

Council Of Hotel And Restaurant Trainers (CHART) Tucson Conference Re-Energizes Trainers To Advance The Industry'S People Practices

2007-08-22

Over 370 novice and seasoned human resource and training professionals are coming back to their offices re-energized by the recent Council of Hotel and Restaurant Trainers (CHART) 74th Semi-Annual Hospitality Training Conference.

Attendees actively shared best practices and discussed immediate ways to improve the industry's people practices and attract and retain the best and brightest. The event was held here August 4-7, 2007 at the Loews Ventana Canyon in Tucson, Arizona.

On Sunday, August 5, keynote opener Brian Biro provided a rousing way to begin the conference by having attendees break through one-inch boards to illustrate how to break through barriers in their own lives and live a richer, more effective life. Later that day, over 50 attendees participated in the 9th Semi-Annual Community Service Event, where they painted, landscaped and did repair work for New Beginnings, a local housing, counseling and support center for homeless women and children.

A significant CHART restructuring of the Executive Committee to a more strategic Board of Directors was announced at the Business Meeting luncheon. The Resource Gallery vendor fair was the largest ever, including thirty-two CHART member-recommended suppliers of human resources and training solutions.

August 6 morning opener Harry Paul, author of 'Fish! A Remarkable Way to Boost Morale and Improve Results,' fed off the energy, enthusiasm and passion of the attendees to instill ways to incorporate fun at work and improve productivity and performance. That afternoon, the popular President's Panel, moderated by Jeff Higley, editor-in-chief of Hotel and Motel Management magazine, drew high-level training insights from some of the industry's top multi-unit CEOs. Panelists included Cameron Mitchell of Cameron Mitchell Restaurants, Robert Dan of CSM Lodging, Frank Sbordone of Peter Piper Pizza, Paul Astbury of Ocean Reef Club, Greg Lippert of Mazzio's Corporation, Nick Vojnovic of Beef 'O' Brady's and John T.A. Vanderslice of Miraval Resort.

The Leadership Lunch celebrated and recognized CHART's volunteers and 16-member conference team. Over 60% of CHART's members have been involved in a volunteer position within CHART.

New York Times bestselling author Chester Elton delivered the closing keynote address on Tuesday, August 7. Based on his book, The Carrot Principle, this 'apostle of appreciation' struck a chord with attendees by providing proven methods to increase performance through recognition.

The Commitment to People Awards Gala was held on Monday evening, August 6. Cameron Mitchell, president and CEO of Cameron Mitchell Restaurants, was honored with the 2007 Commitment to People Award. Kelly-Jane Arsenault of Gray, Maine was awarded the \$2,500 ProStart scholarship from CHART and the National Restaurant Association Educational Foundation. 'Programs like ProStart are what inspire people my age, the future of this industry, to become more involved and educated,' Kelly included in her acceptance speech. The Commitment to CHART Award for outstanding volunteer contribution by members was given to Joleen Flory, SPHR, FMP of Famous Dave's of America and Mike Amos of Perkins/Marie Callendar's.

During the conference, three rounds of CHART's signature sharing breakout sessions, based on the Blueprint for Trainer Development: A Customized Competency Model for the Hospitality Industry, allowed attendees to make a development plan for learning across roles in hospitality training: trainer, instructional designer, manager and executive/leader. Tracks and titles included:

Track A-Trainer

'Presentation and Coaching for Star Performance,' Bob Brown

'Training that Rocks,' Jim Knight, Senior Director of Training, Hard Rock International

Track B-Manager

'Creating Operational Consistency - In a Nutshell,' Chris Beckler, Senior Director of Training, Susan Lynn, Senior Training Manager, Logan's Roadhouse

'Secrets of Hiring Top Talent when your Magic Wand is Broken,' Dan Abramson, CTS, President, Staffdynamics

'ROI Demystified: A Proven Approach and a NEW Tool,' John Kidwell, FMP, HR Senior Consultant, Mazzio's Corporation, Curt Archambault, FMP, Regional Training and Development Manager, Jack In The Box

'Maximizing Throughput: Six Steps to Increase Top Line Sales' Kim Florence, CEO, KimZim Hospitality

Track C-Instructional Designer

'Videogames in Training: The Potential for Generation Game Employees,' Gerard LaFond, Persuasive Gaming

Track D-Executive/Leader

'Speak Up. Stand Out. Be Heard!(TM) ' Charmaine McClarie, Founder and President, The McClaire Group

'Defining the Role and Purpose of Training in your Organization: Creating clarity and value as a strategic business partner,' Terrence Donahue, Vice President of Instructor Quality, NRAEF

Track E-Key Industry Topics

'The Art of Multi-Unit Leadership: The 7 Growth Stages of High-Performing Partnerships and Teams,' Jim Sullivan, Chief Executive Officer, Sullivision.com

'The Answer is YES! - Now What is the Question?' Donna Rynda, Training Specialist, Make it Matter!

'People Report Workforce 2007: Getting & Keeping Your Share of the Labor Pool in the New Economy.' Kacy Oden, Director of Membership Relations, People Report

Pre-conference workshops on Saturday, August 4 included 'Strategist: 10 Dimensions of Executive Leadership' by the Elliot Leadership Institute in partnership with the Galileo Initiative, 'IHOP Cost and Profit Simulation Board Game' by IHOP Corp., 'ServSafe Alcohol Course and Examination' by the National Restaurant Association Educational Foundation (NRAEF), and 'Certified Hospitality Trainer (CHT) Review and Exam' by the American Hotel and Lodging Association Educational Institute (AHLAEI).

For more information and conference photos, please call 312-405-2634, email lmarovec@ameritech.net or visit www.chart.org.

CHART, a non-profit organization founded in 1970, is the leading resource for the development and advancement of hospitality training professionals. With more than 700 members representing more than 400 multi-unit restaurant and hotel companies, CHART represent a workforce of almost five million. CHART includes all facets of hospitality training, learning and performance professionals, from entry level to senior executive. By helping trainers do their jobs better, CHART positively impacts millions of employees, customers, companies and the industry as a whole. CHART's mission is to develop hospitality training professionals to advance industry training practices and improve operational results by providing access to education, tools and resources.

This article comes from Hotel News Resource

<http://www.hotelnewsresource.com>

The URL for this story is:

<http://www.hotelnewsresource.com/article28942.html>

© 1998 - 2007 Nevistas and the author.

Brought to you by Hotel News Resource

Distribute your news on our Network

See what all the buzz is about at:

http://www.hotelnewsresource.com/Info-news_account_info.html