

2024

Industrial Training Report

at Rentokil Initial (M) Sdn. Bhd.

4th Sept 2023 - 16th Feb 2024

Rentokil
Initial

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Executive Summary

INDUSTRIAL TRAINING REPORT RENTOKIL INITIAL 2024

Throughout my internship at Rentokil Initial, I was placed in Administration Department, as a Centralized Service Support (CSS) I developed a thorough insight of the internal processes of a world class pest control company. I was mostly in charge of answering calls, emails, and chat requests from customers and handling their inquiries. I gained knowledge on how to ensure that customers' demands were satisfied in a timely and expert manner in addition to offering quick and efficient answers to their problems.

In addition, I helped with technician scheduling, which involved organizing appointments, liaising with technicians, and guaranteeing that appointments were planned successfully and efficiently. Even though the department is a bit off track from what I supposed to be in, the processes and challenges I need to deal with is quite similar with HR. I still need to be handle internal and external people. This indirectly gave me the opportunity to study on human behaviour.

All things considered, this internship gave me a comprehensive grasp of the administrative procedures needed to manage a pest control company, knowledge that will be quite useful in my future work in this industry.

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
TABLE OF CONTENT	3
ACKNOWLEDGEMENT	4
STUDENT'S PROFILE	9
COMPANY'S PROFILE	4
<i>Name, Location, Background</i>	18
<i>Vision, Mission, Objective, Goal</i>	19
<i>Organizational Structure</i>	22
<i>Products and Services Offered</i>	
TRAINING'S REFLECTION	25
DISCUSSION AND RECOMMENDATION	
<i>SWOT Analysis</i>	18
<i>PESTEL</i>	19
<i>SWOT Matrix</i>	22
CONCLUSION	25
REFERENCES	25

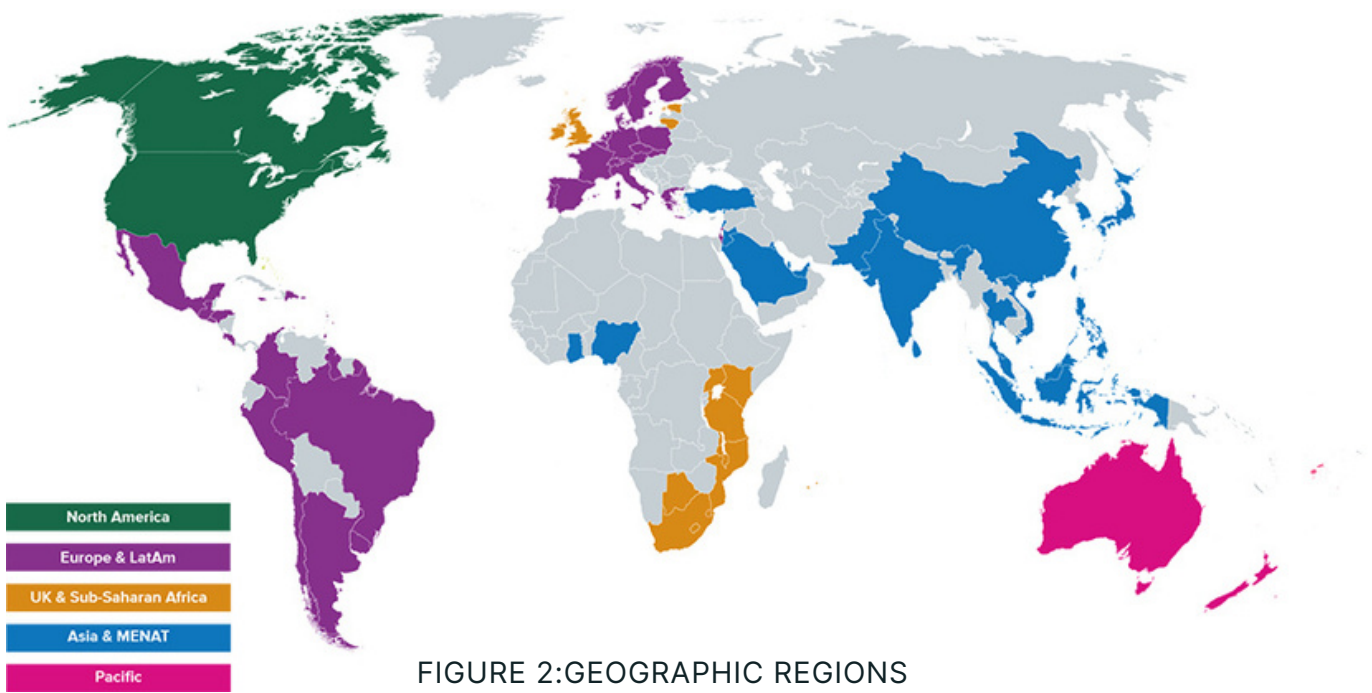


FIGURE 2:GEOGRAPHIC REGIONS

History of Rentokil

Harold Maxwell Lefroy, an entomology professor at Imperial College in London, created the insecticide Rentokil in 1925 to combat a death watch beetle infestation at Westminster Hall. This led to the creation of Rentokil Initial, a well-known provider of commercial pest control and hygiene services. Across five geographical zones, Rentokil works in more than 90 countries today, with skilled regional management teams in charge of day-to-day operations in each nation. The company currently has over a million clients, including both small and large local businesses, thanks to its concentration on route-based services, mostly in the areas of hygiene and pest control, as well as a variety of smaller specialized services.

Rentokil distinguishes itself primarily by its innovative products, powerful brand, global reach, and operational strategy that enables front-line service associates to provide collective expertise. The company's information technology investment is also contributing to increased efficiency, expansion potential, and customer service. Higher standards of hygiene, especially in emerging nations, are driving a growing worldwide market for pest management, which is Rentokil's top priority for acquisitions. The firm differentiates itself with unique proprietary goods and maintains a strong pipeline of innovations to generate future expansion and increase technical capacity. Rentokil provides services to all commercial sectors; the company's non-food industries provide the majority of its income, and it still sees room for expansion and growing market share.



About Rentokil

The top provider of commercial pest control services in the globe, Rentokil Initial, is dedicated to preserving human health and wellness by shielding individuals from the risks associated with insect-borne illnesses. Many infections, including salmonella, leptospirosis, and hantavirus, which can result in fatalities, are carried and spread by pests including rodents, insects, and birds. In order to detect and get rid of any possible health risks brought on by pests, Rentokil Initial offers a wide variety of pest management services, including routine inspections, monitoring, and preventative measures.



Rentokil Initial makes sure that its clients' properties are free of pests and secure for people to use and work in by putting into practice efficient pest control strategies, utilising cutting-edge technology like digital monitoring systems and creative treatments like heat treatments for bed bugs.