Loreal Gonneau, Toronto, ON
Loreal Gonneau is responsible for our EZBook Connections program and works with the TLS team to innovate the booking center to ensure there is consistent and quality service for your customers. In her Customer Engagement role, Loreal works closely with many franchisees and the entire Home Office team adding input where there is opportunity to engage with franchisees. When accepting the golden rule award Loreal explained that practicing immediacy not only shows respect for the person that is in contact with you, but there is no way to better demonstrate genuine care then to treat their inquiries with urgency. This is the very core of who she is and what she contributes to Pillar To Post.

Jerry Black, Nashville, TN
Jerry & Debbie joined the Pillar To Post family in 2001. They have contributed enormously as volunteers to those in need in their community and through their efforts on realtor projects and events. They've showed leadership through contributions to the PTP Franchise Advisory Council and through mentoring their employees and other franchisees. They are tremendous role models for Pillar To Post and the brand. When not running the business, they enjoy spending time with their two children.

Ken Fast, Ooltewah, TN
Ken Fast and his team have conducted more than 11,000 home inspections in the greater Chattanooga Tennessee area. After 20 years, he has deservedly earned the reputation of offering a very thorough and quality report, and perhaps the best compliment is that Realtors choose him to inspect their own home purchases. Ken’s technical skills and professional approach to customer care earned him a reputation for quality, allowing him to charge more than competitors for his services. “The clients I really enjoy are the ones that are very interested in the house, and they ask good questions, which gives you an opportunity to explain to them the details behind the report.”

Todd Caisse, North Attleboro, MA
Todd Caisse started with PTP in 2013. At the time, there was only one PTP franchisee in Massachusetts and that franchisee was planning on retiring after he mentored Todd. Subsequently, Todd took over the mentoring of all PTP franchisees entering Massachusetts. Massachusetts now has more than 10 franchisees that work together and provide consistent quality service to all of their clients. Todd is continuously requested to speak at various first time home buyer seminars. Todd thoroughly enjoys what he does and is able to use the various facets of his Engineering degree from Northeastern University. When not working, Todd enjoys watching his son play competitive soccer. Todd has been married to his wife Lauren for 16 years and they have three children: Courtney, Alexandra and Zachary.