



BOOK NOW

GENERAL PEST CONTROL PROGRAM

12-14 May 2014 PRETORIA

WEED CONTROL

19-21 MAY 2014 PRETORIA

REGISTRATION NOW OPEN

TERMITES & WOOD DESTROYING ORGANISMS

26-28 MAY 2014 PRETORIA

Upcoming Courses

**ALL COURSES ON NQF LEVEL 4
NOT NQF LEVEL 2**

GENERAL PEST CONTROL PROGRAM

**12-14 MAY 2014 PRETORIA
9-11 JUNE 2014 PRETORIA**

WEED CONTROL

**19-21 MAY 2014 PRETORIA
21-23 JULY 2014 PRETORIA**

**TERMITES & WOOD DESTROYING ORGANISMS
26-28 MAY 2014 PRETORIA
28-30 JULY 2014 PRETORIA**

FUMIGATION

**2-4 JUNE 2014 PRETORIA
4-6 AUGUST 2014 PRETORIA**

**PLANT PEST & DISEASES
19-21 MAY 2014 PRETORIA
21-23 JULY 2014 PRETORIA**

ANT MANAGEMENT—tips from the trenches

Pest Management Professional (PMP) asked several leading ant management professionals to share some of their hard-earned wisdom. Here's what they had to say:

TOP 5 ANT MANAGEMENT DO'S

- 1) **Do be more persistent than the pest.** If you've ever watched an ant at work, you already know about this pest's persistence. If controlling these highly adaptable insects was easy, there would be no need for your service. Be thorough in your observation, precise in your diagnosis and exacting in your treatment.
- 2) **Do bait and switch-if needed.** If your bait isn't working, consider the menu. Like humans, the dietary needs of ants vary. If one bait fails to attract the ants, try another. You're the chef, and you need to bring ants to your "restaurant", so don't be afraid to experiment. Sometimes, another brand of the same bait can be enough to entice your diminutive diners.
- 3) **Do reap referrals.** One of the best sources of new revenue is word-of-mouth referrals, assuming your customers have good things to say about you and your service. An added benefit from establishing an atmosphere of trust and mutual respect is your clients also are far more likely to cooperate in the ant management process.
- 4) **Do CYA (Cover your...assets).** If a customer insists you deviate from the best course of action, it might be best to walk away. However, most pest management professionals (PMPs) have to eat, making it easier for rationalisations such as: "I suppose partial treatment is better than none at all..." or "Who am I to argue with a customer?" In those cases where results



TOP 5 ANT MANAGEMENT DON'TS

- 1) **Don't think you know all there is to know.** When was the last time you and your team of pest control operators carefully read the product labels on all of your ant control solutions? Formulations and protocols change. Never stop learning. Every job is unique. Even if you've been in the business for decades, there's always something to learn or re-learn.
- 2) **Don't assume your client has common sense.** Sure, it's reasonable to assume your client knows enough to remove scraps of food that attracts ants, like dog food or to keep children and pets away from treated areas. But don't. Tell them, and put it in writing. You never want to hear "You didn't tell me."
- 3) **Don't fall into the "more is better trap."** Using more chemical or bait than necessary isn't better. Follow labels and protocols precisely, and avoid wasting time and money. Too much of a good thing can be hazardous to your and your client's health.
- 4) **Don't neglect customer education.** Explain how they can help prevent future outbreaks. After all, who will they blame when the ants return? Decrease the chances of re-infestation by ensuring your customer knows what needs to be done after your part is done and most of all the customer should be advised not to interfere with the baits or

**WOOD PRESERVATION OF
UTILITY POLES**

26-28 MAY 2014 PRETORIA
28-30 JULY 2014 PRETORIA

OUR COURSES ARE AGRISETA
ACCREDITED AND ACCEPTED
BY THE DEPARTMENT OF
AGRICULTURE, FORESTRY AND
FISHERIES FOR REGISTRATION
AS A PEST CONTROL
OPERATOR

AGRISETA & SAQA
REGISTRATION NO: AGRI/c
prov/0207/08
FET REGISTRATION NO: 2012/
FE07/001

might be compromised by the customer's demands, thoroughly explain the risks, and always document any deviations from established protocols.

- 5) **Do consider the source.** But never assume it's the only one. At the end of a long day, or shortly before lunch, you might be especially tempted to conclude there's only one source or colony, especially if it's been difficult to locate. Don't stop inspecting and observing until you're certain you've found all sources of infestation.

pheromone trails by spraying DIY products.

- 5) **Don't be afraid to charge what you're worth.** Making the prospect aware of all the potential health hazards and other costs of an infestation will go a long way toward justifying your price. Tell the prospect another company might charge less but they might not eliminate the problem. Paying a little more will give them the peace of mind that only effective treatment offers.

To download a printable version of this
newsletter—click [here](#).

WE NOW HAVE CREDIT CARD
FACILITIES AVAILABLE IF YOU
WANT TO PAY FOR YOUR
TRAINING ON EXTENDED
CREDIT OVER 6/12/24 MONTHS

Struggling to complete your pest
control correspondence NQF level 4
course? Even if you have only
completed 1 or 2 modules, why not
contact us?

29 Hazelwood Rd Hazelwood | Pretoria, Gauteng Phone: 0861999900 | Fax: 0123467453

PEST CONTROL TRAINING ACADEMY / SCHOOL

Professional Services Offered:

training of pest control operators | practical assessments of pest control operators | mentoring of pest control operators | supervision of trainee pest control operators | pest control helpline | pest identification service | food safety / HACCP training and auditing | food safety / PRP registers | ISPM 15 training and certification | green pest management / control | pest management operations manuals

This email was sent to you by Pest Management Academy. To ensure delivery to your inbox (not bulk or junk folders), please add ipmc@mweb.co.za to your address book. Should you no longer wish to receive correspondence from us, please send an email with UNSUBSCRIBE in the subject to ipmc@mweb.co.za