

Register by February 1st to Save \$150!

# HOSPITALITY TRAINING COMPETENCIES CONFERENCE

CHART 105 • CHARLOTTE, NC • MARCH 2-5, 2024

*Prism of Possibilities*

## Featuring These Engaging Keynotes



### The Science of Engagement

**Sardék Love**  
Engagement Expert,  
International Keynote  
Speaker, Author



### Managing Change for Optimal Results: Are You a Victim, Vacationer, or Volunteer?

**Marilyn Sherman, CSP, CPAE**  
Front-Row Leadership Expert &  
Hall of Fame Speaker

## Highlights of the Charlotte Conference

- **HOSPITALITY TRAINING COMPETENCY WORKSHOPS:** A focused, immersive approach to developing the professional skills necessary for trainers, instructional designers, managers, and executives to succeed
- **BREAKOUTS:** Thought-leadership experts lend fresh perspectives designed to help you do your job better
- **TRAINING HIGH 5:** Now in its 11th year, recipients share simple, yet highly effective training solutions
- **POST-CONFERENCE WORKSHOPS:** These advanced sessions add even more value to your conference experience

## The Things that Make All CHART Conferences Great

[FAQs](#)

- **NETWORKING:** Numerous opportunities are incorporated right into the agenda to build high-quality connections
- **KEYNOTES:** Nationally recognized speakers bring the spark and energy to general session
- **RESOURCE GALLERY:** Member-recommended vendors fast-track your introduction to trusted solutions
- **SERVICE EVENT:** An impactful way to support the host community and work side-by-side with others
- **HOSPITALITY SUITES:** Nightly informal gathering to strengthen the bonds that will last throughout your career

**Register Now!**

# CHART 105 Charlotte Hospitality Training Competencies Conference

## March 2-5, 2024 | The Westin Hotel | Charlotte, NC

### Hospitality Training Competency Workshops

Attendees will be able to complete 3 of these 4-hour workshops during this conference. You can choose to focus on a single track and earn your pin at the conference, or take workshops in different tracks, depending on your development needs and career goals.

#### TRAINER TRACK

##### On-the-Job Training

- ★ Patrick Yearout, FMP, CHT | Director of Innovation, Recruiting, & Training | Ivar's & Kidd Valley Restaurants

##### Presentation Effectiveness

- ★ Felicia White, CHT, MBA | Director, Franchise Training | Scooter's Coffee
- ★ Shannon Adams, CHT | Sr. Mgr, Brand Standards Training | Jim 'N Nick's Bar-B-Q

##### Participant Management

- ★ Rachel Richal, CHT | Vice President, Training | Buffalo Wild Wings
- ★ Serah Morrissey, SPHR | Senior Director, People Resources | Schoox

#### MANAGER TRACK

##### Coaching & Development

- ★ Jennifer Johnston, CHT | Operations Training | Red Lobster
- ★ Anna Mason | Sr. Director of People Experience | A.Ray Hospitality

##### Operational Knowledge

- ★ James Frank | Area Leader of Training | Raising Cane's Chicken Fingers
- ★ Angelina Sabatini | Director of Training & Development | Ford's Garage

##### Project Management

- ★ Kim Evans | Director of Training | Hopdoddy Burger Bar
- ★ Ashley Helkenn | Director of Training | Bonchon Korean Fried Chicken

#### INSTRUCTIONAL DESIGNER TRACK

##### Instructional Design Fundamentals

- ★ Damian Hanft | Vice President, Talent Experience | Inspire Brands
- ★ Judi Bader | Sr. Director of Training and Ops Learning Experience | Willy's Mexicana Grill

##### Effective Learning Design

- ★ James Lee | Manager of Multimedia Design | Del Taco
- ★ Keith Strew | VP of Learning & Organizational Development | Puttshack

##### Training Evaluation

- ★ Jennifer Belk White, SPHR, SHRM-SCT, CHT
- ★ Mike Andrews | CSM/ Success Architect | Crunchtime

#### EXECUTIVE TRACK

##### Strategic Planning

##### To Be Announced

##### Business Acumen

- ★ Jennifer Belk White, SPHR, SHRM-SCT, CHT
- ★ Kelly McCutcheon | Group Director of Training | Whataburger

##### Communication & Influence

- ★ Donna Herbel | Founder and Chief Igniter | Blue Phoenix Learning
- ★ Jason Lyon | Founder/President | Boondocks Hip Ventures



Charlotte Agenda

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Charlotte Agenda

### Hot Industry Topic Breakouts

Attendees that are not taking a competency workshop can choose to take one or two alternate breakouts during those time periods. Topics include:

- Technology & Artificial Intelligence
- Training Skills & Certifications
- Effective Instructional Design
- Authoring Tools
- High-performing Teams
- Interpersonal Communication
- Diversity, Equity & Inclusion
- Leadership & Culture
- Retention & Engagement Strategies
- Talent Acquisition & Onboarding
- Upskilling & Career Pathing
- Change Management & Agility

### Post-conference Workshops

Get even more out of your CHART conference experience by adding on one of these post-conference sessions. All three of these workshops will be held on Tuesday morning, March 5. You can sign up for them at the same time as you register for the conference. If you have already registered and would like to add one of these sessions, please email [Susan@chart.org](mailto:Susan@chart.org).

#### Hospitality Training Competencies MasterClass: Manager Track

- ★ Donna Herbel | Founder and Chief Igniter | Blue Phoenix Learning

#### Harmony in Hues: Mastering the Five Behaviors of a Cohesive Team

- ★ Curt Archambault, FMP | Education Strategist, CHART | Consulting Partner, People & Performance Strategies

#### De-escalation: Techniques for Addressing and Resolving Challenging Situations

- ★ Jennifer Belk White, SPHR, SHRM-SCT, CHT
- ★ Alie Gaffan, CHT | Senior Vice President of People & Culture | Pacifica Hotels

See the agenda and session descriptions at [chart.org](https://chart.org) > Upcoming Conferences