

Robson Forensic

Engineers, Architects, Scientists & Fire Investigators

ELIZABETH A. TRENDOWSKI Dram Shop Expert

PROFESSIONAL EXPERIENCE

- 2007 to present **Robson Forensic, Inc.**
Associate 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 40,000 alcohol servers, managers, licensees, police officers, state liquor control agents, and security professionals nationally and internationally.
- 2006 to 2010 **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)**
Founder and CEO
Created one of the five national certification courses 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 2005 **Banana Dog Distributors**
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 2005 **S.M.A.R.T. Bartending**
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 2002 **Department of the U.S. Navy M.W.R. (Morale, Welfare & Recreation)**
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 2001 **TIPS**
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 1996 **Mixin' Magazine**
Columnist
Wrote "S.M.A.R.T. Things" for monthly hospitality industry column focused on mixology and liquor liability issues.
- 1987 to 1988 **Yankee Drummer Hotel** (currently known as The Ramada Hotel), Auburn, MA
Assistant General Manager
- 1985 to 1987 **Legal Sea Foods Restaurants**, Park Plaza Hotel, Boston, MA
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:

The Robert F. Borkestein Course on Alcohol and Highway Safety: Testing, Research
and Litigation. Indiana University, Center for Studies of Law in Action; April 25th-
30th, 2010, Bloomington, IN
Graduate courses taken in Management, Economics and Accounting

INVITED SPEAKER

10th Anniversary Hospitality Lawyer Conference, "Liquor Liability in Hospitality
Industry," Houston, TX, February 9, 2012
National Trial Lawyers Summit, "The Last Drink," South Beach, FL, January 26,
2012
Lorman Education - Best Practices in Limiting Liquor Liability, January 13, 2012
Institute of Continuing Legal Education in Georgia, Civil Prosecutions of DUI and
Dram Shop Cases in Georgia - Industry Standards, Proof of Liability, Documents,
Evidence and Defenses, September 21, 2011
2011 Annual Florida Justice Convention, Pushing the Envelope: Using Experts to Prove
Innovative Theories, Palm Beach, FL, June 16, 2011

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Connecticut Bar Association/CLE - A Lawyer's Primer on Expert Witnesses: When to Use Them, How to Find Them, and How to Effectively Use Them, May 23, 2011
2010 National Association of Subrogation Professionals (NASP) National Convention, Liquor Liability – An Alternative Source Recovery, Grapevine, TX
Forensic Expert Seminar, Cromwell, CT, October 2010
Lancaster Bar Association, Bar and Bench Conference, Lancaster, PA, October 2010
National Association of Legal Professionals/SE Chapter, July 31, 2010
New London County Bar Association, June 22, 2010
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, Connecticut, 2008
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
Industry keynote speaker, most recent: May, 2007 Wine Educators conference, Wine Symposium, Naugatuck Valley Community College, 2006
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
Additionally, taught safe service of alcohol certification courses in 26 states throughout the country, 1992-2007

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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, 2006-2009

Connecticut coalition to stop underage drinkers, 2004-present

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.

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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.

2001 Exclusive Appointment:

Creator of drink recipes for Smirnoff Citrus Twist.