



DAWSON'S PEST CASE STUDY

An Easily Avoided Rodent Infestation That Threatened A 5-Star Reputation

Having continued rodent sightings in a 5 Star hotel is never a good thing.

But to have it happen because there were inadequate control measures in place is a costly fix and a potential blow to the hotel's reputation. This exclusive 5-star hotel is part of the International Group of Hotels who have a National Agreement with another large-scale Pest Control provider.

Dawson's was called in because there were guests reporting 3 or 4 mice sightings daily. Due to inadequate pest management at the ground level of the hotel, and other levels did not have sufficient controls in place, the problem had quickly spread through each floor of the hotel.

Implemented Action

- > To not only eradicate the issue but to provide a successful long-term maintenance plan Dawson's installed bait stations at each side of all entry points and at minimum intervals of every 10 metres throughout the ground floor.
- > Bait stations were also installed throughout all back of house areas on the other levels.
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- > External and garden areas also required bait stations. They were dependant on the hazard analysis and critical control points (HACCP) requirements.
- > Each individual room on each floor was treated initially to ensure we gain control.
- > Our technicians were complimented on their discretion, as their presence at the hotel could have caused concern from the hotel's guests.
- > In addition to the rodent services, Dawson's have been able to incorporate a comprehensive treatment plan for other pests such as cockroaches, ants, and flying insect control.
- > Additional stations were added in the kitchens and service areas, restaurant and bar areas, as well as the loading docks and additional entry points into the hotel.

Result

With initial attendance at the premises daily initially to control the issue, attendance has now moved to a weekly visit and with the problem being controlled at ground level, the hotel has now reported ZERO sightings over the last month.

Why These Results Were Achieved

Dawson's is renowned for the level of service, insight and expertise that other companies simply cannot offer.

We work with our clients to ensure that we are able to meet all of their needs, not just the pest control aspect of our service.

Our service team offer discreet, same day service with highly qualified service technicians, who not only know the layout of the building, but who really understand the issues the customer is facing and are able to provide recommendations on what the customers can do to minimise the activity in partnership with us.

Client Feedback

The feedback that we were delighted to receive from the team at the 5-star hotel included:



They were a pleasure to deal with.



Always dropped everything to attend.



Experienced the same technicians daily and weekly.



Very happy with the experience and will recommend with no hesitation.