

SEA introduces mobile food ordering services with gate delivery



Food can be ordered from anywhere in the airport, not just the concourse where passenger is waiting pre-flight

Seattle-Tacoma International ([SEA](#)) is expanding programs that make travel less stressful during the pandemic, including the recent introduction of [OrderSEA](#), a mobile food ordering service that includes gate delivery. It reduces the need for passengers to stand in crowded lines and makes it easier to select eats from the airport entire without leaving the concourse. Some travelers can access gate delivery from the OrderSEA robot, Gita.

“Technology can make your airport experience more flexible and less stressful,” said Port of Seattle Commissioner Sam Cho. “OrderSEA means travelers can skip standing in a crowded line, the least fun and most stressful part of any trip.”

Fifteen restaurants at SEA are available for mobile or online ordering with OrderSEA, such as Trail Head BBQ & Bar, Rel’Lish Burger Lounge, McDonald’s, Capitol Hill Food Hall, and Pei Wei. More are being added to the system in the coming months.

Since the soft launch of OrderSEA earlier this summer, more than 1,200 orders have been placed, including upwards of 500 for gate delivery. McDonald’s, Pei Wei, Mi Casa Cantina, Ballard Brew Hall

and Rel'Lish Burger Lounge are the most popular amongst travelers.

Grab a better airport experience

Order SEA is powered by Servy's [Grab Airport Marketplace](#), the e-commerce platform to connect customers to airport restaurants and retailers, in partnership with [AtYourGate](#). Travelers place orders at [OrderSEA.org](#) or the FlySEA App, securely pay from their phone, and choose pick-up after the TSA security checkpoints or delivery to your gate. 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](#).

"We are excited to partner with Seattle-Tacoma International Airport to enable more people to benefit from our contactless order and pay technology with the launch of OrderSEA," said Jeff Livney, Chief Experience Officer at Servy. "Through our Grab Airport Marketplace platform, OrderSEA offers a safe and convenient touch-free alternative to traditional payment options enabling travelers and airport staff to easily place meal orders from digital devices for pick-up, with the option of having their choices delivered to them in airport. Together, in collaboration with our delivery partner AtYourGate, we are so pleased to be providing passengers in the Pacific Northwest a modern service that will enhance their overall experience during their journey."