



FlipCHART



December 2013

Connecting the CHART Member Community ~ in print

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Upcoming T3 Winter Conference

#CHARTCOSprings: March 1 - 4, 2014



Giving a bicycle away to a deserving child who has never owned one is truly a legendary moment. Remember our Portland Conference? It was by all accounts a perfect blend of team building, experiential learning, content, and service to others.

Renowned facilitator and author **James Carter** will once again present a one-of-a-kind, and dare we say life-changing, session that encourages you to “leave your shell behind” and lead a legendary life.

In a blend of content delivery and experiential learning activities, including assembling shoes for children without shoes, you will learn the results of a decade of research about what legendary people have and the three cores to living the Mindset of a Legend:

1. Awareness,
2. Beliefs and
3. Courage

An added bonus is that you will walk away with the knowledge to incorporate experiential learning into your own training. Be Legendary. Register Today!



Upcoming Dates

January 24, 2014
Orlando, FL RTF & Service Event
czaremby
@rosenhoteles.com

January 24, 2014
Last Day for Early T3 Registration Discount

February 4, 2014
Room Block Expires at The Broadmoor

March 1 - 4, 2014
T3 Winter Conference #87
The Broadmoor
Colorado Springs, CO
<http://bit.ly/CHARTCOSprings>

July 26 - 29, 2014
Summer Conference #88
InterContinental Buckhead
Atlanta, GA
(note change of hotel)



As a supplement to the session, attendees will be asked to bring used shoes for “Sole for Souls” to send to people around the world who own no shoes. Thank you, in advance, for participating and making a positive difference.

Just Added: Another Session to New Track #5

In addition to offering ALL twelve competency workshops within our four tracks (**Trainer**, **Instructional Designer**, **Manager**, and **Executive**), we are offering a 5th track for those who have completed some or all of the workshops within a track. In our last issue, we profiled the sessions to be led by **Gini Quiroz**, CHT, K&N Management, **Josh Davies**, The Center For Work Ethic Development, and **Richard Fletcher**, Zaxbys. Here’s another!

How to Avoid LMS Featurism Disease *Jeff Tenut, Discoverlink*

The learning management system market is crowded with dozens of feature-rich tools that are packed with the latest and greatest technology. In this practical breakout session, Jeff will help you separate the hype from the must-have capabilities necessary for success in the hospitality industry. He’ll show you how to keep it simple while meeting the needs of multiple constituents.

Check out the Full Agenda, Download our Brochure, Read Speaker Bios, and Register! Link to the conference site from our website at www.chart.org

PRESIDENTalks

Calvin Banks



The Clock is Ticking

I recently attended the Hotel, Motel, and Restaurant Show in New York City as part of a panel discussion on *Training Strategy, Technology, and the Bottom Line*. The panel was moderated by CHART's very own **Mike Nalley**, Best Western, and included **Robert O'Halloran**, East Carolina University, **Mark**



Boccia, Marriott, and **Sylvia Douglin**, Interstate Hotels and Resorts. About 60 attendees (70% being industry professionals and 30% aspiring hospitality students) attended this engaging session.

Though there were many nuggets to take back; there was one that stuck out and continued to come up in meetings following our panel discussion.

No longer do we have hours to train, we only have minutes.

This point came up as the panel discussed mobile learning. When you peel back the layers behind the why for mobile learning you find delivery is the answer. It's quick, easy, and instant. It's the ability of a maintenance employee to learn how to caulk a tub simply by pulling it up on his or her phone. Though very helpful, mobile learning also brings lots of questions. Who is supplying the devices? Do we have the infrastructure to support mobile learning? What about our no cell phone policy? How do we handle labor when someone is learning off the clock? This type of learning is one we all should be exploring to see if it's right for our particular organization.

The point however remains the same, no longer do we have hours to train, we only have minutes. Each day most of our organizations conduct line up or pre-shift meetings which typically last 15 minutes and are great opportunities for training. Most of us know this, but have you ever quantified it? When organizations consistently hold preshift meetings and use them as training opportunities, a full time employee will receive 65 hours worth of training during the year.

Take full advantage and develop a plan for these 15 minutes. It may be as simple as focusing on a single service standard for a week or even a day. At The Broadmoor, each week we publish a pre-shift document titled, *Quest for Excellence*. This document contains many items including the training focus for the week and daily activities. Simply providing the tool is not enough. Inspect what you expect. Attend the pre-shift meetings, follow up with employees, and observe behavior on and off the floor to see if training happened.

Remember, you only have minutes, so make great use of what's available.

Pre Conference Meeting



In October, the Board met at The Broadmoor in Colorado Springs to review and discuss CHART business/strategies and prepare for the upcoming winter conference.

Taking in the views were: (L to R) **Tara Davey**, CHART, **Patrick Yearout**, Ivar's Restaurants, **Calvin Banks**, The Broadmoor and CHART President, **Michele Lange**, The Habit Burger Grill, **Christine San Juan**, CSJ People Solutions and **Jason M. Lyon**, The Common Man Family.

Not pictured: **Lisa Marovec**, CHART and **Chip Romp**, Buffets, Inc.

Upcoming T3 Conference

Getting to Know Your Conference Team

Leading up to Colorado, we'll share a little bit about the team members who are working behind the scenes getting ready for another engaging conference.



Our question to each conference team member was, **"What is your favorite Winter activity (besides attending the CHART conference!)"**



T3 Hospitality Suite Co-Director

Melanie Shanks, Culture & Development Training Manager, The Broadmoor

"I enjoy reading a great book in front of the fireplace with an 'adult' beverage in hand."



T3 Activities Co-Director

Serah Morrissey, SPHR, Regional Director of HR, CSM Lodging

"I enjoy traveling away from MN in the winter!"



T3 First Time Attendee (FTA) Director

Gabe Hosler, Director, Field Training & Ops Services, Rubio's Restaurants, Inc.

"My favorite winter activity is hanging out in the sun outdoors in my shorts and flipflops. I live in San Diego! ☺"



T3 Facilities Director

Colby Hutchinson, Hospitality Management Trainer, Best Western

"My favorite winter activity is snowmobiling."



T3 Hospitality Suite Co-Director

DeMarcio Slaughter, Senior Manager, Training & Leadership Development, Sage Hospitality

"I believe winter is best experienced indoors. Shopping, staying warm – preferably with an alcoholic beverage to warm the soul. Such moments help those chilly months fly by!"

More than Just Three Letters

Gini Quiroz, CHT, K&N Management, posted a blog (<http://chart.org/blog/view/id/355/>) on our home page which has **over 3,000 views!** If you are one of the few who has yet to read it, Gini shares her decision to sign up for the Certified Hospitality Trainer (CHT) review class and exam. She wrote, *"Three letters didn't change the way I do my job or how serious people take me. They did though, force me to refocus where I was putting my energy."*



In Colorado Springs, we are offering the CHT review class and exam on Saturday, March 1. Yes, at the Winter conference!

Sign up directly with AHLEI by the end of January and use code "CHART" to get their member rate. Visit [www.ahlei.org/Certifications/Department-Head/Certified-Hospitality-Trainer-\(CHT\)/](http://www.ahlei.org/Certifications/Department-Head/Certified-Hospitality-Trainer-(CHT)/) or call 888.575.8726.

Pre-Conference Bonus Learning

DISCOVERLINK

Arrive in Colorado Springs early to take advantage of this hands-on 4-6 hour workshop and learn how to integrate e-learning into your training delivery system. Our partner, Discoverlink, will present this pre-conference session on Saturday, March 1. Visit our conference site for more details.

Golf at The Broadmoor

Our conference team is planning to offer golf as an optional activity for conference attendees on Saturday, March 1 (weather permitting). Situated at 6,800 feet, this 18-hole course offers breathtaking views of both the mountains and Colorado Springs. If there are enough attendees interested, the Broadmoor will organize a tournament for the golfers. The discounted rate for golf is \$85.





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Contact Us

Register today for #CHARTCOSprings
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Back issues: visit www.chart.org

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Member News

Movers and Shakers

Best Wishes to ...

- **Monique Donahue** who has taken a new role as Director of eLearning at Hilton Grand Vacations
- **John Isbell**, who is now Director of Training and Development at Logan's Roadhouse
- **Steve Baker**, who is at Assisted Living Concepts as their Vice President of Learning and Development
- **Debra Murphy**, PHR, who has been promoted to Vice President of Human Resources and Training at Big Boy Restaurants

Future CHART Member

Congratulations to **Melanie Johnson**, Rubio's, on the birth of her son, **Christopher Charles Johnson**.



CHART Online

Expand beyond the cat videos and get inspired. **Did you know** there are OVER 60 videos on our ChartTube1 channel?



Be sure to subscribe as we are continuing to add "CHART Talks" videos. www.youtube.com/user/ChartTube1

Award Winners

Congratulations to member company, **Zaxby's**, who was a 2013 ASTD BEST Award winner. It is given to recognize organizations that demonstrate enterprise-wide success through employee learning and development.

And the winners of the 2013 People Report Best Practices Awards included member companies **White Castle**, Quick Service, and **LongHorn Steakhouse**, Casual Dining. These awards were given at the 19th annual Global Best Practices Conference in Richardson, Texas. Congratulations!

