



FlipCHART



April 2014

Connecting the CHART Member Community ~ in print

Inside this issue:

FTA Referrals	2
It's not who you know, it's who knows you	2
CHT @ Colorado = Success	2
Transformation Promised ... Transformation Delivered	3
Orlando RTF	4
Member News	4
Industry News	4

Upcoming Atlanta Conference

You as ... Visionary Trainer

In our post-recession world, where every team is still being asked to do more with less, hospitality trainers must re-envision their role as trainers and reinvent the training department so that not only will we survive the next round of budget cuts, but thrive as a business partner with other departments and c-suite executives.

Join us for #88 in Atlanta, where we will feature laser-focused educational content on developing your skills in three key roles that can take you to the next level as a visionary trainer:

- ✓ **Business Partner**
- ✓ **Learning Strategist**
- ✓ **Culture Cultivator**

Upcoming Dates

April 11, 2014

Chicago RTF
andersonclinton@colonialcafe.com

April 29, 2014

Boston RTF
cindyb@thecman.com

May 15, 2014

Nominations Due for Commitment to People Award http://chart.org/membership/commitment_people/

May 16, 2014

Orlando, FL RTF & Service Event
czaremby@rosenhoteles.com

May 18, 2014

Chicago NRA Show Reception

June 26, 2014

Last Day for #88 Registration Discount
<http://bit.ly/CHART88>

July 26 - 29, 2014

Summer Conference #88 InterContinental Buckhead Atlanta, GA

New Hashtag #CHARTATL

#88 CHART Conference site is OPEN.

Link from our website at www.chart.org to register!

T3 Conference Recap - Colorado Springs

Patrick Yearout - First to Complete All 12 Competencies



Tuesday's Closing Certificate & Pin Recognition Celebration was an incredible and exciting end to a conference which truly transformed many of the over 165 attendees. Cheers were loudest when **Calvin Banks**, The Broadmoor, honored **Patrick Yearout**, Ivar's Restaurants, (see left photo) as the first hospitality training professional to complete all 12 competency courses offered by CHART. Nicely done, Patrick, and congratulations also to all those who took the time to grow in Colorado Springs.

"I am thrilled to achieve my goal of finishing this entire set of courses. Like many of my peers in hospitality, my training department has a limited staff so I must develop and advance myself further to provide effective operational training tips and techniques and offer the best employee training programs possible."

~ Patrick Yearout





FTA Referrals

With more than 50 First Time Attendees (FTAs), this was one of our most highly attended winter conferences in recent years. **A Big Shout Out of Thanks** to the following **who referred First Time Attendees to CHART CO Springs!**

- Adam Huddleston**, Domino's Pizza
- Becky Durling**, Xanterra Parks & Resorts
- Calvin Banks**, The Broadmoor
- Chip Romp**, Ovation Brands
- Connie Bennett**, Biscuitville
- Dan Walker**, Little Caesars
- Ferdie Birondo**, WKS Restaurant Group
- Jennifer Capler**, Fleming's
- Kevin Hostetter**, Auntie Anne's
- Michelle Mason**, Granite City Food and Brewery
- Shar Ingelmo**, Pappas Restaurants
- Tracy Petreman**, Canalta Hotels
- Wade Chancellor**, Marlow's Tavern
- Wayne Schmidt**, Little Caesars
- Chris Longstreet**, Choice Hotels

CHART membership is STRONGEST when more peers are engaged and sharing! Share the benefits of CHART with others!

<http://chart.org/membership/>

PRESIDENTalks

Calvin Banks



It's not who you know, it's who knows you



Attendees all 'medaled' at The BROADMOOR during CHART's 87th semi-annual conference. Over 160 attendees participated in our 12 competency workshops with 76 receiving certificates of knowledge/completion for the four tracks. Patrick Yearout became

the first person to complete all tracks receiving his program completion pin. We also networked, bowled, rode bulls, made shoes, roasted s'mores, and 3 crazy individuals even played golf in the snow. *Check out our photo albums posted on our Facebook page.*

Though each of these will be a lasting memory, it was one quote from our first speaker, Ross Shafer, which really spoke to me. *"It's not who you know, it's who knows you."* Think about that statement for a moment. Throughout our careers, we have been told "who you know makes the difference." And that is true to some extent. Who you know may get you an email address, or number to call. It may even open the door. However, it is who knows you that will ensure that your email receives a reply or that phone call gets answered or more importantly lets you walk through the open door into the room.

CHART is filled with people who should know you. These are Directors, Training Managers, Chief People Officers, CEOs, Trainers, Deans, and Friends who want nothing more than to help you grow your organization and your career. Kathleen Wood put it best as she closed out the conference with "Plug in your Career GPS?" She started her presentation by reminding us, *"CHART is people with big hearts, doing great things, all around the industry."* One of her suggestions was that each of us should have 20-25 people in our network who grow us professionally, improve our net worth, are seen as a resource, provide core – steadfast support, and develop us.

So I encourage you to take stock of who you have in your life that provides one of these key attributes and look for individuals who can fill any voids. Remember "it's not who you know, it's who knows you."

CHT @ Colorado = Success



This was the first time we offered the CHT (Certified Hospitality Training) exam during the winter conference. And judging by the proud smiles of those pictured, it was a success! **Calvin Banks**, The Broadmoor, is surrounded by all the new CHT professionals, (L to R): **Sophia Frey**, Canalta Hotels, **Bryan Frame**, Galardi Group, **David Kreitlow**, Galardi Group, **Kevin Hostetter**, Auntie Anne's, **Danielle West**, The Broadmoor, **Ashley Williams**, Sea Island, **Amelia Karpowitz**, Sea Island, and **Regan Arntzen**, CraftWorks Restaurants & Breweries.

Sign up now to take the CHT exam in Atlanta.

T3 Conference Recap - Colorado Springs



Transformation Promised ... Transformation Delivered



(L to R) **Manny Mejias**, Ovation Brands and **Ron Wood**, Rubio's, proudly display our donation of over 200 gently-used shoes as part of our 22nd service event for **Soles4Souls**. Thanks everyone!



Have you ever considered walking across broken glass barefoot? Many of our attendees did just that in Colorado Springs to experience what many face around the world without proper footwear. The photo above shows **Jason Lyon**, Common Man, taking part in this amazing one-of-a-kind event.

In addition, in the session led by **James Carter**, Be Legendary, attendees worked together to hand make sandals for children.

CHART attendees really know how to show our CARING principle!



KUDOS to our Talented T3 Conference Team!! (L to R) front row - **Katie Kaye**, Benchmark Hospitality, **Kirstie Johnson**, enlightener enterprises, **Serah Morrissey**, CSM Lodging, **DeMarcio Slaughter**, Sage Hospitality, **Michele Lange**, The Habit Burger Grill, **Tren Reed**, O'Charley's, **Chet Enten**, Ovation Brands, **Gabe Hosler**, Rubio's Restaurants, back row - **Jay Griffin**, Cracker Barrel, **Melanie Shanks**, The Broadmoor, **Colby Hutchinson**, Best Western, and **Craig Forbes**, McAlister's Deli



Many learned how to be 'Twitter Rockstars' at the session led by **Gini Quiroz**, CHT, K&N Managements. Check out their tweets, and others from the conference by [searching #CHARTCOSprings](#) at www.twitter.com or [viewing our past tweets @CHARTtrainers!](#)



Want to view all our conference photos and get a better glimpse of all the fun and learning which took place at #87? We've posted photos from the keynote and breakout sessions, dinner events (yes some riding the bull!), and even from the Hospitality Suite on our Facebook page.



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FlipCHART

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Deadline for submissions:

1st of the month for next month's issue

Back issues: visit www.chart.org

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Make plans today to join your hospitality peers
 in Atlanta, July 26-29! <http://bit.ly/CHART88>

Orlando RTF



Recap and Photo by
Monique Donahue,
 Hilton Grand
 Vacations

Several RTF
 attendees stayed
 and spent their
 afternoon sorting
 food at Second
 Harvest Food Bank
 of Central Florida.

January is the traditional month for new year's fitness resolutions, and for many of us, our service efforts could use a workout too! At the January 24 Orlando RTF, **Emily Ellis** helped 17 attendees build our service "muscle" as we took a step back to explore what it means to be in the service industry and work that to our advantage. Immediately following the traditional RTF, **Ravina Claussen** of AXA Advisors sponsored a "lunch n' learn" as she spoke on the subject of personal finance, a topic of interest to many of our attendees. Our RTF was graciously hosted by Second Harvest Food Bank of Central Florida, and as shown in above photo, several dedicated people then volunteered there for an afternoon service event. **It was a full day of embracing our motto - Learning, Sharing, Growing, and Caring!**

Stay Connected - Attend a Local RTF <http://chart.org/events/schedule/>

Member News

- ✓ Congratulations to **Calvin Banks**, The Broadmoor, honored by *FSR Magazine* as one of the **40 under 40 Rising Stars in the Restaurant Industry**. Read about it on our home page blog.
- ✓ Best Wishes to **Chris Patterson**, who is now Director of People Development at Dickey's Barbecue Restaurants, Inc.
- ✓ Congratulations to **Sue Kruse** who is now Regional Manager at Perkins Restaurants.

Industry News

Sponsored by
 our partner,
TDn2K (check
 out their new



logo which encompasses People Report & Black Box Intelligence!), **Summer Brand Camp** will be held June 3-5 in Dallas, TX. Join 300+ Leaders from Marketing, Human Resources and Operations.
www.summerbrandcamp.com

