

# Rockville Road Dairy Queen

Jennifer and Tyler VanMeighem have owned this store for twelve years. Jennifer worked for Bill Shupe in his Lebanon, Indiana store prior to that. They bought this store from Jim Stephens who had been a CRS customer 25 years ago so now the store is back in the CRS fold. When they started having service issues with their previous ECR provider, they decided to check out Aloha and Maitre'D POS systems. They selected Maitre'D/CRS and now have installed three Posiflex terminals, QSR video, and Mercury high speed credit which combine to deliver superior performance.



"After reviewing the Aloha system,, I decided to move forward with CRS/Maitre'D and I am glad that I did. From start to finish, I have been very impressed with the thoroughness of all of your people."

"My older employees were initially intimidated by the large changes from how they had been handling thousands of orders over many years. Frankly, we all did better than I thought we would."



"Instead of having to pack up our kids everyday and bring them to our store, Jenn can access all the stores reports from home (labor/payroll, daily totals, monthly totals, taxes..) laid out for us on the monitor, instead of pouring through journal tapes—"



"We moved ahead with the video system and I'm glad we did because it is so much more efficient than using the kitchen printer that we had been accustomed to using."

**"When you combine the customized program, high speed credit card processing, timekeeping accuracy, fingerprint ID, kitchen video, remote access (I could go on), this is an incredible system. Any DQ operator, or for that matter, any fast food operator would be wise to take a serious look at the Maitre'D/CRS solution." —Tyler NanMeighem owner/operator**