

CONCESSIONS PROGRAM OVERVIEW

The concessions programs at O'Hare and Midway International Airports are designed to enhance the travel experience by offering a diverse array of dining, retail, and service options. These programs are managed by the Chicago Department of Aviation (CDA) with Unison Retail Management overseeing operations at O'Hare, and Midway Partnership, a joint venture comprised of Vantage Group, SSP America, and Hudson, overseeing operations at Midway. Both programs support local and small businesses, showcase award-winning culinary talent, and incorporate innovative technologies like mobile ordering.



145

Food & Beverage locations



135

Automated Retail & Vending locations



53

Concessions locations*



22

Retail locations



85

News & Gifts, Specialty Retail, Duty Free & Services locations



On a busy day, our operators have reported they can process up to **300 transactions** in a single hour.



32

Food and Beverage locations



11

Vending locations

*Midway's concessions modernization program enhances travel with 70+ new dining and retail options, including local favorites and global brands, expanding from 40,000 to 70,000 square feet.

SUPPORTING LOCAL & SMALL BUSINESSES

O'Hare and Midway Airports have exceeded the FAA's 10% nationwide goal, reinforcing their commitment to diversity and inclusion across airport opportunities.



O'Hare International Airport

boasts **OVER 35%** participation as of 2024



Midway International Airport

has exceeded with a participation rate of **OVER 56%**



TECHNOLOGY

O'Hare and Midway airports use advanced technologies to enhance the passenger experience, providing seamless and efficient services.

Mobile Ordering

Experience hassle-free online food ordering. Save time and order ahead with our mobile ordering platforms

For O'Hare, visit ORDerORD.com, and for Midway, check out mdw.orderwithgrab.com.

Keeping you Informed

O'Hare and Midway Airports have an official magazine showcasing unique travel tips and the latest news on Chicago Airports and more.

Find the latest issue at Chicago's Airports or read the latest issue online at www.airchicagomagazine.com.

Self-Check out Kiosks

Save time with digital self-checkout kiosks available at select quick service locations.

QR codes

Discover concession options and special offers effortlessly with QR code technology across the airports.

Digital Wayfinding

Find your way around the airport and stay updated on promotional events with our digital wayfinding screens.



WORKFORCE

Over **2,000 employees** work at concessions in O'Hare and Midway combined.

In October 2021, the Chicago Department of Aviation (CDA) launched a job portal for concessions opportunities at O'Hare and Midway to support concessionaires hiring initiatives. In efforts to further support tenants, CDA is launching a revamp campaign to create an ongoing pipeline of prospects ready to get hired.

Visit flychicago.com/concessions jobs for more information.



DISCOUNTS AND EVENTS

CDA offers a military discount at both O'Hare and Midway airports to honor and support the brave individuals who serve in our armed forces.

Additionally, large convention discounts further demonstrate our commitment to supporting various events and gatherings in Chicago, contributing to the vibrant atmosphere of our airports.



AWARD-WINNING DINING AND SERVICES

MDW

Best Airport Bars: Recognized by Business Insider.

Top Coffee & Dining: Shortlisted for 2019 FAB Awards 'Airport Coffee or Tea Shop of the Year' and a finalist for 2024 FAB Awards 'Airport Casual Dining Restaurant of the Year'.

ORD

Favorite Dining: Named Favorite Airport Dining and Favorite Airport in North America by Global Traveler for 20 consecutive years.

Top Restaurants: Featured in The Washington Post, including Tortas Frontera, Gold Coast Dogs, and Berghoff Café.

Vending Program: Over 100 units offering diverse products, from healthy food to cosmetics, electronics, and more.



CHICAGO CLASSICS

Enjoy Chicago Classics at O'Hare and Midway Airports! These beloved brands offer travelers an authentic taste of Chicago's heritage.

ORD

Berghoff Restaurant: A Chicago institution since 1898, Berghoff, known for its iconic Corned Beef and Reuben sandwiches, continues its legacy at O'Hare, selling over 10,000 sandwiches annually.

Barbara's Bookstore: Established in 1963, this beloved bookstore invites travelers at O'Hare to dive into a good book. Customers collectively read over 31,000 hours each week.

America's Dog: A staple for Chicago Style Hot Dogs, America's Dog brings its Navy Pier fame to O'Hare, where it ranks second in the city for hot dog sales.

Garrett Popcorn & Frango Mints: Combining Chicago's snacking heritage since 1949, these two iconic brands offer travelers a sweet and savory taste of the city.

Little Miss Figgy Burger: Named Best Burger in the City in 2022, this Terminal 3 gem is a must-visit for burger lovers.

Chili's: One of the most profitable Chili's locations globally, this Terminal 1 spot is a crowd-pleaser at O'Hare.

MDW

Fannie May: A Chicago classic since 1920, Fannie May's gourmet chocolates have delighted generations and are now available to travelers at Midway.

R.J. Grunts: Bringing a slice of Lincoln Park's iconic '70s vibe to Midway, R.J. Grunts offers a funky atmosphere with Chicago's best happy hour.

Connie's Pizza: Since 1963, Connie's has been a Chicago pizza favorite, offering award-winning deep-dish and Italian dishes to travelers at Midway.



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