



**CONSUMER SERVICE CENTERS  
(PEST ONLY)  
COMPANY STANDARDS  
FISCAL YEAR 2025**

**CUSTOMER GROWTH STANDARDS**

**Pest Prevention Customer Base Goal (Minimum) ..... 15.0% +  
Termite 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)**

**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 Service .....8.0%  
(Total Termite Rev less Fume Rev)  
Baiting Installation Wages .....2.5%  
Monitoring (Monitoring Rev) .....3.0%  
Termite Service Manager .....2.5%  
(Total Termite Rev less Fume Rev)  
  
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%**

**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%**

**General & Administrative Expense ..... 7.0%**

**Occupancy Expense ..... 3.0%**

**Advertising Expense ..... 5.5%**

**TOTAL P & L EXPENSE .....75.0%**



**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)**

**BAITING & MONITORING PRODUCTIVITY**

**Per Technician Per Day -**

- **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**