

ARN'S BEST CONCESSIONAIRES & AIRPORT PROGRAMS

Every year for the past 12 years ARN has been proud to be the vehicle for honoring outstanding concessionaires and airport concessions programs in the Annual 2007 Best Concessions competition.



As in years past, the process begins with airports nominating companies they believe exhibit excellence in operating and executing stores and restaurants. Meanwhile concessionaires nominate the best airport programs based on several criteria including design, management and concept offerings.

Each year a new roster of judges is chosen by ARN to evaluate the nominees (see list of judges at right). Judges are asked to rate each nominee as a first, second or third choice based on their direct experience with each nominee. The judges indicate whether they are familiar with nominees in each category and those with greater familiarity garner extra points.

Once the judges submit their ballots the votes are tallied with winners taking the highest points in each category. Judges are also asked to submit comments about their evaluations, which are listed under each award in this presentation.

Since there is no shortage of knowledgeable experts among food & beverage, news & gifts, and specialty retail professionals; nor among airport concessions and property management professionals, ARN has always been able to put together a very able pool of judges.

The following are the ARN Best Concession Winners for 2007.

THE JUDGES

Voting on Airport-Only Categories

Laura Alphan, Director Business Development,
DNC-Travel Hospitality Services

Ilene Berman, Vice President Marketing, Airport Wireless/palm

Paul den Ouden, EVP Airport Properties, JCDcaux

Michael Dinar, President, Airport Division, Duty Free Americas

Marsha Eberhardt, President, First Class Seats Airport Services

Anthony Grant, Senior Manager Airport Program, Borders Group

Stuart Holcombe, Vice President Development, Faber

Kevin Houser, Vice President Development, Dunkin Brands

Anthony Joseph, President, Concessions International

Adam Torine, Vice President Business Development, Villa Enterprises

Voting on Concession-Only Categories

Sal Amico, Manager Airport Concessions, BOS

Susan Bush, Manager Concessions, Port Authority New York & New Jersey

John Cugasi, Concessions Director, ATL

Mary Ann Falatic, Retail Director, IND

Randy Goodman, Commercial Development Manager, HOU

Scott O'Donnell, Jacobs Consultancy

David Lazarus, Concessions Manager, STL

Paul McGinn, President, MarketPlace Development

Edward Moran, Sr Manager, Properties and Contracts, RSW

Susan Sallet, Director Business Development, JAX

Andrew Weddig, Vice President, Unison-Maximus

Richard White, Director of Properties, MEM

FIRST PLACE WINNERS FOR LARGE AIRPORTS

Minneapolis-St. Paul International

Category 1:

Airport with the Best Concession Program Design - 17 points

Second place winner:

Detroit Metropolitan Wayne County- 13 Points

Category 5:

Airport with the Best Overall Concession Program - 16 points

Second place winner:

Hartsfield-Jackson Atlanta International - 14 Points

Judges Comments:

- Very attractive store fronts which create a desire to shop and browse the various food and retail options. Crisp designs tied together very well.
- Nice variety of themes, strong retail program above average food & beverage.
- Storefronts have excellent lighting as well as a diverse selection of local and national concepts. You can immediately tell that you are in Minneapolis as soon as you enter their terminals.



Orlando International

Category 2:

Airport with the Best Customer Service - 17 points

Second place winner:

Hartsfield-Jackson Atlanta International - 14 Points

Judges Comments:

- Very friendly employees, embracing the Orlando "Disney" culture.
- Has made a concerted effort to focus on the needs of the passenger.

Dallas-Ft. Worth International

Category 3: (two-way tie)

Airport with the Best Concessions

Management Team - 10 points

Second place winner:

Boston Logan International - 9 Points

Judges Comments:

- Staff works with retailers to better the quality of goods and services to ensure the best products for the customers.
- Dallas has done an excellent job in creating an atmosphere that combines beauty, innovative designs and practicality.



LaGuardia Airport

Category 3: (two-way tie)

Airport with the Best Concessions Management Team - 10 points

Judges Comments:

- Lillian Tan has an experienced staff who interact at all levels in ensuring execution.

Detroit Metropolitan Wayne County

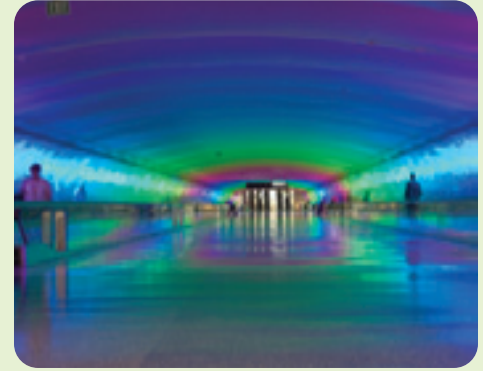
Category 4:

Airport with the Most Unique Services - 11 points

Second place winners two way tie:
 Dallas-Ft. Worth International - 9 Points &
 Miami International - 9 Points

Judges Comments:

- Has done an excellent job in developing and implementing services that appeal to not only men but the female traveler, such as: spas, with nail and hair services.
- Easy access to NWA clubs, wireless internet, and cool concepts like the oxygen bar, make this wonderful and accommodating.



FIRST PLACE WINNERS FOR MEDIUM AIRPORTS

Pittsburgh International

Category 1:

Airport with the Best Concession Program Design -16 points

Second place winner: Ronald Reagan Washington National - 12 points

Category 4:

Airport with the Most Unique Services - 16 points

Second place winner: Ronald Reagan Washington National - 11 points

Judges Comments:

- PIT remains a core foundation for concession design- everyone funnels through.
- Pittsburgh continues to offer exciting branded concepts targeted at the leisure and business traveler.



Ronald Reagan Washington National

Category 2:

Airport with the Best Customer Service - 20 points

Second place winner: Pittsburgh International - 17 Points

Category 3:

Airport with the Best Concessions Management Team - 15 points

Second place winner: Baltimore-Washington International - 12 points

Judges Comments:

- They have done a wonderful job of bringing in concepts that fulfill needs as well as spark curiosity.
- Very well staffed, and the signage of the storefronts are unique, making the traveler want to enter just to explore and hopefully part from their money!

Baltimore-Washington International

Category 5:

Airport with the Best Overall Concession Program - 10 points

Second place winners two way tie:
 Chicago Midway Airport - 9 Points &
 Ronald Reagan Washington National - 9 Points

Judges Comments:

- Inviting, well branded yet not over branded.
- They have created a strong mix of local and national brands.



FIRST PLACE WINNERS FOR SMALL AIRPORTS

Southwest Florida International

Category 1:

Airport with the Best Concession

Program Design - 6 points

Second place winners two way tie:

Richmond International - 5 points &

Savannah-Hilton Head International - 65 points

Category 3:

Airport with the Best Concessions

Management Team - 5 points

Category 5:

Airport with the Best Overall

Concessions Program - 6 points



Judges Comments:

- Lovely stores and national brands.
- Very inviting design, gives you a global feel yet, still maintaining a strong local presence.



Jacksonville International

Category 2:

Airport with the Best Customer Service - 10 points

Second place winner:

Richmond International - 9 Points

Judges Comments:

- JAX has come a long way, impressive service.

Richmond International

Category 3:

Airport with the Best Concessions Management Team - 5 points

Second place winner:

Dallas Love Field - 3 points

Judges Comments:

- Atmosphere is welcoming, clean designed store fronts with excellent lighting and flooring. Great mix of concepts both food, bar and retail.
- Well trained and friendly, service is great every time. I feel like a guest rather than just another customer, friendly and patient associates.



Austin-Bergstrom International

Category 4:

Airport with the Most Unique Services - 8 points

Second place winner:

Southwest Florida International -7 points

Judges Comments:

- Unique services as well as the Texas Longhorn retail outlet.
- Very good retail and food program which provides a gateway to Austin and immediately gives you a taste of the local flavor.

Palm Beach International

Category 5:

Airport with the Best Overall Concession Program - 6 points

Second place winner two way tie:

*Austin-Bergstrom International - 3 points &
Richmond International - 3 points*

Judges Comments:

- Every concept has interest. It's fun, comfortable and exudes a Palm Beach feel.



FIRST PLACE WINNERS FOR SINGLE TERMINAL



Detroit Metropolitan Wayne County-McNamara

Category 1:

Terminal with the Best Overall Concession Program Design- 16 points

Second place winner: Minneapolis-St. Paul Int'l -Northstar Crossing - 11 points

Category 3:

Terminal with the Best Concessions Management Team -12 points

Second place winners three way tie:

John F. Kennedy International-Terminal 8 - 7 points

Phoenix Sky Harbor International -Terminal 4 - 7 points

Tampa International -Terminal C - 7 points

Category 5:

Terminal with the Best Overall Concession Program - 14 points

Second place winner: Dallas-Ft. Worth International -Terminal D - 9 points

Judges Comments:

- Detroit has continued to create a comfortable and positive working environment which fosters great partner relationships.
- Detroit Metropolitan seems to be very detail oriented and committed to being the best.

Dallas-Fort Worth International - Terminal D

Category 2:

Terminal with the Best Customer Service - 14 points

Second place winner: Detroit Metropolitan Wayne County- McNamara Terminal - 9 points

Category 4:

Terminal with the Most Unique Services - 14 points

Second place winner: Detroit Metropolitan Wayne County-McNamara Terminal - 13 points

Judges Comments:

- Dallas-Ft. Worth is always easy to navigate and employees are always courteous and professional.
- Dallas Ft. Worth Terminal D is one of the most exciting terminals in the world, with a variety of upscale services for travelers.



LaGuardia - Central Terminal Building

Category 3:

Terminal with the Best Concessions Management Team -12 points

Judges Comments:

- MarketPlace Development has a great management team in place at LGA. They listen to the tenants, are responsive to our needs and want us to be successful. In the end it shows.



FIRST PLACE WINNERS FOR LARGE RETAILERS



The Hudson Group for Made In Washington-SEA

Category 6:

Best New Specialty Retail Concept - 13 points

Second place winner:

New York Times Newsstand - 7 points

Judges Comments:

- Truly local, innovative, unique and interesting merchandise.
- Quality of service; product mix and street pricing.



Category 9:

Best News & Gift Operator - 41 points

Second place winner:

The Paradies Shops - 39 points

Judges Comments:

- Hudson always does it right.
- Hudson understands newsstands but more importantly their customers.

The Paradies Shops

Category 7:

Retailer with Highest Regard for Customer Service - 35 points

Second place winner:

Borders Group - 17 points

Judges Comments:

- Consistent friendly, helpful service at any of the Paradies Stores anywhere in the country.
- Paradies is consistently top notch in customer service.



for Brooks Brothers

Category 8:

Best Retail Store Design - 8 points

Second place winners (two-way tie)

Brighton Collectible - 7 points &

Drexlers Sports - 7 points

Judges Comments:

- The Brooks Brothers design is simple, classic, peaceful and comfortable, in tune with the product offering and product, store is peaceful, comfortable and well laid out.

Category 10:

Best Specialty Retail Brand Operator - 30 points

Second place winner: Airport Wireless/palm - 23 points

Category 11:

Best Overall Retailer - 34 points

Second place winner: Airport Wireless/palm - 18 points

Judges Comments:

- In my experience Paradies employees are helpful and pleasant.
- Wider variety of offerings, excellent customer service. Some very striking store designs.
- Attends to the needs of the customers in airports.
- Paradies will always be hard to beat, when they offer the PGA Tour Shop as a part of their program.





Cold Stone Creamery-PHX

Category 12: (three-way tie)

Best New Food & Beverage Concept - 8 points

Second place winners two way tie:

Cafe Famiglia-IAH &

Johnny Rockets-BOS - 7 points

Judges Comments:

- Cool concept!
- While ice cream can be a challenge in any airport the action alone of seeing the selections is enough to pull you in. They make a tough sell in airports look easy.

Fuddrucker's-DTW

Category 12: (three-way tie)

Best New Food & Beverage Concept - 8 points

Judges Comments:

- Raises the burger concept standard significantly and better meets the demographic.



The Irish Guinness Pub-DTW

Category 12: (three-way tie)

Best New Food & Beverage Concept - 8 points

Judges Comments:

- Fun concept with good design and offerings.

Famous Famiglia

Category 13:

**Food Operator with Highest Regard
for Customer Service - 17 points**

Second place winner: Wolfgang Puck's - 10

Category 16:

Best Overall Food & Beverage Operator - 29

Judges Comments:

- Consistent high ratings by airport customers.
- Employees seem well trained, are courteous, they welcome you with smiles and a clean operation.





Anthony's Seafood-SEA

Category 14:

Best Restaurant Design - 12 points

Second place winners two way tie:

Deep Blue Sushi-JFK, & Thee Irish Guinness Pub-DTW - 8 points

Judges Comments:

- The food court is highlighted by the restaurant.
- Outstanding quality and sense of place.

HMSHost

For Chili's, Starbucks, Gallagher's, & Fox Sports Bar

Category 15:

Best Food/Beverage Brand Operator - 22 points

Second place winner: Famous Famiglia - 20 points

Judges Comments:

- Host has several recognized brands in their portfolio- the key is to operate them in accordance with the brand's established expectations.
- Can't go wrong with Starbucks, Starbucks is my first choice no matter where I go.



CBR, Inc.

Category 17:

Best DBE Operator - 18 points

Second place winner:

Airport Wireless/palm - 14 points

Judges Comments:

- A shining example of how small business can succeed in the airport environment, and eventually compete with all.
- Innovative concepts, high levels of customer service and profitability.

FIRST PLACE WINNERS FOR SMALL RETAILERS

Fireworks-SEA

Category 6:

Best New Specialty Retail Concept - 13 points

Second place: Rocky Mountain Chocolate-SLC - 6 points

Category 8:

Best Retail Store Design - 12

Second place: XpresSpa - 10 points

Judges Comments:

- Interesting and highly attractive, product is unique and draws customers into the stores.





ZoomSystems

Category 6:

Best New Specialty Retail Concept - 13 points

Judges Comments:

- The most innovative addition to the retailing mix, I have seen. Very flexible offering. Adds opportunity for retail, even high end in otherwise unusable space.
- Successfully capturing an off-airport trend or concept for an airport is always impressive. ZoomSystems stands out as a truly unique new concept in terms of delivery merchandising, flexibility and acceptance by customers.

XpresSpa

Category 7:

Retailer with Highest Regard for Customer Service - 10 points

Second place: L'Occitane - 8 points

Judges Comments:

- It is an inviting and pleasing concept.
- The business is built on customer service, they have excellent customer service with every customer.



Delstar Group

Category 9:

Best News & Gift Operator - 13 points

Second place:

Faber - 11 points

Judges Comments:

- Wide variety of offerings exciting designs and well run businesses.

L'Occitane

Category 10:

Best Specialty Retail Brand Operator - 9 points

Second place:

CNN Newslink - 8 points

Category 11:

Best Overall Retailer -12 points

Judges Comments:

- Great consistent overall execution. High customer service standards and store design are carried over to their airport operations.
- Excellent overall operations- they have been extremely successful with store designs in their airports.



Taxco Sterling

Category 11:

Best Overall Retailer -12 points

Second place:

XpresSpa - 11 points

Judges Comments:

- Eye catching design, great service and attention to detail, just browsing was stimulating.

Legal Sea Foods for Legal's Test Kitchen-BOS

Category 12:

Best New Food & Beverage Concept - 13 points

Second place two way tie:

Pappasittas-HOU - 9 points

Vino Volo-IAD - 9 points

Judges Comments:

- Legal Sea Foods is able to maintain their high standards of service and product quality while venturing into the realm of comfort food with the Legal's Test Kitchen as the 'test' in their name would indicate the chef's have fun introducing (testing) new menu items.

Category 15:

Best Food/Beverage Brand Operator - 23 points

Second place:

OTG for Cibo Market & Cibo Express - 14 points

Judges Comments:

- Best restaurant experience in the airport. Like the consistent quality and presentation at all locations.



Vino Volo

Category 13:

Food Operator with Highest Regard for Customer service - 23 points

Second place:

Legal Sea Foods - 18 points

Judges Comments:

- Provides a great service and a wonderful learning experience.

Fig's-LGA

Category 14:

Best Restaurant Design - 8 points

Second place two way tie:

Cibo Bistro & Wine Bar-PHL - 7 points &

Legal Sea Foods - 7 points

Judges Comments:

- Fig's has always been first class.



OTG for Cibo Bistro & Wine Bar & Cibo Market

Category 16:

Best Overall Food & Beverage Operator - 23 points

Second place:

Legal Sea Foods - 11 points

Judges Comments:

- Consistency in food quality, menu variety, concept execution, customer service and management.

