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## **Airport Revenue News (ARN) Announces Winners of 2005 Best Concessions Poll**

*Palm Beach Gardens, Florida, February 11, 2005...* Airport Revenue News (ARN) announced the 2005 winners of its prestigious annual Best Concessions Poll at its first annual Airport Revenue Conference in Orlando, Florida last week. For the tenth year in a row the poll results, published in the February ARN issue, reflect the industry's choice for the best concession programs and the best concessionaires of the year in U.S. airports.

"Winning in the ARN competition is an enormous accomplishment because the standards of quality continue to rise in the industry and the number of excellent programs and operators continue to grow," says Pauline Armbrust, publisher of ARN. "It is interesting to see some newcomers making a splash in the industry and other airports and companies consistently winning categories each year as a result of their tireless pursuit of excellence."

As always, this year's judges were chosen for their broad-based expertise and knowledge about concessions. The judges are separated into two groups: Concessionaire judges vote for nominees in airport program categories; airport judges vote for stores and restaurant nominees in concessionaire categories. The nominees were chosen in an earlier process by readers due to their noticeably high standards of excellence in a variety of categories.

Below are the winners of ARN's 2005 Poll.

Airport Revenue News is the airport industry's leading trade magazine covering airport revenue issues, including airport concession issues. The monthly magazine is published out of Palm Beach Gardens, Florida.

For more information about the poll call Pauline Armbrust at: 561.355.8488 ext. 101 or email: [pauline@airportrevenue.com](mailto:pauline@airportrevenue.com). Additionally, link to the ARN website at [www.airportrevenue.com](http://www.airportrevenue.com).

## **ARN's 2005 Best Airport Concession Programs**

### **Large Airport Winners**

#### **Minneapolis-St. Paul International**

Category 1: Airport with Best Concessions Design - 20 points

*Second place winner: Orlando International – 18 points*

#### **Orlando International**

Category 2: Airport with Best Customer Service – 19 points

*Second place winner: Cincinnati/No. Kentucky International – 16 points*

Category 3: Airport with Best Concessions Management Team - 16 points

*Second place winner: Cincinnati/No. Kentucky International – 13 points*

#### **Newark Liberty International**

Category 4: Airport with Most Unique Services – 20 points

*Second place winner: Detroit Metropolitan International – 10 points*

### **Cincinnati No. Kentucky International**

Category 5: Airport with Best Overall Concessions Program – 16 points

*Second place winners (two-way tie): Orlando International – 14 points; Newark Liberty International 14 points.*

### **Medium Airport Winners**

#### **Portland International**

Category 1: Airport with Best Concessions Design - 21 points

*Second place winner: Chicago Midway Airport – 20 points*

#### **Ronald Reagan National Airport**

Category 2: Airport with Best Customer Service – 15 points

*Second place winner: Chicago Midway Airport – 12 points*

Category 4: Airport with Most Unique Services – 18 points

*Second place winner: Pittsburgh International – 13 points*

#### **Washington Dulles International**

Category 3: Airport with Best Concessions Management Team – 22 points

*Second place winners (two-way tie): Ronald Reagan National Airport – 11 points; Memphis International – 11 points*

#### **Pittsburgh International**

Category 5: Airport with Best Overall Concessions Program – 17 points

*Second place winner: Ronald Reagan National Airport – 15 points*

### **Small Airport Winners**

#### **Palm Beach International**

Category 1: Airport with Best Concessions Design – 22 points

*Second place winner: San Antonio International – 21 points*

#### **Nashville International**

Category 2: Airport with Best Customer Service – 17 points

*Second place winner: Palm Beach International – 12 points*

Category 3: Airport with Best Concessions Management Team – 18 points

*Second place winner: San Antonio International 11 points*

Category 4: Airport with Most Unique Services – 21 points

*Second place winner: San Antonio International – 17 points*

#### **San Antonio International**

Category 5: Airport with Best Overall Concessions Program– 18 points

*Second place winner (two-way tie): Southwest Florida International – 13 points; Louisville International 13 points.*

### **Single Terminal 1<sup>st</sup> Place Winners**

#### **Newark Liberty Terminal C**

Category 1: Terminal with Best Concessions Design – 20 points

*Second place winner: Cincinnati/No. Kentucky International – 15 points*

Category 2: Terminal with Best Customer Service – 17 points

*Second place winner: Cincinnati/No. Kentucky International – 15 points*

Category 3: Airport with Best Concessions Management Team – 14 points

*Second place winner: Newark Liberty Terminal A – 11 points*

Category 4: Airport with Most Unique Services – 22 points

*Second place winner: George Bush Houston Intercontinental – 18 points*

Category 5: Airport with Best Overall Concessions Program – 25 points

*Second place winner: George Bush Houston Intercontinental – 16 points*

### **Large Retailer Winners** (Retailers with more than \$40 million in annual revenues)

#### **CA One Services**

Category 6: Best New Specialty Retail Concept: Motown Music (at Detroit International) – 16 points

*Second place winner: Harley Davidson- 13 points*

#### **The Paradies Shops**

Category 7: Retailer with Highest Regard for Customer Service: – 26 points

*Second place winner: Borders – 13 points*

Category 9: Best Airport News & Gift Operator – 41 points

*Second place winner: Hudson News – 29 points*

Category 11: Best Airport Retailer – 25 points

*Second place winner: Borders – 17 points*

#### **Walt Disney World Earport** (at Orlando)

Category 8: Best Airport Retail Store Design – 13 points

*Second place winner: Sea World – 10 points*

#### **Brookstone**

Category 10: Best Specialty Retail Brand Operator – 23 points

*Second place winner: Brooks Brothers (operated by The Paradies Shops) – 20 points*

#### **Anton Airfood**

Category 12: Best New Food & Beverage Concept: Gallaghers – 22 points

*Second place winner: Macaroni Grill (at Orlando) – 15 points*

Category 16: Best Airport Food & Beverage Operator – 25 points

*Second place winner: Legal Sea Food – 24 points*

#### **Legal Sea Food**

Category 13: Food Operator with Highest Regard for Customer Service – 21 points

*Second place winner: Anton Airfood – 15 points*

Category 14: Best Airport Restaurant Design – 12 points

*Second place winner: Ruby's (at Las Vegas) – 10 points*

Category 15: Best Food & Beverage Brand Operator - 23 points

*Second place winner: Starbucks (operated by HMSHost) – 15 points*

### **Small Retailer 1<sup>st</sup> Place Winners** (Retailers with less than \$40 million in annual revenues)

#### **CBR, Inc.**

Category 6: Best New Specialty Retail Concept: Toto – 13 points (three-way tie with Palm One Airport Wireless and Lush)

*Second place winner: Ron Jon Surf Shop (operated by Stellar Partners)- 11 points*

Category 8: Best Airport Retail Store Design: Creative Kidstuff – 9 points

Second place winners (two-way tie): Radio Road – 8 points; Spirit of the Red Horse – 8 points

Category 11: Best Airport Retailer – 19 points

*Second place winner: Palm One Airport Wireless – 16 points*

### **Palm One Airport Wireless**

Category 6: Best New Specialty Retail Concept: Palm One Airport Wireless – 13 points (three-way tie with Toto and Lush)

*Second place winner: Ron Jon Surf Shop (operated by Stellar Partners)- 11 points*

Category 7: Retailer with Highest Regard for Customer Service – 12 points

*Second place winners (3-way tie): CBR, Inc. – 9 points; Erwin Pearl – 9 points; & Pangborne Designs (at Detroit) – 9 points*

Category 10: Best Specialty Retail Brand Operator – 11 points

*Second place winners: L'Occitane – 10 points; Mont Blanc (operated by OSI) – 10 points.*

### **Lush (operated by Lush Cosmetics)**

Category 6: Best New Specialty Retail Concept: Lush (at Orlando) – 13 points (three-way tie with Toto and Palm One Airport Wireless)

*Second place winner: Ron Jon Surf Shop (operated by Stellar Partners)- 11 points*

### **Stellar News**

Category 9: Best Airport News & Gift Operator – 20 points

*Second place winner: Airport Concessions Inc. (at Denver) – 12 points*

### **Famous Famiglia**

Category 13: Food Operator with Highest Regard for Customer Service – 16 points (two-way tie with OTG Management)

*Second place winner: Foodbrand (at Cincinnati) – 11 points*

Category 15: Best Food & Beverage Brand Operator - 24 points

*Second place winner: Figs – 12 points*

Category 16: Best Airport Food & Beverage Operator – 18 points

*Second place winner: Foodbrand – 14 points*

### **OTG Management**

Cibo Express Gourmet Market: Category 12: Best New Food & Beverage Concept – 13 points

*Second place winner: Mediterranean Grill (at Detroit) – 12 points*

Category 13: Food Operator with Highest Regard for Customer Service – 16 points (two-way tie with Famous Famiglia)

*Second place winner: Foodbrand (at Cincinnati) – 11 points*

### **Pappadeaux Seafood**

Category 14: Best Airport Restaurant Design – 15 points

*Second place winner: Figs – 14 points*