



FlipCHART



May 2014

Connecting the CHART Member Community ~ in print

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Training & Development Trends Study

Seeking 100% Member Participation

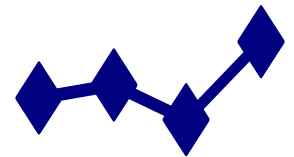
CHART is excited to partner with TDn2K, to conduct the 2014 Trends in Hospitality Training & Development study.

In order to obtain insightful and actionable information, we are seeking 100% participation from each member company. You will be receiving instructions soon on how to submit your data.

This study will allow members, learning professionals and business leaders in restaurant and lodging companies the ability to benchmark your company to the latest training trends in areas such as budgets, delivery methods, content focus, and so on.

The hot-off-the-press findings will be presented at the Atlanta conference. This session will go far beyond mind-numbing facts and data, and will include interactive discussions.

Thank you, in advance, for taking the time to share your information.



Upcoming Dates

May 13, 2014

Dallas, TX RTF & Service Event
kirstiescottage@gmail.com

May 15, 2014

Nominations Due for Commitment to People Award
http://chart.org/membership/commitment_people/

May 16, 2014

Orlando, FL RTF
czaremba@rosenhoteles.com

May 18, 2014

Chicago NRA Show Reception at Rockit

June 24, 2014

\$129 Room Block Expires at InterContinental Buckhead

June 26, 2014

Last Day for #88 Registration Discount
<http://bit.ly/CHART88>

July 26 - 29, 2014

Summer Conference #88 InterContinental Buckhead Atlanta, GA

Upcoming Atlanta Conference

Get Energized with Keynote Alan Schaeffer



Does your band believe? In this high-energy session, you will learn how to create a collaborative environment that people WANT to be in. Keynote **Alan Schaeffer** will bring his experience as a songwriter, accomplished speaker, recording artist, consultant, entrepreneur and founder of Banding People Together, to explain how to effectively empower your people, your peers and your leadership.

This 'one-of-a-kind rock-star' experience will not only 'pump-you-up' but give you the tools and techniques to develop and maintain a collaborative environment which will impact employee engagement and retention, improve team performance, build culture and increase innovation.

Register today and get ready to ROCK in Atlanta!



JULY 26-29, 2014
INTERCONTINENTAL BUCKHEAD · ATLANTA, GA

Link from our website at www.chart.org to register!
View Full Agenda, Session Descriptions, Speaker Bios, & more.



CHART Online

What's New?

High Five: At the July 2013 Miami Conference, we debuted our Training High Five program to recognize innovative and particularly effective training solutions implemented by our CHART members. In the spirit of one of our CHART principles, we've just SHARED the ideas submitted by our winners (and runners up) on our home page. Hopefully, one of these ideas will help you or your team's performance.



Have your own idea/solution? We'd love to showcase it (and you) at the Atlanta Conference. **Please submit your idea/solution to chart@chart.org by June 1 so others can learn from you.**

Home Page Blogs: Have you viewed the most recent blogs posted on our home page? Learn what your industry peers and leaders are saying!



The New Standards for Success in Restaurants: how to keep ahead of the industry curve
Posted April 17, 2014 in Member Blog

What chain restaurants execute daily is just this side of miraculous about it. It's an enormously complex feat to sell cheeseburgers, pizza, chicken dishes or fish sandwiches with a uniform shape, weight, flavor, temperat



CHART Talks: "Brief Blasts of Brilliance" #7 - C Leadership Skills Gap
Posted April 3, 2014 in Member Blog

At the Miami Conference, I shared (in less than 9 minutes), the impact General Manager plays in the success of your organizations. It's not he/she is given the proper tools and that training is addressed. In our research, w



If You Do Not Have a Christine San Juan in Your One!
Posted April 3, 2014 in Member Blog

At our recent T3 Conference in Colorado Springs, I became the first to complete all twelve of our training competency workshops. I was proud of achieving this professional objective, and I was also very appreciative of

Training Flash Newsletter: Are you receiving these insights from the best and brightest in hospitality training? Subscribe on our home page.

[Subscribe to our Training Flash E-Blast](#)

PRESIDENTalks Calvin Banks



The Mosaic of Your Workplace: Cultivating Diversity and Inclusion

The NRA Show in Chicago is upon us. The place where CHART began many years ago and after 40 plus years, both organizations continue to make an impact on each other. This year we have the pleasure of sending 4 CHART members (**John Isbell, Christine San Juan, Calvin Banks, and Patrick Yearout**) to the NRA Show as a panel to discuss the hospitality industry's increasingly diverse and global workplaces and the importance for diversity and inclusion training. *(note sidebar for other CHART members/friends speaking.)*

With more generations in the workplace than ever before, a growing number of foreign tourists visiting the US, changing laws on marriage equality and immigration, and more companies opening new locations overseas, hospitality operators cannot ignore this critical area of training. **Not only can we not ignore training, we can not ignore reinforcing desired behaviors once training is complete.**

In my experience, one of the best ways to reinforce diversity training is through employee events and activities. Events such as bowling and golf tournaments, picnics, family movie nights, talent shows, etc. allow for groups of individuals to get to know each other and build relationships.

One of the most successful events we produce at The BROADMOOR is our annual talent show. During this event, we encourage employees to not only showcase their talents but to showcase their heritage. At a recent talent show, 20 students from South Africa performed a traditional tribal dance that nearly won them the show. This provided an opportunity for the employees attending to experience a culture they might not have otherwise experienced.

Events such as the ones mentioned above should be a part of the organizations culture as inclusion opportunities. Recruitment, employment, and training begin the process however events and activities can assist in sustaining an inclusive environment.

Please share and let me know what your organization is doing to foster diversity and inclusion.

Others Speaking at NRA Show Chicago

TJ Schier, *SMART Restaurant Guide To Effective Recruiting And Selection*

Jim Sullivan, *Execution: The 5 Reasons Some Teams Outperform Others Doing The Exact Same Work*

Upcoming Atlanta Conference

Arrive Early to Get Extended Learning in Atlanta



CHT Class and Exam
 Become a Certified Hospitality Trainer in Atlanta. Sign up now for the class and exam. Call 1.888.575.8726 to get the AHLEI member rate.



ServSafe@ Allergen Workshop
 Over 15 million people have food allergies. This three-hour workshop includes instructor information, and exam with certificate of completion, and best practices for implementation.



Trainer Competency Certificate Workshops
 In Atlanta, begin or complete your pins with one or two of four offered courses:

- ✓ **Participant Management**
- ✓ **Program Design**
- ✓ **Coaching and Development**
- ✓ **Communication and Influence**

Details on our competencies can be found at: http://chart.org/resources/trainer_competencies/

Ways to save \$ in Atlanta

- ✓ Do you know a trainer who shows potential and passion for the profession, but who may lack the sufficient budget to attend the CHART conference? **Nominate them** (by 5/15) for the Learning Legacy Fund and give them the opportunity to attend #CHARTATL



- ✓ Some companies use the CHART conference as meetings for the department - learning, networking and developing their trainers while also utilizing the time together for team meetings. If bringing multiple attendees to Atlanta, contact the CHART office for savings options.

Ways to Give Back

- ✓ Besides the learning and sharing, we have caring opportunities for you in Atlanta. Watch for details on how you can participate in our **23rd community service** event and also donate items for our **silent auction** to raise funds for our scholarship awards.

Link from our website at www.chart.org to register for #CHARTATL

Chicago Regional Training Forum



Photo and site provided by **Doreen Van Gorp**, First Hospitality

RTF organized by **Clinton Anderson**, Colonial Cafe

Chicago was the site for CHART members and guests to learn and connect. Attendees at the April RTF were fortunate to hear **John Poulos**, Discoverlink, present *Accelerating Performance With E-learning*.

Member News

- ✓ Congratulations to **Jen Swan** who moved south and is now the Sr. Director of Human Resources and People Development at First Watch Restaurant
- ✓ A blog post on our home page from last October received even more visibility. **Patrick Yearout** wrote, "Why Hospitality Trainers Are More Important Than Ever" which was recently featured by QSR magazine. ow.ly/uWpz1



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FlipCHART

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1st of the month for next month's issue

Back issues: visit www.chart.org

Managing Editor: Lisa L. Marovec, FMP,
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Who do you know who could benefit from CHART?

Invite them to attend #CHARTATL <http://bit.ly/CHART88>

Welcome CHART Members

We extend a hearty welcome to our newest members who have joined



CHART since mid-September 2013.

Kelly Ames, Cattlemens

Regan Arntzen, CraftWorks Restaurants & Breweries

Ferdie Birondo, WKS Restaurant Group

Lisa Bryant, Chuy's

Jessica Cloutre, Piccadilly Restaurants, LLC.

Julie Deane, Zancanelli Casual Dining

Amy Ellerd, Gala Corporation

Andre Faulkner, Ovation Brands

Devin Games, Domino's Pizza

DeMond Graham, Sea Island

Carly Habein, Noodles & Co.

Amy Hackett, Denny's

Terri Hamilton, Ovation Brands

Michelle Kiker, Boston's Restaurant & Sports Bar

Heather Levasseur, Howley Bread

Sharon McCullough, Flying Star Café & Satellite Coffee

Manny Mejias, Ovation Brands

Roshan Mendis, Lazy Dog Restaurants

Jay Metzger, American Hotel & Lodging Educational Institute

Dean Milar, Karl Strauss Brewing Company

April Miller, Chanticleer Holdings

Holly Monaco, Big Fish Restaurant Group

Melissa Montoya, Grand Canyon Railway

Sherri Novak, Kimpton Hotels

Adriana Nunez, WKS Restaurant Group

Christy Price, Choice Hotels Int.

Lauren Reeves, Marlow's Tavern

Tim Reinfeld, Uno Restaurants

Charles Reyes, Ovation Brands

Doug Sanderson, Brixx Wood Fired Pizza

Catherine Sassano, Domino's Pizza

Bridget Sobecki, O' Charley's

Gary Sullivan, Marriott

Christine Taychert, Ovation Brands

Craig Terry, American Blue Ribbon Holdings

Sean Tibbetts, Choice Hotels Int.

Lolita Walker, Biscuitville

Elizabeth Watson, Arby's

Iris Whitmore, Arby's

Colin Wright, Cracker Barrel Old Country Store

Jaime Yasumatsu, Moe's Southwest Grill/FocusBrands

Gilberto Zamora, Little Caesar Enterprises, Inc.

Be sure to tell others about the benefits of joining CHART.

<http://chart.org/membership/>

Invite them to join CHART and then register for #CHARTATL as a member.