



## Harvest Season



By David Sweet, Chesterfield DQ

I was sitting in church listening to a message about farming and realized there isn't much different in the farming business than in our business. We have to plant and water and wait before we can harvest. There are

many things we have to do as far as taking care of our equipment and fields in our down time, and then hope for a successful growth season before we can harvest. There are many factors that can determine if it is a good year or bad such as weather, sunshine, and some good luck.

We have to PLANT every year to create the opportunity to have a product to sell. Our planting is instructing, coaching, and assessing our employees to make sure they understand what we expect of them and how we expect them to perform their duties and protect our brand.

WATERING is the most important thing we do in our jobs. It is reinforcing and testing our teachings, policies, and protocols. I believe the most important part of WATERING is developing relationships with our employees and creating the culture in our store. I believe if you take care of your employees, they will take care of you.

We are in HARVEST season right now. I hope your harvest is bountiful and going well. If you didn't PLANT or WATER well before the HARVEST you are probably struggling. In the harvest season, it is too late to adjust PLANTING and WATERING practices as "the race is in motion". We can only tweak things to keep on track, not rethink our choice of "seeds" we chose to sew.

Do keep in mind every season we have is as important as the other seasons. You have to have slow times to prepare and fine tune operations and such before harvest just as you have to rest before a race...

Best regards

## Welcome

We would like to welcome David Sweet as our newest IDQOA board member. David has been working at Dairy Queen in Indiana since 1988 and has been an owner/operator in Chesterfield, IN since 2012. He has always been an asset to the DQ brand with his hard work, participation in the system and strong voice when it is needed most. David works his store every day and will be a strong member of IDQOA. Please feel free to reach out to him for any questions or concerns. David and his wife Jennifer have 3 children and just celebrated their 25th wedding anniversary - Congrats David and Jennifer on 25 years together.

Congratulations David and thank you for your willingness to serve.

Have you 'liked' the  
Indy DQOA  
Facebook Page?

Find us @IndyDQOA

Like us!  
Share us with  
fellow operators!





The Indiana DQOA is pleased to announce that Brown Foodservice has added a second delivery day to Indiana DQ's routes. This means you can add Brown as an additional

option or split your ordering to have an extra delivery. If you do not currently use Brown Foodservice and are not sure if they service your area, please contact Michael Warren from Brown Foods to discuss. His contact info is below. They have been servicing Indiana DQ's for nearly two years and are doing a great job.

Here's a few details:

1. Monday or Tuesday & Thursday or Friday delivery days, depending on location.
2. Online ordering at brownfoodservice.com and ACH payment option.
3. 1% rebate (separate check given) for invoices averaging \$1,000.00.
4. 1% estimated dividend (separate check given) on most Crown Select products from DQOA/DQOC.
5. Personal service from Brown Foods manager Michael Warren.
6. Great backup option if the operator has run out of product or is not satisfied with supplier/product.
7. Key drop delivery options.
8. Low fuel charge & NO \$55 delivery fee.

Please contact Michael Warren at (859)274-7740 or email at mwarren@brownfoodservice.com.

Also, let me know if you have any questions about how the service and products are from Brown Foods. I hope you will consider Brown Foodservice today.

Thank you,  
Joe Napier, IDQOA  
(317) 557-8788

## 2019 IDQOA CONVENTION

### Save the Date!

Registration Materials  
Coming Soon

### JANUARY 28-29 MON-TUE

FELLOWSHIP

VENDORS

SPEAKERS



Have you joined  
the DQOA  
Member Group?

If you have not already joined the Dairy Queen Operators Association Member Facebook Group, we strongly encourage you to join. There has been significant conversation and feedback amongst the franchisee community. It is an excellent place to connect with your DQ peers.

\* Be sure to answer the verification questions so that you can be approved.

This group is administered by the National Dairy Queen Operators Association.

Find the group at  
<https://www.facebook.com/groups/dqoamembergroup>

## DQOA/DQOC 48th Annual National Convention



November 16-20, 2018  
Hyatt Regency Grand Cypress  
Orlando, FL

REGISTRATION MATERIALS  
HAVE BEEN MAILED

The Dairy Queen Operators' Association and Cooperative will be happy to welcome you and your guests to exciting Orlando, FL. The Hyatt Regency Grand Cypress is an ideal, secluded oasis surrounded by shimmering lakes and lush landscaping. It is a luxury resort allowing you to unwind, yet it's just minutes from thrilling theme parks and attractions.

DON'T MISS OUT!  
EARLY BIRD REGISTRATION  
RATE ENDS AUGUST 1ST

MAKE YOUR HOTEL RESERVATIONS EARLY

Room rate: \$161\*/night, plus tax  
\*Includes \$12 resort fee (Reg. \$30)



Scan the QR code for Hyatt  
Regency Grand Cypress  
reservations

Visit [www.dqoa-dqoc.com](http://www.dqoa-dqoc.com)  
for more information, quick  
links and online registration



# East Coast Umbrella



## Umbrella Features

- 3 Year Warranty
- 6.5', 7.5' & 9' Sizes Available
- Marine & Awning Fabric (5 Year Warranty)
- Every Part Replaceable Assuring Years of Service
- 12mm Commercial Fiberglass Ribs
- 2mm Thick Pole vs. Standard 1mm
- Dairy Queen Logos Available

East Coast Umbrella is offering each Dairy Queen owner 50% off your first umbrella, in addition to 10% off the rest of your order. Don't need umbrellas at this time it will allow you to purchase one to use for comparison between ours and those you are currently using.

One 7.5' pop-up with pin & chain less 50% - \$80.50

Sales Representative:

**Arden Bradley**

Cell #: 859-312-1103

Email: [agbradley@comcast.net](mailto:agbradley@comcast.net)

[www.EastCoastUmbrella.com](http://www.EastCoastUmbrella.com)



IDQOA  
480 N. Morton St.  
Franklin, IN 46131



**In this Issue:**

- \* Harvest Season by David Sweet
- \* Welcome David Sweet
- \* Brown Foodservice
- \* East Coast Umbrella
- \* IDQOA 2019 Convention Save the Date
- \* DQOA Convention

---

**contact**   
**Board of Directors**

**Joe Napier, President**  
Franklin, IN (317) 736-6821  
joenapier79@gmail.com

**Jennifer VanMieghem, Treasurer**  
Indianapolis, IN (317) 271-9193  
tylerjenn@sbcglobal.net

**Jaime Napier Secretary**  
Cumberland, IN (317) 894-1111  
dqguysgirl@gmail.com

**Taylor Napier, Advisor at Large**  
Cumberland, IN (317) 894-1111  
dairyqueen13218@comcast.net

**Tim Gerken**  
Archbold, OH (419) 445-2253  
gerkentimothy@yahoo.com

**David Sweet**  
Chesterfield, IN (765) 378-3144  
chesterfielddq@gmail.com

---



**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](http://www.INDYDQOA.com)**



# IDQOA Annual Golf Outing



**Tuesday**  
**Sept 11** 2018



# TOPGOLF

**9200 E 116th St - Fishers, IN**

**Check in: 11:30 a.m.      Start Time: Noon**

**\$79**  
Per Player

Foursome  
**\$299**

**Unlimited Topgolf, Lunch,  
Beverage Tickets & Prizes**

## GOLFERS

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Make checks payable to "IDQOA Golf Outing"  
Mail along with your completed registration form to:

To use a credit card - please call Jenn at (317) 418-8186

IDQOA c/o Jenn  
VanMieghem  
7515 Rockville Rd  
Indianapolis, IN 46214

**Amount Enclosed:**  
\$ \_\_\_\_\_



IDQOA  
480 N. Morton St.  
Franklin, IN 46131

POSTAGE

IDQOA  
c/o Jenn VanMieghem  
7515 Rockville Rd.  
Indianapolis, IN 46214

----- FOLD, ADD POSTAGE & MAIL -----

# IDQOA 2018 GOLF OUTING



SEPTEMBER 11, 2018

TOPGOLF, FISHERS, IN