

The Concierge Elite Quick Facts

- ***Puerto Rico is considered a hidden gem in the Caribbean that is a unique destination for luxury travelers who want to experience a piece of Paradise.*** Since The Concierge Elite started last year they have been dedicated to creating unique, memorable and personalized experiences to all the clientele who wants to explore Paradise. Luxury travelers look to experiences things that they cannot experience anywhere else in the world. They look for that “thing” that they would only find here in Puerto Rico. Not only the warmth and relaxing ambiance but also they look for that “edge” that would differentiate that location or destination they choose to explore.
- ***The Concierge Elite will make sure to take care of all the requirements of their high-end clientele in order to provide a unique and personalized service during their stay in the island.*** The Concierge Elite recognizes their clientele, and always works to make every single detail of their time in Puerto Rico flawless. They will manage every single request of their clientele in order to make a personalized experience for them. The company will be taking care of their client’s needs before, during and after their stay in Puerto Rico.
- ***Puerto Rico's tourism has decreased the past year but there is still a good amount of luxury travelers that are coming to the island in need of a personal concierge that can coordinate their vacations.*** For the past three years, Puerto Rico has been facing major problems that have affected tourism in the island. The Caribbean Island has been struggling with not only an economic recession but as well a new threat called the Zika virus came the past February. Currently, the amount of tourists that had visit Puerto Rico has increased since the holiday season. The educational campaign has been effective in order to spread the message that Puerto Rico is still a safe place to visit.
- ***The Concierge Elite will be a traveler’s personal assistant before, during and after their stay in Puerto Rico.*** The Company will book flights, helicopter rides, hotel reservations, restaurant reservations, personalized tours, transportation arrangements, spa appointments, VIP events entry, grocery shopping, baby sitting, pet sitting, dog walking, doctor visits, cleaning services, group conventions, event consultation, menu planning, lunch delivery, travel research, family getaways, weddings and even relocations to Puerto Rico.
- ***Luis Alvarez, The Concierge Elite’s owner recognizes that the company is changing the perception of a concierge in Puerto Rico.*** Alvarez mentioned that usually the luxury travelers that visit Puerto Rico think that here (in Puerto Rico) the concierge is a travel guide, but he believes that they are much more than that. At the Concierge Elite, they're showing the best that this beautiful island has to offer in terms of luxury. Alvarez recognized that their clients have everything they need already, but his company makes sure that it stays that way even when they are away from their home.

- ***The Concierge Elite is thrilled to announce some of their unique tours around the island.*** They offer a unique Rainforest experience, 12-hour road trip around the island, High-end “Chinchorro” tour, Sightseeing Bus Tour around San Juan, Coffee Plantation full experience, East Island Catamaran excursion and Romantic getaway among others.
- ***The Concierge Elite also offers unique personalized experiences in Vieques.*** The Concierge Elite is the only concierge company on the island that offers one-day trips to the brightness bioluminescent bay on the world at Vieques.
- ***The Concierge Elite is a high-end concierge company whose purpose is to please the client, adapting to their needs, not the other way around.*** The Company believes that every consumer has their own requirements that must be addressed individually in order to create memorable and personal experiences for each of their clients. The company provides a personalized experience where they pledge to create everything surrounding what their client wants or might like in order to exceed their expectations.
- ***The Concierge Elite is happy to announce that the company is now the official concierge for the residents at Bahía Plaza.*** The Concierge Elite offers unique products and services not only for the luxury travelers that visit Puerto Rico but also for the residents at Bahía Plaza since 2016.
- ***Residents at Paseo Caribe enjoy the services of The Concierge Elite.*** The Elite Concierge services for Bahía Plaza residents include: a person to welcome and greet their guest, dinner and tours reservations, transportation arrangements, package receiving and delivery to apartment. Also, the company offers unique services such as relocation, business meeting coordination, company's conventions coordination, baby-sitting, pet sitting, doctor's visit, cleaning services, waiting service, travel & vacation research according to the client's needs and time.



For Immediate Release

Experience Luxury while enjoying Paradise with personalized tours and services by The Concierge Elite in Puerto Rico

San Juan, Puerto Rico, Sunday February 26, 2017 – The Concierge Elite had been taking care of luxury travelers that want to explore the hidden gem in the Caribbean. The luxury concierge company always takes care of all the requirements of their high-end clientele to provide a unique and personalized service during their stay in Puerto Rico.

Even though Puerto Rico's tourism has decreased the past year, there is still a good amount of luxury travelers that are coming to the island with the help of a personal concierge that arranges every single detail of their vacations. The Concierge Elite will book flights, hotel reservations, restaurant reservations, tours, transportation, grocery shopping, group conventions, family getaways, weddings and even relocations to Puerto Rico.

“Usually the luxury travelers that visit Puerto Rico think that here the concierge is a travel guide, but we are much more than that. Here in the Concierge Elite, we're showing the best that this beautiful island has to offer in terms of luxury. We are changing the face of traditional concierges, we will go above and beyond to exceed our client's expectation, service is the key to our success”, stated The Concierge Elite CEO, Luis Alvarez.

Some of the unique personalized tours that The Concierge Elite will offer are: One day trip to the brightness bioluminescent bay on the world at Vieques. Also, they offer a unique Rainforest experience, 12-hour road trip around the island, High-end “Chinchorro” tour, East Island Catamaran excursion and Romantic getaway among others.

“We can provide from a last minute helicopter ride to wherever you need it on the island or anywhere in the Caribbean right now to the most romantic setting for you to propose, you name it, we can make it happen” mentioned Alvarez.

The Concierge Elite (TCE) is a high-end concierge company whose purpose is to please the client, adapting to their needs, not the other way around. The company has a great reputation for giving the best luxury services and personalized tours before, during and after their travelers stay on the island. For those who are looking for booking and additional information about the personalized tours can enquire through the official website of The Concierge Elite at <http://theconciergeelite.com> or info@theconciergeelite.com.

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About

The Concierge Elite is a concierge company that has been providing luxury services since 2016. The company focuses on creating unique experiences and assisting with all wishes and needs of all their clientele by providing their exclusive services not only for the luxury travelers that visit Puerto Rico, but also for the residents at Bahía Plaza.

The company's office is located on Bahía Plaza at Paseo Caribe, which currently is the newest place to be in Condado. Some of the unique services provided by The Concierge Elite for Bahía Plaza residents include: dinner reservations, grocery shopping, transportation arrangements, package receiving and delivery to apartments, events planning, personal chef, relocation, business meeting coordination, company's conventions coordination, personalized tours around Puerto Rico according to the client's needs and time, among others. Learn more at <http://theconciiergeelite.com>

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Figure 1 The Concierge Elite office is located at Bahía Plaza Residences building at Paseo Caribe in Condado, *February 2017*. (Photo by: Jennymar Torres)



Figure 2 Luis Alvarez, The Concierge Elite owner and CEO (left) with TCE Manager, Victor Rodríguez (right) at the lobby of Bahía Plaza Residences, *February 2017*. (Photo by: Jennymar Torres)



Figure 3 Jerome Marrero, The Concierge Elite's head runner standing outside Bahía Plaza Residences, *February 2017*. (Photo by: Jennymar Torres)



Figure 4 Victor Rodríguez, Manager at The Concierge Elite welcoming guest upon arrival at Bahía Plaza Residences building, *February 2017* (Photo by: Jennymar Torres)



Figure 5 Victor Rodríguez at The Concierge Elite office providing information over the phone to a client, *February 2017*. (Photo by: Jennymar Torres)



Figure 6 Manager Victor Rodríguez at The Concierge Elite office assisting a security officer as part of their daily tasks to maintain the privacy of Bahía Plaza residents, *February 2017*. (Photo by: Jennymar Torres)

Video Information

Fill out all required information below. The in time and out time are the times in the video at which the shot occurs, NOT the total length.

Link to Video		https://youtu.be/-x4IkLMJCcs	
Cutaways			
1	00:10	00:20	The exterior of Bahía Plaza Residences at Paseo
2	00:20	00:28	Exterior shot of Paseo Caribe street at Condado
3	00:28	00:37	Exterior shot of Paseo Caribe sign at office
4	00:37	00:41	A Concierge Elite agent opening the front door
5	00:41	00:49	Victor Rodríguez working on the computer
6	00:49	01:03	The Concierge Elite's CEO on a phone call
7	01:03	01:13	Luis Alvarez & Victor Rodriguez talking
8	01:13	01:28	The Concierge Elite Manager on a phone call
9	01:28	01:40	Luis & Victor talking about the schedule
10	01:40	01:53	Victor opening the front door for a resident
11	01:53	02:07	Exterior shot of Paseo Caribe restaurants
12	02:07	02:27	Blue Martini & Dirty Martini cocktails
13	02:27	02:40	Grill Rib eye with sautee bomba rice Close Up
14	02:40	02:57	Long Shot of Laguna de Condado
15	02:57	03:12	Long Shot at Paseo La Princesa at Old San Juan
16	03:12	03:28	Exterior of Cuatro Sombras coffee shop
17	03:28	03:41	Cuatro Sombras Latte close up
18	03:41	03:56	Long Shot of Calle del Cristo, Old San Juan
19	03:56	04:15	Long Shot of Paseo La Princesa, Old San Juan
20	04:15	04:31	Bomba & Plena PR cultural music and dance

Interview Information

Fill out all information below. Make sure you transcribe every single word the interviewee says under Transcription. NOTE: TRT means Total Running Time, or the total amount of time that the sound bite lasts.

Interview #1	
Name	Luis Alvarez
Title	The Concierge Elite founder & CEO
Sound Bite #1 TRT 46 seg	<p>Transcription:</p> <p>We provide from a last minute helicopter ride whenever you need it to wherever you need it on the island or anywhere in the Caribbean right now. To the most romantic setting for you to proposed. We have from paparazzi proposals to romantic dinners; we even walk your dog. Just tell us what you need; we'll have a price range ready for you regardless of your need. There are many things that we can do as long as there are legal, ethical and moral. I know we take the fun out of it but it is what we do.</p>
Sound Bite #2 TRT 31seg	<p>Transcription:</p> <p>We provide personalized services cater towards you, you don't have to adapt to us, we adapt to you. That is our main thing at The Concierge Elite. We create everything surrounding what you like and what we think you might like in order to wow you and enjoy.</p>

Interview #2	
Name Victor Rodríguez	
Title Manager at The Concierge Elite	
Sound Bite #1 TRT 13 seg	<p>Transcription:</p> <p>At The Concierge Elite we go the extra mile. Anything that is legal, moral and ethical we make it happen. That is our motto; we take that extra care of our clients.</p>
Sound Bite #2 TRT 45 seg	<p>Transcription:</p> <p>What makes me proud is that The Concierge Elite does care about its clients. Wants this client to become a family member of the company that they want to come back. That this memory is for them is something that is something indescribable so they can come back and enjoy it. And The Concierge Elite creates that for their clients, we seen it fortunately over and over again with all the clients we had that they had experiences with us and that is what we like to do, we take care of our clients.</p>

Bottom of Form