| Entry Submitted By: | Indianapolis Airport Authority  
Mandy Royston, 317-556-7264 |
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Airport:</td>
<td>IND</td>
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<tr>
<td>ACI Category:</td>
<td>Best Innovative Customer Experience</td>
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<tr>
<td>Concept Name:</td>
<td>Reis &amp; Irvy’s FroYo Vending Machine</td>
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<tr>
<td>Concept Operator:</td>
<td>Szostak FroYo Franchising, LLC</td>
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<td>IND Location:</td>
<td>Concourse B</td>
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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.
FroYo 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