

# Serving Alcohol Responsibly

## Meet Your Colleagues

Adam Balick

Attorney at Law  
Balick & Balick

Adam Balick is a partner in the law firm of Balick & Balick, where his law practice is primarily focused on health law, including fraud and abuse matters, medical and corporate compliance matters, and representation before administrative agencies and boards. He received his education at the University of Delaware (B.A., 1985) and the Dickinson School of Law (J.D., 1988). Following a one-year judicial clerkship in the Delaware Superior Court, Mr. Balick became a criminal prosecutor in the State Department of Justice. He also served as Chairman of the Delaware Alcoholic Beverage Control Commission for three years. For the past eight years, Mr. Balick has been in private practice. His areas of practice include civil and white-collar criminal litigation and representation before the State Alcoholic Beverage Control Commissioner.

Mr. Balick is a member of the American Bar Association and the Delaware State Bar Association, including the Health Law Sections. He is a member of the American Health Lawyers Association. Mr. Balick has written articles and has lectured on issues related to his area of practice.

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Jan Byrne

Education Coordinator  
Alabama Alcoholic Beverage Control Board

A native of Montgomery, Alabama, and a graduate of Auburn University with a B.S. in Biological Sciences, Jan Byrne has been with the ABC Board since 1990.

As Education Coordinator, Jan and her division employees provide information on alcohol, tobacco, and other drugs, with an emphasis on laws and consequences. This ranges from school children to senior citizen groups. Jan frequently makes presentations to groups on prevention of alcohol and tobacco use by kids. She has presented at the National Meeting on Alcohol, Other Drugs & Violence Prevention in Higher Education, National Synar Technical Assistance Conference, National Alcohol Beverage Control Association Annual Meeting, and other state and local trainings and conferences.

As Coordinator of the Alabama Responsible Vendor Program, a training program for people who sell alcohol and tobacco, Jan works closely with the retail industry. This voluntary program for licensees was implemented in 1990 as an innovative approach to preventing illegal sales of alcohol by teaching the laws to those who can refuse to make the sale. For the first time in Alabama, these service industry employees were educated in how to serve legally and responsibly. By working on both

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sides of the retail sales counter to provide information, a further step is made in fulfilling the ABC Board's aim in controlling sales of alcohol and tobacco.

Jan serves as a board member for P.A.S.S. (Peers Are Staying Straight), the Alabama Red Ribbon Coalition, C.A.P. (Chemical Addictions Program), the Alabama School of Alcohol and Other Drug Studies, and the Coalition for a Tobacco Free Alabama. In 2003, Jan was awarded an Emmy by the Southeast Region of the National Academy of Sciences and Television, as producer of the Outstanding Video, Fatal Addiction, a youth tobacco prevention video. She is immediate past president of the Prattville/Millbrook Rotary Club and is currently the Public Affairs Officer and a second lieutenant in the Maxwell Senior Squadron of the Civil Air Patrol.

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Dimitrios Christopoulos      Partner  
Webster Wilcox Christopoulos, PC

Dimitrios G. Christopoulos is a partner in the Chicago-based firm Webster Wilcox Christopoulos, P.C., a full service boutique firm exclusively serving the Beverage Alcohol and Hospitality Industry. Mr. Christopoulos and his firm represent a wide range of clientele, from small business owners to publicly traded companies, including suppliers, importers, wholesalers and retailers of alcoholic beverages, with regard to regulatory issues, transactional matters, federal, state and local licensing, and litigation. Mr. Christopoulos has focused his practice over the last 12 years on commercial litigation, and represents all tiers of the Industry in enforcement matters and application denial matters before local and state liquor commissions, as well as in commercial litigation matters. He is also a frequent speaker at Industry events around the country.

Mr. Christopoulos is a graduate of Loyola University in Chicago and John Marshall Law School. Mr. Christopoulos is a member of the American Bar Association and the Hellenic Bar Association.

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Suzanne Carpenter              Litigation Manager  
Carlson Restaurants Worldwide

Litigation Manager for Carlson Restaurants Worldwide since 1998; member of CRW's legal department since 1986. Married with three beautiful children. Have lived in the Dallas area since 1984.

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Mary Anne Ferrell

Licensing Manager/ Assistant Secretary  
Darden Restaurants, Inc.

Born and raised in Gassaway, West Virginia. Graduated from Marshall University in 1988 with a BBA majoring in finance. Began working for Red Lobster as a server in 1986 while attending college. Upon graduation, transferred to General Mills Restaurants corporate office now known as Darden Restaurants, Inc. Currently Licensing Manager/ Assistant Secretary for Darden Restaurants, Inc., d/b/a Red Lobster, The Olive Garden Italian Restaurant, Bahama Breeze, Smokey Bones Barbeque and Grill and Seasons 52. Responsibilities include licensing acquisition for new restaurants and issues involving alcoholic beverage compliance throughout the United States and Canada.

Married with two daughters living in Orlando, Florida.

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Derek Fournier

Manager of Guest Services  
Uno Restaurants

A New England native, I began working in the restaurant industry at 13. I have held every position in the restaurant, both hourly and management. I have two passions that I feel go hand in hand; service and training. Fired from my first restaurant job for being too friendly with the guests, I vowed that I would make sure others would not suffer the same fate - a "bad guest service manager firing"!

I joined Uno Restaurants in 1996 in our Concord, New Hampshire location. My travels with Uno have taken me around the country, and the world. I joined the Uno Training Department in January of 2000 as an Opening Training Specialist. I have held the role of Hourly Manager of Training, and Manager of Management Training developing and coordinating programs for the continued development of our managers. My most recent role as Manager of Guest Services brings it all back home - working directly with our guests to devise systems and tools to enhance their experience at an Uno restaurant.

I graduated with a Bachelor of Science degree in Management from the University of Rhode Island in 1995. I am currently pursuing my Master's Degree from Babson College outside of Boston.

As an avid Red Sox fan, I am still getting over the abrupt and untimely ending to this season - something the Chicago fans will appreciate.

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Robert Gomez                      Owner  
   Subterranean

As owner of Subterranean, a popular cabaret and music club in the heart of Chicago's Wicker Park neighborhood, restaurateur Robert Gomez has established himself as a respected business leader. Bob is a member of the Board of Directors for the Wicker Park/Bucktown Chamber of Commerce. He serves on the Chamber's Hospitality Committee, reviewing the neighborhood's new liquor license applicants; the Street Festival Committee; and is Chair of the Holiday Fundraising Committee. He is also an active member of the Wicker Park Community Group working with the Zoning Committee to review applications for variance or change in zoning. A graduate of the University of Illinois at Champaign-Urbana, Mr. Gomez spent his early career years in marketing and sales for Inland Steel.

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Heidi Hankwitz                      New Initiatives and Alliances Coordinator  
                                                 Crisis Prevention Institute

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Vicki Houston, FMP                      MIT Instructor/Training Manager  
   Damon's Grill

MIT Instructor/Training Manager since 2002. Store Opening Coordinator/Training Specialist since 2001. STAR Trainer/Supervisor since 1995.

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Robert H. Johnston, J.D.                      Claims Analyst  
                                                 CNA E&S Insurance

Bob Johnston brings over 25 years of claims and litigation management experience to his role as claims analyst and supervisor of CNA's liquor liability program. Before joining CNA 4 years ago, Mr. Johnston held the position of Claims Operation Manager and Litigation Specialist for Ameritech. Bob is becoming a popular speaker at industry seminars on alcohol and insurance -related issues.

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Brian Kringen

Law enforcement Liaison Officer/Program Analyst  
Minnesota Department of Public Safety  
Alcohol and Gambling Enforcement Division

Brian is a 32 year veteran of Emergency Medical Services, working as a helicopter and ambulance Paramedic for a major Minnesota Emergency Level 1 Trauma Center. He also functioned there in the role of Operations Manager, Education Coordinator, and Lead EMS Instructor while generating educational courses and personally training medical staff, physicians, nursing staff, law enforcement, fire personnel, first responders, and general public on a wide variety of safety and medical topics.

Since December 2000, Brian has served as Law Enforcement Liaison Officer and Program Analyst for the Minnesota Department of Public Safety: Alcohol and Gambling Enforcement Division (AGED). Here he has generated numerous training courses and educates law enforcement and liquor retailers across the entire state in underage access

to alcohol issues, responsible beverage service, compliance checks, alternate enforcement strategies, and recognition of acceptable and fraudulent identifications.

Brian lives in Brainerd, Minnesota with his wife Judy, three children and a plethora of pets.

Jennifer Michaud

Director of Training  
Champps Entertainment, Inc.

Shalon Morris

Learning and Development Consultant  
Carlson Restaurants Worldwide/TGI Friday's

I started my restaurant career in college waiting tables at Applebee's, then moved on to On the Border. After graduating from Baylor University, I moved to the On the Border Corporate Office (Brinker International) and served as the Technical Writer for 3 years. I was in charge of the development, design and implementation of all hourly and manager training materials. While there, I assisted in revising the bar program and incorporated responsible alcohol service into the Server materials.

I have been working for TGI Friday's for 9 months now and am currently in the process of revising the hourly training materials.

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Lee Roupas

Manager, BASSETT Program  
Illinois Liquor Control Commission

Lee Roupas is manager of the Beverage Alcohol Servers & Sellers Education & Training (BASSET) program, overseeing server training programs for the Illinois Liquor Control Commission. An advocate and spokesperson for responsible sales and service throughout the state, he also runs the Project 21 campaign designed to alleviate underage drinking problems in college towns throughout Illinois. The project includes a poster campaign, decals for windows and doors at local establishments and buttons for employee uniforms that say "We card hard!" Lee is a 12 year veteran of the hospitality industry. A rabid Spartan fan, Lee is a graduate of Michigan State University. He is a certified fitness trainer, motivational speaker and natural bodybuilder. In 2001, Lee won the Light Heavyweight Novice Division in the Illinois Natural Bodybuilding Championships.

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Kathy Rusnacko

Training Director  
Famous Dave's of America

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Warren Sackler

Associate Professor  
Rochester Institute of Technology  
Hospitality and Service Management

I have been teaching at RIT for the last 20 years. I teach in the food area and entrepreneurship and franchising along with some casino courses. I have owned three restaurants in Rochester and have sold off all of them in Rochester and last year I

opened a sandwich shop in Boca Raton called D'Best Sandwich Shop. First year we will do around a 1/2 million dollars. I have also written a book on Food and Labor Cost Control and I'm currently looking to find a company that is interested in hosting a food identification website for all education and industry people.

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Christine A. San Juan

Area Training Director  
Bertucci's Corporation

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Robert Schaefer

Director, Training and Development  
Metromedia Restaurant Group

Robert has worked in the Training & Development area of business for over 12 years, mainly as a Regional Training and Corporate Training Manager for Kinko's, Inc. in Ventura, CA. In 2002, Robert accepted the position of Director, Training and Development for the Metromedia Restaurant Group out of Plano TX. Robert's specialization in training and development include adult learning theory, leadership and management development programs, Instructional Design methodology, Training Scorecard, training program costing, and ROI programs, as well as operations training and product management support. Robert has an MBA from the University of Phoenix, and has also completed Masters coursework in Clinical Psychology from the University of Dayton. Robert has an undergraduate degree in Religious Philosophy and Psychology from Wright State University. The education in Religion and Philosophy in particular has proven instrumental in making Robert valuable for teaching leadership skills to executives, and for teaching employees the secret to delivering great customer service ("empathy in action"). Robert has been involved in nearly every type of Human Performance Improvement project imaginable in the world of business, including the ever popular change management initiative.