

## **Pest Control Awareness for Administrators**

In many pest control companies the office staff are the first point of contact with a potential customer. An infestation can be very upsetting for customers and whoever takes the initial enquiry must be sympathetic, reassuring and professional.

This one-day course aims to provide administration staff with enough background knowledge regarding major pests to speak confidently and professionally to customers, and the best ways to deal with enquiries.

Subjects covered include:

- The Role of the Office Staff
- Public perception of pests and how to deal with enquiries
- Rodents: What are they? Why do they cause problems? What can we do about them?
- Insects: The biters, suckers and messers! What are they and why do we need to control them?
- Birds: The bird problem and how we manage it. The public view.
- Mammals: What other mammals may cause us problems? A review of foxes, rabbits, mink, squirrels and badgers.
- Facing the public and instilling confidence

This course has been awarded 8 BASIS CPD points.

The fee includes morning and afternoon refreshments, lunch, and hand-out material

Cost    Members        £165 + VAT  
          Non-members   £195 + VAT

### **Cancellation**

Cancellations can only be accepted on receipt of written instruction and are effective from the date received by the BPCA. Charges will be applied as per the table below:

<b>Working days prior to course</b>	<b>General Pest Control Course</b>	<b>All other courses</b>
More than 10 working days	No charge except £100 + VAT deposit	No charge
5-10 working days	50% of course fee excluding £100 + VAT deposit	50% of course fee
Less than 5 working days	100% of course fee	100% of course fee