



BY CHOICE HOTELS

November 20, 2015

To Whom It May Concern,

I am writing to recommend Alliance Pest Professionals as a knowledgeable, effective and dependable vendor.

I found them by accident when I was the General Manager of the Hotel Floyd, an upscale boutique hotel in Floyd, Virginia. I had an existing company on a monthly contract and when I called them with a complaint of fleas on a Thursday morning I was told that they could not see me until Monday or Tuesday of the next week. As I could not leave the rooms unused over the weekend and was concerned about the possible spread, I checked the Floyd Chamber of Commerce website and called Gary. He was able to accommodate me that evening, after his regular business hours once I explained the urgent nature of my request. He arrived, surveyed the room and found that the pre-emptive efforts had contained the infestation. He sprayed the room and left instructions on how to put the room back into service. I was thoroughly impressed by his knowledge, demeanor and sense of urgency. He seemed to really understand my business and my needs. We contracted with Alliance for our monthly service and have been very happy with the decision.

When I took over the Dutch Inn in Collinsville and its 1.5 million dollar renovation I was truly thrilled when Gary was available to service this new project. I realize "thrilled" is a strong word when talking about pest control, but this was a property in horrible condition, having no money put into upkeep for at least 2 decades. The roaches in the kitchen were so thick that if you walked through without turning on the overhead lights, they crunched underfoot. Gary quickly put together a 3 part plan that brought the pests under control within a couple weeks. As with the Hotel Floyd, he is always responsive, often arriving same day with just a phone call. Renovating a building that was built in the 60s and neglected since the 80s is no easy task and Gary has performed like one of our team, making suggestions and always going above and beyond.

Alliance Pest Professionals is a valued vendor and I can't speak highly enough of Gary and his team.

Warm Regards,

William Bouvier

General Manager

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