

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 presentation!”

—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.”

—Todd Probus, CTP, Dir. of Member Solutions–National Tour Assn.

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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

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. 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.

🎩 NEW BOOK and Keynote 🎩 Discover the “Missing Link”: 25 Ways to Delight Customers with “Black Tie” Hospitality!

What is the Missing Link? The answer is more important than ever, especially as all of us compete to attract and retain the same people—the buyers who want to feel valued and appreciated for the hard-earned money they spend.

The answer to this question helps organizations become “Rememorable” in the eyes of their customers. (Okay, I know that’s not a word, but trust me, it will make sense!)

The answer will elevate your organization from a “just fine” level to that world-class (or Black Tie) level. If you want to stand out from everyone else, you must know this answer!

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

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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