

Orkin Packages a Guarantee Dopaco Can Rely On

Have you ever rushed out of the fast food drive-through and wondered where that carton holding your fries came from? What about that cup that holds your ice-cold beverage? Well, if you're at any number of the most popular quick-service restaurants, there is a good chance those containers came from Dopaco.

Clean and pest-free facilities are a top priority for Dopaco, and at its Kinston, North Carolina facility, this duty falls to Process Control Analyst Greg Leitch. The following is an edited transcription of Orkin's conversation with Greg in which he told us how Orkin has helped save him time on the pest management front, allowing him to focus on other facets of his job.

You've been with Orkin for just over a year. What made you make the move? They came in at a time when we were struggling with our pest control provider. Cleanliness is a critical part of our business, and pest control had become increasingly time-consuming for me to handle. Orkin came in and said they could handle our facility's pest control without demanding too much of my time. On top of that, they guaranteed total compliance on any audits and they would help us excel on the pest control portion of our 3rd-party audits. I'm pleased to say that they've lived up to all of their promises.

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— Greg Leitch
Process Control Analyst
Dopaco

is upon us, our pest management program needs to be on its game, and Orkin finds a way. One big difference I've noticed with Orkin is that they are really good about



Did you notice any difference in the audit process working with Orkin?

As I review audits from the past and compare them to audits we've had as an Orkin customer, I've noticed our score on the pest management sections of the audit has jumped into the upper-90s, which is exceptional. The way I see it, they have met all of their obligations in ensuring the pest management program is always "audit" ready.

How would you describe "The Orkin Difference" for Dopaco?

Our facility would be tough to service for any pest management company. We are surrounded on three sides by agriculture. Once harvest season

communication. This communication allows us to work together to implement more effective and timely corrective actions so that Dopaco continues to be the industry leader in service to our customers.

Tell me about the relationship between you and your pest specialist.

It's a good business relationship. Our tech makes great efforts not to disrupt the flow of business around our facility. He checks in when he shows up on site and completes his assigned tasks in a professional and courteous manner, handling any issues we've had since his last visit. He's very professional, very courteous and very intent on doing an exceptional job.

What aspect of Orkin's service is most important to you?

Reliability. Whenever I've called with a pest issue, they've always been here within 24 hours. Additionally, they run their own internal audits to make sure their pest management program is working effectively and efficiently. That's a perk we didn't have with past providers.

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