

THE EXPERTS
Robson Forensic

PAUL ROMANOS, JR.
Food and Beverage Operations/Dram Shop Expert

PROFESSIONAL EXPERIENCE

2021 to present **Robson Forensic, Inc.**
Associate

Provide technical investigations, analysis, reports, and testimony toward the resolution of commercial and personal injury litigation and failure analysis related to food and beverage operation and dram shop. The identification and mitigation of physical hazards in the food and beverage industry to include bar and hotel security, employee and guest conduct, and food safety.

Areas of expertise include:

- Alcohol service, alcohol impairment recognition and liability
- Bar and restaurant operations
- Hotel and convention center operations
- Security in the hospitality industry
- Food and beverage management
- Policies and procedures development
- Event planning
- Guest Satisfaction
- Training of personnel
- Internal investigations
- Hiring and background investigations of personnel

2019 to 2020 **The Georgian Terrace Hotel**
Food and Beverage Director

Orchestrated operations across multiple outlets, as well as full banquets department.

- Educated service staff on responsible serving of alcohol and proper reporting of alcohol or safety related incidents.
- Trained employees and contractors on best practices.
- Coordinated internal and external teams to deliver superior service in quality-critical settings including weddings and private events.
- Instituted customer focused culture.

2019 **Crowne Plaza**
Multi Unit Manager

Directed daily operations of \$8M organization encompassing multiple outlets including restaurants, bars, in-room dining, and coffee shop.

- Developed training program that outlined all aspects of the operations with emphasis on creating a safe and professional environment.
- Created exercises, instructional activities and training assessments that reinforced learning and responsibilities of personnel.
- Delivered new hire training and other departmental training programs; provided creative, effective classroom instruction throughout the property.

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2008 to
2018

Atlanta Marriott Marquis

Director of Restaurants

Devised financial strategies, operating plans, process improvement initiatives and Standard Operating Procedures across multiple outlets representing \$10MM+ revenue. Continuous training and educating team members to create a responsible and safe environment in food safety, alcohol service, guest service, and facility maintenance.

- Led teams of 75+ through effective communication, alcohol service training, guest maintenance, product knowledge and other operational training needs.
- Certified T.I.P.S. trainer.
- Trained multiple outlets and banquets on responsible service of alcohol through the T.I.P.S. program.
- Trained, coached, and mentored top talent to create an internal promotions pipeline.
- Educated team on the importance of controlling guests with their own open containers poolside and throughout the hotel which was prohibited.
- Developed multiple associates into management positions.
- Received training on recognizing and reporting sex and human trafficking.
- Selected and negotiated contracts with all vendors.
- Achieved highest-ever associate satisfaction scores - 88% in restaurants and 100% in bars - in 2018.
- Oversaw recruiting and hiring of personnel.
- Educated team members on proper hygiene for all food and beverage outlets.
- Worked closely with local health inspector during all inspections.
- Achieved high scores ranging from 88 to 100 for food and facility safety.

2007 to
2008

The Ellis Hotel

Director of Food and Beverage

Responsible for the daily food and beverage operations of a boutique style hotel with projected revenues to exceed 1.5 million dollars.

- Created and developed beverage enhancement plan for lounge and in room sales that included policies and procedures to ensure the responsible sales of alcoholic beverages.
- Created training exercises, instructional activities and training assessments that reinforced learning.
- Delivered new hire training and other departmental training programs; provide creative, effective classroom instruction throughout the property.

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- 2005 to 2007 **Brookstone Golf and Country Club**
Director of Food and Beverage
Responsible for the daily food and beverage operations of a private club with revenues exceeding 1 million dollars.
- Coordinated and conducted small group and individual training sessions based on staff and organizational learning needs.
 - Analyzed training needs to develop new training programs or modify and improve existing programs.
 - Established an environment of responsible service of alcohol in a private club through training and development.
 - Conducted weekly coaching sessions with the restaurant managers, executive chef and the director of event management to provide and receive necessary feedback in the execution of daily business.
- 2003 to 2005 **Renaissance Pinelise Resort and Golf Club**
Director of Restaurants
Multiple outlet responsibility at a resort property, which included full service and seasonal restaurants, room service and beverage cart operations.
- Devised and implemented outlet training program to ensure employee success and retention.
 - Oversaw recruitment & selection, performance management, training and development of all team members.
 - Provided guidance and direction to subordinates, including setting performance standards, monitoring performance, creating a safe and professional environment.
- 2002 to 2003 **ESPN Zone, Disney Regional Entertainment**
Assistant General Manager/T.I.P.S. Training Manager
Directed the daily operations of an entertainment and restaurant venue with revenues in excess of 7 million dollars. Operations included over 9000 square feet of dining and entertainment consisting of four dining areas, three bars, retail store and gaming area. Responsibilities included:
- Training of all service staff in T.I.P.S.
 - Training of staff in Food Safety.
 - Venue security to include restaurant, bars and retail store.
 - Worked with local law enforcement and private security agencies to schedule security details on weekends and during major sporting events.

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1997 to
2002

Ruby Tuesday

General Manager & District Manager

Provided leadership, direction and training for one of the top 20 volume restaurants in the Ruby Tuesday portfolio. Responsible for the daily operations of a high volume mall unit in Trumbull, CT.

- Oversaw recruitment & selection, performance management, training and development of all team members.
- Provided guidance and direction to subordinates, including setting performance standards, monitoring performance, creating a safe and professional environment.
- Communicated with mall security to follow up on any security issues associated with the mall.

1990 to
1997

Bobby Valentine's Sports Gallery Cafe

General Manager

Managed local sports bar with revenues over 1 million dollars while controlling costs to produce a positive flow through to the bottom line. Responsible for all human resource tasks, training and development, facilities management, security, and retail portions of the business. Established proper serving guidelines that all had to adhere to which encouraged responsible service of alcohol and professional guest interactions.

PROFESSIONAL CREDENTIALS

ServSafe Food Protection Manager Certification, National Restaurant Association
Certified T.I.P.S. Trainer
Techniques of Alcohol Management (TAM) Certification: Georgia, New Jersey, South Carolina
RAMP Server/Seller Training, Pennsylvania

EDUCATION

B.A., Business, Saint Anselm College, 1989

CONTINUING EDUCATION

Marriott's Foundations of Leadership
Basic Training in Human Trafficking