



FlipCHART



October 2013

Connecting the CHART Member Community ~ in print

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Upcoming T3 Winter Conference

#CHARTCOSprings: March 1 - 4, 2014

CHART can help you be **better, faster, stronger, and greater.** Make 2014 the year to grow professionally and personally.



Our **winter conference site is NOW OPEN.** Register online and achieve your goals at The Broadmoor in Colorado Springs, CO.

Join your peers to take advantage of outstanding networking and learning opportunities. In addition to the restructured winter conference format providing competency-based tracks of learning and development certificate workshops, further highlights include: additional breakout sessions (perfect for those who have completed a track), exceptional keynote speakers, LIVE Ask my Peers, the team-building service event, and our legendary hospitality suite. We are also hosting the CHT review and exam in Colorado Springs.

Link to the conference site from our website at www.chart.org and reach your goals.

Miami Conference Recap



CHART Talks: Brief Bursts of Brilliance Lives up to Name



High marks were given to the debut of the first-ever CHART Talks session providing 'brief bursts of brilliance'. Our Miami conference ended with a new session where several key industry leaders shared their big ideas and impactful insights in 11 minutes or less.

(L to R) **Curt Archambault**, People & Performance Strategies, **Gerry Fernandez**, Multicultural Foodservice & Hospitality Alliance, **Melissa Papaleo**, People Report, **John Poulos**, Discoverlink, **Donna Herbel**, Perkin's and Marie Callender's, **Jim Knight**, Hospitality on Point, **Josh Davies**, The Center of Work Ethic Development, **Janet Hoffmann**, HR Aligned Design and **Mike Hampton**, Florida International University.

A few tweets posted during/after the session included these great speaker quotes:

"When training, ops and marketing work together...we can do great things!" ~ Melissa

"Stop volunteering, start voluntelling - be your own rooster!" ~ Josh

"Patience, motivation, encouragement = formula for teaching old dogs new tricks" ~ Curt

Every few weeks, we will post and feature one of these brief bursts of brilliance videos online. Be sure to subscribe to our ChartTube1 channel and check out these videos. www.youtube.com/user/ChartTube1



PRESIDENTalks

Calvin Banks



There is No Such Thing as Negative Feedback

What is the purpose of feedback? When you think about feedback, the goal is to improve. Knowing the goal of feedback is to improve, then how can there be negative feedback?

I would guess that for many of you, if the feedback is not positive, you consider it negative. Many managers, leaders, and other individuals at the organizations I have worked with, use the term negative feedback. I did some research to better understand what negative feedback is.

- “Negative feedback is a response that causes a reduction in function.” – www.yourdictionary.com
- “Negative feedback is feedback that reduces the output of a system in which the output quantity or signal lowers the input quantity or signal.” – www.thefreedictionary.com
- “Negative feedback is feedback that tends to dampen a process by applying the output against the initial conditions.” – www.merriam-webster.com

Though each of these definitions relates mainly to electrical stimulation, I believe they make a valid point. Negative feedback generates a negative, reduced, or damped response thus eliminating the goal of feedback.

So, how can you provide (or receive) feedback that is not positive without reducing productively or shutting someone out? I suggest perhaps you think more about sharing feedback for improvement or developmental feedback. Help the person understand what they could have done to be more effective. Also, provide guidance on how this alternative will be better for them and the team as well as the guests' experience.

Just as we want ourselves, our employees, and our companies to grow and get better, CHART wants to improve and get better based on your feedback. We are grateful to those attendees who completed our online survey following our Miami conference. **Though the Miami conference had the highest overall score in attendee satisfaction in recent years (74% gave the conference the highest “5 or Excellent” rating), and some of the highest-rated speakers EVER, the CHART Board literally pours over and puts stock into any and all feedback. We work to constantly listen and act upon your suggestions, growing CHART into the most valuable and useful resource it can possibly be for you.** On page 3, we've highlighted some of these results and as a CHART board, we will again be reviewing all of the feedback at our October Board meeting in Colorado Springs, to make improvements for 2014 and beyond.

Keep on sharing with us the things that we can do to improve our organization (*feel free to keep sharing the kudos too!*)

Learning Legacy Fund



Two Members Give \$100 for Each Year as CHART Members

We are so excited to highlight Karen and Michael and share the stories behind their generous donations to pay it forward.



“What I have learned at CHART through the conferences and the networking has enabled me to keep, grow and change in my job. As my company changed and needed new ideas, procedures and programs, I was always the one who had them or could get them. Throughout my 22 years as a CHART member, the COO, CFO and a few VP's at Nathan's have come to me and said “Could you ask one of your connections at CHART about...?” Most times it wasn't even a training or HR issue. They just knew I would get an answer. Professionally, I believe I wouldn't be where I am today if I were not a member of CHART. I'm happy to help someone have the opportunity to experience CHART.”

~ Karen Brown, Nathan's Famous



“At the Miami conference I celebrated my tenth year with CHART. Looking back at what the organization has given me to help me become a better trainer, I made the decision to give \$100 for each of my years with CHART. Our company has built a reputation for moving into communities, becoming part of the fabric of those communities and giving back to those who help us be successful. I've always felt that CHART shared these same values, so I wanted to give back to the training community through the Legacy Fund.”

~ Michael G. Kacmar, CHT, Clyde's Restaurant Group

Miami Conference Recap

And the numbers show ...

Thanks to those who completed our online survey and provided valuable feedback on your experiences at our summer conference in Miami. We appreciate your time and comments so we can continue to improve. Here are a few highlights:

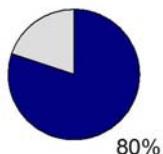
SESSION FEEDBACK

CHART TALKS



This new session was well received with **76%** giving the session format an 'excellent' rating. Over three-fourths thought the usefulness of the session was 'very good' or 'excellent'.

AMP
Ask My Peers



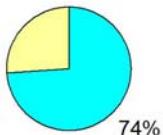
Nearly **80%** classified the format and usefulness of this session to be 'very good' or 'excellent'.

FIRST TIME ATTENDEES (FTA's)

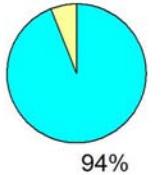


The Miami conference attracted our highest number of first time attendees with over 90. **66%** of FTA's rated CHART as 'excellent' in terms of welcoming! *Kudos to our mentors!!*

CONFERENCE OVERALL



74% rated likelihood of attending another CHART conference as 'excellent'. That raised to **92%** if you include those who said 'very good'



94% thought networking at #CHARTMiami was 'excellent' or 'very good'. The overall conference experience was rated also as "excellent" or 'very good' by **94%** of attendees.

Lastly, our summer speakers **had some of the top ranked scores ever!**

Again, thank you for your input. The CHART Board and staff will be reviewing all ratings and comments and determining how to make your future conference experiences even better!

Congratulations to **Kevin McCarthy**, Smashburger, who was randomly selected to win a \$200 American Express gift card for completing our online survey.



Training High Five

One of the key principles of CHART is **sharing**. This was most evident in Miami when selected members were asked to present their submitted idea that changed their workplace for the better. The five winning submissions were awarded to:



Chris Patterson, Cici's Pizza

Idea: The WOW Cards

Rank	Title / Organization	1st	2nd	3rd
1st	Michael Kacmar, CHT, Clyde's Restaurant Group	Michael Kacmar	Chris Patterson	Monique Donahue
2nd	Chris Patterson, Cici's Pizza	Chris Patterson	Michael Kacmar	Connie Sadler
3rd	Monique Donahue, CMHS, CGSP, AHLEI	Monique Donahue	Connie Sadler	Steven Baker
4th	Connie Sadler, Culver's	Connie Sadler	Monique Donahue	Kevin McCarthy
5th	Steven Baker, Macaroni Grill and Christina Jones, Ignite Restaurant Group	Steven Baker	Connie Sadler	Kevin McCarthy

Michael Kacmar, CHT, Clyde's Restaurant Group

Idea: Module Training



Monique Donahue, CHT, CMHS, CGSP, AHLEI

Idea: www.polleverywhere.com/



Connie Sadler, Culver's

Idea: Just in Time Videos



Steven Baker, Macaroni Grill and **Christina Jones**, Ignite Restaurant Group

Idea: Clock-In "Movies"

To continue the spirit of **sharing**, details on these ideas will be posted on our website at www.chart.org.

Another great vehicle for **sharing** of ideas is participating in our online Ask My Peers Forum. It's the perfect place to post questions, bounce ideas, and/or pass along suggestions to others. Be sure to subscribe to receive email updates.



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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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Register today for #CHARTCOSprings
www.chart.org



the learning forum for hospitality training

Welcome New CHART Members

CHART extends a hearty welcome to our new CHART members who have joined since mid-March 2013.

Let's continue to expand this list - be sure to tell others about the benefits of joining CHART.

Krista Albera, Café Enterprises

Brandi Babb, zpizza

Jessicah Bach, Moe's Southwest Grill

Jonathan Barroga, University of the Cordilleras

Tiffany Bayless, Lyfe Kitchen

Jeremy Benedict, SUNY Cortland Auxiliary Services Corporation

Kelley Bevington, American Blue Ribbon

Janice Branam, Smashburger

Amy Brooks, Bowlmor Lanes

Nicole Burgueno, Skyline Chili

Richard Butler, Papa John's

Alissa Church, Ignite Restaurant Group

Susan Czuprynski, Max & Erma's

Sharia Davenport-Spells, Hershey Entertainment & Resorts

Barbara Eckert, TGI Friday's

Chet Enten, Buffets, Inc.

Michelle Findlay, South Seas Island Resort



Chris Fletcher, Ocean Reef Club
Shelly Gardner, CHT, Papa John's
Lael Garner-Weadock, Noodles & Co.
Carla Gourley, Del Frisco's Restaurant
Chris Graves, McAlister's Deli
Micah Hardt, CEC Entertainment
Robin Henley, Lyfe Kitchen
Adam Huddleston, Domino's Pizza
Colby Hutchinson, Best Western Intern'l
Sandee Hymer, On The Border
Nicole Jacob, Domino's Pizza
Jennifer Johnson, Delaware North, Inc.
Michael Jones, McAlister's Deli
Amelia Karpowitz, Sea Island
David Kohn, Glory Days Grill
Cristin Lazzaro, CEC Entertainment
Jason Manke, Kalahari Resort
Shannon Mc Kinney, Outback Steakhouse
Kevin McCarthy, Smashburger
Pamela Mooneyham, Arby's Restaurant
Mechelle Moore, Longhorn Steakhouse
Lisa Morganweck, Sheraton Hartford South
Jasmine Moultrie-Fierro, The Hotel at Arundel Preserve
Glen Neuman, Cheddar's Casual Café
Rebecca Normand, Great NH Restaurants
Lindsey Palmer, BJ's Restaurants & Breweries

Eric Palmer, CraftWorks Restaurants & Breweries

Todd Peacock, la Madeleine

Jim Quinlan, Sonic Drive In

Theresa Robertson, Domino's Pizza

Connie Sadler, Culver Franchising

Kelly Saunders, Smashburger

Christine Schatz, Sonny's Franchise Company

Wayne Schmidt, Little Caesars Enterprises

Randy Sell, Pancho's Mexican Grill

Gayle Shuff, Texas Roadhouse

DeMarcio Slaughter, Sage Hospitality

Travis Smith, Best Western International

Wesley Smith, Planet Hollywood Intern'l

Susan Smoll, Bear Creek Mountain Resort & Conference Center

Amie Stirn, Texas Roadhouse

Stella Stout, Domino's Pizza

Keith Strew, Del Frisco's Restaurant

Gene Sutton, Eat Here Brands

Jenelle Swann, Salsarita's Franchising

Kelly Vaccaro, Kerbey Lane Café

Jeffrey B. Wahl, CHT, Florida International University

Danielle West, The Broadmoor

Marianne White, 99 Restaurants

Richard Witt, Parkway Recreation Center