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
- Food safety, storage, production, and service for all hospitality operations
- Restaurant equipment inspections for temperature abuse
- Premises safety inspections, identifying trip and fall hazards, furniture hazards, general condition of premise, food safety violations.
- Security in the hospitality industry pertaining to doormen and their role they play in alcohol service
- Food and beverage management relating to food safety and the responsible service of alcohol.
- Policies and procedures development for safe alcohol service, food receiving, temperature checks, proper food storage to eliminate contamination, proper hygiene, and other aspects of operations relating to food safety and safe alcohol service.
- Event planning
- Training of personnel in the safe service of alcohol and food safety practices
- Internal investigations and inspections of equipment to look for possible food safety violations
- Training of personnel
- Internal investigations
- Hiring and background investigations of personnel
- Performed mock health department inspections with culinary and restaurant managers in preparation for live health department inspections

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 in best practices such as hand washing, use of single use gloves, thermometer calibration, temperature checks, and other potential food service violations.

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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.
    - Responsible and safe alcohol service
    - Premises safety and security for both internal and external guests
    - The safe receiving, storing, preparing, and preparation of food and beverage.
- Created exercises, instructional activities and training assessments that reinforced development and responsibilities of personnel.
- Delivered new hire training and other departmental training programs; provided relevant, effective classroom instruction throughout the property.

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 $10 million plus in 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 staff members 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.
- Selected and negotiated contracts with all vendors.
- Oversaw recruiting and hiring of personnel.
- Educated and enforced compliance with team members on proper hygiene for all food and beverage outlets.
- Worked closely with local health inspector during all inspections.
- Passed all quarterly county health inspections for all food and beverage outlets.

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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.

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 information regarding the safe receiving, storage, production, and delivery of food and beverage. and receive necessary feedback in the execution of daily business.

2003 to 2005 **Renaissance Pinelsle 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.

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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.

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.
- 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 ServSafe Instructor and Registered Serv Safe Examination Proctor
Certified T.I.P.S. Trainer
Techniques of Alcohol Management (TAM) Certification: Georgia, New Jersey, South Carolina
RAMP Server/Seller Training, Pennsylvania
ABC Server Training in Kentucky
Alcohol Training Awareness Program, New York
ServSafe Alcohol Cruise Line Training
Seller/Server Certification, South Carolina
Certificate in Hospitality & Tourism Management, Florida Atlantic University
ServSafe Allergens Certificate, National Restaurant Association

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EDUCATION

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

CONTINUING EDUCATION

Marriott's Foundations of Leadership
Basic Training in Human Trafficking

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