



FlipCHART



December 2011

Connecting the CHART Member Community ~ in print

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Upcoming Austin Conference

Keynote Speaker Marilyn Sherman

By *Gini Quiroz, K & N Management*



CHART is delighted that **Marilyn Sherman** will be one of the keynote speakers at Austin's conference this coming March. Do you want to be a huge success in hospitality? How about your team? Through her session, *How to be a Hospitality FANATIC!*, Marilyn will show you what it takes to succeed and have a positive attitude and enthusiasm that can be contagious once you get back to work.

Marilyn is the owner of UpFront Presentations, where she speaks for companies and associations who want people to have more courage and lead inspired lives. She brings more than 16 years experience in: professional speaking, training and development and facilitating workshops.

She is a graduate of Washington State University and a 13-year member of the National Speakers Association.

Marilyn's infectious smile, hearty laugh and sparkle on stage will entertain you as she shares her walk and talk about gaining clarity, developing confidence, taking control and being courageous in all aspects of life. Undoubtedly, you will walk away with the tools you need to energize and ignite your teams and develop Hospitality Fanatics!



Upcoming Dates

January 20
Orlando, FL RTF
blatimer@sonnysbbq.com

March 3 - 6
83rd CHART Conference
Renaissance Austin Hotel
Austin, TX

Learning Legacy Fund

CHART Seeks Founding Donors for New Trainer Development Fund

CHART has some exciting news!

Member **Jim Sullivan**, Sullivision, announced at the 2010 New Orleans conference that he was committing \$2200 (\$100 for each of his years of membership) to establish a fund for the development of promising trainers who may not otherwise have the opportunity to attend a CHART conference.

You now have the opportunity to also give back and help future trainers be part of the learning, sharing, growing, caring principles of CHART. Our goal is to have our first grant recipient with us at our 84th conference in the summer of 2012.

We invite you to become a **Founding Donor** of the newly-created *Learning Legacy Fund* with either a Gold Gift of \$2,000+ or a Silver Gift of \$1,000 - \$1,999. If you would like to support the Fund at a later date or lesser amount, you will have the chance to help through the annual giving campaign in 2012.

Please contact the CHART office **by January 1, 2012** if you would like to join the list of founding donors or have any questions. Thank you for your continued support.



*Happy
Holidays from
your CHART
Family!*

CHART News

Welcome New CHART Members *Members joining (or rejoining) since April 2011*

Sara Anderson, Café Enterprises
Vicky Baggett, Buffet Partners
Steven Baker, Macaroni Grill
Melanie Barnes, Mexican Restaurants
Tim Baum, Hooters of America, LLC.
Ryan Blevins, Outback Steakhouse
Salena Boone, Togo's Eateries, Inc.
Erin Brady Wenttang, Ted's Montana Grill
Charlotte Bryant, Gaylord National Resort & Convention Center
Julie Cabral, Hard Rock International
Laura Cobos, Texas Roadhouse
Paul Craythorne, FOCUS Brands
Ann Marie Daley, 99 Restaurants
Kelley Dersch, Bob Evans Restaurants
Oseikhuemen Elimimian, The Hardley Apartments
Jenny Elkins, Kona Grill
Harry Erardi, Sbarro, Inc.
Bryan Frame, Galardi Group-Wienerschnitzel
Tra-C Garcia, JK&T Wings, Inc.
Michael Gillespie, Newk's Express Café
Aaron Gray, Planet Smoothie, Inc.
Heather Hampton, Legal Sea Foods
Whitney Harper, HVS
Katherine Henry, Lone Star Steakhouse
Stephanie Holland, Corner Bakery Café
Lucas Jensen, Outback Steakhouse
Lynn Johnson, Famous Dave's
Christina Jones, Romano's Macaroni Grill
Julie Juvera, Texas Roadhouse
George Kelsey, Culver Franchising
Ann Klerman, Levy Restaurants
Maite Kuhns, Parasole Restaurants
Heather Lane, Moe's Southwest Grill
Dennie Laney, Romano's Macaroni Grill

Alex Laney, Darden (LongHorn Steakhouse)
Alyssa Leddy, Ted's Montana Grill
Justin Lemos, Tilted Kilt Franchise
Charlotte Lesick, Crestline Hotels and Resorts
Laura Linthicum, Carlson Restaurants
Lolita Mackey, Steak Out Franchising, Inc.
Jerry Madden, JK&T Wings, Inc.
Kevin Maionchi, The Broadmoor
Betsy Martin, Ninety Nine Restaurants
Lisa Medina, Pappas Restaurants
Jeff Miller, The Coffee Bean & Tea Leaf
Vincent Miola, Darden (LongHorn Steakhouse)
Mandy Monk, Brinker International
Serah Morrissey, The Depot Minneapolis
Shellie O'Toole, Ohio Restaurant Assoc.
Ani Ovasapyan, Universal Studios Hollywood
Reiko Padilla, Honeybee Foods Corp.-Jollibee
Jackie Payne, Cracker Barrel
Tracy Petreman, Canalta Hotels
Polly Pinneaux, Romano's Macaroni Grill
Gary Prell, American Customized Training Solutions at The Int'l Culinary Center
Richard Radell, Waukesha County Technical College
Mark Reedy, Newk's Express Café
Tracy Richter, Famous Dave's of America
Mildred Rivers, Darden Restaurants
Robert Rodriguez, Real Mex Restaurants
Chad Sager, CKE
Pepe Schley, Aloha Hospitality
Jordan Sessions, Papa Murphy's Int'l
Bret Shaffer, CEC Entertainment
Shaina Sims, California Pizza Kitchen

Charlene Smith, The Cheesecake Factory
Joe Sowerby, Moe's Southwest Grill/FocusBrands
John Stevenson, Tilted Kilt Franchise Operating, LLC.
Laura Stombaugh, Romano's Macaroni Grill
Beth Tarbell, Macaroni Grill
Jaessica Taylor, AMF Bowling Centers, Inc.
Matt Thomas, CraftWorks Restaurants & Breweries
Latisha Tyler, Morton's, The Steakhouse
Barbara Underwood, Cheddar's Casual Café
Will van Staden, Outback Steakhouse
Kim VanHeuvelen, Outback Steakhouse
Melissa Varela, Wildflower Bread Company
Dina Westerby, Arby's Restaurant Group
Marianne White, 99 Restaurants
Gregory Wong, Darden (LongHorn Steakhouse)
Charlie Zoller, Ivars

Members on the Move

Best Wishes to two of our CHART members who have recently changed jobs.

- « **Christine San Juan** is now VP of Training & HR at Boloco
- « **Lisa Oyler**, CHT, CTA, is now Human Resources Manager at St. Regis Deer Valley

*Even if you haven't moved, make it one of your resolutions to take a moment and **update your online profile** (adding a photo gets you bonus points!). Simply login to www.chart.org and click on **Dashboard under My Tools**.*

Upcoming Austin Conference

Conference Team

Keeping with the theme, we've asked each team member to share with you something "weird" about themselves.



Communications/Social Media Director
Gini Quiroz, Director of Training & Development, K & N Management

'Weirdness': Gini has never learned how to do a cartwheel and secretly (well, until now) dreams of being a rapper.



Hospitality Co-Director
John Alexander, Sr. Manager, National Accounts, East, National Restaurant Association

'Weirdness': John has cycled 1,000 miles this past year; this time without training wheels!



Hospitality Co-Director
Kirstie Johnson, Sr. Manager of Training, Maggiano's Little Italy

'Weirdness': Kirstie will drop everything to go to a great street festival. She loves the live music, people watching and shopping. Her favorite is the All Soul's Procession in Tucson, which honors ancestors.



First Time Attendees Co-Director
Chip Romp, VP, Training & Development, Fazoli's Italian Restaurants

'Weirdness': Growing up in Sandusky, Ohio (Home of Cedar Point Amusement Park), Chip once rode the same roller coaster 67 times in one day!



Registration Director
Kyle Witbracht, Manager of Training & Development, Karl Strauss Brewing Company

'Weirdness': Kyle wears sunglasses & glasses WITHOUT lenses in them anytime he goes out with his group of friends. He owns 30 different pairs and none of them have lenses. And, yes, even Justin Bieber appreciates them!

Pre-Conference Workshops

Get a jump start on learning and arrive early (by noon Saturday) and you'll have the opportunity to attend one of two CHART Competency workshops.

Manager Role: Coaching and Development

A successful training manager must constantly evaluate and give feedback to their staff as well as set goals and provide opportunities for them to develop, grow and improve.

Learn how to:

- « be aware of staff members' strengths and challenges
- « improve skill set of instructional design team and trainers by offering constructive feedback
- « provide opportunities for ongoing development of staff
- « delegate challenging projects and tasks to appropriate team members
- « lead team through strategic planning process to identify specific goals and objectives for their areas

Trainer Role: Presentation Effectiveness

Are your presentations driving the desired results? If not, this workshop will teach you the behaviors that will enhance your ability to prepare and make a quality presentation that will more effectively drive your company's sales and build profits.

Learn how to:

- « be organized and prepared for training sessions
- « possess a reasonable knowledge of the subject matter
- « connect classroom content to participant's job responsibilities
- « demonstrate a participant-centered approach
- « provide an interactive learning experience that encourages learner involvement





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CHARTtrainers



Contact Us



Register for Austin Today ... www.chart.org

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

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CHART News

Ask My Peers

Join the Discussion



For more than seven years, **Ask My Peers**, CHART's members-only online discussion forum, has given you access to the sharing of best practices by your colleagues. **Ask My Peers CHART members provide top-notch, practical solutions that help you do your job better, easier and faster.**

NEW FEATURE: Just recently, we enhanced the notification features of Ask My Peers, opting everyone in to receive weekly digests of the discussion activity.

Simply login to www.chart.org and go to Ask My Peers forum under My Tools if you want to change notification frequency.

STRENGTH OF AMP: Long before social networking sites were the norm, **Ask My Peers** was one of the most valuable benefits of membership.

Where else can you have a direct lifeline to an elite group of thought leaders and top training experts in our industry?

Join the discussion soon!

Industry News



New Food Handler Laws

Food Handler

As you may know, health inspectors are beginning to enforce the California Food Handler law during their health inspections now while others are ramping up their enforcement to begin January 1.

The National Restaurant Association (NRA) and California Restaurant Association (CRA) are working overtime to spread the word about the new law, so that every restaurant across the state is compliant. We hope each of your employees has already fulfilled this new mandate, but if not, ensure they have a card on file as soon as possible and don't forget, new hires have 30 days from their date of hire to obtain a card.

Direct employees to FoodHandlerUSA.com for ServSafe's online California Food Handler training and test. It's affordable and fast. **Enter code: CACHART to pay only \$10.20 until 12.31.11.**

Questions? Contact the ServSafe Customer Service line at 866.901.7778.

If you would like a booklet of discounted coupons that you can share with your new hires throughout 2012, please email marketing@calrest.org