

Orkin Answers Sioux City Hotel and Conference Center's Call for Room Service

Every day, the staff at the Sioux City Hotel and Conference Center in Sioux City, Iowa comes through for their guests. Maybe it's a business traveler in town for a conference who forgot his toothbrush, or perhaps a bride celebrating her big day in the hotel's ballroom who needs a sewing kit at the last minute. Whatever the need, the staff is always there for its guests. It's no surprise, then, that when hotel management was searching for a new pest control company, they were looking for a provider that could deliver the same level of service that the hotel provides its guests. They chose Orkin.

The following is an edited transcription of Orkin's conversation with Executive Housekeeper Judy Jenkins about the partnership that has blossomed between Orkin and Sioux City Hotel.

Why did you choose Orkin?

I've used Orkin at my home for years and they have always done a great job, so when we were looking for a new pest control partner, we knew Orkin had to be among the companies we called. We reviewed several pest management companies, looked at what they had to offer, and even sought input from others – Orkin was the clear winner.

How is your partnership with Orkin, and how do they work with your staff to help manage pests?

Everyone from the food and beverage staff, to the housekeeping and maintenance teams has built a strong relationship with our Orkin pest specialist. He is on site once a month to



Sioux City Hotel, formerly called Clarion, is a travel destination in Sioux City, Iowa.

work, but is always on call should any of our teams have something come up.

What type of pest issues has Orkin addressed for you and how was it handled?

Like many hotels, we have had to deal with bed bugs. Our protocol is to call Orkin every time we have any sort of customer complaint or concern. From there, Orkin makes it easy for us – they come out and search the room thoroughly for evidence of bed bugs, and keep a detailed logbook of any findings, even false alarms. If they do encounter bed bugs, we work with them to treat the issue immediately.

They are always here within 24 hours from when I call.

— Judy Jenkins
Executive Housekeeper
Sioux City Hotel

Has there been a time when Orkin has gone above and beyond at your establishment?

Anytime we have to deal with a bed bug issue, Orkin goes above and beyond. They are always right here for me – they let me know what has to be done and they salvage whatever furnishings

they can. Best of all, they are always here within 24 hours from when I call and when they come out with their equipment to thoroughly check the rooms.

In fact, any sort of critter I find in the rooms, they'll come out and take a look. It may turn out to be nothing, but without fail, they are always here.

For a free consultation, call 1.800.ORKIN NOW or visit us at orkincommercial.com

