



FlipCHART



July/August 2013

Connecting the CHART Member Community ~ in print

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Upcoming Miami Conference

Simon to receive Commitment to People



CHART will present the 2013 Commitment to People Award to **Marc Simon**, President and CEO of Rubio's Restaurants, during our Miami conference. Created in 1993, this prestigious award is given annually to a CHART member's CEO/president in the hospitality industry who demonstrates outstanding commitment to the development of his or her associates.

Prior to joining Rubio's in 2007, Marc held various executive positions at firms such as McDonald's Corporation, Chipotle and Ernst & Young.

Marc has a Master's degree in Fine Arts and a Master's degree in Library Science from Case Western Reserve University and a Bachelor of Arts degree from Ohio University.

Gabe Hosler, FMP, Director, Field Training & Ops Services for Rubio's, said, "Marc is dedicated to the long term success of the organization and has regularly showcased his belief in the company's future being directly driven by the growth and development of its Team Members. During times of uncertainty Marc has continued to demonstrate his commitment to the people of the organization, providing for ongoing growth and development of positions without any downsizing. Marc has consistently maintained a hands-on approach to the business. With 4,000 employees, he has been known to jump in the trenches to assure success. Be it working a register to keep a finger on the pulse of the business, or working a fryer to assist our cooks."

Please join us in congratulating Marc and Rubio's on this award.



Upcoming Dates

July 11

Las Vegas RTF

kathy.harris@capriottis.com

July 20-23

Summer Conference #86

Miami, FL

Boat Ride Offers Scenic Views for Miami Attendees

CHART your course and come set sail with over 200 of your peers on the beautiful yacht, *Biscayne Lady*, for an evening of cruising, conversation and camaraderie. Our



Sunday evening conference event features a guided tour of Millionaire's Row along with other highlights as we sail the peaceful waters along Miami's coast.

Enjoy the open air sky-deck with a nearly unobstructed 360-degree panoramic view of the South Florida coastline. The ever-changing view from this top deck is truly spectacular as the *Biscayne Lady* winds its way along the emerald waterways.

Enjoy a buffet dinner, soda, beer and wine (*cash bar for other alcohol*) during the relaxing 2 hour cruise. Disembark at 8:30 with plenty of evening left to take on the Miami nightlife or prepare for another night at our legendary Hospitality Suite!

Cost is \$35 per person if you sign up prior to July 19th or \$50 if you sign up at the conference. Register today! www.chart.org



CHART News

Member Blogs Online

We are excited that more CHART members have taken the time to share their insights on an assortment of topics. Check out our home page (www.chart.org) to read all their thoughts and inspirations. The latest posts include:

The Latest in Hospitality Training



Lessons From My Trainer

Posted June 3, 2013 in Member Blog
If you were to ask me if I enjoy exercising, my answer would be a definite "no." I don't hate it as much as the taste of broccoli or when I'm forced to listen to someone chew gum with their mouth open, but I'm really not much of a fan of the gym. I do know there

The Latest in Hospitality Training



There's No Such Thing as a Free Lunch

Posted May 15, 2013 in Member Blog
It was an accident, I swear. I didn't mean, at my very first CHART conference, to volunteer presenting a breakout session. My shameful confession is that I was simply trying to get a free lunch. Flashback to Boca Raton, 2003: I was a first time attendee, still trying to understand what CHART was all about. (I was a little intimidated by all the

Member News

Wedding bells have been ringing for a few CHART members. Congratulations to the following two recent brides:

- **Christen Bell** (formerly Morgan), Coakley Williams
- **Nikki Culbertson** (formerly Boeshansz), White Castle



PRESIDENTalks John Kelley



Time Does Fly



They say time flies when you're having fun, and wow did it fly by this past year (and it was fun)!

This past year as CHART President has been a year filled with implementing some important new strategies that

proved successful such as when we shifted our winter conference to a competency workshop focus. We have also experienced some exciting opportunities for CHART like the State of the Training Industry research project with Technomic, and many new partnerships throughout the industry. This was all accomplished through a lot of smart, hard work by your Board, CHART staff and so many of you.

As I look back over the past two years, I am thankful for the opportunities and growth the position and time on the board has afforded me. It is the best personal and professional growth opportunity I have had in the past 15 years. I strongly encourage every member to get involved as a conference team member and to ultimately consider running for the CHART board.

I look forward to seeing most of you this summer in Miami.

Thanks.

John Kelley

CHART Board



THANK YOU to our 2012 - 2013 CHART Board: **John Kelley (President), Calvin Banks, Jen Johnston, Michele Lange, Jason Lyon and Patrick Yearout**

We appreciate your dedication and service to our organization and the hospitality industry. Thank you!

Note: Board Candidates will be presented at the Miami conference on Sunday morning with voting taking place on Monday morning.

Board Meeting Photo taken April 2013 at pre-conference meeting in Florida (L to R) Jen Johnston (kneeling), Darden, Tara Davey, CHART, Patrick Yearout, Ivar's, John Kelley, White Castle, Lisa Marovec, CHART, Calvin Banks, The Broadmoor, Jason Lyon, Common Man, and Michele Lange, The Habit Burger Grill

Upcoming Miami Conference



CHART Miami Spirit Wear

Our Miami conference logo, revealed on the right, has been added to t-shirts, sweatshirts, mugs, ipad/iphone cases, hats, and much more. Yes, even yoga mats and earrings can be purchased at CHART's online store. Visit



www.cafepress.com/chartonlinestore1970
You may also choose items with the CHART logo as well or past conference logos.

Stay Connected via Social Media

We will be sending and posting news, training tips/ideas, photos & videos throughout the conference and following the conference. Be sure to stay connected with CHART online, **especially if you won't be able to join us in person in Miami.** Don't be left out!



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"like" us on
Facebook

www.facebook.com/CHARTtrainers



www.youtube.com/ChartTube1

CHART Members Care

CHART members have several ways to show their caring spirit at the Miami conference.

- Join us Saturday, July 20 morning as we give back to the **Shake-a-Leg Miami** organization.
- Participate in our Scholarship **Silent Auction** by donating and/or purchasing items.
- Show your **"I Can Do That"** spirit by signing up now to volunteer during the conference.

Say Cheese and Smile

Are you tired of that same professional headshot or the casual picture of you where you cropped out the person next to you, but you can still see the edge of her hair? The Legacy Team will be onsite again in Miami offering **Personal Branding Sessions**. Questions? Email them at ChartPBS@Gmail.com.



Featured Sessions

LIVE Ask My Peers

The energy around the exchange of ideas during this session is exciting. This tried and true session will add new relevance and fresh perspectives to your hottest topics and challenges. After the leadership/business lunch on Sunday, be sure to attend CHART's highly-interactive and ever-popular roundtable version of our on-line discussion forum.



CHART Talks: Brief Bursts of Brilliance

If you like the popular TED Talks; you'll LOVE CHART Talks.

Join us Tuesday morning for the debut of this session featuring a series of speakers who will all talk for a maximum of 11 minutes each.

These short bursts of brilliance are a great way to wind down your CHART experience – big ideas in small packages that your brain can wrap itself around after three days of intense learning.

Just a few of the ideas to be shared:

- BIG Data - How It's Changing the Business of Hospitality
- The Myth of the Old Dog
- Stop Volunteering and Start Voluntelling
- How to Earn the Best Seat in the House? Get on Board!"
- Get Your Social On! - Key Skills for Leaders in the 2020 Workplace
- And several more

Unveiling of the State of the Industry Results

CHART is excited to announce that in Miami we will share the results of the State of Training and Development in the Hospitality Industry Study. We teamed up with industry research powerhouse, Technomic, to obtain results which will allow you to benchmark your training and development figures.



A **HUGE THANK YOU** to each of you who took the time to pull together your numbers and complete our survey. We greatly appreciate it!

Join others Monday afternoon, July 22, as we reveal the findings.



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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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Visit www.chart.org for the latest CHART News including member blogs, links to articles written by members, and more!

CHART News

Regional Training Forum - Orlando

By Monique Donahue, AHLEI

33 people turned out for the May 24 Orlando RTF, hosted by Smokey Bones. Guest speaker Sherri Merbach, Managing Director of C-Suite Analytics, introduced us to the concept of 'stay' interviews as an employee retention strategy, based on the book, *The Power of Stay Interviews*, a 2012 SHRM bestseller. Sherri covered topics such as the business case for improving employee retention and engagement, the Rethinking Retention Model and its application for both managers and HR, and an overview of training for stay interviews, with real, practical examples of bottom line savings.

View upcoming CHART RTF schedule online at: <http://chart.org/events/schedule/>

