

We are proud to share excerpts from a few of the Testimonial Letters written by our cherished clients relating their customer relationship-building and tangible ROI through the special collaboration with



Thank you for all your efforts during our National Product “Launch” at NASA in Houston! PTI’s dedication to perfection enabled our sales force to rise to the challenge we placed before them.

It is clearly visible to see you are truly a professional and very proud of your work; our company benefited greatly from this. Our team was pumped and totally focused to deliver on the points we made and are already executing with great enthusiasm!

-President of International Candy Company

PTI planned and executed a difficult multi-city program that still has our clients buzzing. This group of advertisers has been everywhere and are as pampered as humanly possible. They expect great things but rarely get excited about anything. You clearly WOW’d ‘em!!!

-President of International TV Network

Kudos to you for securing the perfect destination and attending to every detail, producing a program of the highest quality – presenting the Bank in the best light by making the winners feel how special they are to us.

*You are clearly the masters at applying the “professional (and caring) touch”!
As several winners noted, you have set a standard that no one else could match.*

-Vice President of a National Bank

Thank you for your extraordinary efforts in assisting many of the New Yorkers who traveled to Spain for the first “New York Week in Madrid”. You went beyond your responsibilities to assist us in arranging important accommodations, tours and programs for the whole New York group.

Thank you very much for your efforts on our behalf – I hope you enjoyed the events as much as I did.

-Mayor Edward I. Koch

(On the Occasion of his New York-Madrid Sister City Experience)

How can I begin to say “thank you”.

It was an absolutely fabulous program, and you and your folks did a magnificent job.

The feedback has been nothing short of “outstanding” and everyone was so impressed with the way things were managed and organized – they felt they were truly appreciated and made to feel special from arrival to departure.

-President of an Insurance Company

Our company has achieved a first-class standard for its incentive and travel programs because of your dedication and personalized service. I’d like to thank you for always taking the extra step to make me feel special. I realize I am the client, but I always felt your efforts were genuine and from the heart.

-Vice President of Global Information Technology Company

You made our hosting responsibilities very enjoyable as all the small details had been anticipated and addressed by you before we arrived. We look forward to working with you again in making our next dealer trip incentive even better, if that’s possible!

-Operations Manager, Major Automobile Manufacturer



Because everything went so well, the program was a tremendously positive reflection on our company, my management team and our belief in recognition of great performance. Another great success from Professional Touch – you helped me psyche up my sales force and gear them up for another hard year of selling success.

-President, National Medical Laboratory Company

Well you did it again! The reviews are in and Stars' Trek was another smashing success. It was the planning, the fine attention to detail, the professional expertise and care exhibited by you and your staff that made it a reality. Thank you again for the outstanding service and loving care given to our group.

-Principal, \$1Billion Privately-Held Residential Real Estate Firm

The performance of every one of the staff from PTI was simply outstanding.... they never missed a trick!

I have been on many organized trips worldwide, but have never seen the level of professionalism displayed by your firm. You truly made a great event something that exceeded all of our expectations.

-Brigadier General, Ret.

I wanted to share with you the responses I am receiving daily from our Officers and Customers expressing their great joy about the trip. The genuine personal concern, the attention to detail, and the professionalism exhibited by you and your staff far exceeded our expectations. Our management folks talked about our our experience and the impact it had on our customer relationships – there were repeated examples mentioned of our customers recognizing the care and attention provided for their comfort and enjoyment, and our team was appreciative of the ability to invest quality time with our customers, knowing PTI was handling all the details. We couldn't have been in better hands.

Our customers want to know what they need to do to qualify for our next trip!

-President of an Insurance Company

"Thank You" just couldn't begin to express our appreciation of the hard work that was so apparent, expended on our behalf, at every turn during each day. Your incredible attention to detail not only created the most delicious surprises at every turn, but created the most electric experience each moment!

- Winner from National Medical Laboratory Company Incentive Trip

Your staff made every effort to both integrate our special dietary requirements with the planned group activities, and to do so in as discreet a manor as possible. You treated us and our religious beliefs with respect and deference...nothing was assumed. Thank you and your staff for the wonderful time we had.

-Winner from Major International Electronics Company Incentive Trip

Exceptional! Incredible! Over the Top! A Fantasy Comes True!

These are examples of comments from our customers and banker hosts about the trip to Vienna. The class and sophistication evident in each event of the trip built to an absolute breathless quality on the final night of our Viennese Ball. You definitely captured the "WOW" factor that we try to deliver to these individuals who are our best referral sources.

From the moment you first proposed Vienna to the final beautifully orchestrated-to-perfection production, I could relax knowing that Professional Touch would provide the attention to detail and organization that would deliver on the vision, creativity and imagination that you bring to the table.

The fact that you have accomplished this feat annually for over a decade of Chairman's Club Trips is testament to your ability to consistently achieve "over the top" results for us. The reality that each trip has exceed prior expectations for both the Bank and the trip qualifiers is why my confidence in you is unquestioned. It is this reality combined with the clever promotional campaigns that you have designed that help motivate our customers to deliver referrals that help the Bank to grow. In fact, the ROI this year exceeded all previous results.

-Vice President of a Major International Bank



You have implemented all of our agent customer programs, and every one has been outstanding. I remember telling you at the start that I wanted these trips to be “first class” or we would not do them. Well, each has succeeded that benchmark, and I thank you – you made me look very good!
-Chairman of Major Property Casualty Company, upon his Retirement

*-And, from the Winners of the Incentive Trip to Rome
to Celebrate the 75th Anniversary of that Property Casualty Insurance Company.....*

Words cannot describe how much the trip meant to us – I’ve been in the insurance business 25+ years, and this was the highlight of my years.

*Every element of the trip was First Class.
Professional Touch International certainly lived up to its name, and then some!*

We had never before been on a trip which was handled in such a professional and classy manner. Simply put, the trip to Rome was an exceptional experience and one we will cherish forever.

*The Rome week still glows and will not soon fade from our thoughts.
Nor will the memories of how well conceived, well-organized and smooth running the trip was.
Many thanks to Professional Touch for putting together the best company trip we’ve ever attended.*

*We know there was a lot of work in the planning,
but it is a rare thing that with all those people, each one of us felt very special.
Every time we thought there couldn’t be any more surprises, you came up with another.
It was “Top Hat” all the way!*

I was totally impressed by the professionalism displayed by PTI, and greatly appreciative of the fact that every single thing was done First Class.

There wasn’t one stone left unturned. We hear that Malcolm Forbes is a terrific “party planner”, but he should now take “lessons” from Professional Touch International, specifically Lexye and Gianni, what a creative genius couple! They exhibited charm along with expert handling, always with a broad smile – they are, indeed, “A Touch of Class”!

-And, from a Regional Vice President of that Property Casualty Insurance Company:

*The praise that has come from the participants has been overwhelming.
When the President of a \$55,000,000 agency, who wins more trips in a year than I will take in a lifetime, tells me....
”It was truly the finest trip we have ever experienced”, I do not feel I am exaggerating when I say it was perfect.
It gave us the opportunity to get closer to our best and most important customers,
and enhance our relationship with each of them in a very positive way.
Without a doubt, our business will reap benefits for years to come.
Far more was gleaned from this trip than I ever imagined possible – in my experience,
You are the Best in the Business.*