

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 Hospitality and Service Excellence.*

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

With close to three decades of 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.

All presentations are available as a:

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

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

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

“If you’re thinking about working with Bob Pacanovsky, do it! He was able to add brilliant content to our annual stakeholder meeting. In post-meeting surveys, his time with us was rated one of the highest. This is just a good investment and just good business.”

—Peter Bowden, President/CEO, Visit ColumbusGA

“As we were developing a customer service quality improvement project, the one person who we knew would be the perfect fit to conduct the trainings was Bob Pacanovsky. He takes the time to fully customize his seminars to your goals and expectations all while holding true to his *Black Tie Experience Principles*. He genuinely cares for his customers and goes above and beyond every time!”

—Julie Esack, Quality Improvement Ombudsman, Direction Home, Akron CantonAMR Management Services

“I wanted to personally tell you that I appreciate your kind words and THANK YOU for an outstanding presentation. You ‘hit it out of the park’ which is exactly what I asked you to do at the closing session. I have received all positive feedback from our members. You were a pleasure to work with and I look forward to working with you again in the future.”

—LaShun Chappell Wright, Director of Training and Technical Assistance, Georgia Primary Care Association

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

Seminars and workshops to attract and retain more customers and employees, including:

🎩 The “Big 4” to Creating More Storytellers for your Organization!

SIGNATURE SEMINAR

Would you rather be considered “the best” or “the favorite” when it comes to companies in your city, region, or state? My choice would be “favorite” and in this seminar, I will tell you why.

What steps are you taking to have your customers and employees think of your organization as “their favorite”? It starts with implementing the “Big 4” to deliver that Black Tie (or first-class) Customer Service Experience. When this happens, you create Brand Ambassadors for your organization who become loyal and engaged and tell others about you.

🎩 The Five Essential Laws of Hospitality

(to build Loyalty, Retention, and Revenue)

SIGNATURE SEMINAR

Do you elevate the experience you provide your customers, community, and employees? To do this we need to implement the Five Essential Laws of Hospitality.

Providing Customer Service is necessary as it brings people to your business. Hospitality, however, is essential, as it brings your customers back, increasing your retention and revenue.

🎩 Discover the Missing Link

25 Ways to Delight Customers with “Black Tie” Hospitality

What do a book, a spinning wheel and 25 ways to delight customers with Hospitality have in common? They are all part of a NEW seminar that promises to be informative, interactive, and entertaining.

We start by utilizing an electronic “spinning wheel” numbered 1 through 25. Audience members are asked to spin the wheel, and the number it lands on is the chapter of the book he will discuss. It’s completely random and you can customize the amount of spins on the wheel!

Attendees will leave with knowledge of the Missing Link and how to elevate the customer experience through principles of Hospitality. As a bonus, Bob can include a signed copy of his book for everyone in attendance.

Contact Bob for more seminar ideas on Customer Experience, Servant Leadership, and Workplace Culture.

330.352.6084

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www.BobPacanovsky.com



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:



LinkedIn: [Linkedin.com/in/BobPacanovsky](https://www.linkedin.com/in/BobPacanovsky)
 Facebook: [Facebook.com/BlackTieExperience](https://www.facebook.com/BlackTieExperience)
 Instagram: [black_tie_experience](https://www.instagram.com/black_tie_experience)



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

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