



# FlipCHART



September 2014

Connecting the CHART Member Community ~ in print

## Atlanta Conference Recap

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## Positive Trends in Hospitality Training & Development



How does your training compare to others in the industry? What trends are taking place in terms of learning and the return on your investment? Attendees at our Atlanta Conference were the first to hear the results of our recent Hospitality Training & Development research study with our partner TDn2K. This infographic provides a few highlights of the trends revealed in the report. Access it now from our home page.

All CHART members (and conference attendees) were emailed links to access the entire PowerPoint presentation in early August.

In the coming months, we will be sharing more of the findings so you can better benchmark your practices with those in the industry. This study will help each of us understand our areas of strength and identify the opportunities for growth.

## Upcoming T3 Conference in Napa

### Competency Workshops plus much more!

**Upcoming Dates**

**September 19**  
Orlando RTF  
czaremba@rosenhoteles.com

**February 21 - 24, 2015**  
T3 Conference  
Embassy Suites  
Napa Valley, CA

**July 18 - 21, 2015**  
#90 Conference  
Ritz Carlton  
New Orleans, LA



Immerse yourself in learning this February at CHART's T3 Conference. Set aside the time and make the investment to become a **Better Trainer**, **Faster Instructional Designer**, **Stronger Manager**, and **Greater Executive**. Not only will all 12 competency workshops be offered, but we will also be including a 5th track of sessions.

Plus, the setting is the Mediterranean-inspired, resort-like Embassy Suites Napa Valley hotel. Located in the heart of Napa Valley, one mile from downtown Napa, California, the hotel features seven acres of landscaped grounds with palm trees, rose gardens and a mill pond with resident swans.

## PRESIDENTalks

Patrick Yearout



### Post-Conference To-Do List

I just returned from CHART's 88th Hospitality Training Conference in Atlanta, and my initial post-conference to-do list is overflowing with exciting new items. Here are a few:

- « Meet with our company president to discuss the concept of training with guidelines instead of manuals, as suggested by Jessie Bray during his incredible breakout session.
- « Review the fascinating results of the 2014 Hospitality Training Trends survey with our HR team members, as well as show them modules in the new HR Content Suite from DiscoverLink, one of CHART's Silver Partners.
- « Share an idea with our Full-Service Division from FTA Dean Milar about having "Happy Hour" meetings for the employees who will be displaced during the temporary closure of our flagship restaurant to keep them up-to-speed on the renovation progress and allow them to stay connected with their co-workers.
- « Forward the very helpful information I received from the CHART Talks presented by Michael White of the National Restaurant Association on guest-focused technology to our IT Department and operators to help guide their decisions as we tiptoe into this new arena.
- « Connect with the 37 people whose business cards I received to follow-up on conversations we had discussing everything from the \$15 per hour minimum wage to highly engaging train-the-trainer activities.
- « Make sure I book my airfare to the 89th conference in Napa next February, and then plot how to successfully win Chad's sweet corn at the 90th CHART conference Silent Auction in New Orleans.

I gleaned so many great nuggets of wisdom from all aspects of the conference, from the breakouts to the hospitality suite to the cab rides that we took to visit local restaurants, which made it a completely rewarding experience for me and my company. As I continue to review my notes, I look forward to implementing and sharing more of the great ideas, especially the ones presented by members during the Training High Five session.

What about you? **What was the most important nugget you picked up at the Atlanta CHART conference?**

Until next time,

*Patrick A. Yearout*

## Board News

### Meet your new CHART Leaders



**Congratulations to our 2014 - 2015 CHART Board.** We welcome you and thank you in advance for your dedication and service to strengthening and growing the CHART organization.

Surrounding President **Patrick Yearout**, Ivar's Restaurants, around the piano are (L to R): **Gabe Hosler**, Rubio's, **Donna Herbel**, Perkins & Marie Callender's, LLC, **President-Elect Jason Lyon**, The Common Man Family of Restaurants, **Michele Lange**, The Habit Burger Grill, and **Chip Romp**, Ovation Brands.



# Atlanta Conference Recap

HOSPITALITY TRAINING CONFERENCE NUMBER 88

JULY 26-29, 2014  
INTERCONTINENTAL BUCKHEAD · ATLANTA, GA

## The Faces of #CHARTATL

CHART Mentors Welcome 65+ First-Time Attendees



CHART: Where Ideas Begin



Thanks to our AWESOME #CHARTATL Conference Team! Great Job!



Congrats to Jen Swan (L) on Spirit of CHART Award and to Lisa Marovec (R) on President's Award

Top Leaders Share Importance of Training during Presidents Panel (L to R) Ron Ruggless, moderator, NRN, Michael Cascone, President & COO, Forbes Travel, Kirk Kinsell, President, The Americas, Inter Continental Hotels Group and Anthony Wedo, CEO, Ovation Brands.



CHART Volunteers Give Back at Service Event



Check out our social media outlets for more photos, videos & tweets from the conference.



## Future CHART Members



**Congratulations** to **Nikki Fuchs de Calderon**, Buffalo Wild Wings, on the birth of her daughter Albertina "Ali" Abrana Calderon Fuchs, on April 25.

Congratulations to **Sarah Milo**, O'Charley's, on the birth of her first son Colton Kipp Milo, on May 28.

## Partner News



**A Big Shout-Out and THANK YOU** to our great partners who helped make our 88th conference a success. Thank you for your support!

DiscoverLink announces the availability of three new e-learning course packages designed specifically for hospitality managers:

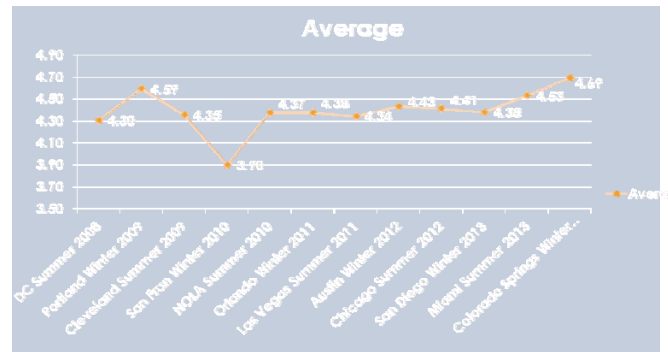
- « Manager Compliance (6 new courses)
- « Human Resources (6 new courses)
- « Sales & Marketing (3 new courses)

For more information, visit: <http://discoverlink.com/content/>

## Conference Engagement

We are excited to share that the Colorado Springs Conference held in March had the highest ratings.

- « **Engagement Score of 4.69** (based on scores of CHART Conference Overall, Networking Opportunities, Content of Sessions Overall and Willingness to Attend Another CHART Conference)
- « **72% gave top rating score of 5**



## And the Survey Says

We asked - you responded. Here's what you said about how you stay informed on the news and trends related to hospitality and/or training and HR.

### Top 3 - 5 PRINTED publications read regularly?


- « Most Popular Choice - Nations Restaurant News
- « Three-way tie for 2nd choice
  - « Training & Development Magazine (ASTD)
  - « Chief Learning Officer Magazine
  - « Training Magazine

### Top 3 - 5 E-Newsletter publications read regularly?

- « Three-way tie for most popular choice
  - « FlipCHART
  - « NRA Smartbrief
  - « NRN a.m.

### Top 3 - 5 WEBSITES you read regularly?

- « Most Popular Choice - [www.chart.org](http://www.chart.org)
- « Followed closely by LinkedIn and NRN

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**Submission**

**Deadline:** 15th of the month for next month's issue

**Back issues:** visit [www.chart.org](http://www.chart.org)

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