



F&B businesses like the Paradise Group and close to 30 others are using Changi Airport's new food delivery service Changi Eats to reach out to new customers.

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Changi Airport transforms its F&B business with new delivery service Changi Eats

Changi Airport launches its latest initiative to bring value and delectable delights to non-travellers through a new food delivery service Changi Eats. For the first time, diners can enjoy Changi's extensive food offerings delivered directly to their doorsteps without the need to head to the airport. Lip-smacking brands like Burger and Lobster, Paradise Dynasty, Lady M and close to 30 other F&B outlets across Changi Airport and Jewel Changi Airport

(Jewel) are on the platform currently, with many more joining every week.

Diners have the option of mixing and matching orders from up to five different outlets, at no mark-up in food prices and zero service fees. In addition, they can enjoy free island-wide delivery and an additional 15% off when they pay with MasterCard^[1] with a minimum order.

Mr James Fong, Vice President of Landside Concessions, Changi Airport Group said, “We have been experimenting with food delivery to the eastern part of Singapore earlier this year. When Covid-19 hit us, we seized the opportunity to quickly scale up and introduce our dining options in Changi and Jewel to the entire island of diners. What sets us apart is the wide food variety across our two establishments - with Changi Eats, the customer has the freedom to mix and match over 600 different cuisines, snacks, desserts, wines from up to five different outlets all within the comfort of their home, at one single delivery fee *and* without paying any markup.

“Changi Eats was started in the middle of the Covid-19 pandemic. It transformed our F&B business model, and gave us the opportunity to do more to support local SMEs. We brought together like-minded F&B partners, such as Paradise Dynasty and Collin’s, and tech partners, like DCS Synthesis and ezQR, to bring greater awareness to their brands, dining offerings and tech capabilities.”

Said Mr Riccardo La Monica, Regional Head of Operations, Burger and Lobster Singapore, “During this time, we’ve had to find ways to diversify quickly and we’re very pleased with the positive reaction from our customers, old and new, with the introduction of island-wide delivery. We’re extremely grateful to be partnering with Changi Eats to further boost our offer.”

To reward customers, fresh new promotions will be introduced weekly. For the launch weekend from 28 to 31 August, Changi Eats will be offering daily \$1 deals from Burger & Lobster, Dal.Komm Coffee and Tsuta Japanese Soba Noodles, and free giveaways of an exclusive Changi commemorative gift set with every minimum order of S\$50. The four-day special also includes 20% off champagnes from Bottles & Bottles. Looking ahead, some of the exciting offers in the line-up include S\$0.99 bubble tea and chocolates, S\$10 bundle deals and seasonal food fairs. Check the Changi Eats website (<http://www.changieats.com>) for the latest promotions.

Besides island-wide delivery, diners can also choose self-pickup^[2] and earn a S\$10 Changi Gift Card with S\$50 spent. Changi Airport's loyalty members from Changi Rewards can clock 5x Changi Rewards points^[3] per order, with a bonus of 10,000 Changi Rewards points^[4] when they make five orders in a month.

^[1]Use promo code MC50FREE for free delivery with minimum order of S\$50, and enjoy an additional 15% off with promo code MC80FREE with a minimum order of S\$80.

^[2]Self-pickup option is available with a minimum spend of S\$50. Location for pickup is Terminal 3's Basement 1, Arrival Pick Up Door 3.

^[3]Capped at 300 Changi Rewards points per transaction.

^[4]Valid for orders between 28 August and 30 September, for delivery only.

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.