

June 2018

Press Release Business Summary

Hold My Luggage, Inc. Incorporated May 2017 HML, Inc., is a luggage concierge service. We provide 24/7 luggage pickup, store, return to customers. This service is for travelers who would like to see more of the city without having to lug their luggage around.

“It Wasn’t Easy”

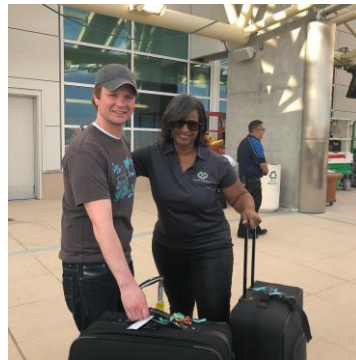
Looking back over the last year, Constance & Hector Serrano recap the many challenges, struggles, and moments as entrepreneurs. It took a lot of courage, money (that we didn’t have) and a HUGE leap of faith. It wasn’t easy. It’s the most exhausting, depressing, exhilarating, craziest, yet rewarding thing we have ever done.” - Constance

Hold My Luggage

Constance & Hector Serrano, Owners



Delivering Exceptional Customer Service



Meeting a new customer



Happy Cruise Customers

Constance and Hector are the owners of Hold My Luggage, Inc., in Orlando, Florida. Acting, Chief Executive Officer, Constance Serrano wear many hats in their unique start-up company. She implements company goals, marketing strategies, as well as studying the travel trends of the number one destination spot in the United States. “There are many challenges to building a recognizable brand/service; and breaking into a very competitive, profitable, tourist driven industry here in Orlando, Florida. Orlando is expensive. Nothing is cheap here, including luggage forward services. We are providing customers with an affordable option, so they don’t have to lug their luggage around.” - Constance

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We Jumped!



Q. Hold My Luggage, very interesting name. Tell us about the name and the concept.

C. Our concept is simple. Our luggage handlers pick up, store, and return luggage curbside to the MCO Orlando International airline departure location. The concept came out of our own need for this type of service in Panama. While doing research for providing a solution for travelers' luggage storage needs, the phrase "hold my luggage" came up many times in my search. It was catchy and very clever. I immediately checked to see if the domain name was available and here we are.



Speaking at a Concierge Meeting

Q. This business is a year old, so it's still in its infancy stages. What are some exciting opportunities that we can look forward to seeing soon?

C. We are happy to announce that our company is a technology-driven company. We are excited to work with Jaswinder Singh of Novel IT Solutions, who designed and developed a back office to support franchise opportunities, a mobile customer app for customers to book and pay for the service and a driver app for individuals who would like to become luggage handlers, and drive for HML, Inc. Our company has a full technology support team that will enable us to run a successful worldwide franchise operation.

Q. How do you feel about being an entrepreneur and the role you have taken on as a CEO?

C. Entrepreneurship has always been my goal from the first time I started working. I was always intrigued by business owners. I loved how they had the freedom to come and go as they please. I wanted that freedom too. Getting this business off the ground took a lot of courage, money (that we didn't have) and a HUGE leap of faith. It wasn't easy. It's the most exhausting, depressing, exhilarating, craziest, yet rewarding thing we both have ever done. Being a CEO, I must admit it is very stressful. It takes a lot of hard work and dedication; however, my favorite quote is, 'no risk, no reward'. We absolutely love what we do for our customers! – Constance & Hector