

# Odor Alert: Eliminate Foul Smells in Your Resort Before They Eliminate Guest Appeal

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Flowers in the lobby, a freshly cooked meal in the restaurant, fresh scents in the bathroom. In a resort, these smells are a hit with guests. On the other hand, waste, chemicals and food in the hallways will not elicit the kindest reaction. The bottom line: how your establishment smells can leave just as strong of an impression as how it looks. Foul odors are a big turn-off for guests, but can be a big turn-on for pests.

Flies, cockroaches, rodents and other pests often seek shelter in resorts, drawn by warmth, light and odors that appeal to them. Not surprising, the size and variety of services offered at a resort operation can create an environment rich in smells of all kinds. Restrooms, kitchens, waste disposal areas, locker

rooms and other areas can be a breeding ground for odors that attract pests.

Naturally, eliminating foul odors starts with identifying the sources of the odors, removing them and preventing them from reoccurring. Decaying organic material is often the worst culprit. Barring a sewage leak, where might you find such material in a resort? It's not as uncommon as you may think. When food and other organic debris breaks down, it becomes a breeding ground for malodorous bacteria. From waste dumpsters to food preparation areas to wet bars, organic debris is

*Right: The more often and thoroughly key areas are cleaned, the less organic debris will be left to decompose and the better the areas will smell.*

*Below: Work with your pest management professional to learn which parts of your resort could develop foul odors and design a regular sanitation regimen to prevent problems.*

abundant in resorts with large foodservice operations. Less commonly, small animals – rodents in particular – will expire on or near the property and cause a stink that will draw other pests to the area.

Resort managers can control odors with two techniques: masking and elimination.

## Masking

Although only a temporary solution, masking odors is simple and effective. Odor-masking agents, such as over-the-counter sprays, produce a



pleasant smell that covers up the unpleasant one. Many pest management professionals use this method as a quick fix while they take measures to permanently eliminate the odor.

The use of odor maskers is common in resort restrooms. Customers expect an establishment to be clean,





*Organic debris is abundant in resorts with large foodservice operations, and food can cause malodorous odors if not properly stored.*

and a fresh smell and appearance is a must. A pleasant fragrance in a lobby also enhances guests' moods and leaves a positive impression of the resort as a whole.

In addition to masking agents, airflow can help cover up smells before your guests notice them. Many resorts strategically place fans in odor-prone areas to replace unpleasant odors with pleasant ones.

**Elimination**

Elimination methods work to remove foul odors altogether by going after their sources – starting with sanitation. The more often and thoroughly key areas are cleaned, the less organic debris will be left to decompose and the better the areas will smell. In some instances, elimination might require specialized disinfectants that work to kill odor-producing bacteria.

Sometimes, sanitation workers can use materials designed to absorb odor-causing agents in bathroom and kitchen drains, often the source of foul odors. Daily application of these materials in place of regular cleaning products rids drains and floors of debris that typically build up, decompose and produce an unpleasant stench.

Complete odor elimination may take some persistence on the part of resort staff to apply several treatments. For best results, managers should incorporate odor elimination into their routine resort sanitation program.

**Get with the Program**

Most odor management programs combine masking and elimination. Work with your pest management professional to learn which parts of

your resort could develop foul odors and design a regular sanitation regimen to prevent problems. Ask for a written summary of the details of your odor management service so that you know the particulars of your program. When it comes to masking products, know how many agents will be used and where they will be installed. Will the fragrance be changed periodically? As for elimination materials, know how often application will occur. Keep up with your resort's service schedule and keep in mind that the best odor management program is one that regularly adjusts so it is always tailored to your facility.

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