



FlipCHART



October 2012

Connecting the CHART Member Community ~ in print

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Chicago Conference Recap



CHART Members Age Well



There was a large group to honor in Chicago at our 10+ year Member Reception. CHART is grateful for their tenure and service; but also for their willingness to share ideas and resources which continues to be a much valued and unique aspect of CHART membership. Congratulations and thanks to all our 10+ year members!

[View more photos online at: http://picasaweb.google.com/101355298266827424129](http://picasaweb.google.com/101355298266827424129)

Upcoming San Diego Conference

Mark your Calendars to Re-Connect and Re-Focus

Upcoming Dates

October 12 (new date)
Nashville, TN RTF

October 16
Boston, MA RTF

October 24
Chicago, IL RTF

November 1
Bettendorf, IA RTF

February 23-26, 2013
Winter Conference #85
San Diego, CA

July 20-23, 2013
Summer Conference #86
Miami, FL



Kristin Burk, CHT, Director of Training and Development for Wood Ranch BBQ & Grill, will be the Conference Director for our upcoming Winter Conference in San Diego. We are excited to have Kristin lead our conference team and know she and the other volunteers on the team will create an incredible event with outstanding learning sessions, informal and formal networking and sharing opportunities, and fun interactive social activities.

Our Winter Conference this year will have a fresh new format. More details will be shared next month. We are breaking out of the norm to improve your abilities, increase your confidence, and impact your organization in significant new ways.

San Diego is the perfect venue to get away from the daily demands of your job and focus on your personal and professional development. Join us and return to your office transformed with new tools and new relationships to help you face any challenges.



CHART Board

2012 - 2013 CHART

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PRESIDENTalks

John Kelley



Staying Positive in a Negative Political Climate: Part 1 of 2

I'm going to break one of those rules about discussing taboo topics and spend a few minutes writing about politics.

I have been feeling frustrated lately. As a resident of Ohio, one of the 10 "swing states," we are bombarded with negative political ads that are flooding our TV channels. It is fatiguing and sometimes even depressing. In an attempt to stay positive, I did my own fact checking on the claims in the ads and researched to see if I am unique in my frustration.



Lo and behold, most Americans do not like negative ads. I found one article that discussed a recent survey of Americans that stated 80% of those polled were frustrated by the amount of negative advertising in politics; however the PACs, the incumbents and the candidates continue to produce some really negative ads. The article went on to explain why the ads continue. *It's*

because they work. Not in the way that it convinces a conservative or progressive person to change their "colors," but in a way that convinces some who may not have made up their mind to go out and look for the truth.

That's good news! People get fatigued and go out and seek the truth. Still, it is hard in the throes of the media blitz and constant barrage of negative messages on TV and social media outlets like Facebook. I even know several people who have either sworn off Facebook or who have "unfriended" people due to their political views.

I'm wondering how all my CHART friends are staying "up" in this environment? Our CHART members are known for their positive energy and contagious enthusiasm. Amongst all the negativity and debate, I encourage you to **stay positive, seek the truth, make your own decisions**, and remember that we ultimately are all looking for and protecting the same things: **Life, Liberty and the Pursuit of Happiness.**

Stay positive!

John

Learning Legacy Fund



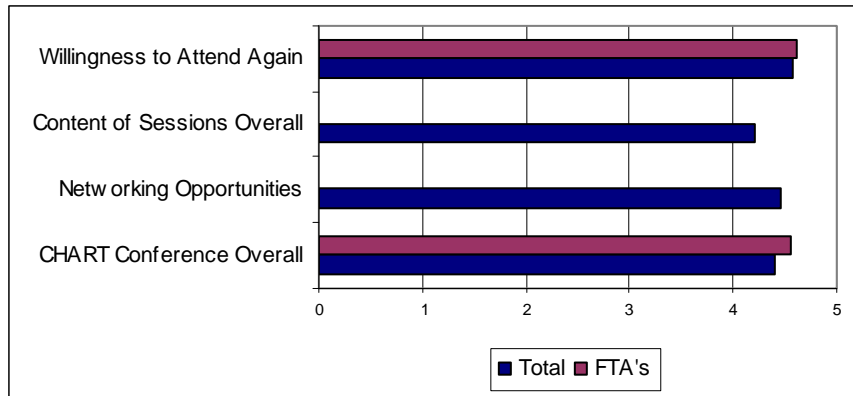
Chip Romp, Fazoli's, is the most recent member to become a **Founding Donor** of the **Learning Legacy Fund**. Thank you Chip for your generous donation and welcome to the steering committee. CHART established this fund

for the development of promising trainers who may not otherwise have the opportunity to attend a CHART conference.

Please consider a gift to give back and help future trainers be part of the learning, sharing, growing, caring principles of CHART. Founding Donors will be accepted through the end of 2012. For more details, contact the CHART office or visit http://chart.org/membership/learning_legacy_fund/

Chicago Conference Recap

Attendees Give Conference High Ratings



We appreciate your feedback and will continue to look for ways to improve your conference experience. Thank you for completing the survey and providing suggestions.

Congratulations to **Scotty Ferguson**, Orange County Public Schools, who was randomly selected as the winner of the \$200 American Express card. Yes, CHART pays a bit more than a penny for your thoughts!



Member News

Stash of Cash for Referrals

Tammy Calhoun, CHT, O'Charley's, is all smiles after winning the \$300 Stash of Cash in Chicago.



All she did was simply tell others how great being a CHART member is and encourage them to join!

Will you be the next cash winner?

Refer a new member and earn a key (for each new member) to try to win \$300 at the next conference.

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

Regional Training Forum (RTF) News

KY RTF Fills the Room!

Photo and Recap courtesy of **Jeffrey McLanahan**, Papa John's



The KY RTF has come and gone but ... WOW! ... what an example of Learning, Sharing, Growing and Caring. Over 40 participants from companies including White Castle, Captain D's, Qdoba, UPS, University of Phoenix, Catalyst, Papa John's, Ohio Restaurant Association, APFI, Via Tech, Cracker Barrel, City Barbeque, O'Charley's, ZirMed and Maximum Performance. Highlights included:

- *Leadership Development* presentation by Dena Fradette, Melissa Peak and James Officer III from University of Phoenix
- Networking lunch and CHART testimonial from CHART President **John Kelley**, White Castle
- *Taking Accountability* presentation by Past CHART President **Pat Evans**, ZirMed
- Live Ask My Peers facilitated by CHART members **Terry Mayhew**, Papa John's Pizza & Qdoba Mexican Grill, and **Landon Nicholson**, Papa John's
- *Being Intentional About Company Culture* presentation by Jon Wolske, Zappo's (via Skype)



New CHART Members (joined since April 1)

Suanne Agugliaro, Compass/Lackmann
Aurora Albright, Domino's Pizza

Sheila Anderzunas, Islands Restaurants
Wendy Asmen, Five Guys, LLC.
Audrey Benet, Roma Corp
Connie Bennett, Biscuitville
Janet Benoit, NRA Solutions, LLC.
Hector Beovides, Pollo Tropical
Hope Bishop, McAlister's Corporation
Jean Boland, Focus Brands, Inc.
Simone Champagnie, Florida International University
Ann Dela Cruz Cobbett, Int'l Coffee Bean & Tea
George Donahue, Zoe's Kitchen
Katherine Eastman, Yogurtland
John Epperson, Sbarro, LLC.
Scotty Ferguson, Orange County Public Schools
Simone Fletcher, Genghis Grill
Noah Freedman, Ted's Montana Grill
Alexia Garces, Sushi Zushi, Inc.
Jamie Gasparella, Domino's Pizza
Lisa Glennon, Sonny's Barbeque
Jeffrey Gothard, Focus Brands- Schlotzsky's
John Hughes, Jersey Mike's
John Kissinger, Domino's Pizza
Glenn Knowlton, Zax Inc.
David Lawyer, CHT, The Broadmoor

Jerry Legg, Sonic Industries, Inc.
Timothy Lloyd, White Castle Management Co.
Chris Longstreet, Choice Hotels International
Rebecca Lund, Papa Murphy's International
Darlene Maher, Hard Rock Café Chicago
Cyndi Marton, Humperdink's Texas, LLC.
Cindy Menendez, O'Charley's, Inc.
Thomas Nance, Domino's Pizza
Troy Nelson, Which Wich
Elaine Patton, Quaker Steak and Lube
Polly Pinneaux, Romano's Macaroni Grill
Kay Pitzaferro, TX Land & Cattle and Lone Star Steakhouse
Cindy Pyun, Kona Grill
Trendrecka Reed, O'Charley's
Danial Salley, Tony Roma's
Melanie Shanks, CHT, The Broadmoor
Adam Sherling, Zaxby's Franchising, Inc.
John Shoemaker, Sbarro, LLC.
Deji-Ann Simms, Mandarin Oriental, Atlanta
Robert Simpson, Black Bear Diners
Sarah Sutton, CHT, SPHR, The Broadmoor
Megan Sweeney, Black Finn American Grille & Vida Mexican Cantina
Mohammad Yusef Yamin, Adarsh Realty & Hotels Pvt. Ltd
Tracy Yandow, Bruegger's Enterprises
Lisa Zulanis, Levy Restaurants, Inc.

Partner News

Best practices in HR and employment law are evolving, and as a training professional you need to keep up on it all.



Only **HR in Hospitality**, March 11-13, 2013 in Las Vegas, gives you complete details on the changes and how they affect you and your organization.

CHART members **save \$475.00** off the standard rate with **Promo Code CHTM**.
www.HRinHospitality.com

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