

# RESUME

## PERCIVAL DARBY

### PERSONAL DATA:

Born December 19th, 1939  
Kingston - Jamaica  
Married April 20th 1963  
Two Children aged 43 & 41

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### PROFESSIONAL EXPERIENCE OVER THE PAST 48 YEARS :

**RETIRED PROFESSOR:** Tenured professor in Hotel and Resort Management at **FLORIDA INTERNATIONAL UNIVERSITY - In the school of Hospitality and Tourism Management**. Would consider my expertise to encompass all areas of Hotel and Resort Management. Emphasis in the areas of Safety and Risk Management, Quality Property Inspections, Employee & Guest Theft Prevention and Control, Operations Systems and Control, Delivery of Quality Services and audit of same. Have done Resort Feasibility Study, resort Development and Management Training. Other areas of my expertise would include; Employee Productivity, Property Management and the complete Restaurant Operations inclusive of the Sanitation, training, and National and International Certification. I have been responsible for teaching a variety of hotel and restaurant management certified courses for the American Hotel, Motel Association (AHMA) and the National Executive Housekeeper's Association, (NEHA) plus the National Institute for the Food Service Industry (NIFI), National Restaurant Association's (ServSafe) Sanitation Certification. Over the past 20 years, I have trained well over 100 persons annually for the Manager's Food Service Sanitation Certificate. Additional courses taught have been Guest Service Delivery; Food & Beverage Service & Management; Purchasing & Menu Planning; Hotel Engineering; Personnel Development; Sales and Marketing and Human Resources Management. My position at the University, from the inception, has mainly been that of an administrative nature. As Director of Placement and Internship for the entire 980 student body this position had included my having to find full and part time jobs for all then currently enrolled students and past graduates, in addition having to provide the opportunity for enrolled students to obtain a structured, managerial "Hands-On" internship training program prior to their graduation. Was responsible for bringing well over 80 companies annually to recruit on campus, from graduating seniors. Still employed as an adjunct professor at FIU Hospitality and Tourism Management School.

September 1973 to Present

**ADJUNCT PROFESSOR:** at **Miami Dade College** in the Hospitality program within their school of Business. Have taught a variety of courses in Hotel and Restaurant Management each semester since retiring from FIU.

January 2007 to Present

**ADJUNCT PROFESSOR:** at **Florida Memorial University** in the Hospitality program within their school of Business. Am presently teaching an introductory courses in Hotel and Restaurant Management this semester.

January 2008

**GENERAL MANAGER -** Poinciana Resort Hotel, [Now a Beaches property], Negril, Jamaica. A 130 room beach-front hotel [one of the few catering to both an international guest clientele and that was also family oriented, catering extensively for children] on the famous 9 mile "strip" on the Negril beach. Main objective there required me to set up organizational policy modules, re-organize the housekeeping and laundry areas, the food and beverage department and menu delivery systems for profitability, train and develop over 325 staff to produce quality service to its 90% year-round occupied clientele.

May 1994

**GENERAL MANAGER -** New World Dynasty Hotel, Xian, Shaanxi Province, China. A modern 501 room, four star hotel, of the New World International Chain, with an indoor heated pool, sauna & tennis court, 1,200 seat cultural theater. Located inside the famous ancient "Terra Cotta Warriors", walled city. A staff of over 750 employees with some 30 expatriate managerial help. Was required to daily check construction progress, correct and report the constant variances that resulted. In addition verified and corrected for operational problems as reflected in the detailed architectural drawings. Was required to set up, train and guide the company in the proper safety procedures and establish quality control. Orchestrated and forced contractors to open the hotel in Mid-February, after continuous construction delays of over 8 months. Personally did detailed punch list during the handing over procedures, to ensure that all construction met set standards. Was personally involved, as usual, in the individual training of department heads (some of which I had trained in Hong Kong, several years prior at the HK Polytechnic). Scouted for, auditioned and selected talent then supervised staging of shows in theater. Assisted in designing shopping arcade for arts and crafts area. Designed the western restaurant kitchen and set up a fully operational laundry capable of servicing laundry for other facilities. Was

able to fix controls and standards that quickly fell into place to produce profits prior to my departure for the joint venture between The Cultural Arts Bureau & New World Hotels. The financial picture was positive even after the depressed State-wide "Tiananmen Square" disaster.

January 1988

**GENERAL MANAGER** - Chung King Hotel, Chongqing, Sichuan Province, This was a 304 room hotel, located in a remote mountain city region of China. Just about single-handedly (with 2 other expatriate's help), I opened and operated this remodeled 5 story bank, converted to a 9 floor, 2 building, hotel. It was a joint venture project between a Hong Kong Company and the local Sichuan Chinese Food & Beverage Company. It was alleged that the major financial backer of the project was the deposed Prince Shanouk, of Cambodia - (another reason why I understand that I was invited there was the fact that the Prince had been impressed with the quality of cleanliness, employee training and guest service delivery, he had observed on his visit to the operation I had ran in Shenzhen). A few of the staff had already had some poor class Sichuan Chinese Style food experience and a few others had operated a ¥ 4.00 Yuan per bed, per night, type rooming house. But none had had any prior modern restaurant or hotel operational experience what-so-ever. Fortunately with two local English speaking translators I had to start from "ground zero" writing policy manuals, setting procedures and to train all the staff, department by department. I took some of my locally trained manager's to Canton and showed them their first real western style hotel, service standards and acceptable foods and beverages.

The food company had some 350 employees already on its payroll at various food processing and distribution plants and these were re-assigned to the hotel. The chefs of this local food company could only cook a poor variety of their famous local foods - nothing that even vaguely resembles or tastes like anything from those so well known in Hong Kong or America - or even in what has become international known as SICHUAN style cuisine. Needless to say their sanitation habits were abominable. The property had a 120 seat western restaurant and a full laundry service, (which, when I arrived, were both only empty spaces on the floor plans - I had to completely design and procure equipment for both operations). Set up and assisted in designing a business center, beauty salon and gift-jewelry shop. The facility also boasted of a 260 seat Multi-function Restaurant - Disco, a Specialty Restaurant, employing a total of 654 staff.

First I trained the managers and then supervised them as they in turn passed on their training to their subordinates. My wife had the onerous task of picking up where I left off and continuing the training for the Western Restaurant & Bar service. No one there had even seen BREAD before. The Mayor of Chongqing had also been helpful and instrumental in assisting me to break through a lot of bureaucratic "red-tape" to secure some imported items, as the city wanted to have at least one top class western standard hotel to help the city to attract tourist and investment capital. The Occupancy was over 80% when I left and the hotel's sales were already over the "break-even" mark and into making a modest profit.

June 1986

**DIRECTOR & GENERAL MANAGER** - For the Shenzhen International Hotel located in the special economic zone at the border of Hong Kong and China, in the People's Republic of China. Responsible for the total financial and operational facility consisting of a hotel complex with 96 rooms, a Western Coffee Shop and three floors of Chinese Restaurants. The Chinese Restaurant alone served over 3,500 guests daily and peaked at over 6,000 patrons on Sundays hiring 415 Chinese and Hong Kong staff combined. During my stewardship, the hotel rose to the coveted position of being considered the number one operation in Shenzhen, a reputation which I am told it still enjoys till today. One of the first things I did upon my arrival was to institute cleanliness standards; a preventative maintenance program and followed this through with several mandatorily attended training sessions to instill the fact that the guest's safety and requests for quality came first, that sanitation was imperative. Another emphasis that was a priority, was where I gave supervisors their detailed responsibilities - along with an individualized check list of daily items that needed to be accomplished. It was not long before remarkable changes could be seen. So much so I was appointed a director by the Chinese and Hong Kong directors after being there only 3 months. Set up a shopping arcade. We were constantly catering to many notable statesmen passing through China, including Prince Sihanouk of Cambodia, Lord Wilson, past prime of England. First year's operational Net Profit was ¥3.8 million RMB. (\$1 US = 3.70 ¥ RMB).

May 1984

**SENIOR LECTURER** at the Hong Kong Polytechnic. On Sabbatical from FIU. Teaching responsibility included the full gamut of Accommodations Management courses in, Hotel Front Office, Accounting, Risk Management, Housekeeping & Laundry along with a varied array of Food and Beverage Management courses.

August 1981

**RESORT GENERAL MANAGER** - 200 room Gentle Winds Hotel in St. Croix, the US Virgin Islands. Responsible for all facets of the operation inclusive of Sales and profitability of entire Hotel. Supervision of their building expensive condominiums. This overall supervision was to ensure that all engineering facilities inclusive of a tertiary treatment plant met operational specs. The construction of tennis courts and swimming pool came later  
April 1973

**EXECUTIVE INNKEEPER** - 558 room Holiday Inn, Montego Bay, Jamaica. Headed a development team, from Memphis Headquarters, to train the entire 650 plus staff and enforce Holiday Inn standards as found applicable to Jamaica after the hotel had been closed by the Jamaican Government, using the military with fixed bayonets, to escort the guests out of the hotel. Many of the guest complaints had been associated with poor construction and I had to advise the owners on the correct training, policies & procedures to use to adequately rectify the problems.  
April 1972

**RESTAURANT MANAGER** - for Frisch's Big Boy Restaurant Chain. Went through their extensive management program in the Orlando, Florida area. Was fully in charge of one large volume store on Route # 50.  
February 1972

**ASSISTANT HOTEL MANAGER** - Contemporary Resort Hotel, Disney World, Orlando. Joined prior to opening and was involved in pre-planning mainly connected to the reservations, guest arrival, greeting and room assignment areas. When I first joined Disney I was appointed Director of Sales for the Hilton Inn on Sand Lake Road. This was then being fully owned and operated by Disney and used as their management training venue prior to the theme park hotels being open and operational. On opening I was involved in the pre-screening of staff, hiring and training of selected Rooms Division staff for both the Polynesian and Contemporary hotels.  
June 1971

**RESTAURANT MANAGER** - Interstate United Food Service, Cedar Point Amusement Park, Sandusky, Ohio. Initially operated a 350 seat "Swiss Chalet - all you can eat" restaurant feeding over 6,000 patrons daily. Second summer opened a 200 seat fast food chicken restaurant in "Frontier-Land". Sales there amounted to one train-car-load of chicken.  
Summer 1968 and 1969

**BAKER/COOK** - Saga Food Service, Ithaca College. Worked as a baker mid-week and as a Breakfast cook on weekends, feeding entire college. Most students on meal plan and lived on-campus.  
Fall 1968 to Spring 1969

**BANQUET WAITER/ASSISTANT MANAGER** - Statler Inn, Cornell University. Worked varied banquets and was later promoted to Assistant manager of department.  
Fall 1969 - Spring 1971

**PERSONNEL MANAGER** - 220 room Playboy Club / Hotel, Ocho Rios, Jamaica. Was hired while the hotel was undergoing a union strike. Negotiated on behalf of the hotel's management against 318 unionized staff. Was the first person to introduce a compulsory apprenticeship training programs (given by expatriates) for local staff in Jamaica, in all areas of cooking, baking and Garde Manger work.  
September 1965

**SALES REPRESENTATIVE** - North American Life Insurance Company. Sold various forms of life and health insurance throughout the island of Jamaica.  
December 1964

**SALES REPRESENTATIVE** - Colgate Palmolive (Ja) Ltd., Gained distinction of being recognized as the "Top Salesman" for the Company for four consecutive years, winning several accolades, trips and prizes.  
September 1961

**ACCOUNTANT** - McCaulay's Motor Bus Transport Co., Jamaica's Royal Mail Service. Directly responsible for the repair shop and the operation of a Texaco Service Station. In addition to my accounting duties, supervised the repairs and operation of a Company fleet of 35 Taxis, 12 Limousines 48 Busses and 50 Trucks.  
September 1960

**INTERNAL AUDITOR** - University College Hospital of the West Indies. Was responsible for keeping detailed accounting trails for drugs, surgical & medical equipment plus items in the general food and sundry stores.  
August 1959

**COMMUNICATIONS TECHNICIAN** - Jamaica Telephone Company - serviced, repaired and maintained equipment required to function in the telephone sub-stations throughout the corporate area of Kingston.  
January 1959

## **CERTIFICATIONS, PROFESSIONAL INVOLVEMENT AND SERVICE**

**Certified** Hotel Catering Institutional Management - HCIMA (Br.)  
**Certified** Certified Hotel Administrator - American Hotel Assn: - **CHA**  
**Certified** State Of Florida Certified Swimming Pool Operator  
**Registered** Registered Executive Housekeeper - International Executive HK Association - **REH**  
**Secretary** National Executive Housekeeper's Association - Miami Chapter  
**Past Pres.** Florida Chapter International Executive Housekeeper's Association:  
**Past Pres:** Rotary Club Of South West Miami-Kendall  
**Sgt-at-Arms** Rotary Club of Tsim Sha Tsui - Kowloon, Hong Kong  
**Chairman** Negril Chapter Hotel & Tourist Association 1993  
**Member** Negril Chamber Of Commerce 1993  
**Member** International Food Service Executives Association  
**Member** American Society of Hospital Food Service Administrators  
**Member** Florida Restaurant Association  
**Member** Council On Hotel, Restaurant & Institutional Education  
**Member** Hotel Catering Institutional Management - HCIMA (Br.)  
**Member** Cleaning Management Institute  
**Examiner** External for University Of West Indies - Jamaica & New Otali - Kenya  
**President** Villas Of Naranja Condominium Association Inc.,  
**Hobbies** Philately, Photography and Fishing.  
Dramatist. Prize winning Leading Actor. Played leading role in numerous dramatic productions. (a) Finnian's Rainbow, (b) Love's Labours Lost and (c). Time Of Your Life". Part of the touring original cast of production in Miami for the play "Bedward".

**EDUCATION** Master Of Science - Hotel, Food Service Management - Florida International University  
Bachelor Of Science - School Of Hotel Administration - Cornell University.

**SCHOLARSHIP Taylor Wine Foundation Scholarship - Cornell University.**

**PUBLICATIONS** Getting a Job In The Hotel Industry - And Keeping It.  
Quality Circle Control (The Japanese System), Can It Work In U.S. Hotels ?  
Hotel & Restaurant Management Training Manuals - In both Chinese and English

## **ON-SITE TRAINING, COURSES and SEMINARS**

- 4 Bahamas. **April 1992** - "The Competitive Edge" - 3 Day Seminar In Housekeeping - Freeport,
- 4 Shanghai, **July 1992** - World Tourism in China - Delegation with Attorney General, Alexander Haig, Topic Presented "Delivery Of Quality Services - The Chinese Management Model".
- 4 Puerto Rico, **September 1992** -Hanging Together - Hotel & Tourism Association -Topic Presented "Purchasing In The Caribbean for the 90's"
- 4 Kenya **March 1996**, Otali- Topic Presented -" Re-Engineering & Downsizing in Third World Countries"
- 4 Haiti, **August 1998** - Hôtel La Villa Créole. Hotel productivity evaluation and management training
- 4 El Salvador, **August 1999** - Hotel Bahia Del Sol - Hotel Food Service and Housekeeping training seminars
- 4 Numerous Training Seminars for Hospitals, Hotels, Clubs & Restaurant establishments throughout Florida
- 4 Jamaica, **November 2000** - Sandals resort chain, Ocho Rios - Hotel Food Service training seminars
- 4 Luzern, Switzerland , **February 2001/2002/2003** - taught Hotel & Food courses for the University at DCT
- 4 Montego Bay, Negril, Ocho Rios, Jamaica - **August 2004**, Customer Service and Food Service Sanitation at all the outlets of **Jimmy Buffet's Margaritaville** Restaurants, **Grovy Grouper** Restaurants and the **Rain Forest** Seafood Stores in Montego Bay and Kingston

4 **St. Eustatius** – Dutch Tourist Development Division, **March 2007** in Guest Relations, Front Office Management and Housekeeping Procedures.

4 **Costa Rica** - Developed training proposal for the **USDA** to be prorogated throughout 46 countries of Latin America and Caribbean nations in conjunction with **IICA Headquarters**.

**OTHER ACTIVITY** **Expert Witness**; giving testimony in courts on a number of Hotel, Restaurant

and other related legal cases. **Below is a list of several of the cases in which I have been deposed and / or have given testimony at trials.** It is however not a conclusive list.

**Bostic v. Sheraton Hotels**, Regarding a maid who was required to make up 18 guest rooms; was knowingly at the time pregnant; Maid's cart rolled off the ground level outside corridor and fell on her, causing her to lose her unborn child for the lack of purchasing an \$8.00 cart brake, plus no maintenance of cart nor training on how to prevent its occurrence. **March 1978.**

**Stevens v. Holiday Inn - Calder** Regarding client and wife being pistol whipped senseless at Calder after having over 27 similar crimes committed - due to lost keys just being cut without taking the precaution of replacing the entire lock. **April 1979.**

**Slass V. Rusty Pelican** Regarding client who slipped and fell on steps which were soiled with food from buffet and management's lack of supervision and attention to cleaning in a reasonable period. Case was tried. **March 1978.**

**Andre v. McCormick** Regarding Ramada Inn, Naples hotel where client lost eye due to negligence of improper placement of beach umbrellas by concessionaire when wind uprooted umbrella and injured client's eye. **November 1978.**

**William Alsop v. Kawasaki** Regarding a Ramada Inn where client's neck was broken due to allowing a juvenile to improperly operate a motorized craft, jet ski, without a driver's license nor training and not having a separately clearly identified area for swimmers from that of sailing and other beach activity. **June 1979.**

**Shirley Dietz v. Metro Dade County** Regarding a court stenographer slipping on coffee spill from Cozzollis Restaurant located within the downtown Dade County court-house, causing client back injury. Case was tried. **April 1981.**

**Quiroz v. Atlantic Associates** Regarding client slipping in a Miami Beach Hotel tub of hotel causing injury as tub had no safety features, bath mat, non-skid surface nor hand grip or rail. **June 1981.**

**George Acosta v. Villarena Meat & Pork Inc.** Regarding client who went to collect check and upon exiting the premise was injured having to walk over a floor that was being washed, without provision made to protect "invited guest" from damage. Case tried. **December 1990.**

**Patricia Coyle v. Brazilian Court Hotel** Client on way to public bath room slipped on shiny wet marble floor. Based on my comments, settled out of court ; **March 1992**

**Ronnie Bradshaw v. United Parcel Service** Regarding client who worked for an electrical sub-contractor who was installing wire. Due to improper cleaning practice and application of cleaning substance, while workmen active in area, causing ladder to slip and client to fall, resulting in serious injury to himself. Not yet settled. **August 1992.**

**Williamson v. Bay Point Marriott Hotel** - Pensacola Florida - Regarding maintenance person who had fallen in the banquet service area while attending a service request. Case settled out of court. **December 1993.**

**Gabriel Vasquez vs. Toys-"R"-Us Inc.,** Client's child tripped over some toys in the store. Was able to prove that stated requirements and posted policies were not adhered to. Children allowed in store unaccompanied, toys strewn around with staff walking over them, rather than picking them up. This led to an unsafe environment, cause of the accident. **March 1993**

**Livingston Spell v. Robert Chichester** [d/b/a] Sunforest Café; Aetna Maintenance Inc.; Dana Corporation, and Sharon Properties Inc., . Regarding a number of clients slipping and falling on a cafeteria floor in an office building in Tampa. Case settled out of court. **September 1994.**

**Frank Reyes v. Yankee Development Corporation** [d/b/a] The Avalon Hotel Miami Beach, Florida. Plaintiff fell off scaffolding, causing severe injury to feet, while executing a painting contract with hotel. Case settled. **June 1999**

**Marla Cummings v. Wal-Mart Stores Inc.,** regarding customer slipping and falling in aisle in store from food substance, causing injury. Case settled out of court. **July 1999**

**Arquimedes Lane v. Albertson's Supermarkets** represented the defendant. Ft. Lauderdale Plaintiff suffered renal failure and other medical complications due to salmonella food poisoning after consuming supermarket product. Case settled out of court. **August 1999**

**Susie Sankey Wingard et al. v. Gulf Beach Resort Hotel Inc.,** Thomas H. Newman Sr. and Outrigger Lodging services, Newman Limited Partnership. Where because of improper supervision of a pool-side party a client drowned in an improperly maintained swimming pool. Case settled. **September 1999.**

**Helmut Riedel v. Sheraton Bal Harbor Hotel** Plaintiff suing due to death of spouse after hotel suggested calling in house doctor "On Call" - who was in fact as it turned out, was not Florida Board Certified MD, only a physician's assistant, who may have mis-diagnosed case resulting in the death of the guest from diabetic shock. Went to trial & litigation. **September 1999.**

**Laura Neeb v. Royal Caribbean Cruise Lines Inc.,** A guest who took a 7 day cruise and alerted personnel that she was allergic to Pepper, only to be served products on several occasions during the cruise, resulting each time in her seeing the ship's doctor and was later infirmed because of her continued exposure. Client ended up becoming super-allergic to all sorts of other substances including cigarette smoke, colognes and perfumes. Being a nurse she was unable to carry on her profession. Conflict of interest developed in that F.I.U. had working arrangements with the firm. **December 2000.**

**R.B and J. B. v. Marriott Hotel Services Inc, et al.** A Tan-Tara Resort in the Ozarks. Case in which an illegal alien was hired by the hotel without any checking on his ID or even verification of his name. In this case both were falsified yet the hotel issued a master key to the individual with inadequate training and worker subsequently raped the daughter of a guest who had been left in the room alone. Hotel claiming worker was an independent contractor. Representing plaintiff. **February 2001**

**Ross Prim v. Mama Mia Inc.,** Hollywood, Florida located restaurant where client slipped and fell in area near lobster tank. Staff were seen and video-taped removing lobsters from tank causing unsafe floor surface at the entrance of the restaurant. Was deposed but case settled out of court. **February 2001**

**Vasquez v. Howard Johnson Hotel** located near airport in Miami where guest registered under an assumed name for two days, paying cash then committed suicide. Plaintiff claiming Hotel should have prevented the suicide by allowing persons looking for her free access to all guest rooms. **Representing the hotel.** Was deposed and testified in court **April 2001**

**State Of Florida v. HBE Corporation d/b/a Adam's Mark** - Asked to be an expert in the case against the Hotel which was being sued by the civil rights section of the State of Florida Attorney's Office, regarding the hotel's discrimination practices. **June 2001**

**Marcy Lefton v. Van Dyke Café, Inc.** - Where a patron while dining on the ground floor was accidentally showered with food and glassware from a waiter while ascending a staircase to the second floor. Represented the client. Case went to trial. **January 2002**

**Patricia Baugher v. Prince-Bush Management Company** - An employee suing the management company of a Hampton Inn saying that she was not promoted to an Assistant General Management position. **Representing the Hotel** company. **March 2002**

**Eden Rock Acquisition L.P. v. United Publications Inc** - representing the publications company who were being sued under the **liquidated damages** ["Attrition" ] clause for non-compliance with their group reservation contract; without the hotel applying any mitigating provisions whatsoever to assist in reducing the damages claimed. Nor did they include any clause of [A Force Majeure], which would have provided fair relief to the client in the case which resulted in a downturn in bookings after A9-11". The case was settled out of court and resulted in considerable relief for my client. **February 2003.**

**Betty Walker – [Omni Trading Enterprises Corp] v. Larry Singh [Bar-B-Q Barn]** - where an investor was swindled out of monies paid to a quasi-franchiser to set up a turn key restaurant operation which never materialized. Was deposed and gave testimony in court **April 2003**

**Alarva v. Shelborne Beach Resort** - representing a Turkish Jewelry Sales person who had a sizable amount of samples stolen from the hotel room, through what appears to be the aid of a hotel accomplice. Was deposed and it appears that the case will go to trial shortly. **January 2004**

**Gail Machleith et al., v. Illini Associates** - representing a client who slipped and fell while walking across the entry-way from a condominium complex in Ft. Lauderdale. It appears that there was some substance in the driveway [more likely water] which resulted in her slipping. Deposition taken. Case settled. **February 2005**

**Emma Proano v. Suncruz Casinos LLC., a/k/a Jab America Inc** - representing a retired catholic nun who slipped and fell on a dance floor area while embarking onboard the ship. Was already deposed. Case went to trial. **October 2006**

**Gail Machleith et al., v. Illini Associates** - representing a client who slipped and fell while walking across the entry-way from a condominium complex in Ft. Lauderdale. It appears that there was some substance in the driveway [more likely water] which resulted in her slipping. Deposition taken. Case settled out of court. **February 2007**

**James M. Capone et al. v. Ruffin's Crystal Palace Hotel Corp Ltd., Bahamas** – client dives off a pier of defendant's property and broke his neck and is now a paraplegic. Deposition taken; will go to trial shortly. **October 2007**

**Gary Warwick et al. v. Marriott Hotels Corp** – client is injured while using the toilet in their hotel's public rest room. Have delivered constructive opinion to lawyer. Case on going. **December 2007**

**Esperanza Bernat v. Gary Warwick et al. v. Romacorp.Inc d/b/a/ Tony Roma's Restaurant** – client is injured by a slip and subsequent fall while dining at the restaurant. **August 2008**