



FlipCHART



October 2011

Connecting the CHART Member Community ~ in print

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Upcoming Austin Conference

83rd Semi-Annual Hospitality Training Conference

Austin, Texas
March 3 - 6, 2012



Keynote Speaker Simon Lia



CHART is excited to announce that **Simon Lia** will be one of our Austin keynote speakers with his new session, *GAPOCRISY™: The Causes, Costs & Cures of and for Personal & Professional Misalignment in our Lives.*

Learn why we think, speak and act in hypocritical ways at home and work and determine just how costly this is in your training initiatives.

Simon will share solutions and help you make declarations to reduce, or even remove, this phenomena from your life so you may experience true peace, passion and profound results in all domains of your home and work worlds.

Session take away:

Be able to clearly see the cause for lack of results personally and professionally.

Simon is President and co-founder of GEMS Consulting Inc., which specializes in discovering and creating human excellence in individuals, teams and organizations via effective communication, relationships, and "real-time" leadership. He is also President of the Greater Orlando Organizational Development Network and co-founder of WorldSquare™.

He is a Master Trainer and has coached and trained with many organizations including Johnson and Johnson, NASA, United Space Alliance, Lockheed Martin, Toyota, and Marriott using world-class material like *Crucial Conversations*, *Crucial Confrontations*, *INFLUENCER: The Power to Change Anything* and *The Speed of Trust*.

Simon's session is sure to positively impact you personally and professionally.

More Reasons to Attend Austin Conference

And the survey says ... below are a sampling of comments received when we surveyed Vegas conference attendees on "Things I liked best about Vegas ..."

- ◆ "General openness of those in the group. This was my first conference and by the end I felt as if I had been going for years."
- ◆ "Excellent General Exercises. The conference team did an excellent job making the conference a fun learning environment."
- ◆ "Lots of great ways to engage people and network."
- ◆ "Keynote Speakers were awesome."
- ◆ "The opportunities we had to network and share ideas with fellow hospitality trainers. It was great to share my own ideas and systems, as well as hear about some new ways of training old ideas."
- ◆ "People are always willing to help you learn, to share information and network."



Congratulations to Jeff Portwood, Goldwood Partners, who won the \$200 American Express gift card in the raffle of survey participants. Thank you to everyone who shared comments on Vegas.

Upcoming Dates

October 12

Southern CA RTF
kyle.witbracht@karlstrauss.com

November 11

Phoenix, AZ RTF
mike.nalley@bestwestern.com

November 18

Tulsa, OK RTF
jkidwell@mazzios.com

March 3 - 6, 2012

83rd CHART Conference
Renaissance Austin Hotel
Austin, TX

Working for You

2011 - 2012 CHART Board

President

Jennifer Swan Michaud
Director of Learning & Dev.
CSM Lodging
Minneapolis, MN
612.395.7043
jmichaud@csmcorp.net



President-Elect

John Kelley
Vice President
White Castle System
Columbus, OH
614.559.2566
kellyj@whitecastle.com



Board Member-Education, Austin

Calvin Banks
Sr. Operations Training Mgr.
Gaylord National
National Harbor, MD
301.965.3352
cbanks@gaylordhotels.com



Board Member-Education, Summer

Jen Johnston
Learning Facilitator
Darden Restaurants
Learning Center of Excellence
Orlando, FL
407.245.4130
jjohnston@darden.com



Board Member

Patrick Yearout
Dir. of Recruiting & Training
Ivar's Restaurant
Seattle, WA
206.423.1432
patrick@keepclam.com



Board Member

Jason Lyons
CEO
The Common Man
Ashland, NH
800.649.7031
jason@thecman.com



Executive Director

Tara Davey
CHART Headquarters Office
P.O. Box 2835
Westfield, NJ 07091
800.463.5918
chart@chart.org



PRESIDENTalks

Jen Swan Michaud



Courage and Community

The 10th anniversary of September 11, 2001, brought back the tragedy and the sense of community felt during those early months after the attacks. We all remember where we were that fateful day – and, for me, it was safe at home. I was the Director of Training for an upscale, casual restaurant concept – Champ's Americana. We were just about to open our 45th restaurant – located just blocks from where Flight 77 hit the Pentagon in Washington DC.

In the initial days after the attacks, fear was at an all time high, the National Guard was stationed at every airport and the anthrax treats were in full swing. My team and I nervously contacted our New Restaurant Opening Trainers – a talented group of people who were located all over the United States. We expected fear and last minute bail-outs as we all grappled with the recent events in DC.

Who would willingly leave their home, sans family, and travel to a potentially un-safe territory for the purpose of opening a restaurant?

Well, they all did – even the ones who were rookies. I'm still humbled by their courage. Each one boarded a plane and traveled to DC knowing it would be weeks before they'd return home. They formed their own family and community following the events of 9-11. In fact, they bonded together as a team – more so than any other team representing us in "Champ's Americana" history.

Courage and community; two concepts I am proud that we embrace in the hospitality industry and at CHART.

Cheers to CHART,

Jennifer Swan Michaud

CHART Giving Back to Community in Vegas



Recaps from Regional Training Forums

Denver RTF - September 8



Get in the picture - Join us in February or March for our next Denver RTF.

(L to R) **Joel Schneeberger**, Quiznos, **Barb Danielson**, Xanterra, **Elizabeth Burton**, Covey Group, **Katie Mangett**, Xanterra, **Peggy Hillbloom**, Xanterra, **Christina Sorriolo**, Quiznos, and **Dave Lawyer**, Broadmoor

Agenda included:

- ◆ an overview of Stephen M.R. Covey's book *The Speed of Trust* delivered by guest speaker Elizabeth Burton, Covey Group.
- ◆ Joel Schneeberger, Quiznos, who facilitated a session on curriculum development and Bloom's Taxonomy.
- ◆ Ask My Peers roundtable (of course!)

Thanks to host **Katie Mangett**, Xanterra Parks & Resorts.

Orlando RTF - September 9



Orlando's Regional Training Summit became Kid Friendly when the Restaurant Mom schooled us. The Restaurant Mom, a.k.a. Julie Ann Casey, has been in the restaurant and hospitality business almost all her life. She spent some time in the hotel business before joining Darden Restaurants and discovered her self-proclaimed "inner research geek." The impetus to create *My Kid's Plate*, the kid-friendly dining guide, was inspired by her new understanding of the restaurant consumer and the personal experience of becoming a mom. She took us through the exercise to help identify for restaurateurs simple, cost effective ways to become more kid-friendly without jeopardizing their other guests, enabling them to grow a loyal market base that will stay with them for generations. Since service ranks so high with parents, this information was beneficial to all 45 of us who attended.

By Barbara Latimer, Sonny's BBQ

New England RTF - September 8



Jim Knight, Hard Rock (photo on left) was the guest speaker at the RTF hosted by The Common Man.

Below are some of the tweets sent out. More on [twitter](#) ... just search for [#chartrtfne](#) or [#nhrtf](#)

- ◆ "Our STARS are fortunate to hear from Jim Knight of [@hardrock](#) today speaking about Service and Training that ROCKS"
- ◆ "The most successful companies have a shared mindset amongst all employees"
- ◆ "68% of guests do not return due to unsatisfactory service experience"
- ◆ "When u create an experience its not about the price of the show but the show itself..."
- ◆ "Create an experience for ur guest that becomes not about the \$ of the show but the show itself"
- ◆ "Strengthen brand & culture? Invest in the growth of your team, promote from w/in"

Las Vegas Conference Recap

Relive the Photos



<http://picasaweb.google.com/10135529826682742129>

Learn from the Tweets



Partner News

CHART members **save \$475** off the standard rate with Promo Code **TFCHART**. This

year's program has HR guidance tailored to the needs of your restaurant with sessions designed based on number of employees, union and non-union and more.

www.HRinHospitality.com





CHART

CHART Headquarters Office
P.O. Box 2835
Westfield, NJ 07091
www.chart.org
1.800.463.5918

Contact Us



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Please send content to:

FlipCHART Editor: Natalie Beglen

Email: nwbeglen@sbcglobal.net

Phone: 708.870.8010

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Back issues: visit www.chart.org

Managing Editor: Lisa L. Marovec, FMP,
CHART Sr. Director of Marketing



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Member News

Kat Cole Making Headlines



Kat Cole, Cinnabon, was on the August 2011 cover of *Restaurant Business* and shared what she has learned from past mistakes. She was also included in *QSR Magazine* as one of the Top Women in Quick Service and was interviewed on her leadership style. **Congrats!**

<http://www.qsrmagazine.com/reports/top-women-quick-service>

<http://www.qsrmagazine.com/reports/leadership-kat-cole-style>

Kat (& others) on CHART TV

<http://www.youtube.com/user/ChartTube1>



Tune in today to view videos of Kat and others (24+) in fun, lively

interviews from CHART's Vegas conference.



Future CHART Member

Congrats to **Chad Klocke**, Pizza Ranch, on the birth of his daughter Addison Marie.



Photo Shots

Thank you to **Todd Horchner**, Legacy Solutions, and his team, for offering Vegas attendees the opportunity to take personal branding photos. You make CHART look good!



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