

BOB

KEYNOTE, CONFERENCE,
and CORPORATE SPEAKER

PACANOVSKY

Creating an impression that LASTS!

Programs focusing on Christian principles designed for any religious organization, company, or association:

🎩 The Black Tie Kingdom Customer Experience: Are You in the Hospitality Business? 🎩

Yes, you are in the “faith business”, but I think there is another business that you are in, first and foremost. It’s the Hospitality (or people) Business. People may come to your church for the message, but they will come back to your church based on if they feel valued, appreciated and made to be a part of a community. This means we need to create and craft a customer service experience that is focused on Hospitality and doing the little things that will build retention, engagement, loyalty and revenue within your organization.

You will receive concepts and strategies that will help you focus on being in the people business – because, while your message may be outstanding, if no one is there to listen to it, it will not be effective.

🎩 The Black Tie Kingdom Leadership Experience: Being a Man or Woman of God means... 🎩

What if one of the most quoted and well known Bible verses is tweaked and talked about in a much different way, but still has the same effect and meaning on us? Bob takes 1 Corinthians, Chapter 4 and, just by changing a few words, turns it into a thought-provoking seminar on the power of selfless leadership.

🎩 The Black Tie Kingdom Etiquette Experience: The Power of 167 🎩

We know what typically makes up that one extra hour each week... your time in church. So what do you do with the other 167 hours in a week? We know how most Christians behave during the one hour they are in church. But what do our actions, behaviors and how we communicate say about our faith outside the church walls? We all have a personal brand and a professional brand. And as Christians, we too represent an incredible brand... Jesus Christ himself.

This seminar explores the book of James and how we are to live our lives by both our faith and our works, every day. It gives practical ideas on how to improve our Kingdom Etiquette in business and in our community.

What type of impressions do we make as Christians in the marketplace? How do we act, behave, serve or lead today?

Speaker/Trainer Bob Pacanovsky teaches organizations (and the people in them) how to make lasting impressions by delivering *The Black Tie – Kingdom Experience* – every day!



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

“Thank you so much for the good information and excellent motivation you provided at our recent Customer Experience seminar. The information was relevant, timely, and presented in an interesting manner. Because of what you shared, each member of our team will undoubtedly work diligently to provide the highest level of client care possible.”

—John, Executive, non-profit org.

“The timing for your message – “What is your Kingdom Etiquette?” – is spot on in a culture which is losing its sense of “manners” on how to treat people with honor. Your communication gifts kept me riveted on the edge of my seat as I was drawn in to the message as well as your ability to be both humorous and practical.”

—Mark F., Pastor

“As believers we all want to do a good job for our employers but your presentation of Kingdom Etiquette was a great reminder of how important it is to be God’s Ambassadors in the Workplace. I would highly recommend this presentation to any organizations that have a faith-based mission.”

—Pam, member, The Chapel



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