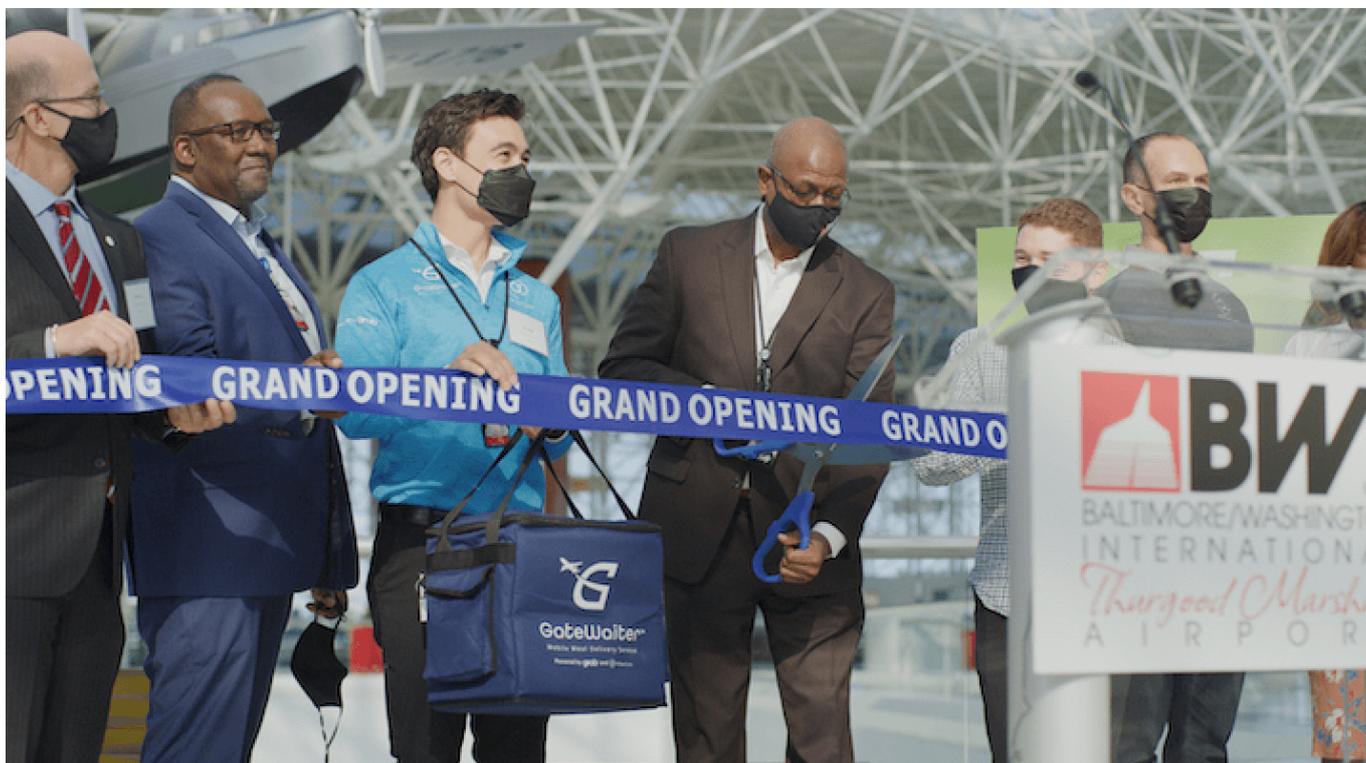


Fraport & Servy launch GateWaiter™ mobile service



The ribbon-cutting ceremony as GateWaiter is launched at BWI

Self-service platform Servy and Fraport USA have partnered to bring new Fraport-branded mobile ordering and delivery service, GateWaiter, to select US airports.

Powered by Servy's Grab Airport Marketplace technology, the new platform launched in August at Baltimore/Washington International Thurgood Marshall Airport (BWI) and Cleveland Hopkins International Airport (CLE). Plans include expansion to other airports.

Clients will be able to place contactless orders for food and drink using their smartphones, with the option of having their choices delivered to them at a location of their choosing.

The GateWaiter delivery service is managed by AtYourGate in partnership with Servy. QR codes will be placed on armrests and across common area seating. These codes can be scanned on digital devices to bring up menu options and act as a delivery point for meal orders.

At BWI Marshall Airport the service currently includes over a dozen restaurants as well as select retail outlets, with more locations slated to be added in coming weeks. At CLE, Great Lakes Brewing Company and Inca Tea Café and other popular restaurants are currently on board, with more locations being added.

Jeff Livney, Chief Experience Officer at Servy, said: "It's great to be announcing our new partnership with Fraport USA, which is real proof of their commitment to improving the guest experience for travelers. This new service will offer a convenient, contactless self-service option, reducing touchpoints for passengers and enabling them to easily order and purchase meals while maintaining social distancing."

Michael Mullaney, CEO of Fraport USA, said: "Providing great passenger service is one of our top priorities, and our new GateWaiter mobile ordering and delivery service will enable us to add further value and reach more customers during their visit to the airport. Rolling this program out across airports makes it a seamless process that can be scaled quickly as we bring additional airports and outlets onboard. This is clearly a major benefit in the current landscape."

Chris Hartman, Chief Experience Officer at AtYourGate said: "We're thrilled to be partnering with Servy and Fraport USA to provide the delivery experience for these exciting new programs at BWI and CLE. These programs will provide guests greater access to shopping and dining options while traveling, including the option for safe and convenient delivery right to their gate."