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## TKO PEST CONTROL, INC.

### CELEBRATING 20 YEARS AND GROWING STRONGER!



Left to right: Dave Collins, Joann Collins, Alisha Collins, Dave Gaugler, technician, A.J Fuentes, technician (kneeling) and Bryan Trout, technician.

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# TKO PEST CONTROL, INC.

Celebrating  
**20 Years**  
and Growing  
Stronger!



**DAVE COLLINS, PRESIDENT**

## CHARACTER, FAMILY & LOYAL CUSTOMERS BUILD A STRONG FOUNDATION FOR SUCCESS

When you first meet Dave Collins, President of Royersford-based TKO Pest Control, you feel like you've known him forever. He talks to you like you're an old friend. He is quick with a joke and a smile. His handshake is warm, firm and genuine. "We're in the business of building relationships," Collins says. "I just feel like pest control is our vehicle. That's what we're about."

Two or three passers-by spontaneously stop their vehicles in front of the TKO office to shout approval or chat briefly when they see us doing the photo shoot for this story. Like the "six degrees of Kevin Bacon" game — it seems that everybody knows somebody who knows Dave Collins or his family and staff.

That air of familiarity, and ability to treat everyone like friends and family, is reflected in Dave Collins' personal philosophy and his approach to creating and building his successful family business.

"TKO Pest Control is large enough to serve all your pest control needs effectively, but still small enough to give your home and business the personal service and attention that you deserve," Collins says succinctly, adding, "Because of the way we treat our employees like family, as well as our customers, we have 100 percent employee retention, and approximately 95 percent customer retention."

The TKO Pest Control staff recently celebrated their 20th anniversary in business by presenting a plaque to their first residential customer. "They've been with us since day one, 20 years," Collins says. "It was beautiful. We shocked them," he said. TKO also presented their first commercial customer, Vince & Tony's Pizza & Italian Restaurant, also in business for 20 years and now located in the Royersford area, with a plaque, to express the company's appreciation. (watch the videos at: [www.facebook.com/TKO-Pest-Control-1813901742167107/](http://www.facebook.com/TKO-Pest-Control-1813901742167107/))







Collins developed his work ethic and learned the right way to treat others early in life. Born in Norristown, he was raised by his mother Roseann Collins, a single parent. “She always taught me how to treat others and help others out,” Collins says fondly. “She worked hard in a factory for many years and made a lot of sacrifices for me. We lived with my grandparents throughout my childhood. During those years, I watched my grandfather work three jobs all the time to support his family. Mother didn’t have the money for the extras I wanted so I knew I had to go to work young,” he said.

At 12 years old, Collins went to work cleaning the warehouse at a local supermarket. At 13 his grandfather built him a homemade shoeshine box. “Every day I would go around the corner to the courthouse and wait for the judges and lawyers to come out so I could make 25¢ a shine,” he said.

Through high school, Collins participated in a co-op program, which allowed him to work and earn money while getting his education. Right out of high school, he went to work at a paint factory. Knowing this wasn’t his lifetime career goal, he started a car detailing business, every night, after the factory work.

In 1989, Collins went to work for a local family pest control business. After five years he was involved in a work-related injury. His employer told him he would be unable to do that type of work anymore, and suggested he go back to school and consider a new vocation.

“I took his word on that and I applied for a summer course at Penn State to take an entomology course, to hone in on my skills,” Collins said. “I studied under Dr. Stanley Green, at the time, the area’s leading entomologist.”

In October 1996, Dave Collins decided to combine his industry knowledge and his strong work ethic to start his own business, TKO Pest Control, Inc.

“I came up with the name TKO Pest Control in honor of my grandfather, Vincent Colucci, who enjoyed boxing as his hobby,” Collins explains. The pink and blue colors in the company logo and on the company trucks are in honor of his children — daughter Alisha and son Austin.

**“Our mission statement, when starting the business, was to build a highly reputable company, from one satisfied customer at a time,” Collins said, and he has done just that.**

The business grew steadily from the start. Collins relocated to the Royersford area in 1999. With TKO Pest Control poised to enter a new phase of growth, Collins’ wife Joann unselfishly gave up her long-time and much beloved career as a cosmologist to manage the office for her husband’s growing company. “She was very passionate about her work because of the daily interaction with her clients, and making them feel good about themselves at the end of the day,” Dave Collins recalls, acknowledging her sacrifice on behalf of the family business.

In 2004, Dave and Joann found it necessary to look for their first employee. Dave was working 16 hours a day, seven days a week to keep up with customer calls.

*(Continued on page 8)*

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## COVER STORY

(Continued from page 7)

Referrals from happy customers had pushed the limit of how much he could take on by himself. "I did not want to compromise the quality of my work everyone had come to know and expect," he said, so Dave and Joann hired technician Bryan Trout, who remains part of the TKO family today.

The business grew steadily, but year 2007 presented a double challenge. It was the start of a recession, which affected all businesses, but closer to home, Dave was involved in a near fatal motorcycle accident, resulting in the loss of his right leg above the knee. "While laying in the hospital, my wife and I, and my technician Bryan Trout, kept the day-to-day operations going," Collins said.

Once released from the hospital, Collins was told he wouldn't receive his prosthetic leg for another four months. "I was admitted into rehab for a week," he recalls. "There I decided that I needed to get back to work, so I went back on crutches. Not only did we survive these hard times, but we thrived, due to the compassion and commitment from my wife and my technician Bryan Trout and the loyalty of our customers," he says appreciatively.

"Due to the continued increase of work coming in, we started to carefully search for additional qualified individuals," Collins said. "The key to our success is how we hire our individuals. We do not try to recruit them from other pest control companies, nor look for individuals with past pest control experience. We look for people that are personable, courteous, and professional," he said.

Fitting the description, the current team includes nephew, Mr. Dave Gaugler, and a long-term friend, A.J. Fuentes. "A.J. was my neighbor," Dave Collins said. "I watched him grow up from a little boy, and I always knew that he'd be a great individual. And we brought him on as our next technician."

In early 2016, daughter Alisha, a special needs therapist for children with Autism, decided to make a career change to help out the office. "She saw the ever growing need for another individual," Dave Collins said, "and she wanted to contribute to and be a part of our family business."

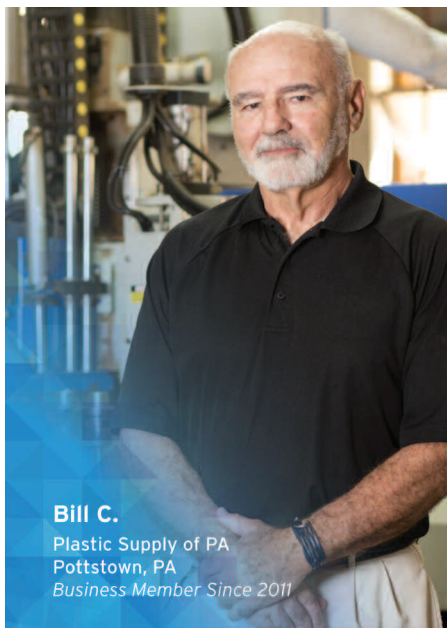
Dave and Joann's son Austin also worked for the company for five years all through college. "That was a big help at the time," Collins said. "Not only have we become a second-generation company this year, but after 20 years in the business, we are seeing an increase in a second generation of customers, who we've known since they were small children, and are now buying their own homes."

When providing residential customer services, safety is the number one concern and first order of business, Dave Collins explains. "We are all family members, and we all need to be safe, so we ask many questions during our initial consultation," he said. "Do you have children or pets? Are you currently pregnant or going to become pregnant soon? We ask how long they've been in the home. We ask about past or present problems. We ask about structural problems, such as leaky roofs or pipes. These problems all are conducive for all types of pests," he said.

The initial consultation also includes a thorough inspection of the inside and outside of the home for conducive conditions — dirty gutters, trees leaning over homes, missing attic vents, holes in screens, wood piles too close to the building, etc.

After consultations are finished, and assessments are done on the home, then TKO technicians sit down with the homeowner to tailor a program to meet their needs.

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## COVER STORY

(Continued from page 8)

TKO residential and commercial customers are assigned their own private technician. "It's like their own business within a business," Collins explains. "Because of their dedication to individual clients, our technicians can handle all your problems more efficiently and effectively. They get to know your staff, your facility, your home and your family, your needs, your wants, and what you don't want. So you get a more effective and efficient service."

TKO Pest Control, Inc. is a member of the Pennsylvania Pest Management Association, the National Pest Management Association, and the Spring Ford Chamber of Commerce, and is state licensed, certified and insured. TKO Pest Control has more than 45 years of combined experience in the pest control industry. They are all dedicated to excellence, and to providing the best possible service on every service call. "Our service is second to none, guaranteed" Collins said. "A true quality pest control program, we feel, is not an expense, but a peace of mind and an investment for your safety, health and reputation."

In addition to residential customers, TKO Pest Control services a variety of commercial customers, as well as large industrial customers. TKO's coverage areas include the Philadelphia suburbs as well as the city of Philadelphia. "We treat all of our customers as if they are five star customers because everyone's reputation is equally important, no matter how big or small your facility may be," Collins said. "We've built our five star reputation by exceeding our customers' expectations and on the referrals that they are more than glad to give us."

Every TKO customer experience is a consistent one. Technicians strive to always be on time. If they are running late, they call in advance and never leave customers with any doubt. When they arrive, they talk to the customer, find out what the problems are, and then determine the best approach or method for each service visit.

TKO Pest Control treats all pest issues, from general crawling pests, to wildlife and animal control, and termite control. They offer special bed bug treatments, flea and tick treatments, and rodent control treatments.

(Continued on page 12)



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To learn more about Limerick Generating Station visit [www.exeloncorp.com/limerick](http://www.exeloncorp.com/limerick). Join us on [Twitter](#) and [YouTube](#).

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## COVER STORY

(Continued from page 10)

TKO Pest Control, rather than just start spraying chemicals in a place, looks for sources of infestation to address that first. "We feel that this is the best way, so we do not have to utilize as much chemical and minimize environmental impact," Collins said. "We choose all of our materials based on their labels and their safety for the job, not on the cost of the materials. All materials are low odor, low toxicity. Our integrative pest management program is the best value out here today. It starts off with inspections, sanitation, exclusion, and if then if chemicals are needed, then we will do that."

TKO provides commercial customers with training sessions to show them what areas they need to work on, on their end, and the importance of partnering with TKO technicians to reach a common goal. Commercial customers include five-star restaurants, bakery facilities, nursing homes, schools, factories, office complexes, apartment complexes, country clubs, universities, casinos, nuclear power plants, and large federally inspected meat and poultry processing plants.

Restaurants have always been and continue to be a growing part of TKO's commercial client list. "When managers or workers leave the restaurants, those workers take us to wherever they go due to their past experience with TKO Pest Control," Collins said. "That has been very beneficial to us."

Dave Collins thanks his staff, whom he considers his "A Team," as well as all of his loyal customers for 20 years of business.

**"As president of TKO Pest Control I commit myself, and my team of experts, to the highest levels of professionalism. With over 45 years of combined experience in the pest control industry, we will be able to eliminate any existing problems and prevent their recurrence," he said.**

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