

# Marion Dairy Queen

**Dave Magner understands the Dairy Queen business because he has been in it for 25 years. At one point, he owned two DQ's (Wabash) and has seen a lot of changes. He recently elected to install a Maitre'D POS system supplied by CRS in an effort to improve his customer service levels. His configuration consists of three Posiflex POS workstations with card readers connected to a kitchen video system from QSR (largest US provider of restaurant video). The entire network is connected to an office server which also provides the gateway for Mercury Payment on a high speed access line.**



**"The transition to Maitre'D could not have gone better because the software has been designed and refined for use in a DQ and the system just leads the cashiers—"**



**"While I had expected the speed of service to improve since we were going from a handwritten check system, I did not realize the improvement in accuracy that we have seen—"**



**"Part of our conversion involved the installation of high speed credit card processing provided by Mercury Payment Systems installed by CRS and integrated into the Posiflex terminals."**



**"Utilizing the expeditor/production screen service technology from QSR (integrated to Maitre'D) allows for efficient readable order entry and preparation—"**

**"Of course, any sophisticated system like Maitre'D is only as good as the people responsible for programming, training, and supporting it. Glen has been absolutely terrific for us to work with in every aspect of the transaction." I can say that I am extremely happy with the combination of CRS/Maitre'D—Dave Magner—owner**