“Bob Pacanovsky brought an engaging message with compelling content related to the customer experience. He helped our attendees see their businesses through the most important lens…the eyes of their customers. He was very easy to work with, and really took the time to gain an understanding of his audience so that his presentation would be relevant and timely. I highly recommend Bob if you want a speaker who will help your attendees boost customer retention and loyalty.”

**Todd Probus, CTP, Director of Member Solutions-National Tour Association**

Bob Pacanovsky was an absolute pleasure to work with, and gave our MPI Middle Pennsylvania chapter a wonderful presentation on “The Black Tie Experience.” Bob’s presentation is exemplary of the customer service techniques we should all experience in the hospitality world. A simple message, but powerful…and one we should all be reminded of in an industry that struggles daily with both positive and negative human interactions. Thank you for reminding us that a simple act of kindness and recognition, such as a thank you card or using someone’s full name, can play such a pivotal role in our business relationships and day-to-day lives. I would highly recommend Bob to present at your next corporate event!

**Sarah Farrell**

**Director of Sales & Convention Services- Mohegan Sun Pocono**

I wanted to take a moment to thank you for the outstanding job you did presenting the "Black Tie Experience '' to Shaker Heights CSD support staff on July 28th. Every employee that attended, Custodians, Administrative Assistants, Para Professionals, Bus Drivers and Maintenance all took to heart your message of excellence in customer service. The positive feedback we received from all has shown that this was an extremely worthwhile experience for all of us. It helped me to get my team refocused and ready for the 2022/2023 school year and to express to them the district's commitment to providing top tier customer service to our students, staff, and community.

Top administrators from the district who attended have expressed their appreciation for the message you delivered. They have requested that we find ways to spread your message throughout the organization and to set a Standard of Excellence in customer service.

**David Boyer- Director of Buildings and Grounds**

**Shaker Hts. School District**

I have attended two sessions of Bob Pacanovsky seminars regarding the Black Tie Experience.  Even though I have been doing this for over 25 years and think I know it all or remember it all, Bob reminds us again that we need to take a look at our business from the customer’s viewpoint.  I personally have come away from his seminars with a new, fresh outlook on going back into my center and making the experience even better than it was before.  Thank you Bob for the refreshing look into my center again and what I have to offer my amazing customers.

**Cynthia Thomas, Mission Bowl, Olathe, Kansas**