

## How CHART Provides Value for our Members

### CHART develops trainers, improves performance, and advances hospitality industry training through seven KEY STRATEGIES:

- > Providing a **forum for members** to develop their own professional skills, grow as a trainer, and become a more effective leader
- > Providing high-quality, low-cost **educational opportunities**
- > Providing opportunities for **professional networking** among members to build lasting relationships that result in the **sharing of best practices**
- > Building **awareness** that effective training and development is an investment that contributes to productivity gains
- > Promoting members' expertise and **elevating the status** of trainers in the industry
- > **Giving back** through volunteerism, scholarships, and community service
- > Understanding training and human resources priorities and trends through current **research**

#### CHART Members



**600+**  
hospitality training  
and human resources  
professionals

**350**  
restaurant,  
foodservice, and  
lodging companies

entry level —  
senior executive  
Members represent  
all levels of the hospitality  
training profession

Member companies represent all segments of hospitality, including not only restaurants and hotels, but also assisted living communities, casinos, cruise ships, colleges and universities, convenience stores, and many other on-site foodservice providers.

#### A LEGACY OF IMPACT AND INFLUENCE

CHART was founded in 1970 by a group of trainers at the National Restaurant Association Hotel-Motel Show in Chicago who wanted to get together more often to learn from each other, share information, and develop as stronger, more effective hospitality training professionals. What has grown is a network of trainers that have supported each other professionally over the years and developed relationships to last a lifetime. Join CHART and become a part of this inspiring network.

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# Visionary Trainers Transforming Hospitality

**ABOUT** CHART is a vibrant non-profit association of hospitality training and development and human resources professionals from restaurant, foodservice, and lodging operators who come together to develop their skills, connect with others, and share effective training practices.

**MISSION** CHART develops hospitality training professionals to improve performance through access to networks, education, and resources.

Developing People. Improving Performance.



## GROW YOUR TRAINING NETWORK

At CHART, fast track your access to current hospitality training trends, the most effective training practices, world-class programs that work, innovative and fresh perspectives, and best of all – a trusted network of contacts that you can call on any time for ideas, advice, or feedback.

### BY HOSPITALITY TRAINERS FOR HOSPITALITY TRAINERS

At CHART, gain industry-specific tools, resources, and the knowledge to help you do your job better and solve your biggest challenges at work.

- > Technology & Artificial Intelligence
- > Training Skills & Certification
- > 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

### YOU ARE NOT ALONE

If you are a hospitality training and development or human resources professional looking for answers to improve the performance of your training programs, team members, and your organization as a whole,

*You have come to the right place!*

### CARING

CHART believes that our long legacy of giving back is the cornerstone of our guiding principles and what sets us apart from other training organizations:

- > Community Service Events
- > Learning Legacy Fund
- > Scholarships
- > Relationships that Last a Lifetime!

### LEARNING

CHART provides high-quality, reasonably priced educational forums for trainers to grow and become more effective:

- > Annual Hospitality Training Conference
- > Annual Hospitality Training Competencies Conference
- > Hospitality Training Competencies Certificate Program Workshops and Virtual Sessions
- > Hospitality Training Magazine
- > Hospitality Management Today & Food Service Focus
- > Regional Training Forums
- > Webinars and Online Content

### YOUR BENEFITS OF MEMBERSHIP

Welcome to the one place hospitality training professionals gather to learn, connect, and grow. The true value of CHART is that we provide industry-specific, focused solutions to your most pressing challenges. CHART is an impactful personal and professional development experience for our members that results in the highest levels of performance for themselves and their organizations.

### SHARING

CHART provides unparalleled opportunities for members to connect and build lasting relationships they can draw on for years to come:

- > Trusted Network of Professionals Just Like You
- > Ask My Peers Online, Private Discussion Forum
- > Training Flash E-newsletter and Member Blogs
- > Highly-Engaged Social Media Groups
- > Online Trainer Toolbox
- > Member Directory
- > FlipCHART Member Newsletter
- > Mobile App

### GROWING

CHART develops trainers and advances hospitality training by helping members stay in front of current training trends and practices, and providing opportunities to stretch and grow their skills:

- > Free Career Center Job Board & Talent for Hire
- > Training High 5 Best Practice Ideas
- > Volunteer Opportunities for Personal and Professional Development
- > Member Industry Speaking and Media Opportunities
- > Trends in Hospitality Training Research

