

EAST WASHINGTON STREET DAIRY QUEEN INDIANAPOLIS, INDIANA

Thirty five years ago, Don Napier left a job at Standard Grocery to own his own business—a Dairy Queen in Monticello, Indiana. Five years later, he opened a Dairy Queen on East Washington Street that now enjoys a brand new facility in the same location. Don recently installed a four terminal Posiflex system using Maitre'D POS software connected to four 19" video screens and high speed integrated credit. The terminals are connected to a back office server for reporting and file maintenance. Additionally, the terminals are equipped with biometric fingerprint scanners.



“Without a doubt, the number one advantage of installing Maitre'D has been how incredibly easy it is to operate. With this new system, we can start a new employee on the register and at the end of the first day; they are running it like a pro”

“Our sales volume is 28% ahead of last year's numbers and it is really hard for me to imagine how we would have done it without the Maitre'D system in place”



“In our new store format, we placed two Posiflex terminals at the expanded drive thru window. This has been the best of all worlds because we can finalize orders on either terminal regardless of where it was originally handled”



“One of the other neat new features is the “Instant recipe” function. We currently have programmed about 150 of those recipes and it saves seconds or even minutes on any transaction in which they are used.”

“I WOULD DEFINITELY RECOMMEND THE CRS/MAITRE'D SYSTEM TO ANY DQ OPERATOR LOOKING TO IMPROVE HIS OPERATION PARTICULARLY FROM A CUSTOMER SERVICE PERSPECTIVE. AS WE LOOK FOR ADDITIONAL OPPORTUNITIES, CRS AND MAITRE'D WILL ABSOLUTELY BE OUR POS SOLUTION.”—Don Napier