

BOB PACANOVSKY

Creating an impression that LASTS!

KEYNOTE, CONFERENCE,
and CORPORATE SPEAKER



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 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.

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*:

“The insights and guidance Bob Pacanovsky provided to participants at two of our annual conferences these last few years were highly sought and valuable. People raved about the messages he provided during his keynote presentations as he 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 Professionals

“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, Education & Events Mgr., AMR Management Services

“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, Dir. of Member Solutions–National Tour Assn.

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:

✧ The “Big 4” to creating more storytellers for your organization!

ONE OF OUR SIGNATURE SEMINARS!

If given the choice, 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. Bob will share these principles on what it takes to provide both hospitality and service excellence in your organization that he learned from being an entrepreneur for over twenty-five years.

✧ The 5 Essential Laws of Hospitality TO BUILD LOYALTY, RETENTION, AND REVENUE

Do you go above and beyond to make your customers, prospects, and community members feel more valued and appreciated? A challenge today is that we live and work in what can sometimes be described as an “Inhospitable” world, where Hospitality isn’t shown as much. We have the opportunity to change this narrative, both professionally, and personally, and create environments of welcome at any time and any place.

There are five Essential Laws of Hospitality that people (and organizations) should strive to implement. While providing Customer Service can bring in customers, showing Hospitality... brings them back.

✧ Spice up your meetings with a Live Cooking Demo!

If you are looking for a Keynote or General Session, or Breakout or Pre-Conference Workshop that is delivered with a twist, we have a wonderful recipe (and experience) for you!

Start with one of Bob’s Black Tie Experience seminars and add the interaction of a LIVE cooking demo from Bob and select audience members to even cook along with him! Put these together, and mix in your customized message that you want Bob to deliver... and you have a wonderful experience!

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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