



Maitre'D®

Software that serves you better

"I am happy to recommend the Maitre'D software solution to anyone looking to improve the speed and efficiency of their operation."

- Mark Shupe, Owner

Dairy Queen

In Mooresville, Indiana, a Dairy Queen franchisee recently opened a new store and decided to install the 2005 Maitre'D point of sale system to control their daily business operations. Dairy Queen wanted a complete, quick service system including credit card processing, labor management, remote access and comprehensive reporting feature to fully meet their operational needs. After researching several software solutions and POS providers, Dairy Queen selected the Maitre'D 2005 system from Posera Software.



Benefits for Dairy Queen

Of the many Maitre'D features that allow businesses to streamline their operations, Dairy Queen was very impressed with its ease of tracking time & attendance, the reporting and file maintenance features and the quick and efficient training functions. Mr. Shupe reveals: "I was somewhat concerned about my employees learning the new system. Maitre'D was surprisingly easy to learn when compared to other systems...The timekeeping piece of the puzzle is 'light years' ahead of our previous system in terms of tracking hours, job functions, pay rates and most significantly, editing errors. The reporting and timekeeping functions are just plain extensive".



One of the most impressive features Mr. Shupe found with Maitre'D was its Drive-Thru features. He explains: "When you consider the ease of taking the order in the first place with the drive-thru flexibility (two terminal system with Maitre'D at each window), we have made a huge improvement over the previous system we were using. The entire "flow" is just smoother. Obviously, it is difficult to put a dollar figure on the advantages gained with the Maitre'D system, but I am absolutely convinced it is well worth the investment".

The System

Dairy Queen selected the Maitre'D software, including the Time & Attendance module as well as the EFT module, and successfully paired it with a four terminal Posiflex system. This entire quick service solution was connected to a kitchen video configuration of preparation and expeditor screens. All components are networked to a Microsoft Back-Office computer and communicate via a high speed DSL line.