

Indiana Dairy Queen Operators' Association

State News

July 2017



Thank You



The IDQOA would like to thank Joel and Sue Gerken for 7 years of service to the IDQOA. Joel served as treasurer and vice president with Sue always there to help as well. Joel and Sue have been DQ franchisees and DQQA members

since 1996. They currently operate the DQ in Napoleon, OH that they purchased in 1996. Joel and Sue have been married for 37 years and have 5 children: Steve, Nichole, Tim, Jessica and Kylee. Joel says that the knowledge he has gained as a DQQA member has been priceless and that he has benefited most from attending state conventions.

Joel was elected SCAC Representative with IDQ for the Great Lakes Region in 2017. He will bring great insight to the DQ brand in this position.

Thank you Joel and Sue for your friendship and dedication to the DQ brand.

-IDQOA Board members

Welcome

We would like to introduce Tim Gerken as our newest IDQOA board member. He has worked at Dairy Queen with his Father, Joel Gerken since 2003. Tim and his wife, Julie, have one child, Isaac. They have been DQ franchisees since 2012 and are eager to serve on the Indiana board. Tim is very ambitious in his business and brings a fresh viewpoint to the Indiana board. We are very appreciative of his willingness to serve. We will add Tim's contact info to our newsletter and website. Thank you Tim!

We are welcoming new board members in 2017. If you would like to serve on the IDQOA board of directors, please contact Joe Napier for more details.

NEW EPOS SYSTEM

By Missy Llewellyn,
Multi store DQ operator



My personal experience with the new EPOS system has been positive from install and has continued. While there is always a great deal of information to learn with any new system/equipment,

I feel we have been guided

along the way as we take on each new layer of the system. From conference calls, information posted on HUB and to the easy access of people

from PAR and DQ should a situation arise.

I have a handful of special needs crew members at my location that use the register system daily. Change is typically hard for these individuals and the idea of asking them to learn an entire new system did bring up some concerns. My fears were quickly put to rest as they learned the new system in no time. We have found it to be user friendly and easy to navigate.

As we are in the process of adding on the next "layer", if you will, I'm excited to see this piece in action. A complete inventory is done in my locations monthly. As we incorporate the

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**Announcing
the new
Indy DQOA
Facebook Page!**

Find us @IndyDQOA

**Like us!
Share us with fellow
operators!**

(EPOS, Continued from page 1)

inventory piece, I'm most excited about the time it will give back to my managers and allow them to be on the floor serving our Fans. I'm also looking forward to having a very accurate COGS with this updated system.

The back office portion of the system has been simple to navigate to enter new employees, edit their information as well as update/activate items for the registers.

My experience has been a positive one thus far. I'm excited about the opportunity for an app that is current with our competitors, possibility for ordering in advance and all the latest trends that will keep our brand relevant in this ever changing market.

2018 IDQOA CONVENTION

Crowne Plaza Indianapolis Downtown Union Station

**FEBRUARY
6-7
TUE-WED**

Save the Date!

**Registration Materials
Coming Soon**

**FELLOWSHIP
VENDORS
SPEAKERS**



Registration Materials Have Been Mailed!



*****EARLY BIRD PRICING EXPIRES 7/31/17*****

**DON'T MISS OUT ON THE REGISTRATION RATE AND
BONUS CITY TOUR PASS!**

**DQOA/DQOC 47th Annual National Convention
November 17-20, 2017**

**New Orleans Marriott
Room Rate \$145
Reservations 888-364-1200**

Visit www.dqoa-dqoc.com for more information.



2017 Annual Golf Outing

\$79 per person / \$299 per team

- Scramble format (4 players)
- Green and cart fees included
- Hole prizes
- Beverage Tickets
- Dinner
- Raffle items
- Awards for top team



TUESDAY, SEPTEMBER 26, 2017

Check in: Noon

Golf (Shotgun): 1:00 PM

Awards/Dinner: Following

THE TROPHY CLUB GOLF COURSE – LEBANON, IN

Ranked #2 on the Top 20 Courses in Indiana by Golf Advisor 2015

GOLFERS

Name: _____

Name: _____

Name: _____

Name: _____

Make your checks payable to "IDQOA Golf Outing"

And mail along with your completed registration form to:

You can *now* register and pay online.
Visit www.indydqoa today!

IDQOA
c/o Joe Napier
480 N Morton St
Franklin, IN 46131

Amount Enclosed:
\$ _____

Please contact Joe Napier (317) 557-8788 with questions.



IDQOA
480 N. Morton St.
Franklin, IN 46131



PLEASE JOIN US!
IDQOA ANNUAL
GOLF OUTING
THE TROPHY CLUB
GOLF COURSE
Sept. 26, 2017
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contact

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Visit the IDQOA Website!

Created by and for Indiana DQ Franchisees

Register & Pay for IDQOA Conventions & Events

Relevant Information for you as an Indiana DQ Franchisee

State Newsletter Archives

www.INDYDQOA.com