

# Target Specialty Products sends pest management customers in the right direction



Tom Jordan,  
General Manager,  
Arrow Exterminating

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Tom Jordan felt confident when he switched termite baiting systems earlier this year. Through research, Jordan, general manager of Arrow Exterminating, and co-presidents Jackie Grabin and Debra Tappan had determined that the new product was effective, and it was less expensive than the system they had been purchasing from a different manufacturer.

The team from the Long Island, N.Y.-based Arrow also knew the product transition would proceed smoothly thanks to distributor Target Specialty Products.

“Target Specialty Products made sure the manufacturer’s production line for the baiting system was good enough to meet our needs, so that we would not run out of supplies,” Jordan says. “They even housed the product for us. I can’t say enough about their service.”

Jordan says Arrow buys most of its chemicals, glue boards, aerosols and rodent baits from Target Specialty Products, and while the products are top-notch, it’s the service that stands out. Target Specialty Products’ representative to Arrow, Rick Allen, emails Jordan weekly just to check in. He frequently visits Arrow to discuss the latest products and what people are saying about them.

Target Specialty Products even provides training and product demonstrations. Recently, the company hosted a cookout at its Hicksville, N.Y., office.

Manufacturers showed off their latest products to users like Jordan and his team while Allen grilled burgers and hot dogs. Dr. Bobby Corrigan, a *PMP* Hall of Famer (Class of 2008), spoke at the event.

The first 100 people to arrive at the cookout received a free Yeti cooler cup. It was just a lot of fun, Jordan says.

“Not all distributors do this,” he adds. “Target Specialty Products is one of the few companies that brings all this to the table, with training and visits, and keeping you up-to-date on the whole industry. They go out of their way to get answers and information that will help you in the future.

“The value of what they provide is tremendous,” Jordan says. “We usually send 20 or more of our technicians to their events.”

From its network of 42 service centers in North America, Target Specialty Products serves a wide range of businesses, including those in the vector control, landscape maintenance, pest management and vegetation management industries.

Jordan said it was Allen who earned his trust years ago.

“We went with (Target Specialty) originally because of Rick’s vision to bring knowledge and training and the newest technology to pest control companies, so they would find out about the latest developments right away,” Jordan says.

