



Indianapolis Airport Authority

## Entry: 2019 ACI Excellence in Airport Concessions Awards

Entry Submitted By: Indianapolis Airport Authority  
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Airport: IND

ACI Category: Best Innovative Customer Experience

Concept Name: Reis & Irvy's FroYo Vending Machine

Concept Operator: Szostak FroYo Franchising, LLC

IND Location: Concourse B

ONE OF A KIND



# About the Concept:

**REIS & IRVY'S** *FroYo*

- Installed in August 2018
- FroYo Robots build personalized sundaes in 60 seconds or less
- Includes choice of chocolate or vanilla frozen yogurt with up to six candy toppings
- Total Sales
  - September-December 2018 = \$7,780
- Average of \$81.04/sq. ft.



# *Fro Yo Sales Data*

## Aug., Sept.

Transactions  
432  
Total Sales  
\$2266  
Sales per sq. ft.  
\$94.41

## Oct.

Transactions  
366  
Total Sales  
\$1914  
Sales per sq. ft.  
\$79.75

## Nov.

Transactions  
376  
Total Sales  
\$1954  
Sales per sq. ft.  
\$81.41

## Dec.

Transactions  
314  
Total Sales  
\$1646  
Sales per sq. ft.  
\$68.58

# How it Works

- 1 Customer selects desired FroYo flavor and toppings
- 2 Toppings are dispensed from six different tubes
- 3 Passengers watch as FroYo Robot creates the personalized sundae
- 4 Creation delivered to customer

