



FlipCHART



December 2009

Connecting the CHART Member Community ~ *in print*

Upcoming San Francisco Conference

Knock-Out Closing Keynote Added

By *Kacy Oden, People Report*

Inside this issue:

- NewsMakers 2
- Rare Pearls of Wisdom 2
- Plentiful at CHART
- Breakout Sessions 3
- Conference Team 3
- www.chart.org // By the Numbers 4



If you are interested in getting to the top and staying there, you'll be amazed at what you can learn from a world class boxer about handling pressure, bouncing back, and winning in the face of tough competition.

Don Akers is a former Golden Gloves boxing champion who has combined the lessons he learned in 70 boxing matches with a degree in engineering as well as 13 years of Fortune 100 sales and leadership experience. Along the way he learned that important changes in how we think and act come not from what we know but **how we know it**. His closing session will offer you an unique insight on what it takes to win against tough competition, adapt to change, and stay committed when it gets hard.

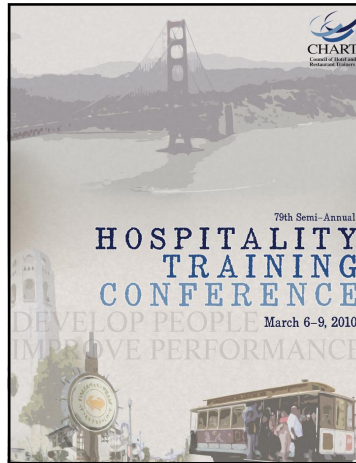
Are YOU delivering a knock-out punch?

Don's feet-on-the-ground, practical, funny, inspiring perspective makes challenges less threatening and our true goals clear and achievable. Join us in San Francisco. We promise that although you'll get caught up in the engaging storytelling and laugh hard, you'll leave with a clearer vision for your future, your circumstances, and your people.

Out of the Fog - Bridge to a Brighter Tomorrow

Upcoming RTF's

- Boca Raton, FL**
December 10, 2009
RSVP to Tasha Friedlein at TFriedlein@HVSHotelManagement.com
- Orlando, FL**
January 29th, 2010
RSVP to Jim James at jjames@darden.com
- Go to www.chart.org for more details.



San Fran's Fab Four



Breakout sessions will help you transform tomorrow. See Page 3 for session details.

FlipCHART goes Color

Due to advancements in digital printing, we are now able to offer the FlipCHART to you in color! A picture is worth a thousand words and we're sure a color picture is worth even more. Remember, if you want to be green, you can simply opt out of the printed mailed copy and just view the FlipCHART online each month. Just go to your member profile and make the changes on your delivery preference.

As always, if you have pictures or news about yourself or those in our CHART family, please send them so we can include in future issues.

Happy Holidays from CHART!

Working for You

CHART Board of Directors

President

Kate Shehan
VP, Human Resources
Morton's, The Steakhouse
Chicago, IL
312.755.4257
Kate_Shehan@mortons.com



President-Elect

Mike Amos
Franchise Consultant
Perkins & Marie Callender's
Layton, UT
801.771.8880
famos1234@aol.com



Board Member-Education, San Francisco Conference

Jen Johnston
Senior Trainer
Red Lobster People
Development
Orlando, FL
407.245.4130
jjohnston@darden.com



Board Member

John Kelley
Vice President
White Castle System
Columbus, OH
614.559.2566
kelleyj@whitecastle.com



Board Member-Education, New Orleans Conference

Gail A. Lyman
Director of Training
First Hospitality Group, Inc.
Rosemont, IL
847.299.9040
GLyman@fhginc.com



Board Member

Jennifer Michaud
Director of Training
CSM Lodging
Minneapolis, MN
612.395.7043
jmichaud@csmcorp.net



Executive Director

Tara Davey
CHART Headquarters Office
P.O. Box 2835
Westfield, NJ 07091
800.463.5918
chart@chart.org



NewsMakers

- ◆ "Upgrade your operation through honesty and leadership", Hotel and Motel Management, November 10, 2009 was written by **Josh Davies**, Sage Hospitality. <http://www.hotelworldnetwork.com/hrtraining/upgrade-your-operation-through-honesty-and-leadership>
- ◆ **Susan Steinbrecher**, Steinbrecher & Associates and the upcoming San Francisco conference's opening keynoter, appeared in a television interview on *Your Business*, MSNBC, November 1. Susan covered a number of topics, but her comments on maintaining employee morale can be found at <http://www.msnbc.msn.com/id/26526805/vp/33573783#33573783>.

PRESIDENTalks

Kate Shehan



Rare Pearls of Wisdom Plentiful at CHART

After 12 years of attending CHART Conferences, I often reflect on the pearls of wisdom that I have collected from our wonderful keynote speakers.

For example, from our very own **Jim Knight**, I learned the importance of customizing and branding employee materials in the "language your employees dream in." I love that line and think of him often when I am developing employee materials.



Alan Parisse in Denver 2005 challenged us to do something different: "Get up on the different side of the bed, walk backwards on a treadmill. Look at the world differently and you will get a different picture." The thought of walking backwards on a treadmill sounded daunting. But try it ... start slow though! Your perspective changes, muscles you didn't know you had will be taxed and you'll have a valuable exercise.



In Tucson, **Brian Biro** had a very unusual interactive session. **Donna Goldwasser**, CHART member who is just 90 pounds soaking wet, broke a 2x4 wooden board with her own hand! This single act made me a believer of positive coaching and focusing on a vision. Brian's quote was "breakthroughs start with a vision."



Speaking of vision, I learned the power of vision from **Jason Young** (ex-Director of Training for Southwest Airlines) in Annapolis. Jason described a visit to his brother's chicken packing plant in Arkansas. Together they would walk through the plant and his brother would shout out to his staff in an enthusiastic tone, "We are feeding America! That is what we are doing here. We are feeding America!" They were not butchering birds.....they were the food pipeline to all of America! That was a powerful difference.



Those are just examples from a few keynote speakers! The list goes on of what I learned at the service events or hospitality suite, from the award winners or other members, at the breakout sessions and Ask My Peers, etc!

We have two wonderful conferences this year and we want you to join us! But, like the Lotto ... you have to play to win! I promise there will be a jackpot full of pearls of wisdom and more!

What is rare in life is plentiful at CHART!

Kate

San Francisco Conference

Breakout Session Choices

By **Kacy Oden**, People Report



Purpose and Productivity

Trainer Track

Denise Franck Aboody, President, dfranck & associates

What is your purpose? What fulfills you? Denise Franck Aboody's invigorating session will teach you to take simple steps towards navigating your life to purposeful living today. With so much to give ... talents, gifts and one's passion for things, we not only *want* to share with the world, but *need* to share in order to achieve a fulfilled purpose-driven life. Find out how having a purpose-driven life can be a remarkable way to impact future generations as well as the world around you today.

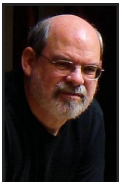


The Hi-Tech Coaching Method that Hits the Bulls-Eye—Every Time!

Manager Track

Dr. Jason Taylor, Chief Science Officer, PeopleAnswers

Jason's dynamic presentation will deliver eye-opening revelations designed to expand your coaching effectiveness. Your goal should be nothing less than a steadfast assurance that you are targeting behavioral characteristics that are both under-developed AND vital to the employee's success. Obtaining these coaching targets objectively and accurately is the challenge attendees will learn to overcome in this one-of-a-kind presentation.



In Search of Hospitality: Finding the Missing Link

Executive/Leader Track

Bill Marvin, CSP, FMP, CFE, BFD, The Restaurant Doctor, Effortless, Inc.

If you see value in putting true hospitality back into your "hospitality business", join Bill Marvin for an eye-opening breakout. Nobody has ever talked to you like THIS before! By the end of this politically-incorrect session you will start to understand: what really makes people tick, why hospitality cannot come from what you teach (but why what you teach is an important part of hospitality), how to bring out the innate hospitality in your staff and how to recognize and hire hospitable people.



The Missed Opportunities in Greening Hospitality

Key Industry Track

Eric Corey Freed, Architect, Principal, organicARCHITECT

The world is changing and we must change too in order to protect our future. Uncover a world of opportunities in your hospitality projects that will save energy, water, money, and our environment. This session will change how you look at hospitality, from design through to operations. Eric Corey Freed is a leader in the green building movement and using real world case studies and easily deployable methods, he'll teach you exactly how to green your business.

San Francisco Conference Team is Complete

Conference Director, **Patrick Yearout**, Ivar's, would like to introduce the final members of the conference team.

Dusti Guzman

McCormick & Schmick's
Activities Co-Director

CHART Member: 5 years



Tom Boyko

Red Lobster People
Development
Volunteer Co-Director

CHART Member: 2 years



Chad Klocke

Pizza Ranch, Inc.
Activities Co-Director

CHART Member: 6 years



I CAN DO THAT!

As you register, remember to select the areas you would like to support as a volunteer! Plan for an even richer conference experience by volunteering.



Most viewed Webcasts

- 1 **Delivering "Renegade Service:" Uncommon Tactics for Serving Better and Selling More in Today's Marketplace** Tim Kirkland, Renegade Hospitality Group
- 2 **What's the Secret?** John DiJulius, The DiJulius Group
- 3 **Employment Branding That Rocks** Jim Knight, Hard Rock International



http://www.chart.org/?x=resources_educational_webcasts

Top Pages Viewed

- 1 **Career Center**
http://www.chart.org/?x=career_center
- 2 **Upcoming San Francisco Conference**
http://www.chart.org/?x=events_upcoming_conferences
- 3 **2009 State of the Training and Development in the Hospitality Industry Report**
http://www.chart.org/?x=resources_research
- 4 **Blueprint for Trainer Development: a Customized Competency Model for the Hospitality Industry**
http://www.chart.org/?x=resources_trainer_competencies
- 5 **October 2009 FlipCHART newsletter**
http://www.chart.org/?x=resources_chart_publications

We're
Connected!

2,382 visitors
to CHART's Web site
in October

425 members
with CHART group on LinkedIn

Ask My Peers

Most active topics

- 1 **Claiming Tips**
- 2 **Teaching Inventory**

<http://www.chart.org/?x=forum&m=vf&f=1>



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

Make Arrangements now for 79th Semi-Annual CHART Conference

Host Hotel: Grand Hyatt San Francisco
415.398.1234 www.grandsanfrancisco.hyatt.com
Room Rate: \$119 Room Block expires: February 12



Contact Us

FlipCHART

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

Editor-in-the-Know: Allison LeTourneau