



ELIZABETH TRENDOWSKI

Phone: 860.304.7593 Website: DramShopForensics.com Email: Liz@LizTrendowski.com

FORENSIC EXPERT

Dram Shop / Bar Operations / Liquor Liability / Bar Security Forensic Expert

CURRICULUM VITAE

PROFESSIONAL EXPERIENCE

Dram Shop Forensic Experts LLC.

2014 - Present

- Providing analysis, reports, litigation, testimony, deposition and trial in areas of Dram Shop and Liquor Liability for all types of liquor licensed establishments.
- Providing technical analysis of bar operations in terms of training employees regarding alcohol sales and service training. This training includes servers, sellers, management, owners, door staff and licencees.

Robson Forensics, Inc.

2007 – 2014

Associate/Connecticut Area Manager

- Providing technical investigations regarding alcohol related incidents as listed above.

University New Haven School of Business

2006 - 2010

Adjunct Professor

- Adjunct Professor in Bar and Beverage Management course HR-315.
- Taught a 3-credit Junior/Senior level course in Bar and Beverage Management to Hospitality and Business majors.
- The course taught hospitality students the mechanics of operating a successful beverage operation in all types of facilities from 5 Star restaurants to neighborhood bars and everything in-between.
- Students learned how to master costs, set-up, labor and legal issues.
- Students also participated in the S.M.A.R.T. Certification program and became certified S.M.A.R.T. trainers able to certify their own staff as needed.

S.M.A.R.T. (Servers & Managers Alcohol Responsibility Training)

1999 – 2008

Creator and CEO

- S.M.A.R.T. Programs is one of the five national certification courses in the responsible service of alcohol.
- S.M.A.R.T. Programs also includes training in alcohol information, intervention techniques, server responses, state liquor laws and reasonable efforts.
- Some of the specific information taught in S.M.A.R.T. Programs include: properly checking identifications, identifying signs of intoxication, observing behavioral changes, absorption rate factors and counting drinks.
- The program is available for participants to become certified trainers or certified servers and concludes with a certification test.
- S.M.A.R.T. Programs is a certified alcohol server program dealing with the issues of alcohol in the marketplace.
- Pertinent Liquor Statutes and Regulations are taught as they apply to the establishments' state.

Banana Dog Distributors
President

2002 - 2005

- Licensed wholesale liquor distributor with state and federal import permits.
- Operated a wine, spirits and beer wholesale business.
- Provided beverage alcohol products to retail outlets in Connecticut.

S.M.A.R.T. Bartending

1988 - 2005

Owner/Founder/Teacher

- S.M.A.R.T. Bartending was a Professional Bartending School with thirteen locations. It offered dual certifications in either TIPS or S.M.A.R.T. plus a Professional Bartending Certification.
- Students who participated in the course learned how to mix and prepare cocktails, professional bartending standards in the hospitality industry which emphasized serving alcohol responsibly.

Department of U.S. Navy and D.O.D
Master Trainer

1992 - 2002

- Trainer in the MWR (Moral, Welfare and Recreation) Departments for service and non-service personnel in Bar Operations and Bar security.
- Trained participants nationally and internationally in bar management, bar security, professional bartending TIPS, SMART, and CARE.

Connecticut Café and Tavern Association
Executive Director

2000 – 2001

- Advocate for hospitality in Connecticut

TIPS **1988 - 2001**
Trainer/Master Trainer

- Training for Intervention Procedures for Alcohol Servers Program (TIPS) was created by Health Communication in Washington, DC, and developed in 1982.
- One of the first trainers for TIPS and one of the only three independent Master Trainers in the United States at the time who taught other trainers how to facilitate the TIPS workshop for servers in alcohol.

Yankee Drummer Hotel (Now Ramada) **1987 - 1989**
Assistant General Manager

- Auburn, MA

Legal Seafood Restaurants **1985 - 1987**
Beverage Manager

- Park Plaza Hotel, Boston, MA

Boston Bartending School **1984 - 1985**
Instructor

- Taught professional bartending standards and the code of bartending ethics.

Bartending Experience **1979 - 1982**
Bartender

- George's of Galilee; Brian's Pub; The Hot Club; The Pines.

PUBLICATIONS &
ARTICLES

The Beverage Journal, Columnist **1993- 2010**
'SMART Things...'

- A column focused on the issues in the hospitality and the alcoholic beverage industry.
- Articles include responsible alcohol, server guidelines, bar operations, and product knowledge.

Mixin' Magazine **1991 - 1996**
'SMART THINGS'

- A monthly hospitality industry column focused on mixology and liquor liability issues.

"From Butterflies to Speaking Highs" **2008**
Trendowski, Elizabeth A.

- Six Steps to Go from Nerves You Feel to Nerves of Steel
- Published by Smart Publications

“Don’t fake the ID Checking: The Challenge of Checking IDs Properly”

November 2009, Vol II, Issue 4

- HospitalityLawyer.com Beverage Newsletter

Connecticut Hospitality Digest
Editor

1998 - 2000

- Connecticut industry publication about industry issues in Connecticut.

LICENSES PERMITS AND
CERTIFICATIONS

S.M.A.R.T. (Servers Managers Alcohol Responsibility Training)

TIPS (Training for Intervention Procedures)

TAM (Techniques for Alcohol Management)

Serve Safe (Safe alcohol service certification from the National Restaurant Association)

FL Responsible Vendor Certification

Connecticut Security Guard Certification

BARS (Be a Responsible Server) Certification

Sexual Harassment Training Certification

Missouri SMART Programs - Be Responsible Beverage Service Training Certification

EXCLUSIVE
APPOINTMENT

Diageo Server Training

2000

- Awarded grant by the world’s largest spirits supplier to facilitate TIPS and S.M.A.R.T. training programs to liquor licensees and their staff.

Smirnoff

2001

- Smirnoff Citrus Twist Cocktail Creator.

Connecticut Wholesalers Association

1994

- Exclusive appointment to train alcohol servers and staff in Connecticut through a grant.

PROFESSIONAL
MEMBERSHIPS AND
AFFILIATIONS

ECI (Entertainment Consulting International)
Editor of Alcohol Server Training Manual

Restaurant Management Division,
Baltimore, MD 7/12

Toastmasters International
Advanced Toastmaster

2007 - Present

- Public speaking and leadership organization.
- Quarter Finalist in the Toast Masters World Championship of Public Speaking.

Connecticut Restaurant Board of Directors
Board Member

2000 – 2002

- Served as the voice of Connecticut restaurants in advocacy and awareness.
- Committed the advancement of the hospitality industry in Connecticut.

Connecticut Hospitality Educational Foundation (C.H.E.F.)
President

2002 - 2005

- Responsible for all Connecticut schools offering hospitality courses and degrees.

EDUCATION

Biology
Bachelor Science
University of Rhode Island

1979

Education
Bachelor of Arts
University of Rhode Island

1979

MBA
Masters Degree Program
Bryant University

1982

SPEAKING

Toxicology 101 – Liquor liability and Bar Security, Western PA Trial Lawyers Association, Pittsburgh, PA 2/14

University of Rhode Island Forensic Science Partnership, Dram Shop Litigation – ‘*Chemistry involved*’ 9/13

The Business of the Hospitality Business, FL Dram Shop, Three Steps Toward Proving Habitual Addiction and Bar Security. It’s not just the guards, FL Justice Assoc. Webinar.

NJ Institute for Continuing Education, Negligent Security, Settlement, Security, CCTV, Bouncers, Beer Wagons & Profiling, 6/13

Miami Dade Defense Trial Attorneys CLE Course, Liquor Liability Industry Standard of Care, 4/13

Las Vegas Trial Attorneys CLE Course, Liquor Liability Industry Standard of Care. 4/13

United Technologies Corporation – Hamilton Sundstrand Division, Presentation Skills for High Tech Professionals, 2/13

10th Anniversary Hospitality Lawyer Conference, Liquor Liability in Hospitality Industry 2/12

Lorman Education—Best Practices in Limiting Liquor Liability, 1/12

Invited to speak at the Regional and National State Liquor Administrators Conferences.

Invited to speak at the Regional and National Night Club and Bar Shows.