



**CONSUMER SERVICE CENTERS
COMPANY STANDARDS
FISCAL YEAR 2025**

CUSTOMER GROWTH STANDARDS

Pest Prevention Customer Base Goal (Minimum) 15.0% +
Termite Customer Base Goal(Minimum) 15.0% +
Lawn Customer Base Goal.....(Minimum) 15.0% +
 (+ = increase)

P & L STANDARDS

Net Revenue Increase (Minimum) 15.0%
Service Center Operating Profit Margin 25.0%
Service Center Operating Profit Dollar Increase 20.0%

ADMINISTRATION STANDARDS

PP Collections(Minimum) 100%
PP Debit Balance 50%
Termite Collections(Minimum) 100%
Termite Debit Balance..... 40%
Annual Renewal Collections 100%
 (or more of budget)
Lawn Care Collections(Minimum) 100%
Lawn Care Debit Balance..... 50%

SALARIES & WAGES

Total Salaries & Wages 30.5%
General Pest Prevention (Total PP Rev)21%
Office Salary (Total Rev) 3.0%
Sales Salary (Total Rev) 7.0%
PP Service Manager (Total PP Rev)4.5%
Termite Service8.0%
 (Total Termite Rev less Fume Rev)
Baiting Installation Wages2.5%
Monitoring (Monitoring Rev)3.0%
Termite Service Manager2.5%
 (Total Termite Rev less Fume Rev)
Lawn Service 14.5%
 (Total Lawn Rev less Aeration Rev)
Aeration Wages (Aeration Rev) 20.0%
Employee Benefits 8.0%
TOTAL PAYROLL 38.5%

MATERIAL & SUPPLY

Total Material & Supply Expense 11.5%
General Pest Prevention (Total PP Rev) 5.0%
PP Tools & Equipment (Total PP Rev)0.5%
Termite (Sub Term Completions)16.5%
Termite Tools & Equipment.....0.5%
Baiting-Install 32.0%
Baiting-Renewal 22.5%
Baiting-Tools & Equipment.....0.5%
Inspection Panels.....0.5%
Lawn Materials.....11.5%
 (Lawn Rev less Tree/Shrub and Aeration Rev)
Lawn Tools & Equipment (same as above) 0.5%

AUTO EXPENSE

Auto Expense 7.5%
Lease & Depreciation 3.0%
Gas & Oil 2.5%
Repairs & Maintenance 1.0%

Miscellaneous Direct Expense..... 2.0%
Fumigation Sub-Contract Labor.....50.0%
Irrigation & Renovation Labor 50.0%

General & Administrative Expense 7.0%

Occupancy Expense 3.0%

Advertising Expense 5.5%

TOTAL P & L EXPENSE75.0%



PRODUCTIVITY STANDARDS

PEST PREVENTION PRODUCTIVITY

Units/Accts Serviced Per Day Per Technician:	
Residential Accounts	18 monthly.12 bi-monthly..... 10 qtr.
Apt/Condo (\$30 Units)	18 monthly.12 bi-monthly..... 10 qtr.
Skips (# Customers - not \$).....	0.3% or less
Allowances & Discounts (\$ to P&L Contract Revenue)	0.5% or less
Cancellations (# Customers to total customer base).....	1.6% or less

SUBTERRANEAN TERMITE PRODUCTIVITY

Per Technician Per Day - \$235 per hour - or \$1645 per 7 hour day (Should average \$32,900/month)
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BAITING & MONITORING PRODUCTIVITY

Per Technician Per Day -
<ul style="list-style-type: none"> • Baiting Installation 1100 lineal ft. per day when liquid treatments are included (Standard based on 5 structures, 220 lineal ft. each) • Baiting Installation 1540 lineal ft. per day without liquid treatments (Standard based on 7 structures, 220 lineal ft. each) • Monitoring 3600 lineal ft. (Based on 16-17 structures per day at 220 lineal ft. average)

RENEWAL INSPECTION PRODUCTIVITY

Minimum assignment for an 8 hour day: 6 hours of production time plus 2 hours in travel and office time per day.
Conventional Renewal inspections will be assigned on the basis of \$3.30 per minute for 6 hours per day. (6 hours x 60 min. x \$3.30 x 20 work days = approximately \$24,000 per month)
Bait Renewal inspections will be assigned on the basis of \$5.25 per minute for 6 hours per day. (6 hours x 60 min. x \$5.25 x 20 work days = approximately \$38,000 per month)
Renewal inspections Made (# Customers): 100.0% of renewal inspections must be completed by the end of their renewal month.
Renewal Cancellations: 7.5% or less of available customers due each month
Bait Renewal Cancellations: 5% or less of available customers due each month
Personal Collections: 25% at time of Reinspection

SALES STANDARDS

Sales Inspectors	\$28,500 Monthly	\$342,000 Annually
Termite Renewal Inspectors	\$10,000 Monthly	
Service Managers, Technicians	\$20,000 Sales per Year	