

BOB PACANOVSKY

KEYNOTE, CONFERENCE,
and CORPORATE SPEAKER

Creating an impression that LASTS!



Bob Pacanovsky works with organizations who want to *Achieve the Highest Levels of Service Excellence & Hospitality.*

How? By giving them the tools to deliver a *Black Tie Experience* that exceeds customer expectations.

With over 25 years' experience in the hospitality industry, Bob Pacanovsky shows organizations how to:

- Dramatically increase your loyal customer base and bottom line.
- Increase the highest standards of professionalism, presence, and passion from your staff and management teams.
- Build consistency in your systems, culture, and leadership, which increases retention and engagement.

What clients have to say about the *Black Tie Experience*:

“The insights and guidance Bob Pacanovsky provided to participants at our 2018 annual conference were highly sought and valuable. They raved about the message he provided during his keynote presentation as it invigorated them and reminded them that, ultimately, everything we do is about relationships and service to one another!”
—Jarrod A. Clabaugh, CAE, Ohio Soc. of Association Executives

“Our attendees loved Bob and his message! He is incredibly easy to work with and very professional. One attendee said it best: ‘Totally engaging – loved his entire presentation!’ I would highly recommend Bob to all associations that are looking for an engaging and thought-provoking keynote speaker.”
—Lindsay Plath, CMP, Sr. Prof. Dev. Coord., Illinois Assoc. of School Business Officials

“A dynamic, engaging speaker, Bob’s keynote made such an impression on me that, when we needed a speaker for another one of our conferences, I did not hesitate to contact him. He was able to craft his keynote to fit multiple markets and we have now used him for multiple conferences. Feedback was positive from all of our delegates. He has even done a staff workshop in our office. I highly recommend Bob as a speaker and presenter to any group. He definitely left a lasting impression on our company and delegates.”
—Angela Carlisle, Operations Manager, The Group Travel Family

Discover how to deliver the *Black Tie Experience* to attract and retain more customers and employees!

Programs to help attract and retain more customers and employees:

Customer Service Excellence & Hospitality:

Using Hospitality to Deliver the Customer Experience

OUR SIGNATURE SEMINAR!

Do you exceed the expectations of your customers so that they become brand ambassadors for your organization? Discover how to identify and implement the Principles of Hospitality and Service Excellence that turn ordinary Customer Service transactions into Black Tie Customer Experiences!

Additional Seminar Topics revolving around Service Excellence and Hospitality (all can be customized to fit your needs):

- ♦ Workplace/Team Culture
- ♦ Onboarding & Training Principles
- ♦ Discovering & Developing your Impact Points
- ♦ Creating Loyalty, Retention, and Engagement
- ♦ Hospitality Leadership
- ♦ Professional Presence/Business Etiquette

NEW

The 5 Essential Laws of Hospitality

There are five essential laws of being in the “Hospitality Business” that organizations need to consider and strive to implement. While these elements may be “common sense,” Bob shows you why these laws of Hospitality are more important than ever before to deliver a powerful Customer Experience!

NEW

Inspirational Message for any Audience: From Fear to Fortitude

What if you were given the opportunity to do the one thing that put the most fear in you? I took probably my biggest fear and something that I would have never thought I would be able to do and am making a living with it.

All presentations are available as a:

- ♦ Keynote, Conference, or Company Seminar (45, 60 or 90 minutes);
- ♦ Strategic Planning Sessions (two-hour, half-day or full-day)
- ♦ Short-term or long-term consulting

All seminars can be done: In-Person, Hybrid, or Virtual

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Choosing a Speaker is AN IMPORTANT DECISION.

Why Hire Bob?

B BETTER CUSTOMERS and STRONGER BRAND

You want to create a stronger brand with a better experience for your customers.

L LASTING RESULTS

You need a speaker who delivers lasting results for your audiences (not a speaker whose presentation is forgotten the moment it's over).

A ADDS VALUE

You want someone who adds extreme value to your business... not someone who's just in it for the paycheck.

C CUSTOMER FOCUSED, CARING and RESULTS DRIVEN

You need a speaker who understands your organization and your employees... not a cookie-cutter presentation that doesn't meet your needs.

K KNOWLEDGEABLE

You want a presenter who KNOWS how to tap into your team's needs, fears and wants and engage with them on their level.

T TIME-TESTED

You need a presenter who walks the walk and has the experience to deliver a presentation that makes the difference... not a newbie who's never created exceptional customer experiences before.

I INTERACTIVE

You need someone who knows how to get your team involved so they're ready to make a change.

E ENERGIZES and ENCOURAGES

You need someone who will keep your audience engaged, entertained, and learning... not someone who puts them to sleep and doesn't teach a thing.

Bob is trusted by clients like:

catersource
The Show for Catering & Event Professionals



Georgia Highlands Medical Services



Twitter: @BobPacanovsky
Facebook: Facebook.com/BlackTieExperience
LinkedIn: LinkedIn.com/in/BobPacanovsky
Instagram: black_tie_experience



All seminars can be done: In-Person, Hybrid, or Virtual

◆◆◆ Book Bob for your next event, leadership retreat, conference, or company training. ◆◆◆

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