

Southern Specialties works with retail, wholesale, foodservice and wholesale club companies all over the North America, and is involved in growing, importing, processing and marketing a wide range of fruits and vegetables from North America, Central America, South America, and Mexico. Given their work with so many different groups at so many parts of the food supply chain, stringent focus on food safety and effective pest control is a must. Southern Specialties employed Orkin's Gold Medal™ Protection program in 2009 and as Facility Manager Luis Martinez writes to Orkin Account Manager Marty Sweet, they have been thrilled with the results – including passing their audits with “flying colors.”



Marty,

I just want to briefly give you a praise report on the quality of work that your service technicians have provided us with. Ever since our partnership began with Orkin, our headaches went away. As you know, we had an unpleasant relationship with the prior company and you guys offered us a better service; you offered us a partnership. Here at Southern Specialties we are extremely pleased with Orkin's high quality of service and support. We have passed our yearly audits with flying colors thanks to Orkin's Gold Medal™ Protection service.



Your service technicians comply with our company policies, are always on time and dedicated to their jobs. They come here with smiles on their faces and a friendly attitude. I've never heard them complain, nor have I heard them speak ill of other companies. They truly are professionals at what they do. Orkin has exceeded our expectations and never ceases to amaze us with constant communication on how to make improvements to our facility. The response time of your technicians is also something to speak highly of – whenever we've had any pest issues they come out and take care of it in a timely manner.

Please share this email with Curtis and Miguel (Service Techs) as a token of our appreciation for all their hard work and care. They have earned the respect from all of our management team here at Southern Specialties, and we have no words to express our gratitude. Please give them a pay raise at your earliest convenience, they deserve it! Thank you so much for always staying on top of our facility and rest assured that we will recommend you guys to anyone who needs the service.

Sincerely,  
Luis Martinez  
Facilities Manager  
Southern Specialties

*The customer letter featured in this piece is an actual communication to Orkin Commercial Services from Southern Specialties' Luis Martinez.*