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My name is Randy Durnal and I am the CEO of Alcohol Management Services Inc. I am a national expert witness in liquor liability cases/dram shop involving over serving, service to minors, acts of violence, and training adequacy. I testify regarding the Standards of Care and the foresee-ability of events based upon the establishment's alcohol awareness training, policies and procedures.

I have provided expert testimony in civil cases since 1990. Since 1980 I had been a certified law enforcement officer highlighted by my tenure with State Liquor Control. In that time I have been hired to review hundreds of different restaurant/bar policies, procedures and training materials of liquor-serving operations throughout the country.

One of many of the best methods I have found for success in addressing employee adherence to procedures is through the use of a professional shopping service. I strongly encourage licensees or managers to use these services at least once a month, if not more, as a normal course of business. When a business can show a history of regular evaluations, coupled with appropriate managerial reaction, this can be a great asset if the business is ever unfortunately involved in a dram shop case. The regular shopper reports show that an effort is being made to uphold state liquor regulations as well as company policies.

In my line of work, I have viewed literally hundreds of shopper reports from many different shopping services. I can say with the utmost confidence that the evaluations provided by **Eye Spy Spotter Services** are some of the best I've ever seen. The quality and detail of Eye Spy's reports are remarkable and their attention to detail and accurate reporting is very impressive.

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