



WHAT MAKES US CREDIBLE?

Our business is successful because we believe in the nourishing power of good people, good food and good business. By interpreting what matters most to your community, we create experiences that reflect your mission, distinguish your place and excite your eaters. Our approach to cooking and connecting is an authentic differentiator that positively impacts the experience of your brand. Want to know what makes us credible?

You're Different. So Are We.

We've never met two communities of people that love and crave the exact same foods. Our speciality is serving yours. We personalize, customize, and cater to a client's needs, not a decimal or a line on a balance sheet.

If you want to support local and seasonal farm products; we can make that happen. If you want only scratch, whole food dishes; we have a plan for that. If you want a wide variety of fresh and nutritious choices; we've got you covered. If you want to adopt a sustainability program that includes on-campus gardening, echo conscious sourcing, recycling and composting; we're all in!

Your Menu Is Yours

We don't have a corporate, one-size-fits-all, rotating menu that places your menu at the mercy of national food manufacturers or distribution channels. We'll never box you up in a plan that doesn't suit you. Your menu is yours. It was designed for you with a personal touch.

We're Entrepreneurial

Our entire Company from our CEO to our dietician to your chef is encouraged to "own" our roles. This spirit of entrepreneurship deepens our individual expertise and ensures that we are collectively ahead of the curve shaping next practices. Every member of the Personal Touch team is hired for savvy, skills and heart, they are empowered with all the decision-making autonomy that they'll ever need to execute strategies and solve on-site problems on any given day.

We're Fresh

Our approach to food service is fresh. We prepare meals from scratch using the freshest ingredients every chance that we get. Our preference for real cooking controls costs, produces savory flavors, reduces the amount of salt, sugar and oils used and ensures that your community is eating a balanced meal in the right proportions. Eating fresh matters.





We Love Food.

We're foodies. We love to taste it, eat it, smell it, feel it and serve it up to hungry people. Our fresh approach to cooking, connecting and collaborating reflects our personal devotions to food, people and the foodie movement. We believe in the good food revolution.

We Love People.

People are at the heart of what we do and why we do it. Good food enriches lives. We are dedicated to making people feel good from the inside out. We celebrate people and food with a personal touch.

OUR PERSONAL TOUCH

We Play It Safe

Our food safety protocols are hard at work behind the scenes. Our “Food Safety Specialist” routinely monitors and evaluates our processes and people. Holding ourselves accountable to best-in-class food safety practices creates efficient systems, enhances training, and exceeds local safety and health inspection standards.

We’ve Got Chops

We’re in this business because we know the importance of nutrition. We also know a thing or two about navigating standards and regulations. We have our own certified nutritionist working alongside our chefs to develop and implement special dietary plans such as heart-healthy choices or allergen-free offerings. Having the in-house expertise ensures the healthy balance of our nutrition plans, the truth in our marketing, and the credibility of our education programming.

We Get It

We know the food is as much a part of your mission as everything else. You need a partner that sees food as a unifying aspect of the community. You want an entrepreneurial partner that will seize every opportunity to differentiate and enhance your brand. You’re searching for an invested partner that specializes in the kind of demographic tailoring and meal customization that requires a personal touch.

We Run Deep

We have deep roots in the communities that we call our own. We “give back” in countless ways by supporting the communities that we live and work in with our time, talents, and charitable giving.

We’re Loyal

Our robust approach to marketing is baked into a much bigger strategy. Every contributor hired, recipe approved or meal served is expected to deliver the kind of “big flavor” that creates real connections.





ABOUT US

We believe in the nourishing power of good people, good food and good business. That's it. Really. For the last thirty years the purpose and strategy of Personal Touch Food Service has been guided by an old concept of simple hospitality. An old concept that has never been truer than it is right now. We believe in the good food revolution.

We feed hungry people in over 90 locations across western NY by providing high quality food service in businesses, residential care, higher education and public, private and charter schools. Through the years we have won an award or two, but that's not what validates our success. Not to us anyway. What matters to us is that our first client is our oldest client. There is no higher compliment than a long standing client renewing their contract and sending their colleagues our way.

We bring a personal touch. Our approach to cooking and connecting is an authentic differentiator that positively impacts the experience people have. We deliver distinctive food service programs that express our client's missions, meet their goals, respect their constraints and enhance the experience they have to offer.

Personal Touch Food Service is located at 120 W. Tupper Street, Suite 101 in the City of Buffalo. The company employs over 600 people that believe in the nourishing power of good people, good food and good business.







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