

As the facility manager of The Angus Barn Ltd., an established upscale restaurant with a 50-year reputation as a "beefeater's haven," Greg Aardal understands the importance of pest management in a foodservice environment. After unsuccessfully employing the services of several local, regional and national competitors, Aardal chose Orkin Commercial Services to protect the nearly 200,000 pounds of beef served at the restaurant each year – as well as those who enjoy eating it. For Aardal, the decision resulted in consistent improvement on the restaurant's health inspection sanitation scores – critical to maintaining their positive reputation among customers.



the **ANGUS** Ltd. **BARN**®

Mr. David Haddix
Branch Manager
Orkin Commercial Services
609 Mercury Street
Raleigh, NC 27603



To Whom It May Concern:

It is with great pleasure that I take a moment to thank you for your outstanding pest management service!

As you know we are in a customer-focused, service-oriented industry, and Orkin has continuously demonstrated an extensive knowledge of our needs. We have a zero tolerance policy for exposing our special customers to any "creepy crawlies."

I have had the pleasure of working at this restaurant for nearly 20 years. Approximately four years ago, I was assigned the duty of "sanitation," including pest elimination. I researched the Raleigh area market for a pest management company that could provide the level of service our customers have come to expect from The Angus Barn Ltd. It was the first time in our nearly 50-year history that we decided to pursue Orkin as an option.

During the selection process, I had my first encounter with your fine Raleigh staff. They may have thought it unusual for a prospective customer to visit the Raleigh branch and tour the facility, but we wanted to check out the equipment and interview the branch manager and various technicians about treatment techniques, research and development.

It was a great pick! After personally developing our sanitation program and selecting Orkin as our pest management partner, **I can say with confidence that it is a team effort that has helped to raise our sanitation score 2-4 points consistently!**

Orkin has been outstanding for years and I look forward to working with them in the future. Please give "The Orkin Man" our highest regards!

Sincerely,

Greg C. Aardal
Facility Manager
The Angus Barn Ltd.

The customer letter featured in this piece is an actual communication to Orkin Commercial Services from The Angus Barn Ltd.'s Greg Aardal.