



NCPCA Technician of the Year 2005 Award Recipients

Floyd Davis Killo Exterminating

Leadership: “Floyd leads by example and is very thorough and patient with new technicians. He goes out of his way to get them started and remains a source of information as the technicians continue on their own.”

Customer Relations: “Floyd has the charisma to endear himself to his customers and the knowledge and experience to surpass the level of service expected by his customers.”

Knowledge of Job: Floyd is a Certified Applicator in both the P and W phases, NCPCA WDI Accredited Inspector, and has over 37 years of experience.

Job Performance: “Floyd develops a rapport with his customers through his personality and work ethic. Floyd pays great attention to detail.”

Benny Marcum Carolina Pest Management

Leadership: “Benny takes new employees under his wing to offer encouragement and advice. Benny sets a good example for new employees and they look to him when they need the advice of someone who has seen it all.”

Customer Relations: Benny “has the most loyal customers.” They often “see him as part of the family and leave him a key each time because they trust him.”

Handling Problems: Benny “handles complaints quickly and effectively. His customers really appreciate his quick response. It is great to have a technician who can take care of his customers.”

Other: Benny “is a real ‘company man’ who will do anything that is asked of him. Benny has a great attitude and gets along extremely well with his fellow employees. He is just an all around good technician.”