



FlipCHART



July 2015

Connecting the CHART Member Community

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Mark your Calendar

July 18 - 21



Conference #90
Ritz-Carlton
New Orleans, LA

August 6
Atlanta, GA RTF

August 12
CHART Webinar

September (date TBD)
Southern CA RTF

September 11 (new date)
Orlando, FL RTF

September 15
Dallas, TX RTF

September 23
New York RTF

October (date TBD)
Northern CA RTF

October 14
CHART Webinar

November 5
Phoenix, AZ RTF

November 5
Atlanta, GA RTF

February 20 - 23, 2016
Conference #91
Sheraton Seattle Hotel
Seattle, WA

New Orleans Conference

Doyle to Receive Commitment to People Award



Finding the money to support training initiatives is a challenge that faces all training departments, but the bigger challenge is often gaining support and resources from other departments. Thankfully, neither is the case at Domino's and that is just part of the reason why their President and CEO **Patrick Doyle** will be honored at #CHARTNOLA with the prestigious 2015

Commitment to People Award. He sees training initiatives and people development as the key to the company's continued success. Patrick refers to training solutions and people-focus in most of his conversations, to audiences big and small. He also puts training topics and training professionals in front of people who matter. In the last year alone, training has held a key spot on almost every significant meeting agenda.

Adam Huddleston, Director of Training, Domino's, and the CHART member who nominated Patrick Doyle for this distinctive award commented, "*Patrick not only sets and communicates a clear vision for the organization's culture, but actively works to inspire a commitment to it.*"

In the nomination form, Adam continued, "*Over the past 2 years, Patrick's commitment to training is evident in that our training budget has increased, we've more than doubled the size of our curriculum team, we've elevated the positions of our top trainers, developed outsourcing partnerships that have allowed us to move more quickly, received approval to build a custom LMS, and built a state-of-the-art learning facility completely dedicated to franchisee and team member development.*" This is truly an example of a commitment to people and development.

Please join us in congratulating Patrick Doyle on this well-deserved honor. More details on this award and past recipients can be found at: http://chart.org/membership/commitment_people

We're not a people-focused company because Patrick tells us we need to be - we just model the behavior of our most trusted and respected leader.

~ Adam Huddleston



TJ's Keynote to Link Together Operations and Training



Having spent a career in the training industry and now running over a dozen franchised Which Wich restaurants, **TJ Schier**, President of SMART Restaurant Group, has a clear perspective of both ops and training...and how they can be far more effective working together.

In New Orleans, his keynote session will focus on how you can effectively integrate training into all things operations to create a culture of excellence. You'll learn how you can expand the impact of training far beyond new employee/new unit/MIT to help you and your company grow sales, profits and your people.

TJ is a past CHART president and has been a highly-regarded speaker at prior CHART conferences and industry events. He has written numerous books, including his 2012 release, "*S.M.A.R.T. Restaurant Guide to Effective Food Service Operations*," over 100 articles on guest service and motivating today's generation, and is a past contributing editor for QSR Magazine. His session will take place on Monday afternoon.



Patrick Yearout



PRESIDENTalks

An Incredible Year In and Year Out for CHART

It seems like mere moments ago that Calvin Banks departed the stage at the end of the awards banquet at CHART's 88th Hospitality Training Conference in Atlanta last July, ending his term as President of the organization and handing the reins over to me. But it's been almost a year since that event took place, and what a year it's been! Since that time we have launched a popular new educational webinar series, created a new CHART position to oversee the trainer competency program and our educational platform, developed new vision and mission statements to better reflect the evolution of CHART's position in the hospitality industry, and grew our ranks to just under 500 members (and we're still hoping to hit that total by the end of the month). Other highlights included CHART representatives contributing to 10 different educational sessions at the National Restaurant Show in Chicago this past May, which was up significantly from the previous few years, and conducting our third annual Hospitality Training Trends survey with TDn2K to benchmark training and development practices in our industry.

CHART also broke some records during our 2014-2015 year, especially when it came to member engagement and involvement. During the past twelve months:

- ✦ We had a record number of Regional Training Forums (25 this past year) **with over 450 RTF attendees!**
- ✦ On the CHART website, we saw the greatest level of participation we've ever had for the Ask My Peers function and for member-generated blog posts.



- ✦ Our T3 event in Napa not only had the **highest number of registered attendees** for one of our winter conferences, but also provided the opportunity for a **record-high 87 trainers** to earn certificates for completing one of our competency tracks.
- ✦ We had a more highly-engaged social media network than ever this year, with a LinkedIn Group that has grown to more to 3000 members, a Facebook page with more than 900 Likes, and a Twitter feed with more than 1150 followers.



Finally, behind the scenes in the last few months, the CHART Board has been working on the upcoming conference agenda and format in New Orleans, adding some new elements to improve the attendee experience, and investing a lot of time and effort in a complete re-design of the CHART website that will make its big debut this fall. We've also spent time recently freshening up our marketing materials and logo, updating our board member roles and responsibilities, and signing up two brand new Silver Sponsors, People Forward and World Manager.

All of these accomplishments were not easy to achieve, of course, but came about because of the hard work of a multitude of people: CHART members, volunteers, mentors, conference team directors, RTF directors, past presidents, lifetime members, sponsors, our Association Management and Marketing teams, and the five extraordinary individuals elected to the CHART Executive Board last year: Jason Lyon, Michele Lange, Chip Romp, Donna Herbel, and Gabe Hosler. To all of these folks, I want to say thank you from the bottom of my heart for everything you have contributed to our training community. It's been your incredible "I can do that" spirit and energy that has kept CHART strong, and will continue to keep CHART strong, year in and year out.

It has been a true honor to serve as your President, and it will definitely be a year that I will treasure as a true highlight of my career in hospitality. Thank you for providing me with the opportunity to serve in this capacity.



Photo of me and the 2014 - 2015 CHART Board taken at the 88th Conference in Atlanta when I took the reins as CHART President.

New Orleans Conference

CHART Talks: Brief Blasts of Brilliance

This engaging session is back with new speakers each sharing big ideas in less than 10 minutes. On the agenda are:

Monique Donahue: "Micro-Learning and the Incredible Shrinking Attention Span"

Mike Amos: "Stepping Stones"

Cindy Poulos: "eLearning is not a Food Fight"

Jim Knight: "Dealing with Change in Corporate Chaos"

Stewart Young: "The 20 - 80 Opportunity"

Patrick Yearout: "The Five Stages of Minimum Wage Grief"

Jen Swan: "Social Phobia. Yes, Some of Your Employees Have It"

Todd Horchner: "Brand Yourself: Hype vs. Online Reputation Management"

John Kelley and Becky Rice: "Blow Them Away With Discrepant Events"

Check out prior CHARTtalks videos at: www.youtube.com/user/ChartTube1



Networking and More

There is an array of networking opportunities, both scheduled and random, to take advantage of during the NOLA conference. Here are just a few of them:

- ✦ First-time Attendee Meeting on Saturday evening
- ✦ Saturday evening Welcome Reception
- ✦ Hospitality Suite - open late each evening
- ✦ Resource Gallery Expo and Reception
- ✦ Sunday Evening Event - In addition to networking, experience the authentic cuisine, libations, and eclectic, wild side of New Orleans at The Presbytère, a Louisiana National Historic Landmark. Join your peers on a genuine Mardi Gras float, wander the avenues of costumes, regalia, and architecture that makes New Orleans so unique. A participation fee of \$35.00 provides you with dinner and drinks and new opportunities to have fun and network. Sign up today.

NOLA Conference Team

New Orleans is full of significant and interesting historical sites and points of interest. Our #CHARTNOLA conference team is very interesting as well and we wanted to share more of their stories with you. **See more profiles on Page 4 and in past issues.**



Dean Milar
Karl Straus Brewing Company

From the beach to the Big Easy, Dean is known for his laidback personality, but knows how to have a good time. Loves Old Fashioned cocktails, but his go-to will always be craft beer.

Designated Historic Landmark
SERVICE EVENT DIRECTOR
#90 NOLA



Christine Andrews
Hostmark Hospitality Group

Smooth like a great Jazz Band, yet spicy like a Creole Bloody Mary. Christine has been a seasoned CHART member since 1997. She's always lookin' to kick it up a notch!

Designated Historic Landmark
REGISTRATION CO-DIRECTOR
#90 NOLA

New Orleans Conference

Let the Bidding Begin ...
Even for Non Attendees



The annual CHART Silent Auction begins July 1!

Bid online at www.32auctions.com/NOLA2015 and help us contribute to the National Restaurant Association, American Hotel & Lodging Association & CHART scholarship funds!

We've got it all! Hotel Stays, Dining Experiences, Professional Speaking Engagements and so much more! **We'll be adding more items daily, so be sure to check back often.**

Not able to attend the upcoming CHART conference in NOLA? No problem! All bidding will take place on line and continue through 8pm on Monday, July 20th.

Not interested in bidding, but you'd like to help reach our \$10,000 goal? Visit www.32auctions.com/NOLA2015 and make a donation. Every little bit helps!

Any questions, contact one of Silent Auction Co-Directors, **Kristin Burk**, Yallah, at kburk@mcocllc.com or **Alie Gaffan**, Pacifica Hotels, at agaffan@pacificahotels.com. Thank you for your support of these student scholarships.



Conference Team Profiles Continued



Chet Enten
Ovation Brands

The Big Easy is not just how they describe New Orleans, but also Chet. He lives looking for a chance to laugh, have fun, and embrace all the experiences everyone brings to the party. Life is a bowl of gumbo!

Designated Historic Landmark
HOSPITALITY CO-DIRECTOR
#90 NOLA



ALISHA GULDEN
National Restaurant Association

As Tim the palm reader in Jackson Square says, Alisha is an independent, open minded jack-of-all-trades with a slight passion for drama. If she goes MIA, she may be buried in a platter of charbroiled oysters at Draggio's.

Designated Historic Landmark
HOSPITALITY CO-DIRECTOR
#90 NOLA



RAFAEL RIVERA
Caribe Royale

This Zombie Hunter with his bow tie and voodoo charm can be spotted in a cemetery near you. A rookie to CHART but no stranger to training. On a quest for the perfect Sazerac.

Designated Historic Landmark
FACILITIES CO-DIRECTOR
#90 NOLA

CHART News

Welcome New Silver Sponsors



People Forward
Attract • Develop • Engage • Retain

Regional Training Forums (RTFs)



Detroit RTF: June 27



Denver RTF: June 24

Member News

Best wishes to **Jessie Bray** in his new job as Senior Director of HR and Training at LYFE Kitchen.



This 'baby of the year' is JJ, born in April to **Katie Buerger**, Perkins Restaurant and Bakery. Congratulations Katie on your new baby boy.



Be sure to read the article, *Do Hotel Star Ratings Still Matter*, as **Calvin Banks**, The Broadmoor, is quoted in regard to the hotel's rigorous training program. The Broadmoor is the only property to have held both the coveted AAA Five Diamond and Forbes Five Star ratings every year since those groups began ranking hotels.

<http://www.travelweekly.com/Travel-News/Hotel-News/Top-of-their-game>

Why We CHART

Now online: <http://chart.org/about/testimonials/>

Member Stories of Transformation

Read about members sharing, *Why We CHART!*

 Colby Hutchinson Best Western International	 Patrick Yearout Iva's Restaurants	 Christine San Juan CSJ People Solutions
 Chip Romp Ovation Brands	 Mike Nalley Best Western International	 Heather Lane Focus Brands
		 Dan Walker Little Caesar's

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