



# FlipCHART



Connecting the CHART Member Community ~ in print

## Upcoming New Orleans Conference

July/August  
2010

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### Commitment to People Award to Roy's President Mark Running



When Roy's Restaurant was looking for a leader, they searched for someone who believed in the tenets of fine food, but who also believed in people first. Mark Running fit this role and over the years has led Roy's through joyous times, marked by exceptional growth and challenging economic times. Through it all he's led with compassion, integrity and vision.

**CHART is pleased to award the 2010 Commitment to People Award to Mark Running, President of Roy's Restaurant.** Created in 1993, this prestigious award is given annually at the summer conference to a CEO/president in the hospitality industry who demonstrates outstanding commitment to the development of his or her associates.

"During the toughest economic time of our lives, Mark continued to support the need to invest in our people," said **Leiala Whattoff**, Roy's Vice President of Training. She added, "The persistent need to teach and develop them; not just on skills that make them better at Roy's, but on skills that will improve them in life." One example is The Knowledge Enhancement seminars, conducted once a month by every restaurant. The topics of these seminars range from visiting local farms and etiquette classes to bringing in doctors to teach the team on gluten free and other allergies. There is great emphasis on tools, programs, and resources to ensure that everyone is up to the company's high standards.

*"Ohana - the Hawaiian word for family which means relationships that are genuine and supportive with deep feelings of belonging, caring and trust."*

Please join CHART in recognizing Mark and congratulating him on this award.

### Communication to Make You Heard and Remembered



Do not expect to just sit and listen to **Keynote Speaker Christina Harbridge** in New Orleans. Get ready to have your mindset challenged and changed as Christina coaches you in road-tested concepts guaranteed to impact you personally. "Listening habits have changed," she says, "and modern audiences demand interaction, intimacy and transparency. Almost any audience will politely listen . . . but to move an audience to action, you have to engage their hearts and minds."

By Sue Wasylik,  
Ashbury Initiatives



Using interactive discussion, real play, exercises, games and more, she will teach you new communication skills you can directly apply to coaching, public speaking/presentations, one-on-one communication, and small group environments.

Have you ever left a meeting and think of the perfect thing to say 5 minutes later? Sometimes what we actually say, and how we say it, is not in sync with what we want to communicate. During this unique session, you will learn the tools to make any message you give memorable.

Are you ready to be heard?

**Don't Miss any of the Great Speakers - Register Now**  
<http://chart.org/conferences.php?x=>

### Upcoming Dates

- July 1**  
End date for reduced rate at The Ritz-Carlton
- July 2**  
Due date for Habitat service event registration
- July 24-27**  
80th Conference  
New Orleans, LA
- August 31**  
CHART membership renewals due

## CHART News

### View and Renew Online



Don't miss out on all the fun! (and education) which CHART provides. CHART membership renewals are due by **August 31**. Renew via the mail or online at [www.chart.org](http://www.chart.org). Log in and then click 'Renew' under Member Tools.

### First Ever RTF Across Continents



Amanda Hite, Talent Revolution, shared her wisdom and insight on how to best utilize 'Social Media' at Orlando's Regional Training Forum (RTF) meeting held May 21. Amanda wasn't present but her enthusiasm traveled via videoconference all the way

from London! Over 30 attendees from 10 companies connected, shared and learned from her many suggestions.

What's next for technology and RTFs?

### NRA Show and Reception



The Chicago NRA Show was well attended and included White Castle employees (l to r) Jose Gonzalez, Dave Rife and John Kelley. If Jose and Dave also look familiar, it may be because Jose made quite the impression on Dave, COO of White Castle, during the taping of the television show "Undercover Boss."

*A special thanks to Bar Louie for hosting a reception on Sunday evening for CHART attendees to gather. We all had a great time catching up with each other!*

## PRESIDENTalks

Kate Shehan



### Quotes and CHART: Lessons for Life

There are certain quotes which help me put life in perspective; let me share some with you.

***"There are three kinds of people in the world: well poisoners, lawn mowers and life enhancers."*** I work purposefully in life to attract the life enhancers. This strong desire is what drew me to CHART; our association is all about the life enhancers. Certainly, you and CHART have enhanced my life significantly. I cannot express how grateful I am to have served as the president of CHART for the past year.

***"You cannot whistle a symphony. It takes an orchestra to play it."*** There are many people who make all the goodness of CHART happen. Thank you to each member of the 2009-2010 board, the wonderful CHART team lead by Tara, the directors of the San Francisco and New Orleans conference teams, all the volunteers and to you, the individual member, who make CHART a great symphony. Here's to the honor of being part of the best symphony in our industry!

***"Today I have grown taller from walking with the trees."*** There are many friendships, relationships, opportunities, and education that I have developed over the years as a member of CHART. Everyone in our organization has grown taller by walking with life enhancers and true leaders. Thank you for giving me the opportunity to walk with you.

I know CHART will continue to strongly enhance all of our lives for years to come.

Thank you and best wishes to each of you and to CHART. See you in New Orleans.

*Kate*

The Board of Directors &  
The New Orleans  
Conference Team

Cordially invite you to  
attend the

40<sup>th</sup> Anniversary Reception,  
Gala and Awards Ceremony

Honoring the  
Past, Present and Future of  
CHART

Monday, July 26, 2010

6:00 pm

***Black Tie Optional***



## New Orleans Conference

### Then, Now, Next: The State of our Industries



CHART is honored to have top industry leaders **Joseph A. McInerney**, CHA, President and CEO of the American Hotel & Lodging Association, and **Joni Thomas Doolin**, CEO and Founder of People Report, individually speaking on how these historic times have impacted the restaurant and hotel industries, education and employment in our industries and what the trends are indicating for next year and beyond.

**This session is not-to-be missed!**



### LIVE: Ask My Peers 2.0

LIVE: Ask My Peers is going Generation Next in New Orleans!



**What are your 'Hot Topics'?** *Let us know!* Log into the CHART Conference site (*using your email address and zip code*) and check off the topics that you want offered.

<http://www.chart.org/conferences.php?x=>

LAMP 2.0 will bring both the return of the speed rounds where members have the opportunity to share and receive information on multiple topics in rapid succession and the introduction of a live twitter feed throughout the session. To ensure we get the most to and from our attendees, LAMP 2.0 will also add an entire group recap of the ah-ha moments received and still needed!

**LIVE: Ask My Peers 2.0: we have an 'amp' for that...**

### New Orleans Conference Team

Here are the profiles for a few members of the NOLA team.



**First Time Attendee Co-Director**  
**Kristin Burk**, Wood Ranch BBQ & Grill

*"One of my fondest memories was at the 2002 Montreal Conference where Kerry Kramp received the Commitment to People Award. This was a very proud moment for me and I got to share it with some of my all time CHART favs; Robert Stewart and Angie Hoskins."*



**First Time Attendee Co-Director**  
**Katie Kaye**, Benchmark Hospitality

*"My favorite memory was my first conference and meeting my mentor. She was great. I felt like I could rely on her to make the experience fun. That was 6 years ago and we still maintain contact. That's what CHART is all about."*

### Help our Future

CHART is helping future generations by once again partnering with the National Restaurant Association and the American Hotel & Lodging Association to provide scholarships for highly-qualified students in collegiate hospitality programs. **We need your help to help fund these scholarships.**



*Excitement surrounded the auction tables at the 2008 DC Conference. Let's repeat this in New Orleans!*

Please contact Patrick Yearout ([Patrick@keepclam.com](mailto:Patrick@keepclam.com)) or Christine San Juan ([csanjuan@bertuccis.com](mailto:csanjuan@bertuccis.com)) as soon as possible to offer your creative donations. Some past successful items have been fabulous wines, hotel and restaurant gift certificates, ipods or other fun electronics, and CHART member speaker donations. In the spirit of CHART, we need every member to say **"I can do that". Thank YOU!!**

Link now for all the latest news, agenda, breakout sessions, registration, attendee forum and more!  
<http://www.chart.org/conferences.php?x=>



**Silent Auction Co-Director**  
**Christine San Juan**, Bertucci's

*"My first CHART conference was in Boca Raton, FL 7 years ago. With every conference I attend, my enthusiasm and passion for my team and work gets rejuvenated when I reconnect with the many friends I have made over the years. What can I say ... CHART had me at hello!"*



**Silent Auction Co-Director**  
**Patrick Yearout**, Ivar's Restaurant

*"Definitely my favorite CHART conference memory was riding in the fire engine with Kate Shehan, Jen Michaud, and Jennifer Johnston after the teddy bear presentation to the San Francisco Fire Department. It was so much fun!"*



**Facilities Co-Director**  
**Blaine Duhe**, Raising Cane's

*"Being from South Louisiana, I always look forward to showing outsiders the 'real' New Orleans. NOLA is a great example of a community that doesn't want or need excuses; they just want to get the job done and start appreciating life"*



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1st of the month for next month's issue

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

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**Conference Packing List** - Bring business cards and any logo items (company mugs, t-shirts, hats, pens, calculators, etc) you want to add to the give-away table. Don't forget your checkbook for the auction! :)  
*CHART and New Orleans: The hospitality and enthusiasm never stop!*

## New Orleans Activities

The countdown is on to our 40<sup>th</sup> Anniversary celebration in 'N'awlins' – the activities team of **Jason Lyon**, Common Man Restaurants, and **Nikki Boeshansz**, White Castle, have put together some fun filled unique activities for you to be able to unwind after some long days of educational growth.



After our first-time attendees are welcomed to their first CHART experience, we will be leading the 'krewe of maskers' down Canal and Bourbon Streets in true Mardi Gras fashion as we head a few short blocks away to the House of Blues for a few hours of light hors d'oeuvres and cocktails while catching up with all our CHART pals (*casual attire suggested*). Make some advance plans for Saturday night dinner (*your choices are endless!*) either before or after the House of Blues welcome fete. Signup sheets for group dinners will be at the hotel.



Sunday night's activities on your own will certainly leave you wanting more of the Big Easy; we have a great mix of events sure to peak your curiosity. Perhaps our most unique offering is a three hour 'Sunset Swamp Lazy-Boat Tour' of the Honey Island Swamps. If a bit of adventure is not your style... well don't fret as there are five other activities to choose from; including a French Quarter Walking Tour, New Orleans' Style Cooking Class, Riverboat Jazz Cruise, Rock 'n Bowl and last but not least a 'Vieux Carre' Pub Crawl!

We look forward to seeing you at the end of July and have a few surprises up our sleeves that will certainly make our 40<sup>th</sup> a memorable momentous affair. **Laissez le Bon temp rouler!!**

**Yes, We Can!**  
**Saturday,**  
**July 24**



New Orleans Area  
**Habitat**  
 for Humanity®

All are encouraged to join us (*guests age 16+ are welcome too!*) as we give back to another host community. Sign up by July 2. You can pay the \$50 donation onsite. **Thank you!**

Any questions, or if your company is interested in helping sponsor part of this service event, please contact **Michele Lange**, Landmark Restaurant Group at [michelelange@aol.com](mailto:michelelange@aol.com).