



# FlipCHART



December 2012

Connecting the CHART Member Community ~ in print

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## Upcoming San Diego Conference

FEBRUARY 23 - 26, 2013 • WESTIN SAN DIEGO • SAN DIEGO, CA

**Trainers Transforming Training**

the learning forum for **hospitality training**

an exciting, new conference format that will immerse you in the competencies necessary to be a

- better **TRAINER**
- faster **INSTRUCTIONAL DESIGNER**
- stronger **MANAGER**
- greater **EXECUTIVE**

## Learn and Laugh with Keynote Speaker Robin Getman



As a speaker, trainer and hospitality expert, San Diego Keynote Speaker **Robin Getman** has been presenting seminars on laughter, soul and service to audiences all over North America for nearly two decades.

Join your colleagues and peers in San Diego for this high energy, fast-paced fun, jam-packed session and walk away with useful tips and techniques to help you develop your laugh response and handle challenging situations with a smile.

Robin combines 15 years in the restaurant/hospitality industry with a broad background in theater, retail sales, special events coordination, university administration and five (gut-wrenching) performances as a stand-up comic.

Laugh and learn as Robin helps you identify ways to relax, renew and restore (and look forward to coming to work each day!). This keynote session will tickle your funny bone, sharpen your customer service and do wonders for your self-esteem. **Register today!**

*More details about Robin and her session are on our conference site at: <http://bit.ly/T3CHART>*

## Garden of Opportunity: 20th Community Service Event

Arrive early to San Diego and join us Saturday, February 23 as we spend the afternoon at New Roots Community Farm and help them with various tasks such as gardening, planting, weeding, mulching, composting, etc. No green thumb or experience necessary.



The farm is a project of the International Rescue Committee (IRC) in San Diego that provides growing space to families on a formerly vacant 2.3 acre lot in San Diego's densely populated City Heights neighborhood. Recently resettled refugees are given the opportunity to become self-sufficient and contribute through community gardening, nutrition education and small-business farming. With training, tools and land provided by the IRC, refugees share their agricultural skills and produce affordable, locally grown vegetables and fruit for their families and their neighbors.

### Upcoming Dates

- January 15, 2013**  
Twitter Tuesday
- January 18, 2013**  
Early Registration discount ends for San Diego
- January 22, 2013**  
Room Block expires at The Westin San Diego
- January 25, 2013**  
Orlando RTF/Summit
- February 23-26, 2013**  
Winter Conference #85  
San Diego, CA
- July 20-23, 2013**  
Summer Conference #86  
Miami, FL

## Learning Legacy

### Paying it Forward

We are excited to announce that **Jason Lyon**, Common Man Family, has joined as a Silver Level Founding Donor of the Learning Legacy Fund.



When asked why he chose to make a gift, his response was, *“Over the years as a CHART member, I have grown tremendously as a leader. The opportunities and*

*education that CHART has to offer brought a cohesiveness to my knowledge and skills. As I reflected on the influence that CHART has on our personal development, I realized that by sharing financially through the Learning Legacy Fund I could not only show that CHART cares but also help individuals who might otherwise not have these opportunities to learn and grow.”*

Please consider a gift to help future trainers experience the CHART family. Founding Donors will be accepted through year end. Contact the CHART office or visit:

[http://chart.org/membership/learning\\_legacy\\_fund/](http://chart.org/membership/learning_legacy_fund/)

**Founding Donors a/o Nov 2012:**  
Mike Amos, Monique Donahue, Joleen Goronkin, John Kelley, Jason Lyon, Lisa and James Marovec, Chip Romp, and Jim Sullivan

## PRESIDENTalks

John Kelley



### Learn and Earn this Winter

By now most of you have heard about (and hopefully registered!) for our upcoming winter conference in San Diego, February 23-26.

We are very excited about this conference and the changes we have planned. We have kept the features that make CHART conferences great, like engaging keynotes, plenty of networking opportunities and what is shaping up to be a very interesting service event (see article on page 1).

What will make #85 different is the fact that we are celebrating the completion of all of the CHART competencies! Instead of breakouts, we will be offering 12, yes all 12, of the competencies so attendees can complete and earn certificates and pins in any of the tracks (Trainer, Instructional Designer, Manager and Executive). These workshops will be led by the original CHART members who created the programs.

The restructured agenda was just one of the many ideas that were suggested and developed from our advisory group strategic planning meeting held earlier this year in Chicago.

As the conference details are being finalized, visit our homepage often at [www.chart.org](http://www.chart.org) for the latest information and link to the registration page.

We hope to see you and your team members in San Diego!

Warm Regards,

*John*

**Hospitality Training Competencies**  
Trainer ■ Instructional Designer ■ Manager ■ Executive

**DID YOU KNOW ...** that there will be over 10 hours of training in each of the 4 tracks at our T3: Trainers Transforming Training Conference?

**Register today! Earn Certificates!**

## Upcoming San Diego Conference: Agenda at a Glance

	SATURDAY	SUNDAY	MONDAY	TUESDAY
<b>MORNING</b>		Pre-Con: <i>Art of Awareness</i> FTA Brunch	Full Breakfast Competency Tracks 3+ Hour Workshop	Lite Breakfast Competency Tracks 3+ Hour Workshop
<b>AFTERNOON</b>	Service Event	Keynote: Talent Anarchy Competency Tracks 3+ Hour Workshop	Lunch Keynote: Robin Getman LIVE Ask my Peers	Certificate & Pin Ceremony Post-Con: <i>Communication &amp; Top 10 Team Building Ideas</i>
<b>EVENING</b>	Welcome Reception Hospitality Suite Optional Dinner	Optional Dinner Event Hospitality Suite	Resource Gallery Dinner Event Hospitality Suite	



## Regional Training Forum (RTF) News

### Large Groups Gather for Learning & Networking in Chicago and Southern California



Learning and fun returned to downtown Chicago as a group (pictured left in front of *The Bear*) met recently for a productive Regional Training Forum. **Jim Knight**, Hospitality on Point, led a discussion on *Learning about Brand Health*. He tweeted, “*Ensure everyone is singing off the same sheet of music.*”

The CA RTF went beyond learning as attendees (see below group photo) donated 111 pounds of food to the LA Regional Foodbank. Great job! One of the tweets posted from event was a quote from speaker Julie Winkle Giulioni, “*#1 thing employees want are creative ways to use their talents to feel invested in their careers.*”



## CHART Members Making Headlines

People Report and Black Box Intelligence recently revealed the winners of their 2012 Best Practices awards, which honors restaurant companies for exceptional workplace practices and results. **CHART member companies were honored with 4 of the 5 top awards!**

Congrats to CHART member winners: **White Castle** (Quick service winner), **Longhorn Steakhouse** (Casual dining winner), **BJ's Restaurants & Brewhouse** (Upscale casual dining winner) and **Eat n' Park Restaurants** (Family winner). Several CHART member companies were also named finalists too. Also congrats to CHART member **Domino's Pizza** for winning the Catalyst Award. Great job all!

Did you read **Christine Andrews**, Hostmark, article, “*Work with Associates on Sustainability and Giving Back*” which appeared in the August 2012 issue of *HotelManagement.net*?

If not, lucky for you, she has posted it as a member blog on our home page. Read it and other blogs at: [www.chart.org](http://www.chart.org)



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**Deadline for submissions:**

1st of the month for next month's issue

**Back issues:** visit [www.chart.org](http://www.chart.org)

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**T3: Trainers Transforming Training**  
**REGISTER TODAY** [www.chart.org](http://www.chart.org)

## CHART Website News

### Take a Trip down Memory Lane

Just added online: Past CHART conference material.

Are you...

- Trying to recall that awesome speaker from New Orleans?
- Want to relive Bike Building in Portland or Jeopardy in Orlando?
- Ready to go down memory lane to view fun photos and videos from Vegas or San Francisco?
- Wondering what makes CHART conferences so unique?

Check out the updated Past Conference section at:

[http://chart.org/events/past\\_conferences/](http://chart.org/events/past_conferences/)

Enjoy!

### Are you reading our Member Blogs?

Be sure to visit our home page ([www.chart.org](http://www.chart.org)) regularly to access the latest member blogs on key issues facing our industry as well as insightful conference session recaps. These blogs are not only educational, but quite entertaining.



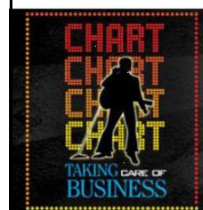
#### 84th Hospitality Training Conference

July 21 - July 24, 2012  
Chicago, IL  
Agenda  
Brochure  
Photos  
Photo Album  
CHART TV Videos on YouTube



#### 83rd Hospitality Training Conference

March 3 - March 6, 2012  
Austin, TX  
Agenda  
Brochure  
Photos  
Photo Album  
CHART TV Videos on YouTube



#### 82nd Hospitality Training Conference

July 30 - August 2, 2011  
Las Vegas, NV  
Brochure  
Photos  
Photo Album  
CHART TV Videos on YouTube



#### 81st Hospitality Training Conference

February 5 - February 8, 2011  
Lake Buena Vista, FL  
Agenda