

The Houstonian and Orkin Meet Customers' High Expectations

The Houstonian Hotel, Club & Spa is known worldwide for its superb accommodations and unmatched service. The hotel's 18-acre wooded setting provides an oasis in the heart of the city, but it also requires a thorough pest management program to help ensure guests' comfort.

The Houstonian has trusted Orkin Commercial Services as a partner since 2006 to help the resort continue to live up to its reputation as one of Houston's finest hotels. Orkin spoke with Director of Engineering Greg Branum about the importance of effective pest management at a hotel of this caliber.

Why did you choose Orkin?

In my 25 years in the hospitality business, I've learned that a solid pest control partner is critical for success. I've worked with other pest management providers in the past, and the simple fact is the other companies could not deliver the results we needed. When I initially met with the Orkin team, they came to the hotel and presented a thorough program, and then delivered the results to back it up.

What is the biggest benefit of Orkin's service?

If we have a need or concern, Orkin is literally a phone call away any time. In the hotel world, we're operating 24 hours a day, 365 days a year, and Orkin knows how to

Other companies could not deliver the results we needed. ... Orkin came to us and presented a thorough program, and then delivered the results to back it up.

— **Greg Branum**
Director of Engineering
The Houstonian

coordinate their efforts to never disrupt our business.

What has been the overall impact of your partnership?

The Houstonian staff aims to provide the best customer service in the hospitality industry, and when we're the customer, it's a pleasant experience to work with people who treat us the same way – who try to exceed our expectations rather than just do the bare minimum. Orkin gets it. They value us as a customer the same way we value our customers. It's hard to infuse that kind of thinking throughout your culture, and somehow Orkin has done it. They far outperform other providers on a consistent basis.



The Houstonian and Orkin partner to provide a wooded, urban oasis free of pests.

Questions to Ask When Choosing a Pest Management Provider

- How long has the provider been in business?
- Are the provider's technicians licensed and/or certified by appropriate agencies?
- What documentation is provided with the service? How soon is it available?
- What kind of training do the technicians receive?
- What is the average response time to a pest-related emergency? Is there an extra charge for emergency responses?

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

