

Robson Forensic

Engineers, Architects, Scientists & Fire Investigators

ELIZABETH A. TRENDOWSKI Dram Shop Expert

PROFESSIONAL EXPERIENCE

- 2007 to present **Robson Forensic, Inc.**
Connecticut Area Manager Oct. 2008-present
Provide technical investigations, analysis, reports, and testimony towards the resolution of litigation in the areas of dram shops and liquor liability for on and off premises liquor permittees, and issues of supervision, i.e. cases involving underage drinking and the responsibility of parents, party hosts, schools, fraternities, etc. TIPS or SMART certified over 200 police officers, liquor agents and security professionals around the country.
- 2006 to present **University of New Haven, School of Hospitality**
Adjunct Professor
HR-315 is a three-credit, junior-level course in Bar and Beverage Management. This course teaches hospitality students the mechanics of operating a successful beverage operation whether it is in a five-star dining facility or a large sports coliseum. Students learn how to master costs, set-up, labor and legal issues. Students also participate in the S.M.A.R.T. trainer certification workshop where upon successful completion they are certified S.M.A.R.T. trainers able to certify their own staff as needed.
- 1999 to 2008 **Servers and Managers Alcohol Responsibility Training (S.M.A.R.T. Programs)**
CEO
Created national certification course in the responsible service of alcohol. This program also includes checking identifications properly, intervention and a certification test. To date there are over twenty-two thousand certified S.M.A.R.T. servers and over four hundred and fifty certified S.M.A.R.T. trainers.

S.M.A.R.T. Programs is a certified alcohol server program dealing with the issues of alcohol in the marketplace. S.M.A.R.T workshops facilitate what alcohol is, the effects of alcohol on guests, checking IDs properly, legal issues, intervention as well as guest relations. There is a certification test at the end of the workshop where participants need to receive seventy-five percent correct to become certified.
- 1993 to present **The Beverage Journal**
Columnist
Wrote "S.M.A.R.T. Things" for monthly hospitality industry column focusing on liquor liability issues, staff training and current interests in the hospitality industry.

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2002 to **Banana Dog Distributors**

2005 *President/Owner*

Wholesale liquor permittee / out-of-state shipper permittee. Operated a wine, spirits and beer wholesale operation providing products to retail outlets in Connecticut. Banana Dog closed in March 2005.

1988 to **S.M.A.R.T. Bartending**

2005 *Owner*

S.M.A.R.T. (Servers & Managers Alcohol Responsibility Training). This is a dual certification, 16-hour 'hands-on' course on mixing and preparing today's most popular cocktails, opening and closing duties and product knowledge. It also includes the S.M.A.R.T. certification. To date, there have been over 15,000 bartenders who have graduated through the program. S.M.A.R.T. Bartending was sold in 2005.

1992 to **Department of the U.S. Navy M.W.R.** (Morale, Welfare & Recreation)

2002 *Instructor*

Taught Hospitality Courses including mixology, flash bartending and responsible service of alcohol using T.I.P.S., S.M.A.R.T. AND C.A.R.E.

1988 to **TIPS**

2001 *Trainer / Master Trainer*

Training for Intervention Procedures of Alcohol servers program. Health Communications in Washington, DC developed this program in 1986. One of the first Trainers for TIPS and one of only three independent Master Trainers in the United States. A Master Trainer is certified to train participants to teach the T.I.P.S. Program

1991 to **Mixin' Magazine**

1996 *Columnist*

Wrote "S.M.A.R.T. Things" for monthly hospitality industry column focused on mixology and liquor liability issues.

1987 to **Yankee Drummer Hotel** (currently known as The Ramada Hotel), Auburn, MA

1988 *Assistant General Manager*

1985 to **Legal Sea Foods Restaurants, Park Plaza Hotel, Boston, MA**

1987 *Food and Beverage Manager*

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LICENSES, PERMITS and CERTIFICATIONS

Be a Responsible Server (B.A.R.S.), Certification, North Carolina, June 2009
Bar Code Certification, 2008
Techniques of Alcohol Management (T.A.M.), Certification, 2008
Sexual Harassment Training, Certification, Connecticut, October 2008
SMART Programs President and Trainer
Toastmasters International, Advanced Toast Master (ATM) designation, 2006
Connecticut Wholesale liquor permit, 2002-2005
Connecticut (Federal) out-of-state shippers permit, 2002-2005
Private Pilot single engine land. Licensed for Visual Flight Rules (VFR) and
Instrument Flight Rules (IFR), 1991-present
Life and health insurance license, 1989-1991
Property and casualty insurance license, 1989-1991
Securities license, 1989-1991
TIPS Trainer and TIPS Master Trainer certification, 1988-2001

EDUCATION

B.S., Biology, University of Rhode Island
B.A., Education, University of Rhode Island

Coursework:

Graduate courses taken in Management, Economics and Accounting

INVITED SPEAKER

Alcohol Responsibility Conference, Mock Trial, 2009
Dram Shop/Liquor Liability Seminar: Middlesex Bar Association, January 2009
Security Supervision Seminar: New England Bar & Tavern Association, January 2009
Social Host Liability Seminar: University of New Haven, November 2008
Social Host Liability Seminar: Town of Colchester CT
Dram Shop/Liquor Liability Seminar: Connecticut Defense Attorney Association, October 2008
Women of the World Forum, Professional development for women, September 2008
New York University School of Technology - liquor liability
Keynote and motivational speaker on relieving stress before any presentation or speech, 2007-present
Industry keynote speaker, most recent: May, 2007 Wine Educators conference, Wine Symposium, Naugatuck Valley Community College, 2006-present

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Safe Alcohol Sales for Retail Industry, National Assn. Beverage Retailers (NABR) National Convention, 2002
National conference of state liquor administrators: The importance of education for alcohol permittees and their servers, 1993-1994
The National Nightclub and Bar Conventions, 1993-2003
Dram Shoppe Associates, presented liquor liability seminars throughout Connecticut several times a year. The seminars were open to any liquor permittee and their staff throughout the state, 1995-2002

INSTRUCTOR

Adjunct Professor, University New Haven
Institute for Paralegal Education (IPE), Managing People Inside and Outside the Firm, November 2008 seminar
Connecticut Police Crime Prevention Association, 1999 - 2004

PROFESSIONAL MEMBERSHIPS and AFFILIATIONS

New York Institute of Technology
School of Management, Faculty Advisory Board, 2008-present

Toastmasters International
Toastmasters International Humorous Speech Contest Winner, 2009
Toastmasters International World Championship of Public Speaking – Quarter Finalist, 2008
Evaluation Contest Winner, 2008
Toastmasters International Area Governor June 2008 - present
District 53 Toastmasters Division speech contest winner, 2008
Toastmasters International Club Coach
Faculty, TLI Officers Training Institute, 2007-present
President, 2007
Vice President Membership, 2006-2007

University of New Haven Advisory boards, 2007-present
Board Committee Adjunct Professors
Board Committee Hospitality Department

Mentor for Connecticut kids in D.C.F. (The Journey House) Willimantic, CT, 2006-present

Connecticut coalition to stop underage drinkers, 2004-present

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Connecticut Restaurant Association Board of Directors, 2000-2002

CRA Education Chair person

President: C.H.E.F. Connecticut Hospitality Educational Foundation

responsible for all Connecticut schools offering hospitality courses and degrees. The Connecticut Schools involvement ranged from high school to four-year college and universities. C.H.E.F. raised money for hospitality programs and scholarships through the Connecticut Restaurant Association.

GRANTS

Diageo Server Training Grant, 2001-2002

Received a grant from Diageo (the world's largest liquor supplier) to provide S.M.A.R.T. training at no cost to all interested Connecticut liquor permittees.

Department of Transportation Grant, 1993-1994

Received a DOT grant via the Connecticut Department of Liquor Control to provide T.I.P.S. Training throughout Connecticut for all liquor permittees wishing to participate in the certification of responsible service of alcohol.

PUBLICATIONS

Book:

Trendowski, Elizabeth A. *"From Butterflies to Speaking Highs," Six Steps to Go from Nerves You Feel to Nerves of Steel.* Smart Publications, 2008.

Articles:

"Don't Fake the ID Checking: The Challenge of Checking ID's Properly,"

HospitalityLawyer.com, Beverage Newsletter, November 2009, Vol II, Issue 4

"Liquor Liability and Subrogation, An alternate recovery source," 2008

Ten years of articles in the Connecticut Beverage Journal as a monthly columnist.