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Hot Links

BESTech on the web
Your one-stop information center for drain line solutions

"The Grease Equation"
A streaming video by the San Diego Wastewater Dept. on the problem of grease in drain lines

National Restaurant Association
The principal association for the Restaurant & Hospitality Industry

Georgia Fats, Oils and Grease Initiative
Excellent resource for FOG/wastewater information

Best Management Practices
Preventive drain line maintenance guidelines for food service facilities

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Maintain Staff Proficiency With BESTech's Free Phone/On-line Training Seminars

Experiencing frequent staff turnover? Overwhelmed by the seemingly constant need to train new hires? Let BESTech help!

BESTech provides FREE training for resellers' sales and service personnel. The training session typically involves 60 to 90 minutes. All that is required on your end is a speaker phone and a computer connected to the internet. At the scheduled time, a BESTech training associate will phone your location and lead the training seminar with your employees. To arrange for a NO-CHARGE session, phone BESTech customer service toll-free at 866-907-BEST or e-mail your request to info@bestechcorp.com.

Sales Strategy During the Dog Days of Summer

For many service companies, the summer months are a time of cancellations. This is often due to customers' cash flow problems as a result of slow summer sales. When looking to cut expenses, customers often view pest control, restroom hygiene or drain line maintenance as services they can handle in-house. They've forgotten that prior to contracting with a professional service provider, their own staff was unable to adequately perform the needed service, and won't this time either. They are only focusing on the need to cut expenses.

This is when your merchandising skills come into play. Be sure that your technicians speak to the manager during the service call. The tech might ask, "How are your odor issues? Are you having any problems?" If the manager answers "yes," the tech should ask for details and then respond with "I'm glad I asked! I'll be sure to treat that area with some extra product to correct the problem." If the manager answers "no," the tech should reply "Great! That shows that our program is working as it should be!" By engaging with the customer in this way, you are assuring them that they made the right decision to hire you for this service. It's a great way to emphasize the benefit of the program and protect your income.

Q&A: Eliminating Persistent Drain Flies

Q: "As recommended by BESTech, our service tech applies Biofeed Spray to each floor, sink and beverage tower drain at a client location during each service call, but the client is still experiencing drain fly problems. What gives?"

A: Drain flies typically lay their eggs in moist organic material. Drain openings are not the only places where such material can build up. When applying Biofeed Spray, it is very important that the service technician inspect underneath prep-area work tables and other out-of-the-way locations where mops may not reach, and where, as a result, organic material may accumulate. Such areas are just as hospitable to drain flies as drain openings, and should be sought out and treated with Biofeed Spray during each service call.

E-mail questions to bulletin@bestechcorp.com, and be entered in a monthly drawing for two Biofeed FS bags.