk Winery & Restaurant
Peter Hegele, BlackFinn American Saloon
Jennifer Heiser, The Cheesecake Factory
Angela Hornsby, Skyline Chili
Angie Hoskins, Buca di Beppo
Toni Jones, InTown Suites

Andrej Oslica, Chez Papa Resto
Philip Pinkerman, California Pizza Kitchen
Karen Schutt, Taco Bell
Christine Seekamp, China Grill Management
Mark Szymanski, BlackFinn American Saloon
Heather Wyllie, Cara Operations, Ltd.



Congratulation and thanks to **Robert Stewart**, Elephant Bar (top left), and **Jim Rich**, California Pizza Kitchen (bottom left) who each received \$40 cash for referring a new member to CHART during our 40th anniversary.



Remember it's easy to earn an extra \$40 this year. Just refer a new member to CHART and have them list you on their application.

Kate Shehan

PRESIDENTalks

Alicia Lutz. Texas Land & Cattle

Learning: You're Never too Young or too Old





It is never too early or too late to develop and learn. I just received 30 boxes of Girl Scout cookies from 3 different girls who I could not say no to. It is the small pleasure of being a single gal who has friends with daughters that I can't refuse when they come up to me with the 'Cookie Sheet Hook' and 'Girl Scout Look.' I love the program and support them totally! (I just wish I felt as strongly about supporting my gym membership!)

The words "Courage--Confidence--Character" lace the side panel of all the cookie boxes that are stacked in the corner of my kitchen. I kept looking at them (surprisingly not opened yet) and those words kept resonating with me. How lucky these young ladies are being taught these cornerstones of leadership at such a young age. In addition, the side panel highlights "the goal setting, decision making, customer-service and money management skills" the program teaches each girl scout.



Committed to Lifelong Learning - Pictured above at the February HR in Hospitality Conference is **Joleen Goronkin**, People and Performance Strategies, **Kate Shehan**, CHART President, **Janet Hoffman**, Hoffman & Associates, and **Brenda Moons**, AHLAEI

Sounds like the basics of what we all promote in our Management Training programs; no matter what the type of concept-hotel or restaurant. Even though these young ladies are being taught some basics, it is paramount for us to continue to spend time teaching these skills as it relates to our organizations. Each skill will never be applied the exact same; so we must commit with each manager to continue to teach and develop. Then after we teach the basics, we must focus on how to be a great leader based on the values our organizations teach. The Girl Scout organization gets this.

Behind my desk in a frame is the quote by Michaelango that reads "Ancora Imparo" which means 'I am still learning'. It was in his 87th year of birth that the artist said these words; an amazing reminder that at any age we all need to be committed to lifelong learning. Thank goodness for us that we are those teachers in our industry! Keep your levels sharp by learning and developing yourself in order to develop others. And enjoy some cookies along the way.



San Francisco Conference More photos at www.chart.org and on Facebook

79th Chart Conference – San Francisco – Funkadelic!



The theme was the 1970's but the information was all present day!

The San Francisco winter conference proved to be another great event for CHART as we keep on truckin' towards New Orleans this summer. The backdrop was the City by the Bay and conference attendees had more than two and one-half days of presenters and time to connect with new and old friends alike.

The conference started out with that

groovy chic, Susan Steinbrecher, who taught us that at the core of every leader is an unwavering belief in the possibility of their success. Steven Smith taught us how to get the most out of your strengths and that of your team with The Egonomics of High Performing Teams. Foxy lady, Joleen Goronkin's session, focused on service and value by identifying ways to increase performance through selection and orientation. And Don Akers motivated us all in the closing session Confidence under Pressure.

With wonderful breakout sessions and plenty of time to network and get down this conference was dy-no-mite!!!



Lois Moore. Executive Director of the Ronald McDonald House of San Francisco, reacts after Jennifer Johnston, Red Lobster, presents more then \$500 in restaurant gift cards donated by conference attendees.



Conference Director, Patrick Yearout, Ivar's Restaurants, is all smiles as the conference wraps up.



Nancy Hutchens. Perkins & Marie Callendar's, made sure everyone was warmly welcomed at registration.

CHART.



First live Twitter feed from CHART attracts new followers and results in more than 75 tweets from conference attendees.



Dan Wooldridge, White Castle, gave first timers the skinny on how to get the most out of

The Little Caesar's team brightened up the conference. Left to right, Dan Walker, Jeff Drozdowski, and Keith Carpenter.

Regional Training Forums (RTF's) Connect Members



Over 40 attendees from 19 different hotel and restaurant companies, gathered at the new Darden Center in Orlando on January 29 for a regional training session.



Bar Louie was the host location for the Chicago area RTF held recently. Over a dozen attendees spent time sharing and learning together.

Industry News

Multi-Unit Leadership-in-a-Box has just been released by Sullivision.com. Based on research with over 1,000 high-performing area managers and multi-unit franchisees, Multi-Unit Leadership-in-a-Box is an off-the-shelf comprehensive blended-learning leadership workshop designed for multi-unit managers and franchisees.

Contact Jim Sullivan <u>jim@sullivision.com</u> by April 30 and save \$2,000!

Upcoming RTF's?

Check out the <u>online schedule</u> at <u>www.chart.org</u> under Events.

CHART Board?

Contact Mike Amos famos1234@aol.com if you are interested in learning more about being on the 2010-2011 CHART Board.



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Contact Us



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<u>Deadline for submissions:</u>

1st of the month for next month's issue **Back issues**: visit www.chart.org

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CHART Welcomes Two New Sponsors



