

CHART To Host Free Webinars For Restaurant and Hotel Training Professionals

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Topics on Employee and Management Retention, Multicultural Workforce and Sales and Profitability

The Council of Hotel and Restaurant Trainers (CHART) announced today upcoming free webinar series for restaurant and hotel training professionals. The webinars will provide tools, best practices and solutions for improving employee and management training to increase retention, maximize sales and profits, and understand the multicultural workforce and labor force demographics.

The four webinars planned during spring 2008 are accessible to the public:

Wednesday February 20, 2008 2:00 pm ET

Maximizing Throughput: Six Steps to Increase Top Line Sales

Presenter: Kim Florence, CEO KimZim Hospitality (former Director of Training for LongHorn Steaks and Ted's Montana Grill)

This session explores ways to implement supporting systems, standards and measurement tools to maximize restaurant sales. Determine how to increase profits and customer satisfaction using the Throughput Formula and proper training.

Tuesday, March 11, 2008 1:00 pm ET

Associate Retention - More Than Just Showing Them the Money

Presenter: Josh Davies, Sage Hospitality

This session covers the trends and strategies in labor market and hospitality industry and will describe how restaurant and hotel trainers can take advantage of upcoming changes to improve employee retention. The audience will develop a plan to improve service in their organization.

Wednesday, April 9, 2008, 2:00 pm ET

Understanding Cross-Cultural Barriers to Employability and Promotability

Presenter: Gerry Fernandez, President and founder of MFHA

Sponsored by Retention Education/Sed de Saber

This webinar explores various cross-cultural barriers to both retaining and promoting multicultural populations in US restaurant and hospitality industries. The webinar will present macro data and trends and discuss language and communication barriers and management training to bridge cultural gaps.

Wednesday, May 7, 2008 2:00 pm ET

Employee 2.0...Got Relevance?

Presenter: Kacy Oden, People Report

This session is based on national research conducted by People Report (TM) and studies of successful chains and industries. A tight labor market and a widening skills gap, complicated by managing mixed generations, language barriers, and rapidly shifting psychographics present hospitality industry with tough battle in struggle to balance people and profits.

Webinar descriptions and access instructions can be found at: <http://chart.org/about/news/view.php?id=39>.

CHART, a non-profit professional association founded in 1970, is the leading resource for the development and advancement of hospitality training professionals. With more than 700 members from more than 400 multi-unit restaurant and hotel companies, CHART represents a workforce of almost five million. CHART includes all facets of hospitality training, learning and performance professionals, from entry level to senior executive. 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.

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