

A STARTUP STORY: How one California PMP began a pest management company with the right-hand aid of his distributor

There is a huge learning curve that comes with opening your own pest control business, even if you have a lot of experience.

So when Caleb Raymond, a nine-year industry veteran, decided to strike out on his own to open and operate Mission Pest Control in San Diego, Calif., he was grateful for the guidance and support of Target Specialty Products.

At his former companies, Raymond had worked with two product distributors, one of which was Target Specialty Products. Eventually, however, the companies phased out the other distributor and worked solely with Target Specialty Products. The reason? Target Specialty Products' customer service, which was impeccable.

Because of this, Raymond knew he was in good hands when he started Mission Pest Control last May.

Making each day easier

Raymond says that Target Specialty Products has been a huge asset in helping him and his team learn and stay compliant with California's pest management regulations. The distributor has helped with everything from personal protection equipment tests to regular checks to ensure Mission Pest's licenses are up-to-date.

"They made sure that my employees and field experts had the training they needed and that California required," says Raymond. "Target Specialty Products did a walkthrough of my office to make sure we were in compliance. They even provided labels for products in my truck."

Raymond praises his Target Specialty Products sales representative, Angelica Romero, for going above and beyond in assisting him. It makes a difference, he adds, that she works after-hours and thinks nothing of driving an hour or more through the infamous southern California traffic to make a delivery.



Caleb Raymond



Angelica Romero

"I've had times when I've run out of a product, and Angie drove across the county to make sure I had what I needed in my arsenal before we went into the field," says Raymond. Once, he says, she drove around Los Angeles to locate cradles for his Birchmeier backpacks, as he was unable to find them locally, and made a truck-to-door delivery.

An incalculable assist

In the space of a year-and-a-half, Raymond got married and became a new father — all while starting a business. He looks back to see life has been nothing short of interesting, not to mention exhausting.

"Unfortunately, you can only foresee so many fires and try to prevent them, but some just spontaneously combust," he says, noting that as prepared as he thought he was to open the business, he couldn't prepare for everything.

"Beginning Mission Pest Control and leading as its president have been a complete and utter whirlwind of great and awesome and terrible," says Raymond. "It's the hardest thing ever; I've never been more stressed in my entire life, but it's great!"

Having Target Specialty Products in his corner to help with problems has been a tremendous asset and a great relief to the new business owner.



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