

How to react to a complaint or evidence of a bed bug infestation

- **PROHIBIT** access to the room for all staff.
- Call Rentokil Pest Control to report the infestation.
- **DO NOT** remove anything from the room.
- If required, transfer the guest to another room. Ensure they bring only their personal belongings.
- If the room has recently been cleaned, the vacuum cleaner must be immediately removed from the accommodation area. Preferably outside or on a hard floor the bag must be emptied and the inside of the machine checked for infestation.

Any other piece of equipment that had been used in that room prior to the notification of the problem must be thoroughly checked for any signs of infestation.



Suggestions for Front of House Managers

DO

- Empathise with the customer's situation.
- Express concern that everything is not to their requirements.
- Record in detail what the customer has experienced.
- Arrange a doctor's visit if required by guest.
- Advise that allergic reactions can arise from a number of reasons.
- Report the complaint to management and house keeping.

DO NOT

- Mention pests as potential source of reaction.

HINTS

- Offer relocation to different room.
- Send housekeeping to inspect the room.
- Help with relocating guest's belongings.
- Offer cleaning/washing of guest's clothes.

