



IHOP® Recognizes Susan Mendenhall as Franchisee of the Year at Annual Global Franchisee Conference

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PASADENA, Calif.--(BUSINESS WIRE)--Oct. 17, 2023-- IHOP® has named Susan Mendenhall as the 2022 Franchisee of the Year, awarded to her at the brand's 2023 Global Franchisee Conference. As a valuable member of the IHOP family for over 20 years, this is Mendenhall's second time receiving this honor, the first in 2018 and the first female franchisee to receive the honor twice. Mendenhall is a proud franchisee of two IHOP restaurants located in Tri-Cities, WA.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20231017415200/en/>



IHOP® has named Susan Mendenhall as the 2022 Franchisee of the Year (Photo: Business Wire)

As the leader in breakfast, IHOP and its franchisees are committed to going above and beyond in serving joy to all guests' dining experiences. Each year, IHOP recognizes one of its franchisees for

all-around leadership excellence, and who embodies the mission of serving joy to their guests and team members by executing great restaurant operations. Mendenhall's proactive commitment to serving her guests and larger community is a true example of exemplary leadership, as she is involved in local business associations, schools and clubs throughout the Tri-Cities area.

"IHOP's 100% franchised system of hard-working and dedicated franchisees is just as crucial for our business as it is critical in helping shape the inviting IHOP experience," said Jay Johns, President, IHOP. "We are proud to celebrate and honor Susan Mendenhall, who continues to pave the way for other franchisees through her leadership, warmth and impressive entrepreneurial spirit. Susan truly embodies our mission of serving more joy every day through active community involvement, ultimately establishing her IHOP restaurants as favorite local dining establishments."

Mendenhall has been a mentor and trained many Team Members over the years, watching their journeys progress from server to General Manager – including her own family members – making their Pasco, WA and Kennewick, WA restaurants a true family affair. Not only does Mendenhall's people-first approach set the tone for what guests can expect when they visit her IHOP restaurant, but she also yielded impressive double-digit positive traffic and comp sales in 2022. Mendenhall also serves on IHOP's Franchisee Leadership and Menu committees, serving as a voice for the broader franchisee community to advise on the brand's strategy and menu direction.

"The joy that comes across our guests' faces is what makes my day," said Mendenhall. "I believe that treating guests and Team Members as if they are a part of our family is what sets IHOP apart and keeps people coming back every day."

ABOUT INTERNATIONAL HOUSE OF PANCAKES, LLC

For more than 65 years, IHOP has been a leader, innovator and expert in all things breakfast, lunch and dinner. The chain offers 65 different signature, fresh, made-to-order breakfast options, a wide selection of popular lunch and dinner items, including Ultimate Steakhburgers, Hand-Crafted Melts, Burritos & Bowls and more. IHOP restaurants offer guests an affordable, everyday dining experience with warm and friendly service. As of June 30, 2023, there are 1,790 IHOP restaurants around the world, including restaurants in all 50 states, two U.S. territories and 13 countries outside the United States. IHOP restaurants are franchised by affiliates of Pasadena, Calif.-based Dine Brands Global, Inc. (NYSE: DIN).

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Emily Glickman
IHOP Communications
Media@IHOP.com

Abby Hoffman
DeVries Global on behalf of IHOP
Ahoffman@devriesglobal.com

Source: IHOP