

# Pest Control Technology Magazine Announces Commercial Service Technician of the Year

RICHFIELD, Ohio, March 6, 2012 (SEND2PRESS NEWSWIRE) – Pest Control Technology (PCT) magazine, and sponsor BASF Pest Control Solutions are proud to announce the 2011 Commercial Service Technician of the Year is John Dawson and category finalist is Chad Mackie, both from Griffin Pest Solutions, headquartered in Kalamazoo, Michigan. For the past 15 years, PCT magazine has recognized standout commercial service professionals.

Dawson, a 24-year veteran of Griffin Pest Solutions, an Associated Certified Entomologist (A.C.E.), has been an early adopter and patient teacher of Integrated Pest Management (IPM). He works hard to find solutions that are environmentally responsible and minimally invasive. As a teacher, he believes in thoroughly explaining to customers what he's doing and why, what they can expect in terms of results and why IPM solutions are preferable to traditional solutions in many situations. Because Dawson services accounts with very low pest thresholds, mostly in the health care and pharmaceutical segment, this customer education is vital.



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Mackie, also an A.C.E., is a 10-year veteran of Griffin Pest Solutions and has become a leader at Griffin's Grand Rapids branch office due to his positive attitude and willingness to do the little things to meet and exceed customer expectations. Mackie has excelled at a job that requires problem solving and attention to detail. He serves as a model mentor to new service technicians, exhibiting patience and dedication necessary to train others.

"The 2011 Technicians of the Year are representative of the many outstanding service professionals in the pest control industry," said PCT Managing Editor Brad Harbison. "Whether it's mentoring new service technicians, assisting with training programs or growing their routes through sales efforts, each of this year's winners truly goes above and beyond their job description."

"We are very proud of John and Chad," said Griffin Pest Solutions President

Linden Griffin. "This is a tremendous honor for both of them and they truly deserve the recognition for all of their hard work and dedication to their customers."

PCT received dozens of nominations for from pest control companies throughout the U.S. of various size and make-up. Managers/owners were asked to evaluate service technicians in several areas including: technical skills; communication skills; service to company/community; and their mentoring role within the company. All of the nominations were reviewed by a panel of pest control industry experts who determined the winners. The winners were recognized during special ceremony at [National Pest Management Association](#) (NPMA) Legislative Day on Monday, February 27, 2012, in Washington, D.C.

The winners will also be profiled in an upcoming issue of PCT Magazine.

More information: <http://commercial.griffinpest.com/about.html> .

– PHOTO 1 72dpi: [Send2Press.com/wire/images/12-0306-griffinp1\\_72dpi.jpg](http://Send2Press.com/wire/images/12-0306-griffinp1_72dpi.jpg) .  
– Photo 1 Caption: John Dawson (left), commercial service technician from Griffin Pest Solutions and Brad Harbison (right), Internet Editor & Managing Editor of PCT Magazine.

– PHOTO 2 72dpi: [Send2Press.com/wire/images/12-0306-griffinp2\\_72dpi.jpg](http://Send2Press.com/wire/images/12-0306-griffinp2_72dpi.jpg) .  
– Photo 2 Caption: Griffin Pest Solutions commercial service technician John Dawson.

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