Pest Prevention Initial Training

Team Member Name: _____

CHK 2008 Pest Prevention Initial Field Training Checklists

Description

This checklist verifies that a new Pest Prevention Technician **completes all required onboarding and initial service training activities under direct supervision**. It includes integration into the service center, introduction to tools and equipment, regulatory compliance, product label comprehension, field service activities, and customer communication standards.

All items are **verifiable through direct observation** in the field and/or service center. Selected items require **structured observations** and **mandatory comments** to document findings, decisions, or measurements.

Checklist items with a mandatory comment are marked with this symbol: 🛑.

⚠️ **Real-Time Verification Required**
Checklists must be filled out **in real time** as the team member performs each activity. Do **not** wait until the end of training to complete or upload them.

Evaluator Instructions

Observation Guidelines

- Conduct all observations in the **office, service center, and field settings** as outlined in the checklist.
- Ensure the Team Member has been issued and understands the use of **PPE, manuals, and assigned equipment**.
- Observe for **professionalism, communication, safety, accuracy, and compliance with regulations and label instructions**.
- Require the Team Member to **demonstrate understanding of product labels** through identification, calculation, and explanation.
- Validate that in-field treatments, inspections, and exclusion methods are carried out according to **company protocols and regulatory standards**.
- For paperwork and reporting tasks, confirm the Team Member can complete forms **accurately, clearly, and consistently**.

Manager Responsibilities

- Personally supervise or assign a qualified trainer and confirm completion of all checklist activities.
- Validate that the Team Member can:
    - Properly use and maintain pest prevention tools and equipment.

    - Accurately identify pests and apply products according to label requirements.
    - Correctly complete all daily paperwork and service reporting requirements.
    - Provide great customer service.
- Provide structured, specific feedback and record notes in the **Manager Notes** section.
- Ensure the completed checklist is retained in the team member's training file at the service center in accordance with company policy.

How to Complete This Checklist

- Print this checklist and neatly print the team member's name in the space provided.
- Check off items **as they are demonstrated and completed**.
- Where indicated, enter **mandatory comments** following the instructions provided.
    - Write neatly and legibly.
- Review the completed checklist to ensure all required items, dates, times, and comments have been documented.
- Place the completed checklist in the **team member's training file at the service center**.
- Scan the completed checklist, along with any required attachments, to a .pdf format.
- Name the file in the following format: Last Name_EmployeeID_Course Number
    - EX: Massey_000000_CHK2008
- Upload the file to the Massy Initial Training Paperwork Upload Portal on Armyant and submit.

Checklist Items

Section 1: Day 1

The Pest Prevention Initial Training Day 1 Checklist is designed for new pest prevention team members is structured to ensure a smooth and effective integration into Massey Services. It covers various aspects from initial greetings to operational procedures, providing a thorough guide for both the new team member and the manager or trainer.

Immediate Greeting and Day Planning

- ☐ Manager to greet the new Team Member immediately upon their arrival, ensuring no waiting time.
- ☐ Manager to arrange their schedule to spend the entire day with the new Team Member.

Workspace Preparation

- ☐ Show the new Team Member where they will be sitting, ensuring the space is neat and clean.

Team Introductions

- [ ] Introduce the new Team Member to all other team members.

Facility Tour

- [ ] Conduct a detailed tour of the facility, explaining various areas.
- [ ] Show the new Team Member where to park their vehicle.

Employment Package Completion

- [ ] Complete the employment package, including issuing the Employee Handbook.

Dress Code and Uniforms

- [ ] Explain the dress code.
- [ ] Issue the minimal "loan" set of uniforms, including both shirts and pants.
- [ ] Record the number of items issued and their sizes.

Management and Organizational Introduction

- [ ] Review and explain the list of other Service Centers and the overall corporate organization.
- [ ] Provide the new Team Member with phone numbers for managers, C.O., and supervisors in the Service Center.
- [ ] Introduce the new Team Member to their immediate supervisor.

Identification Processing

- [ ] Take State and Company I.D. card pictures.

Manuals Issuance and Instructions

- [ ] Explain the replacement costs if these materials are lost or not returned.
- [ ] Issue the following manuals:
    - Florida Ant Guide (order from Thumbprint),
    - Pests In and Around the Southern Home (order from Thumbprint),
    - and the Green Pro Manual (in MILO under Printable Resources).

Regulatory Compliance

- [ ] Review the state's rules and regulations governing pest control.

Gas Card Setup and Usage

- [ ] Set up a PIN number for the new Team Member's gas card.
- [ ] Review procedures for purchasing oil changes, new tires, and other vehicle maintenance.
- [ ] Review the procedure for purchasing gasoline.

Job Role Clarification

- [ ] Review job description PPP Technician (#202) or Commercial Pest Technician (PP220).

Daily Paperwork Training, Show Examples of Completed Forms to Ensure Understanding

- [ ] Review and demonstrate how to complete the Pest Prevention Service Report.

Date: _____ **Time:** _____

Section 2: Label Comprehension & Application

This checklist is designed to ensure thorough understanding and correct application of pesticides based on label information. This comprehensive checklist covers various critical aspects including label identification, safety precautions, application instructions, storage, disposal, and legal compliance.

It is structured to validate the learner's ability to correctly identify and interpret label details, product application, and adhere to legal requirements. To complete this checklist, provide the learner with commonly used product labels to validate the learner's ability to complete each checklist item.

Label Identification and Understanding

- [ ] Label Location - Learner demonstrates the ability to locate the label.
- [ ] Active Ingredients - Learner identifies and notes the active ingredients on the label.
- [ ] Pesticide Type - Learner correctly identifies the type of pesticide (insecticide, termiticide, etc.) based on label information.

Safety Instructions

- [ ] First Aid Instructions - Learner explains the first aid measures described on the label for exposure via inhalation, ingestion, skin, or eye contact.
- [ ] Personal Protective Equipment (PPE) Requirements - Learner lists the PPE specified on the label for mixing, loading, and application.

- [ ] Environmental Precautions - Learner identifies label instructions related to protecting the environment, including water bodies, non-target organisms, and pollinators.

Application Instructions

- [ ] Target Pests - Learner identifies the pests listed on the label that the product is against.
- [ ] Site Application - Learner notes the approved sites for application (indoor, outdoor, specific structures) as indicated on the label.
- [ ] Mixing and Dilution Rates - Learner calculates correct mixing or dilution rates as per label instructions for a given volume of pesticide needed.
- [ ] Application Techniques - Learner describes the recommended application techniques and equipment as stated on the label.

Storage and Disposal

- [ ] Container Disposal - Learner explains the proper disposal method for empty pesticide containers as outlined on the label.
- [ ] Storage Conditions - Learner specifies the recommended storage conditions according to the label to prevent degradation or danger.
- [ ] Excess Pesticide Disposal - Learner outlines the recommended procedure for disposing of excess mixed pesticide or rinse water.

Date: _____ **Time:** _____

Section 3: Tools & Equipment

This checklist is designed to ensure that new team members and the service center is properly supplied with the correct tools and equipment that pest prevention specialists need to be effective at their role.

Safety Equipment

- [ ] Hard Hat
- [ ] Safety Glasses
- [ ] Gloves
- [ ] Spill Kit
- [ ] Dust Mask/Respirator

Inspection Tools

- [ ] Inspection Monitors
- [ ] Knee pads
- [ ] Mirror
- [ ] Flashlight
- [ ] Ladder

Application Equipment

- [ ] ULV (Ultra Low Volume) Sprayer (note: one per service center)
- [ ] Handheld Sprayer
- [ ] Handheld Granular Spreader
- [ ] Backpack Sprayer
- [ ] Centrobulb Duster
- [ ] Gel Bait Gun

Exclusion Materials

- [ ] Copper Mesh
- [ ] Expandable Foam
- [ ] Caulk

Other Items

- [ ] Cobweb Duster
- [ ] Vacuum Cleaner (HEPA filtered)
- [ ] Hand pruners

Date: _____ **Time:** _____

Section 4: Daily Activities

This checklist is designed to ensure that each aspect of the training and daily responsibilities is clearly defined, performed, and reviewed, promoting adherence to best practices and ensuring thorough training and effective pest management services.

In-Field Activities

- [ ] Have the Technician demonstrate the use of the backpack sprayer.
- [ ] Have the Technician perform spot treatments on the exterior of the structure using the backpack sprayer for liquid barrier treatments.
- [ ] Have the Technician apply granular barrier treatments with the Centro-bulb or Whirlybird Spreader.
- [ ] 🛑 **Mandatory Comment:** Utilization of Products - List all different formulations of products that were utilized during the day, ensuring correct application as per guidelines.

  _____

  _____

  _____

- [ ] Ensure that the Technician has triple rinsed all empty containers, punctured, and properly discarded according to label directions throughout the day.
- [ ] 🛑 **Mandatory Comment:** Identifying Specific Pests - Identify and document the specific pests dealt with during the day.

_____

_____

_____

☐ Have the Technician document detailed service information including conducive conditions, pests identified, products used, etc., in the Service Reports.

Date: _____ **Time:** _____

Office PM Procedures

☐ Daily Check-In Involvement - Review the in-field tasks and any questions the new Technician may have from the previous day's Massey University assignments.

☐ Daily Check-In Involvement - Ensure the Technician Summary Report is filled out correctly, obtain signatures from both the Manager and the Technician, and turn it into the Office Manager.

☐ Customer Communication - Have the new Technician sit with the experienced Technician while making calls to customers regarding Extra Service appointments, high balances, and call ahead services.

☐ Daily Check-In Involvement - Involve the new Technician in the Daily Check-in process for the Technician they rode with.

Date: _____ **Time:** _____

Section 5: Initial Service

This checklist is designed to ensure that pest prevention technicians deliver a thorough, safe, and effective initial service that adheres to the highest standards of pest management practices. The objectives outlined in the checklist aim to guide technicians through a series of structured activities that enhance service quality, customer satisfaction, and compliance with regulatory requirements.

Customer Interaction and Communication

☐ Communication is clear and informative regarding the control methods to be used during the service, ensuring the customer understands the process and expectations.

☐ The technician greets the customer promptly upon arrival, ensuring immediate engagement.

Preparation and Equipment Usage

- [ ] All necessary equipment and special items indicated by the Sales Inspector's start sheets are present and utilized appropriately.
- [ ] Treatments are performed following strict safety guidelines, especially near children's play areas and public spaces to ensure safety and compliance.

Service Execution

- [ ] Initial treatment includes both interior and exterior applications, addressing all identified pest concerns.
- [ ] Exclusionary methods to prevent future pest entry are applied as required, focusing on long-term pest prevention.

Specific Treatments

- [ ] Using a HEPA vacuum, remove all active and dead pests, evidence of pest infestation, and/or food debris from areas on the interior of the structure.
- [ ] Appropriate baits are strategically placed for ants, roaches, and around the base of trees to target specific pest activities.
- [ ] Children’s play sets and other outdoor equipment are inspected and treated for ants, spiders, and wasp activity, ensuring areas frequented by occupants are safe.
- [ ] Dust is applied to the perimeter eaves of the attic to prevent entry of pests from these common access points.
- [ ] Insect detection traps are set up if active pests are found during the inspection to monitor and control pest activity.

Caulking and Sealing

- [ ] Foam sealants are used for larger gaps where caulking is insufficient, ensuring a thorough sealing process.
- [ ] All accessible holes no larger than 2 inches are caulked and sealed to prevent pest ingress, using appropriate materials for each type of opening.

Gutter Maintenance

- [ ] Leaf litter is removed from gutters, but only within the safe reach limits as defined using ladders issued by the Service Center, prioritizing technician safety.

Documentation and Reporting

- [ ] All service actions and observations are meticulously documented in the Service Reports, providing a comprehensive record of the treatment performed.

Customer Service and Follow-Up

- [ ] Follow-up actions are scheduled or conducted as required, ensuring ongoing pest prevention and customer engagement.

General Safety and Compliance

- [ ] Personal protective equipment (PPE) is correctly and consistently used during the application of treatments to safeguard the technician's health.
- [ ] All equipment used during the service complies with company and regulatory standards, ensuring safe and effective pest control practices.

The Team Member Technician Can List The 6-Step Formula for Great Customer Service

- [ ] Be on Time
    - Arrive at the scheduled time to demonstrate reliability and respect for the customer's time.
- [ ] Greet the Customer
    - Greet the customer warmly and professionally to set a positive tone for the interaction.
- [ ] Inspect Inside, Outside, Over and Under
    - Conduct thorough inspections of the property, checking both the visible and less accessible areas to fully assess the situation and identify any pest issues.
- [ ] Perform the Service
    - Carry out the pest prevention and treatment services efficiently and effectively, using the appropriate techniques and materials for the specific pest problems identified.
- [ ] Communicate
    - Keep the customer informed about what you are doing, why you are doing it, and how it will benefit them. Provide clear, understandable explanations and answer any questions they may have.

☐ Follow-Up

- Follow up after the service to ensure customer satisfaction and address any subsequent concerns or questions. This step helps to build a lasting relationship and trust between the technician and the customer.

Date: _____ **Time:** _____

Manager Notes

Use this section to record specific examples of performance observed. Include positive behaviors, areas where additional training may be required, and any coaching or feedback provided during the observation.

Strengths observed

_____

_____

_____

Areas for Improvement

_____

_____

_____

Coaching & Next Steps

_____

_____

_____

Acknowledgement

By signing below, both the manager and the team member confirm that the manager directly observed the completion of the above tasks and that this checklist was completed accurately and honestly.

_____ Date: _____

Manager Signature

_____ Date: _____

Team Member Signature