

Residents can spend up to

60%

of their day **THINKING** about, **GETTING READY** for, and **ENJOYING** the meals in your community.

The Importance of a Well-Orchestrated Training Program

Is your **STAFF** professionally trained to best represent your community to your residents?



46%

of employees say their company's **TRAINING COURSES** make them **MORE LIKELY TO STAY.** This equals: greater engagement, loyalty *and* retention.

Here's what others say about our program:

“ Bob brought fresh eyes into our Food Service Operation at a much-needed time. His Front-of-House Wait Staff training is a 5-star approach to fine dining. We were missing those elements in our operations.

I could see the improvements in our Back-of-House systems almost immediately and they are still in place. Our leadership team could see that his experience in both food service and customer service was evident. This experience never wavered from always putting our residents first.”

— T. Denton, CEO, Senior Living Community

We offer both

LIVE and VIRTUAL

Workshops on:

Hospitality & Service Excellence

and

Formal Dining Service Training

that any employee can master

plus Train-the-Trainer programs for both workshops (to save you \$)

Contact Bob for a complimentary consultation to see how he can help you with the missing link to increase the loyalty, engagement, and happiness of your clients and employees!



BOB KEYNOTE, CONFERENCE, and CORPORATE SPEAKER
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Creating an impression that LASTS!

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