1. Identify common problem pests in kitchens and pantries, including:
   a. ants
   b. cockroaches
   c. flies
   d. rodents
2. Describe key elements of sanitation and exclusion, including:
   a. strategies
   b. tactics
   c. tools
3. Describe key elements of inspection and monitoring, including:
   e. what to look for
   f. where to look
   g. tools used
   h. frequency
4. Describe proper and thorough cleaning procedures for
   a. floors
   b. corners
   c. beneath equipment
   d. drain areas
   e. floor joints
5. Explain the importance of effective communication, education and cooperation between school staff, contractors and pest management service providers and/or staff.