



FlipCHART



Connecting the CHART Member Community ~ in print

40th Anniversary Year Kick-Off

Out of Chaos, came CHART

by Walter F. Hiller, SPHR, Founding Member, August 1971

Photo on right is of Walt Hiller, one of the remaining founding CHART members who has graciously shared his CHART memoirs with us.



January 2010

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In the beginning...there was chaos!

On a dark and dreary night in the Fall of 1970, **Chet Hall**, our founding father, was probably working late in his office at the National Restaurant Association when perhaps he encountered a vision of: 1) confusion about the perceived cost/value relationship of training, 2) a general lack of consistency regarding the acceptance of training, 3) variable levels of program quality, and 4) few measurable formats to evaluate the success of any given training program.

In his vision, Chet might also have seen a need to extend food service training programs to multi-unit hotel organizations as well, since many of them offered more than one restaurant option. Conceivably, as a result of his visionary experience, Chet decided that it was time to do something about it.

His action plan was to contact several well-established restaurant and hotel organizations and ask their personnel executives (*now known as Human Resource executives*) to attend an exploratory meeting with the purpose of discussing opportunities to improve the state of training in the industry.

This group of personnel executives agreed with Chet's assessment of the industry and offered to support the creation of an organization to address the issue of training in the restaurant and hotel industries. They agreed to send training representatives from their companies to attend an organizational meeting scheduled by Chet.

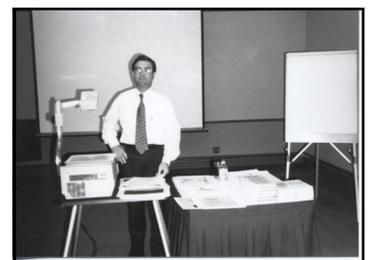
Among those attending that meeting was Bob MacKinnon, Corporate Personnel Director at Howard Johnson's. At the time, I was the Southeast Personnel and Training Manager with an indirect reporting relationship to Bob. Upon his return, Bob asked me to be the representative for Howard Johnson's. **Don't touch that dial!** Read the rest of the story, learn about Walt's first CHART conference, discover how we got our name, read summaries of the first CHART conference presentations, and more about CHART's history at www.chart.org.

Key Dates in our Founding

1970 - Chet Hall convenes the founding group

February 1971 - 1st official CHART meeting at the NRA Show

July 1971 - 1st CHART Conference at the Queen Elizabeth Hotel in Montreal



Back in the day, **Pat Evans**, formerly Sr. Director of Training with Tricon, KFC and member since 1978, shows off the latest training technologies... an overhead projector!

Conference Dates

January 30

San Francisco
Conference
Early Registration
Discount ends

February 12

Grand Hyatt
San Francisco
Room Block Expires

March 6-9

79th Conference
San Francisco, CA

July 24-27

80th Conference
New Orleans, LA

*Happy
New
Year!*

Throughout 2010, the FlipCHART will cover a timeline of CHART's founding and milestones, fun facts about our history, and how we will celebrate at the San Francisco and New Orleans conferences. **Happy Anniversary CHART!**

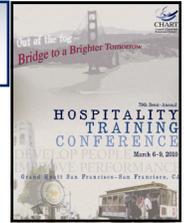
Upcoming San Francisco Conference

Enhancing the Service Value Proposition with Joleen

By Kacy Oden, People Report



If you're looking for one more good reason to attend the CHART conference in San Francisco in March, look no further than General Session presenter Joleen Goronkin. Joleen will share best practices and strategies on how to create or enhance your team's effectiveness through selection, orientation, branding, training and on-going coaching and career advancement. With sales, traffic, service and value serving as critical points of today's business tactics, you will learn to take the mission and brand promise from paper to practice.



Register now!

Joleen is President of People and Performance Strategies, a consulting practice. Previously President & CEO of The Elliot Leadership Institute, she's held executive positions at Famous Dave's of America and Buffalo Wild Wings. Joleen, in her current role, provides emerging and mid-size firms practical approaches to human resource strategy and development, talent management, corporate, and multi-location field training development and support, as well as ongoing employee relations support and interim human resource executive coverage. She is also a certified Executive Coach and specializes in assisting leaders reach their highest potential. Her session will allow you to reach yours too.

Don't miss your opportunity to hear from one of the most knowledgeable professionals and engaging speakers in the hospitality industry and learn the secrets to enhancing the Service Value Proposition.

PRESIDENTalks

Kate Shehan



Improving Lives for 40 Years

The wiz advertising guru, Roy Spence, responsible for the Southwest ads and Chili's ads was a speaker for the People Report conference this past November. (Can't you hear the jingle? "I want my baby back - baby back.") He was speaking on sense of purpose in an organization. Then he posed a question to the audience, "Does anyone miss Linens 'n Things?"

The crowd laughed, not that the demise of Linens 'n Things is a laughing matter, but the thought of missing it. He commented that before this drastic economic dive, the idea of purpose in your business was nice, but not necessary. In order to sustain in this new economy, his underlying message was organizations have to be *"in the business of improving peoples' lives."*

This was quite profound as it made me realize the power of purpose for CHART. Would anyone miss CHART? **Absolutely!** Do we improve peoples' lives? **Absolutely!** Personally, I credit CHART with so much of my professional and personal development, and I know my predecessors would say the same thing.

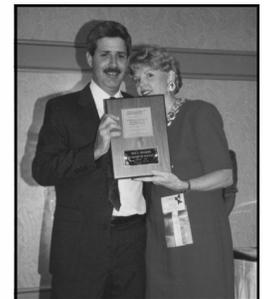
We are immensely grateful to that small but mighty group of restaurant trainers who met in 1970 to create our legendary organization of purpose! The original guiding principles of Learning, Sharing, Growing, and Caring endure today and spotlight what is special about CHART.

It is my honor to kick off the 40th Anniversary Year of our special and purposeful organization! We have quite the celebration planned for both new and the seasoned CHART members! Over 2010, we'll share the history of CHART and some of our members' stories about how the organization has been a catalyst for them both personally and professionally. There will be a FlashBack 40 party in San Francisco, and the celebration highlight will be our 40th Anniversary Commitment to People Gala in New Orleans in July.

Roy Spence finished his presentation by quoting Aristotle, "When your talents and the needs of the world intersect, then you have purpose." CHART most definitely has purpose! After all, we have been training the hospitality industry and improving lives for 40 years!

Here's to another 40!

Kate



Dallas Conference, August 1991: **Sandi Spivey**, CHART President, Taco Bell, presents **Doug Higdon**, Golden Corral, with his 15 Year Service Award.

Staying Connected Regionally with CHART

Photos from recent Regional Training Forums (RTFs)



John Isbell, Improv Comedy, poses with **Julie Carruthers**, Accelerated Training Solutions, (left) and **Debbie Martinez**, Lucille's Smokehouse Bar-B-Que, after presenting his session "Crush the Box" at the November RTF held in Los Angeles.



Friday, November 13th turned out to be a lucky day for those attending the Denver area RTF. Attendees learned about JobApp and 'The A Game' in addition to Live Ask My Peers (and custard treats too!). If you reside in the Denver area, please contact **Katie Mangett**, Xanterra, at kmangett@xanterra.com to be included in future RTFs.



Los Angeles RTF attendees (left photo) were treated to a tour of Universal Studios in addition to several learning sessions.



Donna Herbel, Perkins Marie Callendars, (2nd from left) joined Culver employees **Renee Zimmerman**, **Jody Ballweg**, **Mark Lindquist** and **Connie Sadler** at the May RTF held in Wisconsin at Culvers. A total of 17 attended the RTF which included a session led by **Terrence Donahue**, The Performance Maker Group.



Featured above are some of the Minneapolis RTF attendees learning about the quality assurance part of Caribou's Commitment to Quality.



Attendees at the Minneapolis RTF were given the opportunity to tour the coffee warehouse as well as the opportunity to wear fashionable hairnets!

"The RTF was not only a great networking opportunity, but we also had a lot of fun and were able to have some great dialogue as our roles relate to corporate-social responsibilities".

Mitch Nemetz, Caribou Coffee, reflecting on the November RTF held in Minneapolis.

RTFs are a great way to stay connected and developing all year long. Check online calendar for one near you. If you don't see one listed, consider planning one.

http://chart.org/?x=events_schedule

CHART News

Cold Call, Hot Prospect

Many members report that cold calls and emails from vendors looking for business are on the rise. Ever think of referring that person to CHART? If they really want to get in front of decision makers in the hospitality field, **CHART's Resource Gallery vendor exposition, held at each conference, is a cost effective and targeted way to reach people.** If you would like to forward these vendors to learn more about CHART's partnership opportunities, information is on the Web site at <http://www.chart.org/?x=partnerships>. We appreciate your help strengthening CHART!

Don't Keep CHART a Secret - Earn \$40 for Referrals

CHART is one secret you don't need to just keep to yourself. We have plenty of room for others to join in on the learning, sharing and caring. **Help others grow with all the benefits which CHART offers.** Think how great it would be for more people to participate in Ask My Peers. Remember, for each person you refer who joins CHART during our 40th Anniversary, you'll receive \$40 in **CASH** \$40 in 40.

Nominate your CEO

Our 40th Anniversary is a special year in which to honor your CEO/President.

Since 1993, CHART has been presenting the Commitment to People to deserving leaders in the hospitality industry who demonstrate a continuous dedication to people.

This prestigious award will be given at the 40th anniversary gala dinner during the New Orleans conference.

Nominations are due in early April. More information, along with the form, is online at: http://chart.org/?x=member_commitment_people



New Orleans President's Panel

Email tara@chart.org if you think your hotel President would be a good addition to the Presidents Panel.



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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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Download the San Francisco agenda and brochure today!

<http://chart.org/conference.php>