



## Upcoming Cleveland Conference

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### Mark your Calendars

June 10-11: 3rd Annual People Report QSR Symposium, Dallas

June 12: Portland RTF

June 12: Spirit Award nominations due

June 22: Atlanta RTF

June 22: Last day for early conference registration discount

July 6: Cleveland room block expires

July 25-28: 78th CHART Conference, Cleveland

### Forging New Directions Together

By *Danielle Roberts, The Broadmoor*

What do Oprah, The Today Show, Good Morning America and CHART Cleveland attendees have in common? All of us will have experienced the incredible learning opportunity offered by Laura Berman Fortgang. Laura is internationally recognized as a pioneer in the personal coaching field and is known for her no-nonsense speaking style. As one of the keynote speakers in Cleveland, Laura will share her genius in navigating through change.

Change is a given. The question then becomes how do you become more proactive and remain focused in the face of turbulent change instead of reacting to circumstances as they present themselves? Laura will teach us the fine points of dealing with change so new horizons can be determined. Resistance, fear, blocking innovation and lack of clarity can all be overcome. Creativity, answers, clarity are the path to attaining a bright, concrete future.

She is also the best-selling author of: *Now What? 90 Days to a New Life Direction*, *Living Your Best Life*, *Take Yourself to the Top*, and her new book, *The Little Book on Meaning*.

Collectively, hospitality training professionals have never needed more guidance dealing with change than we do today facing the unknown economic times ahead. Laura Berman Fortgang's expertise is sure to offer each attendee exceptional value and ideas to be shared with our organizations upon returning from the conference.



### Silent Auction - Take 2 for Scholarships

By *Tara Davey, CHART*



*A crowd gathers to bid on exciting donated items at the DC Conference.*

Last year in Washington DC, CHART held its first annual silent auction. Our beneficiary was Share Our Strength, and CHART member companies came out in force to donate and bid on items. The event was a huge success, raising almost \$14,000 to help end childhood hunger!

This year in Cleveland, CHART will be holding its second annual silent auction with proceeds going to support hospitality student scholarships. Each year, CHART partners with NRAEF and AHLEF to provide scholarships to hospitality students, enabling more highly-qualified students to enter our industry. Candidates for our NRAEF

scholarship are college students enrolled in the ManageFirst Certificate program, and candidates for our AHLEF scholarship are high school students enrolled in the Lodging Management Program and are enrolled in a college hospitality program for next year.

## Regional Training Forum - New England



This photo was submitted by **Eric Cotterell**, Bertucci's, from their RTF held in MA on January 30, 2009. **John Alexander**, NRA Solutions, gave an introduction to the principles and virtues of Heart-Centered Leadership, based on the book of the same name authored by Susan Steinbrecher and Dr. Joel Bennett. Some key information covered included:

- ◆ Defining the type of leader you want to be,
- ◆ Recognizing the power of the human element, and
- ◆ Utilizing all of your resources; mind, body, and spirit.

### PRESIDENTalks John Isbell



#### Promoted to the Adult Table

When I was a kid, we would have huge family get-togethers and, inevitably, I would sit at the kids' table. I would dream about getting promoted to the adult table – the food always looked better up there. I was sure that the gravy tasted like heaven and that the bread was soft enough to take a nap on (which my narcoleptic Uncle Dale almost always did).

Today we in the 'Training world' are all still vying for a seat at the adult table – *in the board room*. Not that we think necessarily that there is something magical going on – but because we want some say in the direction of our company and want to make sure the best interests of our training programs are being represented. It is with that in mind that I offer up some advice on how to get "promoted" to the big table.

1. **Get yourself invited to a meeting.** Tell your boss "I'd like to brief the Senior Team on such and such". Make sure it's compelling. If you can't update your boss in a way that makes it seem logical and urgent that you get in there – then you aren't going to get in there.
2. **When you are in there – act like you've been there before.** Don't ooh and aah over the décor, the snacks available or the comfy seats. Just sit down and keep your wonderment to yourself.
3. **Lastly - leave the right impression.** When you go in there – you need to be prepared not only with what you are going to say but also answers for a minimum of 5 to 10 questions you think they may ask.

If you do this enough times, the invites will come more frequently and you'll be asked to stay beyond what you were called in to talk about. Now – if you will excuse me, I'm going to dinner at my family's house – I'll be the one pouring the gravy at the big table!

*John*

### CHART News

#### Member News

- ◆ Honorary Doctorates of Foodservice were bestowed upon **Curt Archambault**, FMP, Jack in the Box and **John Isbell**, CHT, IHOP, from North American Association of Food Equipment Manufacturers (NAFEM).
- ◆ **Shane Mannix**, Clyde's, wrote a training article in *TIPS Training Newsletter*, April 15, 2009. He gave a 'shout out' to CHART and wrote that "*CHART has been an invaluable resource for me as I grow in my job*". Shane, thanks for promoting the value of CHART to others!
- ◆ Congrats to **Cyndie Bronson**, CKE Restaurants, who won a \$200 AMEX gift card for completing the online Portland Conference Evaluation Survey. Thanks to everyone who gave us feedback.

#### ABC's of CHART's Online Directory

It's probably happened to you -- you had a great discussion with a CHART member at a conference or RTF; now you're back in the office and want to follow up but you can't find their card. All you can remember is their first name or maybe their company or that they are an expert in New Store Openings. Don't get flustered, your CHART online directory is like an extra memory card.

- a. Go to [www.chart.org](http://www.chart.org), sign in with your user name and password, then under "Member Tools", click on "Directory/Search".
- b. You can either search for a specific member (*by last name, first name, company, or even state*) or search by member expertise.
- c. Contact information, along with a photo (*another helpful factor*), for those who match the search pops up, and voila, you can continue your earlier discussion.

While you are in the directory area, **take a few moments to update your own profile, along with your photo**, so others can find you just as easily.

# Upcoming Cleveland Conference

## Backstage Team Rocks!

Your conference team is working hard to provide you with an incredible training conference experience and look forward to seeing you in Cleveland.



**Board Member**  
**Jen Michaud,**  
CSM Lodging



**Conference Director**  
**Lori Rolek,**  
Clearview Cinemas



**Hospitality**  
**Nikki Boeshansz,**  
White Castle



**Registration**  
**Vicki Houston,**  
Davons Grill



**First Time Attendees**  
**Christine San Juan,**  
Bertucci's Italian Restaurant



**First Time Attendees**  
**Cindy Bates,**  
Common Man Restaurants



**Activities**  
**Katie Kaye,**  
Ocean Reef Club & Resort



**Activities**  
**Alie Gaffon,**  
Pacifica Hotel Company



**Facilities**  
**John Poulos,**  
Discoverlink



**Facilities**  
**Julian Mata,**  
Gaylord Opryland Hotel



**Communications**  
**Kristin Burk,**  
Wood Ranch BBQ & Grill



**Communications**  
**Danielle Roberts,**  
The Broadmoor



**Volunteers**  
**John Kelly,**  
White Castle



**Volunteers**  
**Michele Lange,**  
Landmark Restaurant Group

## Auction Continued

*Continued from page 1*

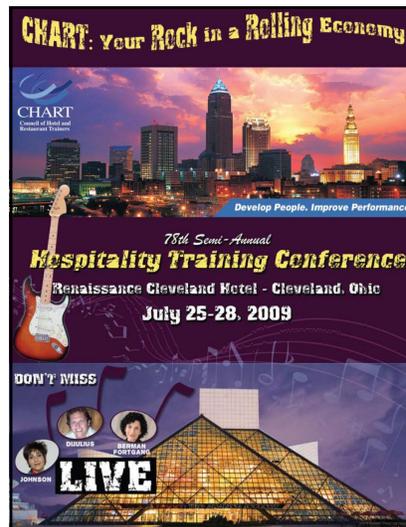
Proceeds from the silent auction will fund additional scholarships next year for these very worthy students.

To support the silent auction please consider donating something to be auctioned. No item is too small as we will bundle groups of things together in baskets. Last year popular items included restaurant gift certificates, hotel stays, bottles of wine, electronics, and even autographed memorabilia. CHART members also auctioned speaking opportunities. To donate something to the auction, please email John Abels at [jka1969@hotmail.com](mailto:jka1969@hotmail.com). A list of items for bid will be sent out prior to the conference. **Help us make this as successful an event as last year;** donate or come put a bid on some of the great items we hope to gather. Thanks!



***Carina Hirner,**  
White Spot,  
writes down  
her competitive  
bid.*

## Register Now for Conference and Hotel



Early Conference Registration Expires:  
June 22, 2009

Agenda and Registration online:  
[www.chart.org/conference.php](http://www.chart.org/conference.php)



Host Hotel:  
Renaissance Cleveland  
24 Public Square,  
Cleveland, OH  
800.HOTELS.1 or  
216.696.5600  
Room rate: \$139  
Room block expires:  
July 6, 2009

*"I reminisce about the days of old, with that old time rock n roll" ~ Bob Seger*

## Industry News

Nation's Restaurant News and National Restaurant Association Educational Foundation are now accepting nominations for the 2009 SPIRIT Awards!



The SPIRIT awards recognize foodservice operators who understand that enhancing employee satisfaction ultimately leads to achieving guest satisfaction.

Submit your nominations **by June 12!**

[www.mufso.com/Spirit.aspx](http://www.mufso.com/Spirit.aspx)

People Report, a decade long information partner and sponsor of CHART, presents the 3rd Annual QSR Workforce Symposium, "Shift Happens" on June 10 - 11, in Dallas, Texas.



Designed by and for operating and human resources executives of the quick service and fast casual industries, this agenda is packed with speakers, experts, breakouts, and a powerful community committed to sharing the best practices required to conquer this lousy economy.

**As a CHART member, you are entitled to the special "Supersize" discount of \$100 off the registration price.**

[www.peoplereport.com/2009qsrconference.asp](http://www.peoplereport.com/2009qsrconference.asp)

### View/Hear Free Webcasts Online

[http://chart.org/?  
x=resources\\_educational  
webcasts](http://chart.org/?x=resources_educational_webcasts)

### Just Added - LIVE from Portland Conference

Two more outstanding webcasts have been added online. Watch these again (*if you were at Portland*) and/or share with a colleague.

- ◆ **Tim Kirkland**, author of the best-selling book *Renegade Server*, presents "Uncommon Tactics for Serving Better and Selling More in Today's Marketplace".
- ◆ **Jim Knight**, Hard Rock, shares the concept of an employee's 'Life Cycle' in his highly rated session, "Employment Branding That Rocks".



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FlipCHART

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### You can count on CHART!

Membership Renewals are due August 31.  
Renew now by logging in and renewing on-line.