



## PRIDE OF RENTOKIL PCI

To boost the competitive spirit and encourage Service Leads submission, a regional competition comprising of 4 categories was announced pan Asia in Q4 2018. The word spread like wildfire and the managers boosted their teams to go achieve the best, leading to India also achieving 3 awards.

### Top 3 Technician with Successful Lead conversion ratio Award

Mahesh Singh Gurjar of Udaipur site office submitted 9 leads and achieved this award with a **100% conversion ratio**



Mahesh Singh Gurjar  
Udaipur

When asked about the motivation behind his success, he says “We were always bringing leads, now that we are recognized and earn incentives for the same, we feel more encouraged. SLT app also plays an instrumental role as I can track my leads and calculate incentives.”

In his last 15 years of working with RPCI he has established strong relationships and trust with customers and believes that the technicians have the best chance to get new business, as they can exhibit live examples of high quality work.

### Top 3 Supervisor with highest value of leads/technician/month

Shailendra K Pal, OE at Mundra Site achieved this with 81 leads submitted by 16 technicians, with a value of GBP 78391.92.



Shailendra K Pal  
Mundra

He reckons that giving the right solution at the right time for a client’s pain point is the golden key to success. His team’s biggest win was a 20 lakh Bird pro job booked for Mundra Container Freight Station.

It was observed that the client suffered losses due to damage and contamination of it’s agriculture commodities waiting to be exported, by bird droppings. The team explained the benefit and cost advantage this one time investment could bring. The customer’s trust was gained by showing them samples, pictures of already completed jobs and inviting them to visit a satisfied customer.

Shailendra says, “The recognition and chance to display our convincing abilities was the main propellent to perform.”

### Top Lead Branch with highest value of leads/technician/month

Kolhapur Branch achieved the top lead branch in India. Assistant Branch Manager, Mahesh Patekar attributes the success to his highly motivated and go-getter team. He asserts that regular townhalls with the team, constant coaching by OEs to the technicians and physical dashboards displayed at the branch helped everyone stay on their toes and achieve this prestigious award for the branch.



Standing from left- Ramakrishna M Bodake, Ravindra N Kapade, Manesh B Mane, Shashikant B Powar, Mahesh D Khochage, Vilas R Katkar, Kedarnath S Kamble, Sukumar V Lohar, Vishwajit V Pise, Mahesh T Patekar (ABM).  
Sitting from Left- Ramchandra S Vadar, Sunindar D Chougale, Salim D Mhaldar, Sagar B Powar, Swapnil R Firinge.

What we  
can Learn

Service Leads is a result of observing customers’ needs and presenting them with the best solution

Success is the sum of small, but repeated efforts. So never give up!

Aim big, break it down to small goals, track your performance and celebrate each win