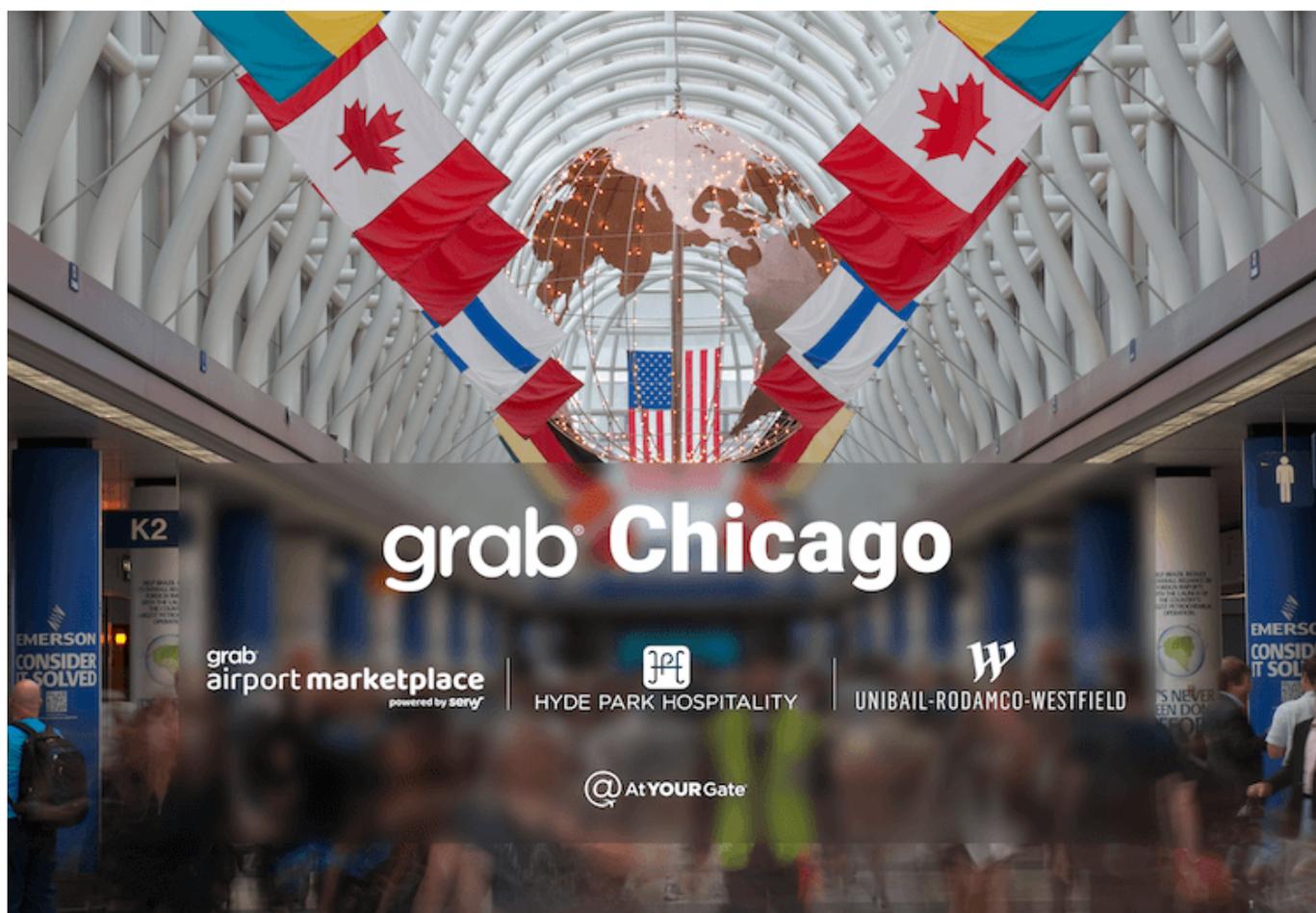


Servy announces O'Hare mobile ordering and delivery program



Servy now offers Grab Airport Marketplace product at Chicago O'Hare International Airport, for contactless and convenient mobile ordering and delivery

[Servy](#) is growing its Grab Airport Marketplace product in global travel hubs with the award of a contract to launch a contactless and convenient mobile ordering and delivery platform at Chicago O'Hare International Airport ([ORD](#)).

The City of Chicago recently selected the Grab Chicago joint venture, a collaboration between Servy, Chicago-based, minority-owned Hyde Park Hospitality, and Unibail-Rodamco-Westfield Airports (URW Airports), to enable O'Hare customers to easily search, browse, order, and pay for food, beverages, and retail products from their phones for pick-up or delivery.

"We are excited to launch an airport-wide digital marketplace and in-terminal delivery service for O'Hare International Airport," said Commissioner Jamie L. Rhee of the Chicago Department of Aviation, which manages both O'Hare and Midway International Airports. "This collaboration is a win-win for our City and our customers - not only does it enhance customer choice and convenience, but it also advances local, minority-owned, and small business participation in our airports."

The Grab Chicago partnership combines Servy's industry leading platform with the local operational expertise of Hyde Park Hospitality, integrated digital and physical marketing led by URW Airports, and in-terminal delivery via AtYourGate for a holistic, customer-centric digital platform at O'Hare.

In Fall 2020, six months into the COVID-19 pandemic, Servy and URW Airports launched contactless mobile ordering in ORD Terminal 5. Set to launch before the 2022 holiday season, the expanded program will add dozens of new options and in-terminal delivery across Terminals 1, 2, and 3.

Jeff Livney, Chief Experience Officer of Servy said: "Being able to offer digital-ordering options for travelers at airports has become enormously important in recent years as travelers expect more enhanced and connected experiences on their journeys. The Grab Airport Marketplace is now an essential tool for airports, allowing their travelers to seamlessly and easily browse offerings available and encourage non-aeronautical spend. We are thrilled to be partnering with the Chicago Department of Aviation, Hyde Park Hospitality, and URW Airports, to further enhance the airport experience at ORD."

"As a Chicago-based 100 percent minority owned- and operated- business, we couldn't be happier to partner with Servy and URW to bring the Grab Airport Marketplace to our home at O'Hare," said Marc Brooks, President and CEO of Hyde Park Hospitality. "We look forward to merging our vast hospitality and local operational knowledge with Servy's leading marketplace technology to bring this fantastic, proven product to millions of passengers from around the world."

"We look forward to delivering this proven solution that reduces friction, enhances customer satisfaction, and drives revenue to the benefit of all our airport partners at O'Hare," said Mike Salzman, Executive Vice President and Group Director of URW Airports. "Working with the Chicago Department of Aviation and this world-class joint venture, we are committed to driving innovation at O'Hare while continuing to enhance opportunities for local, minority-owned small businesses."

Servy's Grab Airport Marketplace platform is currently available at more than 80 airports worldwide. The platform aligns with the CDA's aim to advance forward-thinking and tech-savvy technologies to improve guest experience at its airports.