

Servy, AtYourGate roll out contactless order, pay, delivery programs at US airports



Servy and AtYourGate have teamed up for contactless order, pay and delivery service at a number of US airports

Servy and AtYourGate have joined forces to launch contactless order, pay and delivery programs at six international airports in the United States. Servy, the enterprise self-service platform for hospitality, [previously known as Grab](#), and in-airport order and delivery app AtYourGate first announced their partnership in [June 2020](#).

The new programs are now serving Chicago Midway International Airport, Minneapolis-Saint Paul International Airport, Boston Logan International Airport, Philadelphia International Airport, Dallas Fort Worth International Airport and Tampa International Airport. There are plans to launch similar initiatives at at least six additional airports by mid-2021.



Using the program, food is delivered directly to travelers in the airport

Travelers can access food and drink deliveries through websites of participating airports, some airlines and other day-of-travel channel partners who leverage the Grab Airport Marketplace technology.

According to Servy, more travelers are choosing to pre-order meals from their digital devices. At Dallas Fort Worth International Airport, as many as 22 percent of Grab orders are now placed through airline apps. At Chicago Midway international Airport, 75 percent of orders for local bestseller Nuts on Clark, located in Concourse A, are delivered to passengers waiting in Concourse B. Similarly, Chickie's & Pete's is the most popular food outlet on the PHL Dine Shop program and is making deliveries to all terminals and employee breakrooms from its location at Philadelphia International Airport.



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Airport concessionaires working with Servy and AtYourGate are benefiting from the partnership, seeing incremental orders by reaching new guests who would not have ordered without the convenience of a delivery service, reports Servy. Where Servy and AtYourGate programs were previously separated, participating outlets have one source for menu updates and integrations to point of sale – helping make operations easier.

Servy and AtYourGate are continuing to innovate in order to further improve the guest experience for travelers. At Philadelphia International Airport, AtYourGate has launched a pilot program with Piaggio Fast Forward to deploy Gita, a robot that assists with food delivery to travelers using the airport's contactless ordering system.

"Our partnership with AtYourGate continues to strengthen as we launch more airport programs," said Jeff Livney, Chief Experience Officer at Servy. "Enhancing hospitality is at the root of everything we do at Servy, and this service undoubtedly makes the airport experience better for travelers. Offering more contactless order and pay and delivery options to travelers means they can spend time in the airport however they like and can avoid areas that are possibly more crowded as enplanements increase."

"We're delighted to be collaborating with Servy to help airports adapt their offer to best meet the needs of passengers, who will be looking for convenience and ways to stay socially distanced on their return to travel," said Chris Hartman, Chief Experience Officer at AtYourGate. "Our service gives passengers more control over their food and beverage orders, allowing them to receive their favorite food wherever they may be in the airport."