



PestPac
by WORKWAVE®

DELIVERING EXCEPTIONAL PEST CONTROL SERVICE:

Checking All of the Boxes

Being the best in pest means not just delivering exceptional service for your customers, but doing so consistently. Maintaining high standards for service is crucial to satisfying your customers, allowing your pest control business to establish longer-lasting customer relationships and a reputation for quality.

When it comes to delivering that top-notch service from initial inspection to final treatment, your technicians need to be able to operate effectively and efficiently. This means equipping them with the tools, knowledge and resources to meet customers' needs during each visit. To get you started on the right foot, we've assembled checklists to help your team ensure everything goes smoothly before, during and after each service visit.



PRE-SERVICE PREPARATIONS

Taking the time to prepare before you arrive at a customer's home or business to provide service is critical for a successful visit. From equipment and materials to customer info and routing, preparation is the name of the game and helps to make sure service is done right on the first visit.

☐ Review customer information

- ☐ **For new customers:** Check prior communications to get acquainted with the customer's needs and expectations
- ☐ **For existing customers:** Review service history for past treatments, potential issues and any notes left by prior technicians

☐ Check materials and equipment

- ☐ Confirm [equipment, tools and safety gear](#) are all in good working order
- ☐ Be sure you have any gear or materials needed for the customer's particular pest issue
- ☐ Consider software that provides chemical and material tracking to accelerate this process
- ☐ [Optimize routes](#) to cut down on travel time and ensure prompt arrival
- ☐ Send an "on the way" message so customers know when to expect you



PROVIDING PEST CONTROL SERVICES



The particular steps you take while on-site for a service call will vary a bit depending on the unique circumstances. While you might introduce yourself to a client upon arrival when coming out for a first-time visit, existing customers might prefer that you simply arrive and get started for exterior services. As such, be sure to tailor these steps to your use case.

- ☐ Introduce yourself/let the customer know you've arrived
- ☐ Perform a thorough inspection of the property, noting signs of pest activity or infestations and documenting evidence with images
 - ☐ On an initial visit, consider [providing estimates or quotes digitally](#) to save time and provide customer convenience
- ☐ Get customer approval to carry out recommended services (Note: this may take place prior to the visit, depending on the situation)
 - ☐ Provide a quote and get a customer signature when needed
- ☐ Execute service, which may include:
 - ☐ Checking, removing, replacing, emptying or adding bait to traps and bait stations
 - ☐ Applying appropriate chemicals and pesticides
 - ☐ Be sure to fill out any required forms for compliance, which vary based on location
 - ☐ Installing physical barriers or other exclusion techniques

- ☐ Reinspect the area, ensuring service meets your standards and that any waste or debris is cleaned up appropriately
- ☐ Discuss the treatment with the customer
 - ☐ Inform them of any actions they need to take, such as keeping pets or children out of particular areas following treatment
 - ☐ Answer any questions they may have about the service



Looking for tips on getting your technicians up to speed with software?

START HERE

POST-SERVICE FOLLOW-UP

Customer service doesn't end when you drive away from a client's property; ensuring that they're satisfied and that their needs are met goes beyond the service visit. Ensuring things are in order after the visit not only helps build better customer relationships but also helps minimize callback visits, saving your business time and money.

- ☐ Document service details, including:
 - ☐ Treatments, chemicals and pesticides applied
 - ☐ Areas treated



Consider using software to save time recording treated areas and materials used, especially if you also need to [track chemical usage](#) for compliance purposes.

- ☐ Any recommendations made to the customer for future visits
- ☐ Photos to serve as proof of service, when applicable

- ☐ [Schedule](#) any necessary follow-up visits
 - ☐ This can be done in person at the conclusion of the visit, or you can follow up with them afterward
- ☐ Request customer feedback
 - ☐ Technicians can request reviews at the time of visit, or you can [request reviews](#) afterward
 - ☐ Note that providing feedback should be as quick and easy as possible for the customer so they're more likely to follow through
 - ☐ Track feedback to identify areas to improve in the future



GAUGING YOUR SUCCESS IN THE FIELD

Customer feedback should certainly be a driving force when it comes to the way you approach improving satisfaction in the future, but it's far from the only factor you should be considering. Tracking and analyzing your pest control business's key performance indicators (KPIs) provides you with a wealth of insight to spark data-driven decisions that continually move your business in the right direction.

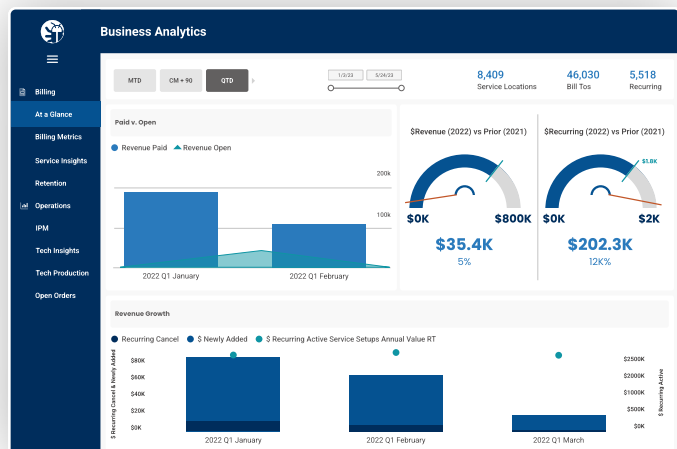
- ☐ **Service Response Time:** The average time it takes your business to provide service after a request is received
- ☐ **Completion Rate:** The percentage of jobs completed within the scheduled time frame
- ☐ **Repeat Service Rate:** The frequency of additional visits required for the same issue
- ☐ **Average Service Time:** The typical duration of a service visit
- ☐ **Client Retention:** How many of your customers return for repeat business
- ☐ **Tech Utilization Rate:** How many of your technicians' working hours are billable hours
- ☐ **Inventory Turnover:** The rate at which pest control products are used and replenished



ENSURING EXCEPTIONAL SERVICE, EVERY TIME

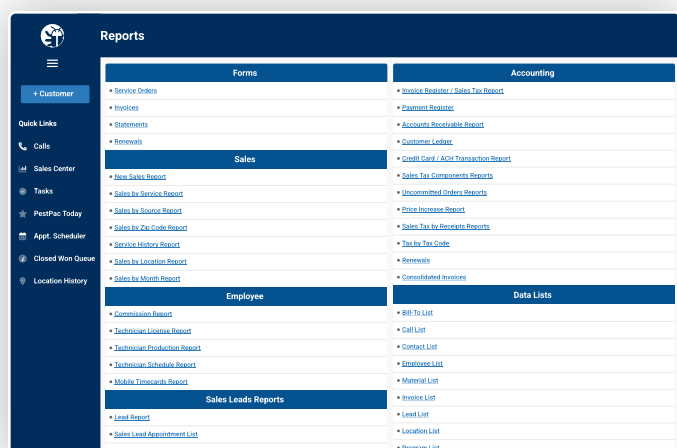
Needless to say, there's a lot that needs to be done, tracked and analyzed when it comes to continually improving the service you provide for your customers. Beyond knowing what to do and how to do it, your team needs to be equipped with the tools and resources to do the job right.

With the features your technicians need to meet their full potential in the field and the analytics to track and break down crucial KPIs, PestPac by WorkWave ensures your team is ready to deliver the quality of service your customers expect today and even better service in the future. **With PestPac, your team benefits from:**



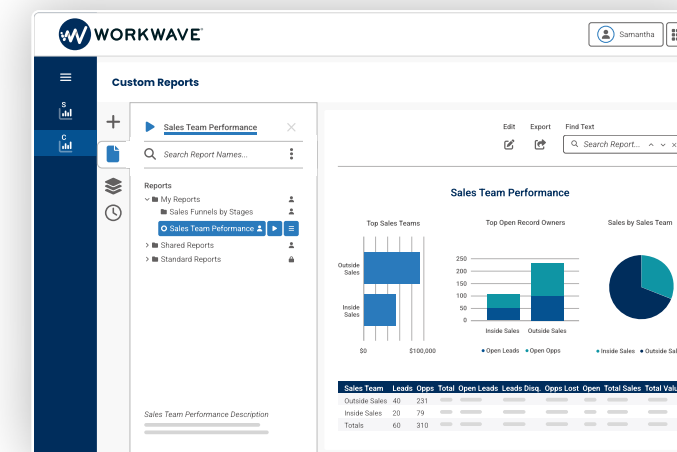
Business Analytics:

Tracks and analyzes business performance metrics to drive constant improvement



PestPac Reporting:

Includes reports to track technician productivity, callbacks, scheduled vs. actual services and more



Report Writer:

Enables you to create custom reports, dashboards and visualizations to drill into the data you value most

Whether you're just starting out in pest control or running an enterprise, delivering standout service for your customers isn't just a part of your business; it's the core of what you do.

For the tools you need to keep customers smiling and drive smarter service strategies, PestPac is your one-stop shop.

GET STARTED TODAY!