



CHART Rocked Cleveland

Local Service Event Provided Coaching on Job Search and Interviewing Skills to Women in Need

Inside this issue:

New President Talks	2
09-10 CHART Board	2
40 and Fabulous	2
Newest Partners	2
Photos from Cleveland	3
CHART Honorees	4
CHART Online	4



Terry Mayhew, Papa John's, gives interviewing tips to **Lascenia Scott** and **Jessica DeFranco** of Cleveland during the community service event.

More than fifty women from transitional housing programs in Cleveland joined CHART conference attendees on Sunday, July 26 at the Renaissance Cleveland Hotel for a sit down dinner and one-on-one coaching on job search and interviewing skills.

"Many more fortunate would take an event like this for granted," said Jane Amata, employment and education coordinator for Transitional Housing, Inc. of Cleveland. "CHART made the women feel respected and welcome. The education on job interviews was so valuable, and of equal value was to sit down in a formal setting where the women felt comfortable asking questions about business and social etiquette. Most of the women here have never been in a social setting like this, and their newfound skills will set them apart in their job search and in their day-to-day skills."

"CHART was built on the foundation of our guiding principles of learning, sharing, growing and caring," said **Kate Shehan**, CHART president. "We visit our host cities with a goal of impacting people in a positive way that leaves the city stronger through community service."



Calvin Banks, Gaylord, listens to **Natasha Moore** describe her job search challenges.

Continued on Page 3

Mark your Calendars

September 16:
Webinar presented by **Cheryl Tyler**, Tyler Training, "Leading Change: Reducing Resistance and Increasing Buy In"

September 24:
FL RTF

October 8:
NY RTF

October 14:
Webinar presented by **John Isbell**, Improv Comedy Clubs, "Crush the Box"

Go to www.chart.org for more details.

Overheard in Cleveland - Notable Quotables

"I got 'ducked' in Portland, and it felt great!"

Gail Lyman, First Hospitality Group, encouraging attendees to accept rubber duckies from First Time Attendees.



"My job is to keep it a family business of 3,300 staff members."

David Overton, founder, chairman and CEO of The Cheesecake Factory, during his speech as 2009 CHART Commitment to People Award recipient.



"Seriously?"

John Isbell, Improv Comedy Clubs and CHART immediate past president, enjoys the fun poked at his most notable sayings as CHART president.



"The best career development decision I ever made was joining CHART."

Natalie Milholland, Richards Restaurants, in her speech after receiving her 20 year service award from CHART.



PRESIDENTalks

Kate Shehan



Forty in Twenty-Ten!

Here I am--back at work with my wonderful team at Morton's after the Summer Conference in Cleveland, catching up on my unopened emails, voicemails, and the to-do-list. As I think about my year ahead as your President, I can't help reflecting back on the 4 days in Cleveland (we made Cleveland ROCK). Specifically, I can not stop thinking about.....

...the dedicated team of CHART Conference Team Directors led by Jennifer Michaud that executed a great conference. (They enjoyed working together so much that they have a reunion in the works!)

... how people have grown in their volunteer roles on the Board, conference team or director positions, and how we have such depth of passionate and dynamic leaders at CHART.

... the community service event in Cleveland that was so inspiring to our members and to our guests. (I received an email from our dinner companion, Juanita, thanking me for our help and attention on Sunday--but it was me who wanted to thank her!)

... the auction where we raised over \$10,000 for the scholarship fund. Talk about Pay it Forward!

... the big shoes to fill after John Isbell, our president for the past year! Thank you John for your wonderful leadership and sense of humor. No one makes me laugh harder!

... all the different ways you can get involved which will make your CHART experience so much richer. (I promise!)

... the essence of CHART--learning from each other *and* being with each other. We are your ROCK in this Rolling Economy!

But most of all, I am thinking about the wonderful year ahead as we celebrate the 40th Anniversary of CHART in 2010! Plan on joining us at the 79th CHART conference in San Francisco in the winter and the 80th CHART conference in New Orleans in the summer. What better place to celebrate our 40th year than in a city that is so known for its celebrations, it has its own saying--"*LAISSEZ LE BONS TEMPS ROULER -- LET THE GOOD TIMES ROLL!*"

I am honored to serve CHART during this important time in our history. Please feel free to email me or call me with any thoughts you have about CHART and our future!

Kate

312.755.4257 or kshehan@mortons.com

09-10 CHART Board



Ready to serve you this year are: **John Kelley**, White Castle, **Jen Johnston**, Red Lobster, **Jen Michaud**, CSM Lodging, **Gail Lyman**, First Hospitality, **Mike Amos**, President-Elect, Perkins & Marie Callendar's, and **Kate Shehan**, President, Morton's The Steakhouse.

CHART Milestone

40 and Fabulous in 2010!

CHART will celebrate our 40th Anniversary year in style at these fabulous conference venues:

79th Semi-annual Hospitality Training Conference

March 6-9, 2010
Grand Hyatt
San Francisco, CA

80th Semi-annual Hospitality Training Conference

July 24-27, 2010
The Ritz-Carlton,
New Orleans, LA



Jason Lyon and Cindy Bates, both of the Common Man Family of Restaurants, look over the tempting items to bid on during the Silent Auction, which raised more than \$10,000 for scholarships.

CHART Welcomes New Partners

Nightclub&Bar



Cleveland Conference Rocked

Service Event

Continued from Page 1

"I feel much more prepared to look for a job," said participant Jessica DeFranco of Cleveland. "My coach and I role played many of the questions I have been asked in interviews. I now know how to answer in a more appropriate and professional way."

"This community service event was unique in that it utilized the professional skills of our members," continued Kate. "We are the ones responsible for interviewing and training managers how to hire in our organizations. Dining together with our guests created an atmosphere of hospitality and mutual respect. That made all the difference in how our members' expertise in interviewing skills, personal image and interpersonal communication were shared and received. The interaction between CHART members and our guests was truly inspiring."



The Cupid Shuffle provided an impromptu, but very effective, icebreaker at the beginning of the community service event.

Cleveland Conference Recap

Henna tattoos. Rock and roll celebrity sightings. The Groovy Virgins. Commemorative T-shirts so cool even **Jim Knight**, Hard Rock, bought one. The Cupid Shuffle. More than 180 CHART members and guests brought CHART's legendary energy and enthusiasm to Cleveland July 25-28. Though exceptional education and networking were delivered, CHART's brand of fun made the event uplifting and memorable.



Daniel Wooldridge, White Castle, gets a henna tattoo during Saturday's opening reception.

CHART:
Not just a brand, it's a way of life!



Our own Material Girl and board member in charge of the Cleveland Conference, **Jen Michaud**, CSM Lodging, is desperately seeking CHART.



Charlotte Smith, Monical Pizza Corp, and **Nancy Loizeaux**, Starbucks Coffee, show off the vintage cool CHART Cleveland t-shirt.



John Poulos, Discoverlink, does his best Ozzy Osbourne for the conference opening.



The Groovy Virgins – first time attendees and mentors say "You always remember your first time!" during the first time attendee meeting.

CHART News

CHART Congratulates

The following people were honored at the Commitment to People Awards Gala during the Cleveland conference.



Zeljana Tintor, University of Florida, Gainesville, FL
CHART/AHLAEI Scholarship Recipient



Charles Eng, Ohio State University, Columbus, OH
CHART/NRAEF Scholarship Recipient



John Kelley, White Castle Systems
Spirit of CHART Recipient



Donna Rynda, Make It Matter!
Spirit of CHART Recipient



Ray Goodman, University of New Hampshire
20 Year CHART Service Award Recipient



Natalie Milholland, Richards Restaurants
20 Year CHART Service Award Recipient

LIVE FROM



DON'T MISS

- ◆ Cleveland speaker session Webcasts – **free** to members!
- ◆ Conference highlights video!
- ◆ Conference photos!

Now available online at www.chart.org



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Member Publication of
Council of Hotel & Restaurant Trainers

Please send content to:

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Deadline for submissions:

1st of the month for next month's issue

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