



AN INNOVATIVE TRAVEL EXPERIENCE AT MUNICH AIRPORT SHORTLY BEFORE TAKEOFF: ROBOT SELLS DRINKS AND SNACKS

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With the introduction of the JEEVES service robot, passengers at Munich Airport can shop at a self-driving robot. Originally designed for use in the hotel and healthcare sector, a robot of this type is now being used for the first time in the world as a "snackbot" at an airport. Snackbot "JEEVES" – the name is based on a loyal and competent servant from an English novel – offers a selection of chilled soft drinks and snacks that can be purchased via various cashless payment methods such as Apple Pay, Google Pay and all major credit cards.

The snackbot is 110 centimeters tall and moves autonomously through the gate area on Levels 4 and 5 in Terminal 2 at Munich Airport. It stops when passengers come near it or step into its path. A large touchscreen is used to complete the purchase.

The robot developed by the Munich start-up "Robotise" is being tested for one year by Terminal 2 Gesellschaft, a Munich Airport and Lufthansa subsidiary. The use of robotics at Munich Airport serves not only to improve logistics but also to research passenger acceptance and create added

value for the passenger travel experience. Accordingly, the test of the snackbot fits in with Munich Airport's profile as a premium innovation hub.



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