

## Video Clip: Delaware North, Grab launch virtual kiosks at ATL



Guest Ordering through Grab Virtual Kiosks at Einstein Bros. Bagels at ATL (Hartsfield-Jackson Atlanta International Airport), Concourse D

[Delaware North](#) has installed airport food and beverage e-commerce platform [Grab](#)'s first virtual kiosk offering at several restaurants at [Hartsfield-Jackson Atlanta International Airport](#) (ATL).

The virtual kiosks - which went live in July at the Delaware North-operated airport restaurants Grindhouse Killer Burgers, Einstein Bros. Bagels and Mustard Seed BBQ - are some of the first in a U.S. airport. Delaware North, a global hospitality and entertainment company with a division operating food and retail in more than 30 airports, operates 20 food and retail outlets at ATL.

In addition to the pilot program at ATL, Delaware North and Grab have installed the virtual kiosks at Chick-fil-A at Tampa International Airport and they will soon be introduced in Delaware North's other businesses, including at some of its parks and resorts, Sportservice and Patina Restaurant Group locations.

Courtesy of Templemere PR YouTube channel: Delaware North and Grab launch some of first virtual kiosks in a U.S. airport

With the Grab virtual kiosks, guests are invited to scan a QR code from signage throughout participating outlets. This takes them to a digital menu where they can place their order and pay, all from their own device. Guests can then avoid lines at points of sale to allow social distancing until their order is ready to be picked up from a designated pickup location.

“We’re very excited to be taking our partnership with Grab to the next level and offering passengers even more tech-forward contactless options,” said James Oblatz, President of Delaware North’s Travel Division.

“Innovation in the F&B space is more important than ever, and the need to create a frictionless, safe and secure experience for both our guests and our employees is a high priority. Our vision for the future is a strong one, and we’re delighted to be partnering with platforms such as Grab to help us deliver that vision,” Oblatz said.



Grab Virtual Kiosks are now in place at the Delaware North-operated Einstein Bros. Bagels at ATL (Hartsfield-Jackson Atlanta International Airport), Concourse D

The new venture is the latest chapter in a longstanding partnership between the two companies. Delaware North was the founding launch partner of Grab, as well as the first to launch Grab’s mobile marketplace and kiosk products.

“Our virtual kiosks are designed to provide a safer, touch-free alternative to traditional hospitality order-and-pay solutions, enhancing and modernizing the hospitality experience rather than replacing it,” said Jeff Livney, Chief Experience Officer at Grab. “We’re glad to be working with partners like Delaware North who share our desire to create a stress-free and smooth passenger journey using digital solutions, something that has become increasingly important for businesses to consider in this ‘new normal’.”