Mobile phone meal ordering to launch at AMS

By **Rick Lundstrom** on April, 8 2015 | Airline & Terminal News

HMSHost International has announced a deal with a company called QikServe, that will allow passengers to order meals and pay directly by mobile phone.

QikServes' "Waiter in your Pocket" app has begun rollout at Amsterdam Airport Schiphol following a successful pilot program at the end of last year. In partnership with HMSHost, QikServe is extending its initial 'at table' service to include 'order ahead' functionality and ultimately a comprehensive customer engagement and loyalty plan.

"At an airport like Schiphol this means that passengers will be able to order ahead while going through security, en route to their gates or when disembarking flights," said a release from HMSHost.

QikServe has launched version 4.5, a version that adds operator-branded 'order ahead' for takeaway or collection to its existing 'at table' technology. The QikServe app integrates with Oracle Hospitality's point of sale (POS) system, meaning that orders appear on the till as if entered by a waiter.

"The HMSHost deal is a potentially transformational one for QikServe, adding to our international expansion and demonstrates the potential for our product to scale," said the company's CEO and co-founder Ronnie Forbes. "We look forward to working with the HMSHost team to help drive customer engagement and loyalty through mobile devices."

QikServe's mobile ordering app is fully integrated with all of Oracle Hospitality's POS systems Oracle Hospitality, formerly MICROS, is a leading provider of information technology solutions for the hospitality and retail industries.

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