



## **Who is Bob Pacanovsky?**

An entrepreneur for more than 20 years, primarily in the hospitality industry, Bob and his team had one opportunity to create both a “wow” experience and a lasting impression on his customers and clients. He has turned that expertise into a series of keynote speeches and trainings he calls the *Black Tie Experience*.

Through his work, Bob spent years observing people – how they act, behave, serve and lead. He combines that experience with business acumen to teach companies and leaders how to focus on engagement, retention and loyalty – three tenets of the *Black Tie Experience*.

Bob focuses on three areas of expertise:

- Creating over-the-top customer experiences that start with a wonderful culture
- Developing selfless leadership
- Helping create impeccable actions and behaviors that will outclass our competition

Bob launched a new company in January 2015 after selling his catering and event company that he founded in 2000. He has now turned his attention to delivering the *Black Tie Experience* to companies and associations of all sizes!

Bob has achieved Professional Member status of the National Speakers Association. He has spoken throughout the United States to numerous companies, colleges and organizations, including the national American Bus Association Conference, the National Catersource/Event Solutions Conference in Las Vegas, the Ohio Society of Association Executives, The Ohio Society of CPA Conferences, MidAmerica Restaurant Expo, and many, many more.

Bob is a graduate of The University of Akron with a Bachelor’s Degree in Finance. He was chosen as a Distinguished Sales & Marketing Executive from the prestigious Sales & Marketing Executives International and is a Leadership Akron-Class 23 graduate. He serves on the boards of OPEN M, Goodwill Industries, the Greater Akron Chamber-Small Business Council, and the NSA (National Speakers Association) - Pittsburgh Chapter.

He serves as a speaker and facilitator for the following organizations: Leadership Akron, Corporate College at Cuyahoga Community College, The Corporate University at Kent State Stark, Heart to Heart Communications and ElderCare Professionals of Ohio.

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