



FlipCHART



October 2014

Connecting the CHART Member Community ~ in print

Hospitality Training & Devel. Report

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Full Report Available Now

Have you ever wondered . . .

- « What is the average annual salary of training titles in the industry? (**See page 3 for the answer!**)
- « How does the distribution of my training resources stack up to other companies in my segment?
- « How does the structure of my training department compare to others?
- « How do others conduct new employee orientation?
- « How does my company compare to others in the use of e-learning and bilingual training?



Learn all of this and much, much more through the hot-off-the-press full report of the *Trends in Hospitality Training and Development Study*, conducted by CHART and TDn2K. **Now available under the Resources – Research tab at www.chart.org**, this is a new member

benefit for you that is rich with information to help you benchmark your company’s training practices. Download the above infographic online as well.

Thank you to each CHART member who took the time to complete the survey!

Upcoming Dates

- October 24**
Chicago RTF
- October 28**
Columbus, OH RTF
- October 30**
Seattle, WA RTF
- November 4**
S. CA RTF
- January 16, 2015**
Last Day for Conference
Early Registration Discount
- January 22, 2015**
Room Block Expires at
Embassy Suites, Napa
- January 23, 2015**
Orlando RTF
- February 21 - 24, 2015**
T3 Conference
Embassy Suites
Napa Valley, CA
- July 18 - 21, 2015**
#90 Conference
Ritz Carlton
New Orleans, LA

Upcoming Napa T3 Conference

Transform Your Personal and Professional Self

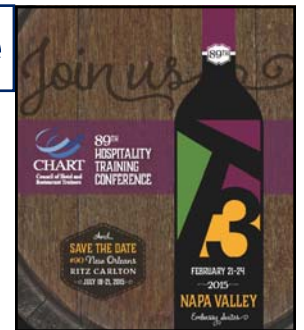
Unlike a bottle of fine wine, people don’t just naturally get better with age. We have to work at developing and growing personally and professionally. For hospitality training professionals, CHART makes this “work” an impactful life- and career-changing experience.



Earn Certificates & Pins in Napa

This is the third year of our exciting, re-invented format for CHART’s winter conference, which showcases this immersive, competency-based agenda. The previous T3 conferences have been two of our most highly-rated conferences ever, and based on the feedback we have received, our CHART community is very excited about the beautifully-designed certificates, pins, and coins – tangible and immediate recognition for your achievement. So join more than 150 of the nation’s top hospitality training and human resources professionals in Napa Valley, and leave as a **Better Trainer, Faster**

Instructional Designer, Stronger Manager, and Greater Executive. Registration is now open, so sign up and be transformed!



PRESIDENTalks

Patrick Yearout



These are a few of my Favorite Tweets

When I first signed up for Twitter a few years ago, I primarily used it as a communications tool to keep in touch with friends and colleagues who I hadn't seen in a while and who didn't have a Facebook account. Recently, however, I find that I use Twitter much more as an information-gathering service, checking my account several times a day to find out what's happening in the world, especially with regards to hospitality and training & development.

For those CHART members who also want to stay plugged in via Twitter, below are 10 Tweeters that I can't live without:

- « CHART ([@CHARTtrainers](#)) – It's the one feed to follow if you want to learn from the best and brightest hotel and restaurant trainers.
- « Nation's Restaurant News ([@NRNonline](#)) – Easily the most comprehensive source of restaurant news and analysis.
- « National Restaurant Association ([@WeRRestaurants](#) and [@NRAEF](#)) – I always find invaluable foodservice industry information on these feeds from the NRA, a long-time partner of CHART, and its incredible Educational Foundation.
- « American Hotel and Lodging Association ([@AHLA](#) and [@AHLEI](#)) – These two Twitter accounts keep me very up-to-date on the lodging industry and its successful training practices.
- « Training Magazine ([@TrainingMagUS](#)) – Packed with information for trainers seeking professional development and techniques to improve educational programs at their workplaces.
- « QSR Magazine ([@QSRmagazine](#)) – I started in this industry in fast food, and it will always be the one segment I'm most fascinated with. QSR does an awesome job of keeping on top of quick-service and fast casual trends.

« David Myers ([@faztrainer](#)) – I love this feed from David, a CHART member who works at Fazoli's. He posts numerous links to interesting articles and inspirational quotes that I steal for my own training materials.

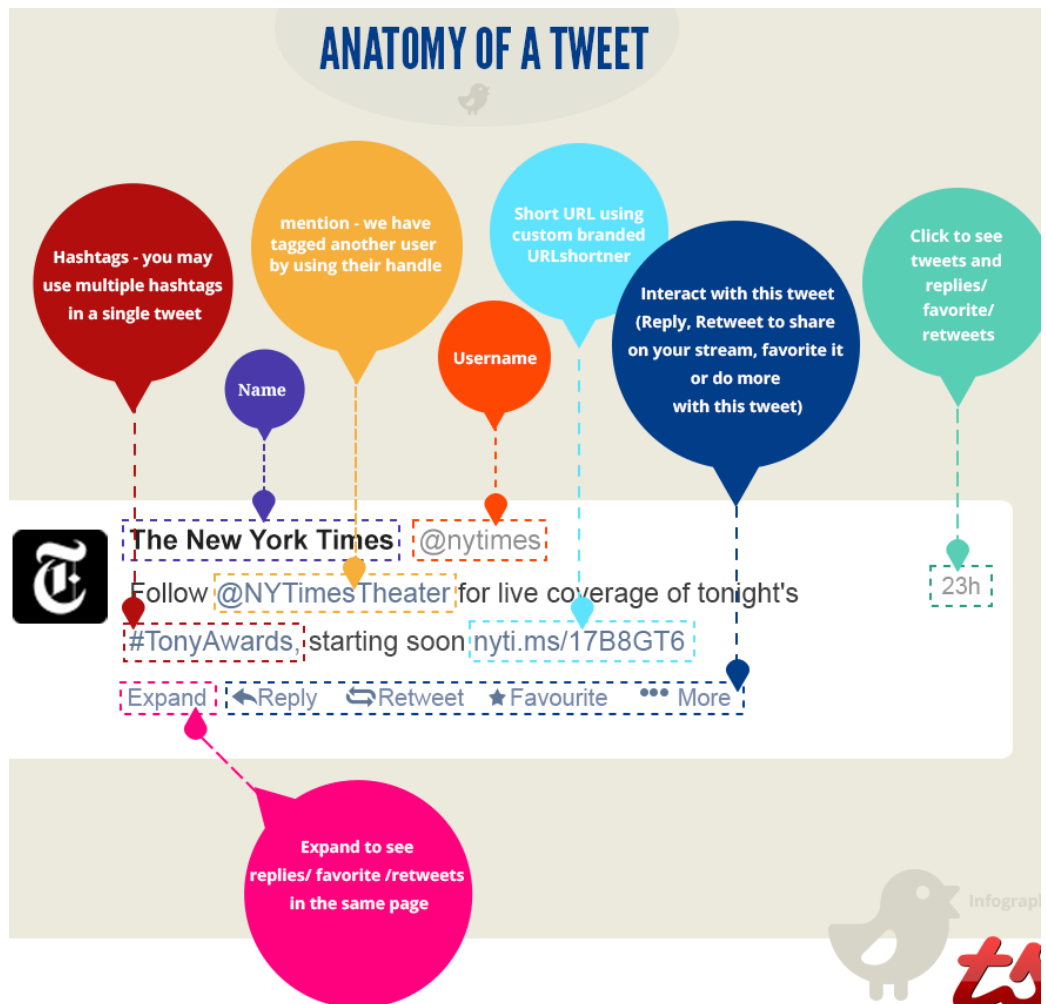
« Visit Napa Valley ([@VisitNapaValley](#)) – Headed to the 89th CHART Conference in Napa this February? Here's a terrific source to keep you informed of valley events and help plan your trip.

Some of you had the privilege at #CHARTCOSprings to attend the *How to Be a Twitter Rockstar* session led by CHART member Gini Quiroz (aka [@GiniSays](#)). One of her slides was this Anatomy of a Tweet (right image) which I hope will help you better understand the world of tweeting.

Until next time,

Patrick A. Yearout

([@patrickyearout](#))



Highlights of Trends Report

2014 Trends in Hospitality Training & Development Report

by TDn2K & CHART

Average Annual Salary

Avg Annual Salary (median)	Restaurants	Hotel & Lodging	Total
Vice President of Training	\$140,000	N/A	\$140,000
Training Director	\$85,000	N/A	\$85,000
Training Manager	\$62,500	\$70,000	\$65,000
Facilitator/Classroom Trainer	\$45,000	N/A	\$50,000
Training Team Member	N/A	N/A	N/A
Operations or Field-Based Trainer	\$49,000	N/A	\$52,500
Instructional Designer	\$55,000	N/A	\$55,000

Avg Bonus Potential (% of Base)	Restaurants	Hotel & Lodging	Total
Vice President of Training	25%	N/A	20%
Training Director	10%	N/A	10%
Training Manager	8%	N/A	6%
Facilitator/Classroom Trainer	N/A	N/A	N/A
Training Team Member	N/A	N/A	N/A
Operations or Field-Based Trainer	5%	N/A	3%
Instructional Designer	N/A	N/A	N/A

Training High Five Award

Great Ideas Shared

One of the key principles of CHART is **sharing**. At #CHARTATL, we again recognized the top training ideas that had been submitted by our members.

Details will be posted on our website soon.

http://chart.org/membership/training_high_five/

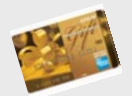


Member News

« If you haven't, be sure to check out the latest member blogs on our home page (www.chart.org). Recent blogs include posts by **Mark Boccia**, Marriott, **Danielle West**, The Broadmoor, **Melanie Shanks**, The Broadmoor, **Patrick Yearout**, Ivar's, and some of our CHARTtalks presenters.

« Congratulations to **Terri Hamilton**, Ovation Brands, who was recently promoted and is their new Implementation Training Manager.

« Thanks to everyone who completed the online post-conference Atlanta survey. **Janice Branam**, Smashburger, was randomly selected to win an American Express gift card. Have fun spending Janice!



Gabe Hosler, Rubio's
Idea: Advertising to your Team Members



Jason Lyon, Common Man
Idea: Suggestive Selling Bingo



Spin the bottle

John Kelley, White Castle
Idea: Training Games



Danielle West, The Broadmoor
Idea: Employee Assessment App



Steve Hawter, Dickey's Barbeque Pit
Idea: Line Simulation: Cooking with Foam Blocks

Welcome New and Returning Members

PROUD MEMBER OF



Welcome to the following who have joined CHART since April. They too can now proudly display the image on left on their LinkedIn page, business cards & signature line. Download your **Member of CHART logo** at <http://chart.org/membership/>

Richelle Anderson, Boston Pizza Restaurants
Jody Ballweg, Culver Franchising
Catherine Buerger, Perkins & Marie Callender's Inc.
Scott Chapman, AHLAEI
Laura Cobos, Texas Roadhouse
Stephanie Cox, Moe's Southwest Grill
Emilia Delgado, Mandarin Oriental
Lisa Dwelly, Texas Roadhouse
Tanya Edmunds, Shake Shack
Victor Fok, Coffee Bean & Tea Leaf
Samuel Folorunsho, The Wheatbaker
Brian Freeman, Marcus Corporation

Tracy Gniewek, Pheasant Run Resort
Andrew Head, Fresh To Order
Alyssa Hernandez, Mandarin Oriental
Ann Jadown, Mario Tricoci Hair Salons & Day Spas
Alisa Jenkins, Vine Dining Enterprises
Kevin Jones, LQ Management (La Quinta)
BJ Kirk, Sharis Café and Pies
John Koumpourlis, Fresh and Co NYC
Nicole Kunza, Perkins & Marie Callender's Inc.
Jeffrey Langeland, Granite City Food & Brewery
Sylvia Little, Zaxby's
Aaron Owens, Yogurtland Franchising, Inc.
Don Premo, Team Schostak Family Restaurants
Wendi Scarborough, Frontier Enterprises
Joanna Siegel, Shake Shack
Gary Sullivan, Marriott
Chris Sutton, Smokey Bones Bar & Fire Grill
Doris Velasquez, Tokyo Teriyaki Corp.
Georgette Vlangos, Real Mex Restaurants
Jeremy Weiner, CEC Entertainment Inc.
Jaime Yasumatsu, Moe's Southwest Grill

Orlando Regional Training Forum



31 people attended the September 19 Orlando RTF, where **Jessie Bray** presented his popular Atlanta breakout on a "no manuals" approach to training. Past president **Jen Swan** shared a program on culture-based interviewing. Learning Legacy Fund recipient Rafael Rivera revealed his experience as a first time attendee at the Atlanta conference.

Special thanks to Loews Hotels for hosting us!

Recap and photo provided by **Monique Donahue**, Hilton Grand Vacations

Join your peers at one of the RTFs scheduled this Fall www.chart.org/events/schedule/



Council of Hotel and Restaurant Trainers
 P.O. Box 2835
 Westfield, NJ 07091
www.chart.org
 1.800.463.5918

Please send content to:

FlipCHART Editor: Natalie Beglen
Email: nwbeglen@sbcglobal.net
Phone: 708.870.8010

Submission

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Back issues: visit www.chart.org

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

