



## IHOP Acknowledges Third-Time Franchisee of the Year Recipient Susan Mendenhall at the 2025 Annual Global Franchisee Conference

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PASADENA, Calif.--(BUSINESS WIRE)--Oct. 13, 2025-- Today, IHOP has named Susan Mendenhall as the 2024 Franchisee of the Year, awarded to her at the brand's 2025 Global Franchisee Conference. Mendenhall has been a valuable member of the IHOP family for over 24 years, and this marks her third time receiving the award, having previously won in 2018 and 2022. Mendenhall is the proud franchisee of two IHOP restaurants in Tri-Cities, WA, and is the first franchisee to receive this honor three times.

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As the leading breakfast brand within the family dining category, IHOP — alongside its passionate network of franchisees — remains dedicated to creating joyful experiences for every guest who walks through its doors. Each year, IHOP honors one franchisee who exemplifies excellent leadership, operational prowess, and a deep commitment to the brand's mission of stacking happiness. In addition to her knack for leading restaurant operations, Mendenhall's commitment to prioritizing her guests and staff is what makes

her stand out as an exemplary franchisee and a beacon of hospitality. Mendenhall is a cornerstone of the Tri-Cities community, actively participating in local business associations, schools, charitable organizations, and clubs.

"Our franchisees are the heartbeat of the IHOP brand, instrumental to creating connections in every community and delivering iHospitality to every guest we serve," said Lawrence Kim, IHOP President. "This award celebrates more than just business performance — it honors the spirit of IHOP, and Susan Mendenhall exemplifies the very best of our franchise system. I visited her restaurants and personally witnessed Susan's dedication to excellence and the inviting atmosphere she creates for her team and guests. I even met one family who shared that they dine at her IHOP nearly every day — 320 times a year! We're proud to recognize Susan as our 2024 Franchisee of the Year and celebrate the lasting impact she continues to have on the IHOP family."

Mendenhall is viewed as a leader and a mentor by her team, made up of both immediate family and IHOP Team Members who she treats like family. As a franchisee who strives to see the potential in each of her employees, Mendenhall has overseen many Team Members' professional journeys, providing clear paths for development and growth that lead to strong retention. For example, under Mendenhall's guidance, Daniel Jimenez progressed from a dishwasher to a General Manager, thanks to her compassionate and steadfast guidance.

Mendenhall's warm character helps guests feel at home, and what makes her restaurants so special is her team's connection to everyone that walks through the door. Denise Salgado, a Team Member in the Pasco, WA restaurant, noticed that a regular guest didn't show up one week, and learned he was in the hospital. This is where Denise took it to the next level — she ordered up his favorite dish, drove to the hospital, and served it to him to ensure he got his weekly IHOP fix.

"In order to be successful as an IHOP franchisee, you have to be tenacious and love the brand," said Mendenhall. "I love serving on IHOP's Franchisee Leadership and Menu Committees, acting as a voice for the broader franchisee community to advise on strategy and menu direction. The brand's mission of serving joy inspires me to lead with my heart and make sure that any guests who dine with us feel at home. Seeing the joy that comes across their faces will always be the best part of my 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 over 65 different signature, fresh, made-to-order breakfast options and a wide selection of popular lunch and dinner items including Ultimate Steakburgers, Hand-Crafted Sandwiches, Platters and more. IHOP restaurants offer guests an affordable, everyday dining experience with warm and friendly service. As of June 30, 2025, there are 1,797 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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Candice Jacobson  
IHOP Communications  
[Media@IHOP.com](mailto:Media@IHOP.com)

Abby Hoffman  
DeVries Global on behalf of IHOP  
[Ahoffman@devriesglobal.com](mailto:Ahoffman@devriesglobal.com)

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