

The Key to Protecting Your Bottom Line from Pests



ORKIN: HELPING TO PROTECT YOUR BOTTOM LINE

You've built your reputation by working around the clock to attract and keep guests who expect perfection. But your success can fall flat in an instant if there's a failure in one area — pest management.

It just takes one infested room to stain your property's hard-earned reputation and negatively impact your revenue. That's why your pest control partnership is so critical.

When you choose Orkin, you get experience, knowledge, training, service and a triple guarantee — keys to helping protect your property's occupancy and your bottom line.



IS YOUR ESTABLISHMENT GIVING PESTS WHAT THEY WANT?

Pests like rodents and cockroaches are attracted to lodging facilities because of the food, water, shelter and optimal temperatures they provide. If your property has pests, you risk losing business or worse, your property's reputation.



Entry Points

Pests can enter your establishment in many ways, including through doors, windows, vents, plumbing, cracks or holes in walls and floors, or via supplier deliveries.



Water Sources

Pests require water daily, which means water fountains, restrooms, faulty drains, condensation from air conditioning systems and other types of plumbing are attractive breeding grounds.



Harborage Points

Rodents, cockroaches and other pests seek living spaces that are small and dark. Little cracks and crevices throughout your establishment can provide breeding and living areas for pests.



Food Sources

Even minor sanitation mishaps provide adequate food for pests. Cockroaches will eat almost anything — from hair to glue used in cardboard boxes.



High Foot Traffic

The steady, round-the-clock foot traffic in and out of hotels and other lodging establishments gives pests ample opportunity to get inside.

Simply put, an effective pest management program is an investment that can save you costly headaches in the long run. **The good news is Orkin can help.**



COMMERCIAL SERVICES

ORKIN'S APPROACH TO INTEGRATED PEST MANAGEMENT (IPM)

Effective pest management is a process, not a one-time event. Orkin's Integrated Pest Management (IPM) approach is a collaborative and ongoing cycle of three critical activities that help keep pests in their place.



Based on your establishment's needs, we will work with you to create a customized plan.

Assess

First we inspect, identify and evaluate all the underlying reasons pests infest your property.

Comprehensive inspections

We detect sanitation issues or structural conditions conducive to pests.

Identification of pest activity

We examine and report any evidence of a pest infestation.

Risk evaluation

We consider your property's design, geography and any conditions conducive to pest activity.

Implement

Cookie-cutter pest management solutions are ineffective. Your Orkin Commercial Pest Specialist continually works with you to develop a customized solution.

Focus on prevention

When we can, we start with exclusion, sanitation and other non-chemical options.

Environmentally responsible

If a product is needed, your Orkin Commercial Pest Specialist selects the most effective treatment with the least impact on the environment.

Sanitation consultation

Your Orkin Commercial Pest Specialist will consult with you to make sure your cleaning, facility maintenance and exclusion efforts make a real impact on potential pest "hot spots."

Monitor

Year-round monitoring, documentation and communication help to ensure the ongoing effectiveness of your service.

Ongoing protection

During regular service inspections, your Orkin Commercial Pest Specialist monitors for signs of pest activity, looks for pest-friendly conditions and helps make sure your program is working.

Documentation and communication

After each service, your Orkin Commercial Pest Specialist documents all services performed, pest activity and any recommendations.

A SUITE OF SERVICES FOR HOSPITALITY PROPERTIES

In addition to our pest management service, Orkin offers a wide range of services including:

Protecting Your Foodservice Operation

We understand you need highly effective pest control that addresses your food safety and health inspection concerns. We support your overall food safety program by offering free, on-site training with your staff (on request) to help them learn how to identify and help prevent a pest problem at your establishment's restaurant.

Bed Bug Training & Service

Travel habits and other factors have increased the risk of bed bugs in recent years. At no cost to you, we can share our award-winning training expertise with you and your housekeeping staff through free training materials and free, in-person training sessions.

Our ongoing, proactive inspections are designed to help detect bed bug problems before they become widespread. If you suspect an existing bed bug infestation, our aggressive bed bug treatment strategy includes a comprehensive inspection and treatment of both infested and potentially infested areas with conventional treatment or Orkin Heat™. Orkin will conduct a follow-up inspection to evaluate the effectiveness of the treatment.

Bird Service

Orkin's customized bird control program can help solve any current bird problems and make your property unattractive to birds in the future.

Termite Service

Termites may be small, but an infestation can cause very expensive structural damage. Orkin's customized termite treatments provide ongoing protection to help stop any current termite activity and help prevent future infestations. And, we can work with you on a treatment plan that doesn't disrupt your day-to-day business.

Restroom Care/Odor Control

Cleanliness is always top-of-mind in hospitality settings. A clean hotel can reduce the presence of pests, helping to create a healthier environment for employees and satisfied guests. Orkin's restroom care portfolio, designed to help with sanitation, is comprised of three products — AutoFresh®, AutoClean® and AutoFlush®.



AutoFresh® is a wall-mounted aerosol-dispensing unit that provides odor control by neutralizing odors rather than masking them like many competitive products do.



AutoClean® is a 24-hour, fixture-cleaning system that saves time and money associated with cleaning and maintenance.



AutoFlush® is a sensory system that automatically flushes toilets and urinals after use.

FIVE SIMPLE REASONS TO CHOOSE ORKIN

- 1 TRUSTED** Founded in 1901, Orkin is trusted by more than 1.7 million customers through more than 400 locations across the world.
- 2 RESPONSIVE** We understand that immediate response time is critical. If you need us between service visits, we'll respond within 2 hours and be on-site within 24 hours, guaranteed.
- 3 SECURE** Orkin is bonded, and Commercial Pest Specialists are screened and randomly drug tested to allay security concerns.
- 4 RELIABLE** Discreet service when you need it, provided by highly trained pest specialists, so the job will be done right.
- 5 WELL-TRAINED** Orkin is consistently recognized on *Training* magazine's prestigious Top 125 list and has been featured among the magazine's Editor's Choice honorees.



YOUR SATISFACTION IS OUR PROMISE

We back our hospitality service with a Quality Assurance program to ensure our pest management service meets Orkin's high standards — and your own.

A follow-up visit by your Orkin Account Manager will be scheduled within 60 days of your initial service to review your IPM program. All findings will be documented and discussed with your designated representative.



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ORKIN COMMERCIAL SERVICES TRIPLE GUARANTEE

1 2x24 Response Guarantee

When you see a pest, you need service right away – 365 days a year. Orkin makes it easy with a direct priority line to our national customer service department and to your local branch. **We'll respond to your request within 2 hours and if needed have someone on-site at your property within 24 hours – guaranteed.**

2 Reimbursement Guarantee*

Should your customer see a roach, rat or mouse in your establishment after 60 days of service, Orkin will:

- ◆ Repay, either you or the customers as appropriate, the reasonable charges incurred by the customer at time of sighting.
- ◆ Invite the customer back as Orkin's guest for a meal or room charge, as appropriate.

3 360° Satisfaction Guarantee

With Orkin, your satisfaction is guaranteed on all sides with three unique 60-day guarantees.

- ◆ **60 days complimentary service if you're not satisfied with the way we begin our service** – After you choose Orkin, we provide a 60-day guarantee of our service. If you're not satisfied after the first 60 days, we reimburse you in full.
- ◆ **60 days complimentary service if you're not satisfied at any time thereafter** – At any time, if you are not completely satisfied with results of your regularly scheduled service, Orkin will provide complimentary service for up to 60 days until you're satisfied.
- ◆ **60 days complimentary service by another provider if you're still not satisfied** – If you are still dissatisfied after 60 days of Orkin's complimentary service and you wish to cancel our service, we will pay for the first 60 days of regular service by another provider of your choice.



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*See agreement for details.

Call **1-800-ORKIN NOW** for a free, on-site consultation by an Orkin Commercial Pest Specialist, and hear how we can help protect your property's reputation and your bottom line.



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orkincommercial.com