

JP McHale Pest Management is equipped for success, thanks to Target Specialty Products

Representative Cindy Chervenyak goes above and beyond to ensure the JP McHale team has everything it needs to serve its customers

As the manager of inventory and facilities maintenance for Buchanan, N.Y.-based JP McHale Pest Management, Dennis Danaher plays a critical role in ensuring each job goes smoothly.

Danaher oversees JP McHale's chemical storehouse, where he orders, logs and controls the flow of materials the technicians use. It's a job Danaher takes seriously, as the company prides itself in keeping chemical use to a minimum to avoid waste.

"Before we grew to the size we are now, it really wasn't necessary to have someone in control of the chemical area," says Danaher, who has worked for JP McHale for 12 years but began running the storehouse more than five years ago. "We used to just call up our supplier and say, 'I need five of this and five of that.' But now we're getting thousands of products coming through each week."

To keep up with its customer load, JP McHale gets the majority of its inventory from national pest management product distributor Target Specialty Products.

"They have everything I need," Danaher says of Target Specialty Products. "Everything is in order and written down. The invoices are perfect, products are in good condition — they never arrive broken."

JP McHale's growth warranted not only a manager of the storehouse, but a working relationship with a good customer service representative. And according to Danaher, they have the best in Cindy Chervenyak, the company's customer service representative at Target Specialty Products' Roselle, New Jersey branch.

"She treats us like we're her only customer," says Danaher, who praises Chervenyak for her thoroughness and persistence. "I can call her any time of the day and tell her we just acquired a customer that needs immediate service, and there are items



Dennis Danaher



Cindy Chervenyak

we need for the job. Five minutes later, she'll call me back and tell me exactly where the product is coming from and when we will have it."

Danaher notes that Chervenyak will even track down hard-to-find items and ensure his team receives everything on time.

This was the case recently, when Danaher received a last-minute call from a large commercial client. The technician needed 120 rodent bait stations, among other items. Even though JP McHale already had its delivery from Target Specialty Products for the week, Chervenyak came through and had a truck with everything needed sent to Danaher the very next day.

After five years of working closely together, Danaher says Chervenyak knows JP McHale's orders well — and even catches if he forgets an item.

"She's like my guardian angel," says Danaher. "If I missed an item, I'd be in trouble. A job might not get done, a customer might be dissatisfied."

In Danaher's experience, his customers are just as important to Chervenyak as they are to him.

"She makes it like it's her job to make our customers happy," he concludes. "A lot of customer service representatives do their job. Cindy goes above and beyond."



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