Seven Workplace Concepts... Learned the Hard Way
#1 - You have 10 seconds...
Chief Executive Officer
#2- You’re in the...

**SERVICE**- The tasks we perform; Transactional

**HOSPITALITY**- How we make patrons feel when we perform these tasks; Personalizing the experience

In creating The Black Tie Experience, remember...

Hospitality- The art of making a personal connection between you and someone else.

**So, aren’t we really in the People business?**

Bob Pacanovsky
OH, HI THERE...

We heard it’s your Zappos anniversary.
So Happy Anniversary and stuff!

LOVE,
Us

SHOP NOW »
#3 - How do you Show up?

In creating the Black Tie Experience, remember...

**General George S. Patton** once told his troops—

“You are always on parade”.

What does this mean?

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Look

Act

Speak

Tact

Serve

It takes 20 years to build a reputation... and five minutes to ruin it. If you think about that, you'll do things differently.

Warren Buffett
#4- Dining & Social Skills Matter

**FORMAL PLACE SETTING**

- White wine
- Red wine
- Water goblet
- Steak knife
- Dinner knife
- Teaspoon
- Cup/saucer

- Butter knife
- Bread plate
- Dessert spoon
- Dessert fork
- Salad fork
- Dinner fork
#5- Look for Culture first, then a paycheck
“Your mission statement may be on the wall, but your core values are displayed in the attitudes of your employees.”
— Elle Clarke

What are yours?
You may be a boss one day, but you always need to strive to be a leader.
Trust
2:1
Compliment
Criticism
Compliment

5:1
Heard good compliments about you from...
The set up looked great!
The shelves are really organized!
I like how you are starting to mentor_________

Need to make sure you are here on time— all the time
Thanks for being a part of the team— keep up the good work!

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@BobPacanovsky
Practice Humility

When things go well, it is all about you. Everyone once in a while, I would like to share in that credit.

When things go bad, it is all about me. Everyone once in a while, I would like for you to share in that blame.
Added value for you today

8 Principles of Hospitality

With this Special Code Bob@BobPacanovsky.com

Libraries Rock! + FREE 20
#7- Understand the importance of the 3 C’s

The most dangerous phrase in the language is “we’ve always done it this way.”

Rear Admiral Grace Hopper (1906-1992)

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BONUS- Demand Excellence

It is not a skill. It is an Attitude.

Ralph Marston
Black Tie

Mindset to make your employees & clients FEEL valued & special
Return on Relationships

the 21-day challenge... to becoming a better you.

PLAN

Bob@BobPacanovksy.com

THE POWER OF HAVING AN ACCOUNTABILITY PARTNER

@BobPacanovksky BobPacanovksy.com
“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou
THANK YOU!

330-352-6084

- Bob Pacanovsky, Black Tie Experience

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