

Delaware North and Grab first virtual kiosks in a US airport



Grab's contactless order and payment technology is now available at several Hartsfield-Jackson Atlanta International Airport restaurants

Delaware North has installed the 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 virtual kiosks at Chick-fil-A at Tampa International Airport. Coming soon, the team will introduce the offering in Delaware North's other businesses including at some of its parks and resorts, Sportservice and Patina Restaurant Group locations.

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. Visitors can then avoid lines at points of sale to allow social distancing until

their order is ready to be picked up from a designated pick-up 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.

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,” says James Obletz, President of Delaware North, Travel Division.

This venture is the latest chapter in a long-established partnership between the two names. 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.

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’,” adds Jeff Livney, Chief Experience Officer, Grab.