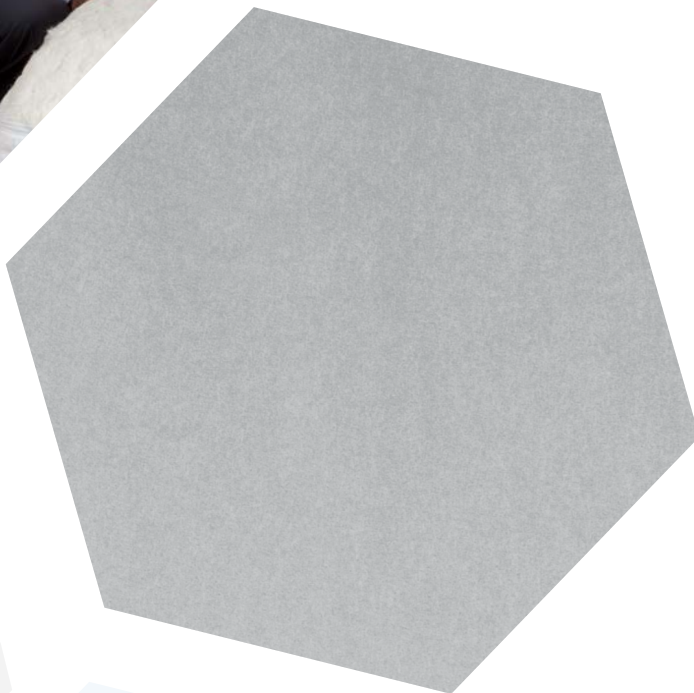




PEST  
CONTROL  
DOWN  
TO A  
SCIENCE.™



HOSPITALITY  
PRECISION  
PROTECTION™

## Is your establishment giving pests what they want?

Pests like rodents and cockroaches are attracted to hotels because of the basic biological needs they provide: food, water, shelter and optimal living temperatures. If your property harbors pests, you risk losing business or worse, your property's reputation.



### Entry Points

Pests can enter your establishment in many ways, including through doors, windows, vents, plumbing, cracks or holes in walls and floors, or via supplier deliveries.



### Water Sources

Pests require water daily, which means water fountains, restrooms, faulty drains, condensation from air conditioning systems and other types of plumbing are attractive breeding grounds.



### Harborage Points

Rodents, cockroaches and other pests seek living spaces that are small and dark. Little cracks and crevices throughout your establishment can provide breeding and living areas for pests.



### Food Sources

Even minor sanitation mishaps provide adequate food for pests. Cockroaches will eat almost anything – from hair to glue used in cardboard boxes.



### High Foot Traffic

The steady, round-the-clock foot traffic in and out of hotels and other lodging establishments gives pests ample opportunity to get inside.

Orkin's service combines a deep scientific knowledge of pests with a thorough understanding of your hotel's unique needs so you can show pests the "No Vacancy" sign.

## A.I.M.<sup>®</sup>: Assess. Implement. Monitor.

Effective pest management is a process, not a one-time event. Through our Integrated Pest Management (IPM) approach, we identify the best program for your needs based on scientific research and custom inspections.

Our methods combine a collaborative and ongoing cycle of three critical activities, so you can rest assured that your business is getting maximum protection with minimum exposure.



### ASSESS

First we inspect, identify and evaluate all the underlying reasons pests can infest your property.

#### **Comprehensive inspections**

We detect any sanitation issues or structural conditions conducive to pests.

#### **Identification of pest activity**

We examine and report any evidence of pest infestation.

#### **Risk evaluation**

We consider your property type, geography and any conditions conducive to pest activity.



### IMPLEMENT

Cookie-cutter pest management solutions are ineffective. We work with you to develop a customized solution to suit your unique needs.

#### **Focus on prevention**

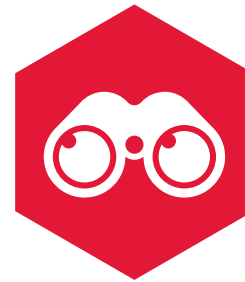
When we can, we start with exclusion, sanitation and other non-chemical options.

#### **Environmentally responsible**

If a product is needed, your Orkin Commercial Pest Specialist selects the most effective treatment with the least impact on the environment.

#### **Sanitation consultation**

Your Orkin Commercial Pest Specialist will consult with you to make sure your cleaning efforts make a real impact on potential pest “hot spots.”



### MONITOR

Year-round monitoring, documentation and communication help to ensure the ongoing effectiveness of your service.

#### **Ongoing protection**

During regular service inspections, your Orkin Commercial Pest Specialist monitors for signs of pest activity, looks for pest-conducive conditions and ensures that your program is working.

#### **Documentation and communication**

After each service, your Orkin Commercial Pest Specialist documents all services performed, pest activity and any other recommendations.





## A suite of services for hospitality properties

In addition to our pest management service, Orkin offers a wide range of services including:



### Protecting Your Foodservice Operation

We support your overall food safety program by offering free, on-site training with your staff (on request) to help them learn how to identify and help prevent a pest problem at your establishment's restaurant.



### Bed Bug Training & Service

Our complimentary training sessions and materials will help educate you and your housekeeping staff to spot the telltale signs of a bed bug problem. Coupled with ongoing, proactive inspections designed to help detect bed bug problems, your property will be primed for catching an infestation before it's too late.



### Bird Control Service

Certain pest birds can damage your property's physical assets and potentially spread illness. Orkin's customized bird control program can help solve any current bird problems and make your property unattractive to birds in the future.

### Restroom Care/Odor Control

Cleanliness is always top-of-mind in hospitality settings. A clean hotel can reduce the presence of pests, helping to create a healthier environment for employees and satisfied guests. Orkin's restroom care portfolio, designed to help with sanitation, is comprised of three products – AutoFresh®, AutoClean® and AutoFlush®.



Orkin AutoFresh is a wall-mounted, aerosol-dispensing unit that provides odor control by neutralizing odors, rather than masking them like many competitive products do.



Orkin AutoClean is a 24-hour, fixture-cleaning system that saves time and money associated with cleaning and maintenance in commercial washrooms.



Orkin AutoFlush is a sensory system that automatically flushes toilets and urinals after use.

## 5 REASONS TO CHOOSE ORKIN

1

**TRUSTED** Founded in 1901, Orkin is trusted by more than 1.7 million customers through more than 400 locations across the world.

2

**RESPONSIVE** We understand that immediate response time is critical. If you need us between service visits, we'll respond within 2 hours and be on-site within 24 hours, guaranteed.

3

**SECURE** Orkin is bonded, and our Commercial Pest Specialists are screened and randomly drug tested to allay security concerns.

4

**RELIABLE** Discreet service when you need it, provided by highly trained pest specialists, so the job will be done right.

5

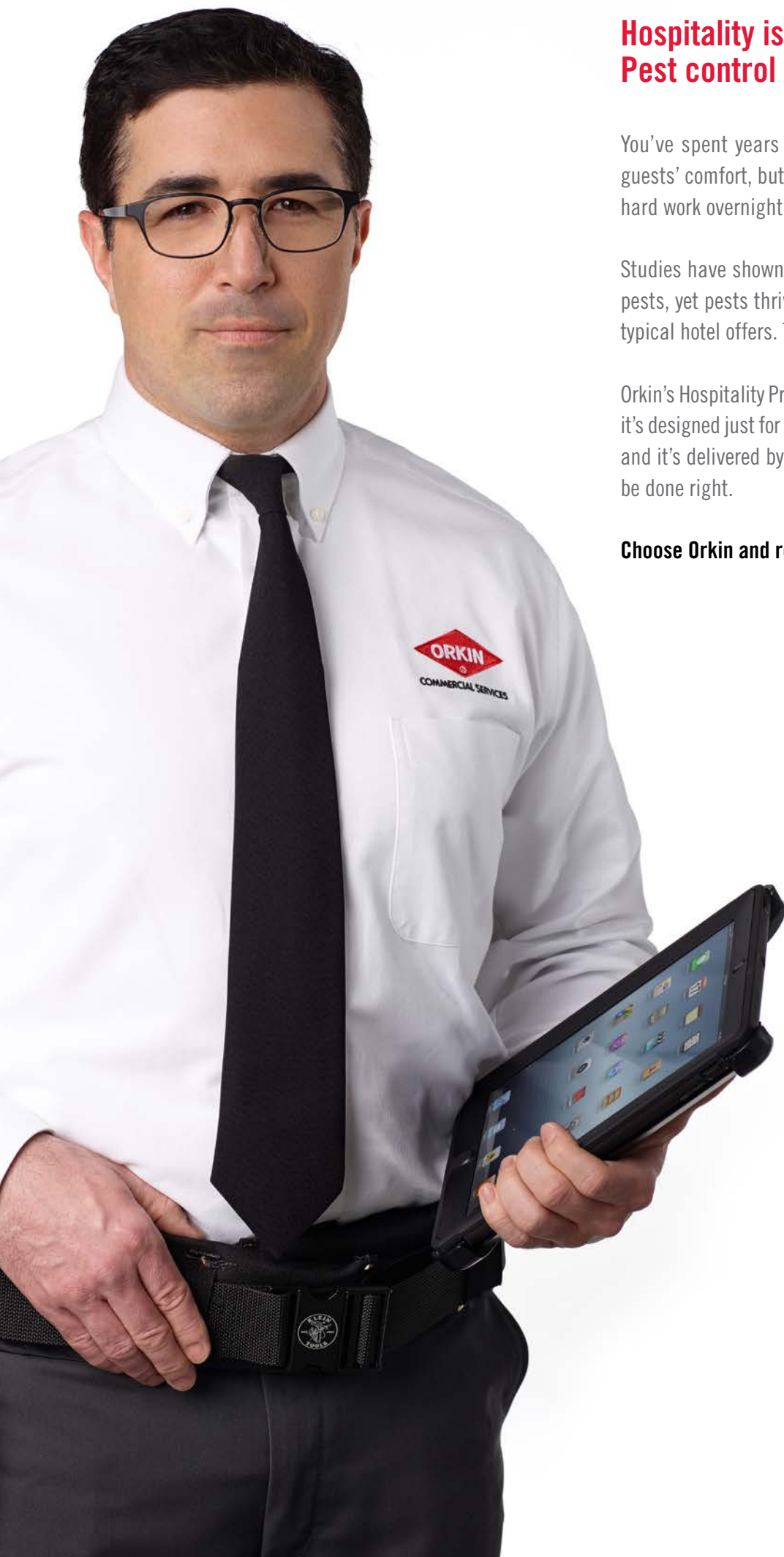
**WELL-TRAINED** Orkin is the only pest control company consistently recognized on *Training* magazine's prestigious Top 125 list and has been featured among the magazine's Editor's Choice honorees.



## Your satisfaction is our promise

We back our hospitality service with a Quality Assurance program to ensure our pest management service meets Orkin's high standards – and your own.

A follow-up visit by your Orkin Account Manager will be scheduled within 60 days of your initial service to review your IPM program. All findings will be documented and discussed with your designated representative.



## **Hospitality is an art. Pest control is a science.**

You've spent years developing the perfect formula for your guests' comfort, but a pest infestation can undermine all your hard work overnight.

Studies have shown that hotel guests have zero tolerance for pests, yet pests thrive on the food, water and shelter that the typical hotel offers. That's why having the best matters.

Orkin's Hospitality Precision Protection™ is so effective because it's designed just for your property and entirely based in science, and it's delivered by The Orkin Man™, so you know the job will be done right.

**Choose Orkin and rest easy while your guests sleep tight.**

# Orkin's Triple Guarantee

## 2x24 Response Guarantee

When you see a pest, you need service right away – 365 days a year. Orkin makes it easy with a direct priority line to our national customer service department and to your local branch. We'll respond to your request within 2 hours and if needed have someone on-site at your property within 24 hours – guaranteed.

## Reimbursement Guarantee\*

Should your company be fined by a regulatory agency due solely to a pest infestation, Orkin will reimburse you for the amount of those fines that are paid.

Should your customer see a roach, rat or mouse in your establishment after 60 days of service, Orkin will:

- Repay, either you or the customers as appropriate, the reasonable charges incurred by the customer at time of sighting.
- Invite the customer back as Orkin's guest for a meal or room charge, as appropriate.

## 360° Satisfaction Guarantee

With Orkin, your satisfaction is guaranteed on all sides with three unique 60-day guarantees.

- ◆ 60 days complimentary service if you're not satisfied with the way we begin our service  
After you choose Orkin, we provide a 60-day guarantee of our service. If you're not satisfied after the first 60 days, we will reimburse you in full.
- ◆ 60 days complimentary service if you're not satisfied at any time thereafter  
At any time, if you are not completely satisfied with results of your regularly scheduled service, Orkin will provide complimentary service for up to 60 days until you're satisfied.
- ◆ 60 days complimentary service by another provider if you're still not satisfied  
If you are still dissatisfied after 60 days of Orkin's complimentary service and you wish to cancel our service, we will pay for the first 60 days of regular service by another provider of your choice.

\*See agreement for details.



PEST CONTROL DOWN TO A SCIENCE.™





LOOKING FOR WAYS  
TO IMPROVE YOUR  
PEST MANAGEMENT  
PROGRAM?

Call **1.800.ORKIN NOW** for a free, on-site consultation by an Orkin Commercial Pest Specialist, and see how you can add Orkin to your formula for comfort.



HOSPITALITY  
PRECISION  
PROTECTION™



**1.800.ORKIN NOW**  
[orkincommercial.com](http://orkincommercial.com)