



FlipCHART



Connecting the CHART Member Community ~ in print

Upcoming New Orleans Conference

May 2010

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Follow the Yellow Brick Road

By Sue Wasyluk, Ashbury Initiatives



The yellow brick road leads to . . . New Orleans! Opening keynote speaker, **Tanner Corbridge**, Area Vice President and Executive Facilitator of Partners in Leadership, will guide us along a step-by-step plan to create significant cultural transition within our organizations. Inspired by the story of the Wizard of Oz, and based on principals from the best selling book, *Journey to the Emerald City*, Tanner introduces the classic model that hospitality organizations throughout



the world have used to create a culture of greater employee ownership and engagement.

While observing, "Either you manage the culture or the culture will manage you," Tanner provides a process of accelerating a transition to a Culture of Accountability, a culture where people at every level of the organization think and act in the manner necessary to achieve Key Organizational Results. The strategic process he will illustrate has enabled organizations to define and create specific shifts in the way their people go about achieving results. His dynamic presentation style is very engaging and will be a great kick-off to our conference.

As the authors of *Journey to the Emerald City* state, "To . . . achieve their goals and accomplish their desired result, each of (the characters) has to think and act in ways that are different from those that are familiar and comfortable. It isn't until they start acting different that they reach their destination."

Your destination in July should be New Orleans . . . because, as you know, there's no place like CHART! **Register now at www.chart.org.**

Upcoming Dates

- May 23**
Chicago NRA Show
CHART Reception
- June 12**
Deadline for Early
Conference Registration
Discount
- July 1**
Cut off 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

Can We Fix it? Yes, We Can!



A positive attitude is all you need to help with our New Orleans conference service project. CHART is excited to team up with [Habitat for Humanity](http://HabitatforHumanity.org) to work on local

homes on Saturday, July 24. This will be an all-day service event from 7:45 am to 4:00 pm. No construction experience is needed as there will be a variety of tasks and the construction tools and supplies will be provided on site. We'll board buses from the hotel to our work sites. We won't know exactly what we'll be doing; but we know our help will be greatly appreciated. A donation of \$50 (*payable on site*), a signed group waiver, and advance sign-up (by July 2) is needed. You can sign up when you register for the conference.



Helping others at our service event at the 2007 Tucson conference, is **TJ Schier**, Incentivize Solutions, along with **Teresa Siriani**.

If your company is interested in helping sponsor the lunch, bus transportation, or t-shirts, please contact **Michele Lange**, Landmark Restaurant Group at michelelange@aol.com

Let's show our service spirit and leave New Orleans an even better place. **Yes, we can!**



Wanted: Experienced Facilitators for CHART Competencies

Train-the-Trainer sessions to be held in New Orleans

We are looking for 5+ year CHART members who have been breakout speakers at past CHART conferences and/or are experienced facilitators to become trained in teaching our competency courses at future CHART conferences and RTFs. Train-the-Trainer sessions will be offered in conjunction with the four [Pre-conference Competency Workshops](#) to be held in New Orleans on Saturday, July 24, 2010. Contact **Jen Michaud** (jmichaud@csmcorp.net) if you would like to sign up. The **Blueprint for Trainer Development** competency workshops will hit the road this Fall and will be offered around the country at CHART's Regional Training Forums (RTFs).

Your Blueprint for Trainer Development

Attendees can use a landmark study by CHART and Batrus Hollweg International that defines the competencies necessary for success across a variety of roles in hospitality training.

What a great way to enhance your own professional development and support CHART.

4 Roles			
Trainer 3 Competencies	Instructional Designer 3 Competencies	Manager 3 Competencies	Executive/Leader 3 Competencies
Presentation Effectiveness	Technical Knowledge	Operational Knowledge	Communication/Influence
Participant Management	Program Design	Project Management	Business Acumen
Evaluation/Assessment	Process Improvement	Coaching/Development	Strategic Planning

New Orleans Conferences

Two for One in NOLA

Trade Agreement with CRCA Doubles Your Learning



CHART conference attendees are given the opportunity to attend some of the sessions at Chain Restaurant Compensation Association's (CRCA's) conference which will be held in New Orleans at the same time we will be meeting. You are welcome to attend any of their sessions on Tuesday, July 27 afternoon and Wednesday, July 28. Some of their attendees may be joining us as well. For more information, view their conference information at: <http://chart.org/chartdocs/pdf/CRCA2010Flyer.pdf>

40th Anniversary Reflections

Hair Yesterday and Today

The many styles of **Jim Knight**, Hard Rock, International, through the years. Wonder what's next?



PRESIDENTalks

Kate Shehan



No Bad Hair or Braces in New Orleans

This past weekend, my high school best friend and I connected with a junior high school friend we had not seen or been in contact with for 32 years! (*I totally aged myself, but it is worth it for the point of this story.*) Needless to say, we were a bit apprehensive about reconnecting with someone who was a best friend in the 8th grade before her father was transferred to Texas. All our anxiety was for naught. She was wonderful; the same funny, intelligent, but insightful 8th grader that we shared homeroom with. She no longer has the feathered Farrah haircut, braces and the goofy laugh, but rather is a polished lady who is a caring mom and an accomplished attorney. It was such a gift to reconnect and re-establish where we left off. I am certain we will remain good friends for the next 32 years.

As CHART members, we will all be given that same gift this summer! As we build momentum to CHART's formal 40th Anniversary Celebration in New Orleans, we are like a kid getting ready for their birthday party. We have members such as Todd Horchner, Legacy Productions, who has donated his time to create videos, which debuted in San Francisco, and will sprinkle the festivities at New Orleans. Lisa Marovec, CHART's Senior Director of Marketing, has donated her time and financed the organization of our entire photo albums. (*Yes, just imagine that mess!*) We have members who have stepped up to be directors of the conference with such energy and devotion that it is infectious. Of course, the San Francisco conference team kicked off the first leg of the celebration with equal vigor and dedication!

This is going to be a very special time for CHART members to reconnect and share old memories and begin new ones. In typical, CHART style, everyone is contributing and making plans to attend. We hope you will be there...minus the bad haircut, braces and goofy laugh.

Kate

New Orleans Conference

Our Host Hotel

The Ritz-Carlton
 921 Canal Street
 New Orleans, LA 70112
 504.524.1331
 Room Rate: \$115
 Cut-off Date: July 1



The Ritz-Carlton will welcome you with genuine Southern hospitality and singular flair. From its premier location on the edge of the French Quarter, you have easy access to most of the city's popular and unique attractions as well as numerous antique stores, art galleries and restaurants. **For reservations, click on Hotel Info in conference section of www.chart.org.**

Must Do's in New Orleans

By Sue Wasylik, Ashbury Initiatives

- ◆ Celebrate CHART's 40th Anniversary!
- ◆ Experience the French Quarter and Bourbon Street!
- ◆ Enjoy Café Du Monde, Brennan's & Court of the Two Sisters.
- ◆ Don't miss a beat of the music in the street!
- ◆ Thrill to the best in gaming casinos! Check out Harrah's, Treasure Chest Casino or one of the riverboat gaming hotspots.
- ◆ From piano bars to theater stars, pubs to music clubs, jazz bands to Dixieland, New Orleans has it all!



New Orleans Conference Team

We have a great team in place. Here is insight into a few members along with their favorite CHART memory or their excitement about New Orleans. More of the team will be profiled in future issues.



Conference Director
Christine Andrews
 Hostmark Hospitality Group

CHART is very special to me for many reasons – mostly because of the people I've met over the years. My favorite CHART memory is when my husband (who I met at CHART) proposed to me at the awards dinner in Scottsdale, AZ.



Volunteer Co-Director
Tasha Friedlein
 HVS Hotel Management

The thing that I always look forward to when I know there is a CHART Conference in my future is the time away from my office to re-focus on strategies and long term goals... and of course, the people!



Activities Co-Director
Jason Lyon
 The Common Man Family

My goal is to bring that same passion and zeal I encountered in Annapolis at my first conference, to our 40th anniversary activities so that we are able to inspire all those in attendance to get the most out of their CHART experience.



Board Member - Education
Gail Lyman
 First Hospitality Group

I love New Orleans. It has a very special place in my own heart. Soon we'll host a CHART conference in a city that simply oozes hospitality, culture and history out of every street, door, restaurant, shop, nook and cranny you can think of. It's a perfect fit!



Volunteer Co-Director
Donna Rynda
 Make it Matter!

I attended my very first CHART Conference in New Orleans 10 years ago. CHART has involved me and inspired me ever since! So, how else would I want to enjoy this 40th Anniversary year but as a member of this conference team?



Activities Co-Director
Nikki Boeshansz
 White Castle

I am extremely excited to meet new people, learn new things and have a terrific experience, in a wonderful city, rich in history and culture.

CHART will host its **Third Annual Silent Auction** at the July New Orleans conference, with proceeds going to help fund our hospitality scholarship programs. Please contact **Patrick Yearout**, Ivar's Restaurants (Patrick@keepclam.com) or **Christine San Juan**, Bertucci's (csanjuan@bertuccis.com) if you have something you can donate to the event – past popular items have included restaurant gift certificates, hotel stays, memorabilia, and speaking opportunities, but **any donations will be very much appreciated!**



Communications Director
Sue Wasylik,
 Ashbury Initiatives

My 'favorite' CHART memory happened early on the first morning at my first CHART conference in Vancouver. The fire alarm suddenly shrieked and there I was . . . just out of the shower . . . frantically looking for something to wear as I ran from my room to initially meet my new colleagues -- in the parking lot. I'm sure I made quite an interesting first impression!



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Back issues: visit www.chart.org

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facebook

If you're not one of our 154 fans,
 become a fan of CHART now!

Industry News

CHART Members to Speak and Gather at Chicago NRA Show - May 22-25

CHART members presenting during the National Restaurant Association (NRA) Restaurant Hotel-Motel show include:

Bill Marvin, The Restaurant Doctor
How to Outwit, Outsell and Outlast the Competition

Kate Shehan, CHART President
The First Step to Great Leadership

Joleen Goronkin, People and Performance Strategies
Building a Performance-Driven Organization with Appraisals, Goal-Setting and Performance Plans

You're Invited

Join NRA Show attendees and Chicago area CHART members for a reception on Sunday, May 23 from 5:00 - 8:00 pm at Bar Louie. Contact allison@chart.org

NRN and NRAEF Spirit Awards



Nation's Restaurant News (NRN) and National Restaurant Association Educational Foundation (NRAEF) are now accepting nominations for the 2010 SPIRIT Awards, sponsored by The Coca-Cola Company. The SPIRIT

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

Submit your nominations **by June 18** at www.mufso.com/Spirit.aspx

CHART News



(L to R) Isabella Maria and Sophia Elena, daughters of **Kim Tijerina**, Luby's, are featured in this cute photo. Congratulations to everyone!

2010-2011 CHART Board?

Contact Mike Amos famos1234@aol.com if you are interested in learning more about being on the board.