

A HOTEL AND LODGING ENGINEER'S GUIDE TO CHOOSING A PEST MANAGEMENT PROVIDER

Is it time to evaluate your pest management program?

It only takes one infested hotel room to stain your property's reputation. Working with a pest management provider can help keep your hotel from surrendering to unwanted pests and the negative reviews that follow.

What should I look for in a pest management provider?

There are different options when it comes to selecting a pest management provider. The key is to identify a provider and program that will best support the needs of your hotel.

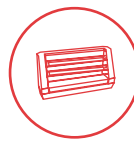
What should my pest management program provide?

A program that focuses on proactive prevention can help reduce conditions around your hotel that attract pests, rather than treating for pest problems when they occur. These conditions include easy access to food, water and shelter – the three elements pests need to survive. When choosing a provider, look for one that implements an Integrated Pest Management approach.

What is Integrated Pest Management (IPM)?

IPM is a sustainable and proactive approach that focuses on non-chemical methods to help prevent pest access. IPM is designed to help limit the use of chemical treatments through an ongoing cycle of inspection, removing conducive conditions, monitoring for pest presence, and documenting pest and pest control activity.

IPM's Methods of Prevention



Mechanical/Physical

Manipulation of physical aspects of your property to make them less attractive to pests. Aims to directly remove pests with the help of objects or tools. Examples include air curtains, door sweeps, fly lights and gravel barriers.



Biological

Introduces natural enemies to help subdue pest presence and deter them from searching for shelter in your hotel. Examples include naturally occurring fungi or pathogen-based baits.



Cultural

Training your staff on how they can help prevent pests. This method focuses on sanitation practices to help avoid the buildup of pest-friendly conditions around your hotel. Many pest management providers will conduct a complimentary on-site training.



Chemical

Used as a last resort in an IPM program. This method uses targeted amounts of chemicals to address a pest issue, and providers will implement one or more of the methods above to help prevent any other issues.



Be sure your IPM program includes:

- ⬡ **Integrated methods:**
Effective non-chemical techniques including improved sanitation, structural maintenance, mechanical controls (e.g., trapping) and living biological controls (e.g., using a natural enemy of the pest to reduce pest population).
- ⬡ **Regular, ongoing pest inspections:**
Identifying your property's "hot spots" – the areas most likely to attract pests. These can be visible holes and cracks, near doors and windows and in high-traffic areas like lobby and dining areas.
- ⬡ **Pest population monitoring:**
Regularly checking traps and monitoring stations to help keep track of how your IPM program is affecting pest activity in the building.



The Key to a Successful Program: Open Communication

- ⬡ **Cultivate a Relationship:**
When starting your partnership with your pest management provider, it's important to take the time to develop a trustworthy relationship with your technician as they will be your go-to person if any issues come up.
- ⬡ **Open Dialogue:**
Maintaining an open dialogue from the beginning of the partnership will help you and your staff be comfortable reporting any signs of pest activity. The sooner you are able to notify your provider, the quicker the problem can be addressed.
- ⬡ **Determining Roles:**
Use your first meeting to establish the roles of everyone involved, including your staff. Determine who will act as your first line of defense in preventing and reporting any pest issues.



Quick Tips:

Hotel Management:

- Make the hotel available and accessible for the pest management provider.
- Promptly correct any deficiencies identified by the provider.
- Involve staff in daily prevention efforts. Monitor and evaluate the provider's performance.

Pest Management Provider:

- Provides ongoing and thorough inspection and service of your hotel during each visit.
- Implements appropriate preventive measures and treatment strategies.
- Provides written service reports to describe each service, any findings and any new protocols implemented.

