

# ARN'S 2010 BEST AIRPORT, CONCESSIONAIRE NOMINEES

*The process to nominate the industry's favorite airport concessions was once again open to the entire airport concessions industry and was conducted entirely online. This year, nearly 300 airport and concessionaire executives participated in the process, an unprecedented number adding validity to the overall procedure. Also this year, a new category, Best Franchisor, was added to the competition.*

*ARN began the nomination process by reaching out to a comprehensive list of companies and airports who registered up to three people to represent their organizations in this phase of the competition. These representatives were given six weeks to submit their nominations. Concessionaires and airports were allowed to nominate themselves, as well as other favorites in all categories. However, during the voting process (beginning on Oct. 12 and ending Dec. 7), concessionaires can only vote for their favorite airport programs, and airports will only be allowed to vote for their preferred concessionaires.*

*The winners of ARN's 2010 competition will be announced March 16, 2010, at the ARN awards show and banquet and featured in the May issue. Please go to [www.2010conference.airportrevenue.com](http://www.2010conference.airportrevenue.com) to find out more about the ARN conference. The following airports and concessionaires have been nominated under various categories for 2010.*



## Category 1:

### Airport with the Best

#### Concessions Program Design

These airports have been nominated for their high design standards, which have resulted in attractive storefronts, strong theming and an inviting shopping atmosphere.

### Large Airports

#### (More than 10 million enplaning passengers)

(Atlanta, Ga.) Hartsfield-Jackson Atlanta International  
(Baltimore, Md.) Baltimore/Washington International Thurgood Marshall  
(Boston, Mass.) Boston Logan International  
(Chicago, Ill.) Chicago O'Hare International  
(Dallas, Texas) Dallas/Fort Worth International  
(Denver, Colo.) Denver International  
(Detroit, Mich.) Detroit Metropolitan Wayne County  
(Houston, Texas) George Bush Intercontinental  
(Las Vegas, Nev.) McCarran International  
(Los Angeles, Calif.) Los Angeles International  
(Minneapolis, Minn.) Minneapolis-St. Paul International  
(New York, N.Y.) JFK International  
(New York, N.Y.) LaGuardia  
(Newark, N.J.) Newark Liberty International  
(Orlando, Fla.) Orlando International  
(Philadelphia, Pa.) Philadelphia International  
(Phoenix, Ariz.) Phoenix Sky Harbor International  
(Salt Lake City, Utah) Salt Lake City International  
(San Francisco, Calif.) San Francisco International  
(Seattle, Wash.) Seattle-Tacoma International  
(Toronto AMF, ON, Canada) Toronto Pearson International  
(Washington, D.C.) Washington Dulles International

### Medium Airports

#### (Between 4 and 10 million enplaning passengers)

(Austin, Texas) Austin-Bergstrom International  
(Calgary, AB, Canada) Calgary International  
(Cincinnati, Ohio) Cincinnati-Northern Kentucky International  
(Cleveland, Ohio) Cleveland-Hopkins International  
(Houston, Texas) William P. Hobby  
(Indianapolis, Ind.) Indianapolis International  
(Memphis, Tenn.) Memphis International  
(Montreal, PQ, Canada) Montreal - Pierre Elliott Trudeau International  
(Nashville, Tenn.) Nashville International  
(Oakland, Calif.) Oakland International  
(Pittsburgh, Pa.) Pittsburgh International  
(Portland, Ore.) Portland International  
(Raleigh, N.C.) Raleigh-Durham International  
(Richmond, BC, Canada) Vancouver International  
(San Antonio, Texas) San Antonio International  
(Santa Ana, Calif.) John Wayne  
(Tampa, Fla.) Tampa International  
(Washington, D.C.) Ronald Reagan Washington National

### Small Airports

#### (Fewer than 4 million enplaning passengers)

(Albany, N.Y.) Albany International  
(Boise, Idaho) Boise  
(Burbank, Calif.) Bob Hope  
(Charleston, S.C.) Charleston International  
(Colorado Springs, Colo.) Colorado Springs  
(Dayton, Ohio) Dayton International  
(Edmonton, AB, Canada) Edmonton International  
(El Paso, Texas) El Paso International  
(Enfield, NS, Canada) Halifax International  
(Fort Myers, Fla.) Southwest Florida International  
(Greensboro, N.C.) Piedmont Triad International  
(Jacksonville, Fla.) Jacksonville International  
(Knoxville, Tenn.) McGhee Tyson  
(Louisville, Ky.) Louisville International  
(Manchester, N.H.) Manchester

(Oklahoma City, Okla.) Will Rogers World  
(Ottawa, ON, Canada) Ottawa International  
(Palm Springs, Calif.) Palm Springs International  
(Regina, SK, Canada) Regina International  
(Reno, Nev.) Reno-Tahoe International  
(Sainte-Foy, QC, Canada - Quebec) Jean-Lesage International  
(Sanford, Fla.) Orlando Sanford International  
(Sarasota, Fla.) Sarasota Bradenton International  
(Spokane, Wash.) Spokane International  
(Tallahassee, Fla.) Tallahassee Regional  
(Tucson, Ariz.) Tucson International  
(Warwick, R.I.) T.F. Green  
(West Palm Beach, Fla.) Palm Beach International  
(White Plains, N.Y.) Westchester County

### Single Terminals

#### (Terminal or Concourse)

Boston Logan International - Terminal A  
Boston Logan International - Terminal B  
Detroit Metropolitan Wayne County - North Terminal  
George Bush Intercontinental - Terminal C  
George Bush Intercontinental - Terminal E  
Indianapolis International - Main Terminal  
JFK International - Terminal 3  
JFK International - Terminal 4  
JFK International - Terminal 5  
John Wayne  
LaGuardia - Central Terminal Building  
LaGuardia - US Airways Terminals  
Montreal - Pierre Elliott Trudeau International - TC Concourse  
Newark Liberty International - Terminal C  
Norfolk International  
Norman Y. Mineta San Jose International - Terminal B  
Palm Springs International  
Phoenix Sky Harbor International - Terminal 4  
Raleigh-Durham International - Terminal 2  
Toronto Pearson International - Terminal 1  
Vancouver International - Domestic Terminal Building  
William P. Hobby - Central Concourse

## Category 2:

### Airport with the Best Customer Service

These airports were nominated for quality customer service that is obvious throughout the terminals, such as friendly employees, signage, information services, ambassador programs, etc.

### Large Airports

(More than 10 million enplaning passengers)

(Atlanta, Ga.) Hartsfield-Jackson Atlanta International  
(Baltimore, Md.) Baltimore/Washington International Thurgood Marshall  
(Boston, Mass.) Boston Logan International  
(Charlotte, N.C.) Charlotte Douglas International  
(Chicago, Ill.) Chicago O'Hare International  
(Dallas, Texas) Dallas/Fort Worth International  
(Denver, Colo.) Denver International  
(Detroit, Mich.) Detroit Metropolitan Wayne County  
(Fort Lauderdale, Fla.) Fort Lauderdale-Hollywood International  
(Houston, Texas) George Bush Intercontinental  
(Las Vegas, Nev.) McCarran International  
(Los Angeles, Calif.) Los Angeles International  
(Miami, Fla.) Miami International  
(Minneapolis, Minn.) Minneapolis-St. Paul International  
(New York, N.Y.) JFK International  
(New York, N.Y.) LaGuardia  
(Newark, N.J.) Newark Liberty International  
(Orlando, Fla.) Orlando International  
(Philadelphia, Pa.) Philadelphia International  
(Phoenix, Ariz.) Phoenix Sky Harbor International  
(San Francisco, Calif.) San Francisco International  
(Seattle, Wash.) Seattle-Tacoma International  
(Toronto AMF, ON, Canada) Toronto Pearson International  
(Washington, D.C.) Washington Dulles International

### Medium Airports

(Between 4 and 10 million enplaning passengers)

(Austin, Texas) Austin-Bergstrom International  
(Calgary, AB, Canada) Calgary International  
(Columbus, Ohio) Port Columbus International  
(Dallas, Texas) Dallas Love Field  
(Indianapolis, Ind.) Indianapolis International  
(Memphis, Tenn.) Memphis International  
(Milwaukee, Wis.) General Mitchell International  
(Montreal, PQ, Canada) Montreal - Pierre Elliott Trudeau International  
(Nashville, Tenn.) Nashville International  
(Pittsburgh, Pa.) Pittsburgh International  
(Portland, Ore.) Portland International  
(Raleigh, N.C.) Raleigh-Durham International  
(Richmond, BC, Canada) Vancouver International  
(Sacramento, Calif.) Sacramento International  
(San Antonio, Texas) San Antonio International  
(San Jose, Calif.) Norman Y. Mineta San Jose International  
(Tampa, Fla.) Tampa International  
(Washington, D.C.) Ronald Reagan Washington National

### Small Airports

(Fewer than 4 million enplaning passengers)

(Albany, N.Y.) Albany International  
(Aspen, Colo.) Aspen/Pitkin County  
(Atlantic City, N.J.) Atlantic City International  
(Boise, Idaho) Boise  
(Brownsville, Texas) Brownsville South Padre Island International  
(Colorado Springs, Colo.) Colorado Springs  
(Dayton, Ohio) Dayton International  
(El Paso, Texas) El Paso International  
(Enfield, NS, Canada) Halifax International  
(Fort Myers, Fla.) Southwest Florida International  
(Grand Rapids, Mich.) Gerald R. Ford International  
(Louisville, Ky.) Louisville International

(Mobile, Ala.) Mobile Regional  
(Norfolk, Va.) Norfolk International  
(Oklahoma City, Okla.) Will Rogers World  
(Omaha, Neb.) Eppley Airfield  
(Ottawa, ON, Canada) Ottawa International  
(Reno, Nev.) Reno-Tahoe International  
(Sainte-Foy, QC, Canada -- Quebec) Jean-Lesage International  
(Sanford, Fla.) Orlando Sanford International  
(Santa Ana, Calif.) John Wayne  
(Sarasota, Fla.) Sarasota Bradenton International  
(Saskatoon, SK, Canada) Saskatoon International  
(Savannah, Ga.) Savannah/Hilton Head International  
(Sidney, BC, Canada) Victoria International  
(Spokane, Wash.) Spokane International  
(Tallahassee, Fla.) Tallahassee Regional  
(Tucson, Ariz.) Tucson International  
(West Palm Beach, Fla.) Palm Beach International  
(White Plains, N.Y.) Westchester County  
(Windsor Locks, Conn.) Bradley International  
(Winnipeg, MB, Canada) Winnipeg James Armstrong Richardson International

### Single Terminals

(Terminal or Concourse)

Boston Logan International - Terminal A  
Boston Logan International - Terminal B  
Dallas/Fort Worth International - Terminal D  
Detroit Metropolitan Wayne County - North Terminal  
JFK International - Terminal 3  
JFK International - Terminal 4  
JFK International - Terminal 5  
John Wayne - Thomas Riley Terminal  
LaGuardia - Central Terminal Building  
LaGuardia - US Airways Terminals  
Newark Liberty International - Terminal C  
Norfolk International  
Philadelphia International - D/E Connector  
Philadelphia International - Terminal B  
Rochester International  
Savannah/Hilton Head International - Terminal 1  
Toronto Pearson International - Terminal 1  
Vancouver International - Domestic Terminal Building  
William P. Hobby - Central Concourse

## Category 3:

### Airport with the Best Concessions Management Team

These airports have a concessions management team that is responsive, efficient, accessible and partner-oriented.

### Large Airports

(More than 10 million enplaning passengers)

(Atlanta, Ga.) Hartsfield-Jackson Atlanta International  
(Baltimore, Md.) Baltimore/Washington International Thurgood Marshall  
(Boston, Mass.) Boston Logan International  
(Charlotte, N.C.) Charlotte Douglas International  
(Dallas, Texas) Dallas/Fort Worth International  
(Denver, Colo.) Denver International  
(Detroit, Mich.) Detroit Metropolitan Wayne County  
(Houston, Texas) George Bush Intercontinental  
(Las Vegas, Nev.) McCarran International  
(Los Angeles, Calif.) Los Angeles International  
(Miami, Fla.) Miami International  
(Minneapolis, Minn.) Minneapolis-St. Paul International  
(New York, N.Y.) JFK International  
(New York, N.Y.) LaGuardia  
(Newark, N.J.) Newark Liberty International  
(Orlando, Fla.) Orlando International  
(Philadelphia, Pa.) Philadelphia International  
(Phoenix, Ariz.) Phoenix Sky Harbor International  
(Seattle, Wash.) Seattle-Tacoma International  
(Toronto AMF, ON, Canada) Toronto Pearson International  
(Washington, D.C.) Washington Dulles International

### Medium Airports

(Between 4 and 10 million enplaning passengers)

(Austin, Texas) Austin-Bergstrom International  
(Calgary, AB, Canada) Calgary International  
(Columbus, Ohio) Port Columbus International  
(Dallas, Texas) Dallas Love Field  
(Houston, Texas) William P. Hobby  
(Indianapolis, Ind.) Indianapolis International  
(Memphis, Tenn.) Memphis International  
(Montreal, PQ, Canada) Montreal - Pierre Elliott Trudeau International  
(Nashville, Tenn.) Nashville International  
(Oakland, Calif.) Oakland International  
(Pittsburgh, Pa.) Pittsburgh International  
(Raleigh, N.C.) Raleigh-Durham International  
(Richmond, BC, Canada) Vancouver International  
(Sacramento, Calif.) Sacramento International  
(San Antonio, Texas) San Antonio International  
(Tampa, Fla.) Tampa International  
(Washington, D.C.) Ronald Reagan Washington National  
(West Palm Beach, Fla.) Palm Beach International

### Small Airports

(Fewer than 4 million enplaning passengers)

(Albany, N.Y.) Albany International  
(Albuquerque, N.M.) Albuquerque International Sunport  
(Boise, Idaho) Boise  
(Burbank, Calif.) Bob Hope  
(Dayton, Ohio) Dayton International  
(El Paso, Texas) El Paso International  
(Enfield, NS, Canada) Halifax International  
(Fort Myers, Fla.) Southwest Florida International  
(Kahului, Hawaii) Kahului  
(Omaha, Neb.) Eppley Airfield  
(Ottawa, ON, Canada) Ottawa International  
(Reno, Nev.) Reno-Tahoe International  
(Roanoke, Va.) Roanoke Regional  
(Sainte-Foy, QC, Canada - Quebec) Jean-Lesage International  
(Sanford, Fla.) Orlando Sanford International  
(Sarasota, Fla.) Sarasota Bradenton International  
(Saskatoon, SK, Canada) Saskatoon International  
(Savannah, Ga.) Savannah/Hilton Head International  
(Sidney, BC, Canada) Victoria International  
(Spokane, Wash.) Spokane International  
(Tallahassee, Fla.) Tallahassee Regional  
(Tucson, Ariz.) Tucson International  
(Tulsa, Okla.) Tulsa International  
(Winnipeg, MB, Canada) Winnipeg James Armstrong Richardson International

### Single Terminals

(Terminal or Concourse)

Boston Logan International - Terminal B  
Detroit Metropolitan Wayne County - North Terminal  
General Mitchell International - Terminal Mall Area  
JFK International - Terminal 1  
JFK International - Terminal 2  
JFK International - Terminal 3  
JFK International - Terminal 4  
JFK International - Terminal 5  
JFK International - Terminal 7  
John Wayne - Thomas Riley Terminal  
LaGuardia - Central Terminal Building  
LaGuardia - US Airways Terminals  
Newark Liberty International - Terminal C  
Norfolk International  
Orlando International - Terminal A  
Palm Springs International  
Phoenix Sky Harbor International - Terminal 4  
Toronto Pearson International - Terminal 1  
Vancouver International - Domestic Terminal Building

## Category 4:

### Airport with the Most Unique Services

These airports offer novel services new to the industry, such as spa services, Internet access, business services, etc., and serve passengers well.

### Large Airports

(More than 10 million enplaning passengers)

(Atlanta, Ga.) Hartsfield-Jackson Atlanta International  
(Baltimore, Md.) Baltimore/Washington International Thurgood Marshall  
(Boston, Mass.) Boston Logan International  
(Dallas, Texas) Dallas/Fort Worth International  
(Denver, Colo.) Denver International  
(Detroit, Mich.) Detroit Metropolitan Wayne County  
(Houston, Texas) George Bush Intercontinental  
(Las Vegas, Nev.) McCarran International  
(Minneapolis, Minn.) Minneapolis-St. Paul International  
(New York, N.Y.) JFK International  
(New York, N.Y.) LaGuardia  
(Newark, N.J.) Newark Liberty International  
(Orlando, Fla.) Orlando International  
(Philadelphia, Pa.) Philadelphia International  
(Phoenix, Ariz.) Phoenix Sky Harbor International  
(San Francisco, Calif.) San Francisco International  
(Toronto AMF, ON, Canada) Toronto Pearson International

### Medium Airports

(Between 4 and 10 million enplaning passengers)

(Austin, Texas) Austin-Bergstrom International  
(Calgary, AB, Canada) Calgary International  
(Columbus, Ohio) Port Columbus International  
(Fort Myers, Fla.) Southwest Florida International  
(Houston, Texas) William P. Hobby  
(Indianapolis, Ind.) Indianapolis International  
(Memphis, Tenn.) Memphis International  
(Milwaukee, Wis.) General Mitchell International  
(Montreal, PQ, Canada) Montreal - Pierre Elliott Trudeau International  
(Nashville, Tenn.) Nashville International  
(Oakland, Calif.) Oakland International  
(Pittsburgh, Pa.) Pittsburgh International  
(Raleigh, N.C.) Raleigh-Durham International  
(Richmond, BC, Canada) Vancouver International  
(Sacramento, Calif.) Sacramento International  
(San Antonio, Texas) San Antonio International  
(Santa Ana, Calif.) John Wayne  
(West Palm Beach, Fla.) Palm Beach International

### Small Airports

(Fewer than 4 million enplaning passengers)

(Colorado Springs, Colo.) Colorado Springs  
(Enfield, NS, Canada) Halifax International  
(Freeland, Mich.) MBS International  
(Knoxville, Tenn.) McGhee Tyson  
(Louisville, Ky.) Louisville International  
(Ottawa, ON, Canada) Ottawa International  
(Reno, Nev.) Reno-Tahoe International  
(Sainte-Foy, QC, Canada - Quebec) Jean-Lesage International  
(Sanford, Fla.) Orlando Sanford International  
(Sarasota, Fla.) Sarasota Bradenton International  
(Tallahassee, Fla.) Tallahassee Regional  
(Tucson, Ariz.) Tucson International  
(Tulsa, Okla.) Tulsa International

### Single Terminals

(Terminal or Concourse)

Boston Logan International - Terminal B  
Dallas/Fort Worth International - Terminal D  
Detroit Metropolitan Wayne County - North Terminal  
JFK International - Terminal 2  
JFK International - Terminal 4  
JFK International - Terminal 5  
LaGuardia - Central Terminal Building  
LaGuardia - US Airways Terminals  
Miami International - North Terminal  
Newark Liberty International - Terminal C  
Newport News/Williamsburg International  
Rochester International  
Toronto Pearson International - Terminal 1  
Vancouver International - Domestic Terminal Building

## Category 5:

### Airport with the Best Overall Concessions Program

These airports incorporate all facets of program excellence: great customer service, attractive storefronts, good mix of shops, quality food services and overall high standards.

### Large Airports

(More than 10 million enplaning passengers)

(Atlanta, Ga.) Hartsfield-Jackson Atlanta International  
(Baltimore, Md.) Baltimore/Washington International Thurgood Marshall  
(Boston, Mass.) Boston Logan International  
(Charlotte, N.C.) Charlotte Douglas International  
(Cincinnati, Ohio) Cincinnati-Northern Kentucky International  
(Dallas, Texas) Dallas/Fort Worth International  
(Denver, Colo.) Denver International  
(Detroit, Mich.) Detroit Metropolitan Wayne County  
(Houston, Texas) George Bush Intercontinental  
(Las Vegas, Nev.) McCarran International  
(Minneapolis, Minn.) Minneapolis-St. Paul International  
(Montreal, PQ, Canada) Montreal - Pierre Elliott Trudeau International  
(New York, N.Y.) JFK International  
(New York, N.Y.) LaGuardia  
(Newark, N.J.) Newark Liberty International  
(Orlando, Fla.) Orlando International  
(Philadelphia, Pa.) Philadelphia International  
(Phoenix, Ariz.) Phoenix Sky Harbor International  
(San Francisco, Calif.) San Francisco International  
(Seattle, Wash.) Seattle-Tacoma International  
(Toronto AMF, ON, Canada) Toronto Pearson International  
(Washington, D.C.) Washington Dulles International

### Medium Airports

(Between 4 and 10 million enplaning passengers)

(Austin, Texas) Austin-Bergstrom International  
(Calgary, AB, Canada) Calgary International  
(Chicago, Ill.) Midway  
(Columbus, Ohio) Port Columbus International  
(Fort Myers, Fla.) Southwest Florida International  
(Indianapolis, Ind.) Indianapolis International  
(Jacksonville, Fla.) Jacksonville International  
(Memphis, Tenn.) Memphis International  
(Milwaukee, Wis.) General Mitchell International  
(Nashville, Tenn.) Nashville International  
(Pittsburgh, Pa.) Pittsburgh International  
(Raleigh, N.C.) Raleigh-Durham International  
(Richmond, BC, Canada) Vancouver International  
(Sacramento, Calif.) Sacramento International  
(San Antonio, Texas) San Antonio International  
(Tampa, Fla.) Tampa International  
(Washington, D.C.) Ronald Reagan Washington National  
(West Palm Beach, Fla.) Palm Beach International

### Small Airports

(Fewer than 4 million enplaning passengers)

(Colorado Springs, Colo.) Colorado Springs  
(Dayton, Ohio) Dayton International  
(Enfield, NS, Canada) Halifax International  
(Knoxville, Tenn.) McGhee Tyson  
(Ottawa, ON, Canada) Ottawa International  
(Palm Springs, Calif.) Palm Springs International  
(Regina, SK, Canada) Regina International  
(Reno, Nev.) Reno-Tahoe International  
(Richmond, Va.) Richmond International  
(Roanoke, Va.) Roanoke Regional  
(Sainte-Foy, QC, Canada - Quebec) Jean-Lesage International  
(Sanford, Fla.) Orlando Sanford International  
(Sarasota, Fla.) Sarasota Bradenton International  
(Saskatoon, SK, Canada) Saskatoon International  
(Savannah, Ga.) Savannah/Hilton Head International  
(Sidney, BC, Canada) Victoria International  
(Spokane, Wash.) Spokane International  
(Tallahassee, Fla.) Tallahassee Regional  
(Tucson, Ariz.) Tucson International  
(Warwick, R.I.) T.F. Green

### Single Terminals

(Terminal or Concourse)

Boston Logan International - Terminal A  
Boston Logan International - Terminal B  
Dallas/Fort Worth International - Terminal D  
Dane County Regional  
Detroit Metropolitan Wayne County - North Terminal  
Fort Lauderdale-Hollywood International - Terminal 2  
George Bush Intercontinental - Terminal E  
JFK International - Terminal 3  
JFK International - Terminal 4  
JFK International - Terminal 5  
JFK International - Terminal 8  
LaGuardia - Central Terminal Building  
LaGuardia - US Airways Terminals  
Long Beach  
Newark Liberty International - Terminal C  
Norfolk International  
Toronto Pearson International - Terminal 1  
Vancouver International - Domestic Terminal Building

## Category 6:

### Best New Specialty Retail Concept

These new retail concepts have been nominated for their overall quality and uniqueness to airports, the first to have opened within the past 18 months.

### Large Retailers

(Operator that generates more than \$40M in total gross sales from airport stores)

Austin Warehouse District by Delaware North  
Companies Travel Hospitality Services  
Bass Pro Shops by The Paradies Shops  
Buglari by HMSHost Corp.  
CJ Olson Cherries by HMSHost Corp.  
Ferragamo by HMSHost Corp.  
Jack Daniel's by The Nuance Group  
Lacoste by The Paradies Shops  
Little Havana To Go by HMSHost Corp.  
MNG by Mango by HMSHost Corp.  
Sea To Sky by HDS Retail North America  
Sports Illustrated Store by Delaware North  
Companies Travel Hospitality Services  
USA Today Travel Zone by HDS Retail North America  
Victoria's Secret by Hudson Group

### Small Retailers

*(Operator that generates less than \$40M in total gross sales from airport stores)*

Blackberry by Airport Retail Management  
Columbia Sportswear  
Ghirardelli Retail Store by Pacific Gateway Concessions  
Graycliff Cigar Co. by Graycliff Divans Nashville LLC  
Just Pop In  
Kazoo & Co. Toy Store  
Lids Kids by Lids  
Local Charm  
Redbox Automated Retail  
Tags by Ayala's Concession Group

### Category 7:

#### **Retailer with Highest Regard for Customer Service**

These retailers are nominated for their especially high standards of customer service.

### Large Retailers

*(Operator that generates more than \$40M in total gross sales from airport stores)*

Areas  
Borders  
Delaware North Companies Travel Hospitality Services  
DFS Group LP  
HDS Retail North America  
HMShost Corp.  
Hudson Group  
InMotion Entertainment  
The Nuance Group  
The Paradies Shops

### Small Retailers

*(Operator that generates less than \$40M in total gross sales from airport stores)*

Airport Wireless  
AMERICA!  
Brookstone  
cc McKenzie Shoes & Apparel  
Colorado Collection  
Concourse Ventures Inc.  
Faber  
Fire & Ice  
Fudge Bar  
Johnston & Murphy  
Local Charm  
L'Occitane  
Nashville Nails  
Natalie's Candy Bar  
NewsLink Group  
Pacific Gateway Concessions  
Pangborn Sterling  
Puente Brancato Enterprises  
Shellis Management Services  
Soto & Sanchez Investments  
Stellar Partners  
Sterling Works  
Stress Busters Zone  
Taxco Sterling  
The Body Shop  
Vino Volo  
XpresSpa

### Category 8:

#### **Best Retail Store Design**

These storefronts are nominated for capturing attention and being visually engaging.

### Large Retailers

*(Operator that generates more than \$40M in total gross sales from airport stores)*

Artizan by HDS Retail North America - YYZ  
Austin City Limits / Waterloo Records and Tapes by Delaware North Companies Travel Hospitality Services - AUS Barbara Jordan Terminal  
Bass Pro Shops by The Paradies Shops - IAH Terminal C  
Borders - EWR Terminal A  
Borders - LGA Central Terminal Building  
Boswell's Music City Harley-Davidson by Hudson Group - BNA Concourse C  
Brighton Collectibles by The Paradies Shops - JFK Terminal 5  
Brooks Brothers by The Paradies Shops - ATL Atrium  
CJ Olson Cherries by HMShost Corp. - SJC Terminal B  
Ermenegildo Zegna by HMShost Corp. - ATL Concourse A  
Ferragamo by HMShost Corp. - ATL Concourse A  
Gayle's Chocolates by Delaware North Companies Travel Hospitality Services - DTW North Terminal  
Hudson Booksellers by Hudson Group - EWR Terminal C  
Hudson News by Hudson Group - ORD Terminal 3  
InMotion Entertainment - ATL Concourse D  
Kids Works by Hudson Group - BNA Concourse C  
KidZoo by The Paradies Shops - PBI Main Terminal  
Life is good by Hudson Group - BNA Concourse B  
Little Havana to Go by HMShost Corp. - MIA Concourse H  
PGA Tour Shop by The Paradies Shops - JAX Main Terminal  
Sea To Sky by HDS Retail North America - YVR  
The Nuance Group Duty Free Shops - YYZ Terminal 1  
University Marketplace/University Kids by The Paradies Shops - RDU Terminal 2  
USA Today Travel Zone by HDS Retail North America - DTW North Terminal  
USA Today Travel Zone by HDS Retail North America - IND Civic Plaza Pre-Security  
Vancouver Kitchen by Hudson Group - YVR  
Victoria's Secret by Hudson Group - JFK Terminal 4  
VIRGIN - BROOKSTONE by HDS Retail North America - YVR  
Wright Stop TravelMart by The Paradies Shops - DAY

### Small Retailers

*(Operator that generates less than \$40M in total gross sales from airport stores)*

AMERICA! - EWR Terminal C  
AMERICA! - IAD Terminal B  
Blackberry Store - ATL Concourse B  
Brookstone - PHL DE Connector  
Caterina's - RNO Howard W. Cannon Terminal  
Columbia Sportswear - PDX Main Terminal  
Estes News & Gift - MSP Concourse A  
Fire & Ice - PHL Terminal BC  
Fireworks - SEA Central Terminal  
Ghirardelli Retail Store by Pacific Gateway Concessions - SFO Terminal 3  
Graycliff Cigar Co. by Graycliff Divans Nashville LLC - BNA Concourse C  
I Love L.A. Gift Shops by Soto & Sanchez - LAX Terminal 2  
Johnston & Murphy - BOS Terminal B  
Kazoo & Co. Toy Store - DEN Concourse B  
Local Charm - BOS Terminal B  
L'Occitane - BOS Terminal A  
Miami News Now by Faber - MIA Concourse D  
Mont Blanc - JFK Terminal 1  
Natalie's Candy Bar - DFW Terminal D  
New England Collections - BOS Terminal A  
NewsLink Group - JFK Terminal 1  
NewsLink Group - MIA North Terminal  
NewsLink Group - MIA Terminal G  
Oakley - MCO Landside Terminal  
Rocky Mountain Chocolate Factory - YYZ Terminal 1  
Stress Busters Zone - TLH  
Swatch - PIT Main Terminal  
Tags by Ayala's Concession Group - LAS Terminal 1  
Taxco Sterling - PHL DE Connector  
Techshowcase by Airport Wireless - ATL Concourse E  
The Body Shop - LGA Central Terminal Building  
Vino Volo - PHL BC Connector  
XpresSpa - STL Terminal E

### Category 9:

#### **Best News & Gift Operator**

These operators are nominated for being best at customer service, presentation of periodicals, concept execution and management.

### Large Retailers

*(Operator that generates more than \$40M in total gross sales from airport stores)*

Areas USA  
Borders  
Delaware North Companies Travel Hospitality Services  
HDS Retail North America  
HMShost Corp.  
Hudson Group  
The Paradies Shops

### Small Retailers

*(Operator that generates less than \$40M in total gross sales from airport stores)*

Concourse Concessions Inc.  
Concourse Ventures Inc.  
Crews of California  
Estes News & Gifts  
Faber  
National Concessions Management  
News & Gift Shops International  
NewsLink Group  
Olympic News  
Pacific Gateway Concessions  
Shellis Management Services  
Soto & Sanchez Investments  
Southwest News  
Stellar Partners

### Category 10:

#### **Best Specialty Retail Brand Operator**

These retail operators execute and manage recognized brands and are nominated for customer service, presentation of merchandise and management of these concepts.

### Large Retailers

*(Operator that generates more than \$40M in total gross sales from airport stores)*

Areas USA  
Borders  
Delaware North Companies Travel Hospitality Services for Austin Warehouse District  
HDS Retail North America for USA Today Travel Zone  
HMShost Corp. for CJ Olson Cherries  
Hudson Group  
InMotion Entertainment  
The Paradies Shops for Brooks Brothers  
The Paradies Shops for CNBC

### Small Retailers

*(Operator that generates less than \$40M in total gross sales from airport stores)*

Airport Retail Management  
AMERICA!  
Brookstone  
CBR (HMSHost Corp. retail subsidiary)  
Columbia Sportswear  
Concourse Ventures Inc.  
Corliss Stone-Littles LLC  
Faber  
Fireworks  
Graycliff Divans Nashville LLC  
Johnston & Murphy  
L'Occitane  
MallaSadi Men's Boutique  
Nashville Nails  
Native Texan  
Pacific Gateway Concessions  
Redbox Automated Retail  
Rocky Mountain Chocolate Factory  
Rosetta Stone  
Stellar Partners  
Stress Busters Zone  
Sunglass Hut  
Swatch  
Taxco Sterling  
The Body Shop  
Ultra Diamonds  
Vino Volo  
XpresSpa  
ZoomSystems

### Category 11:

#### Best Overall Retailer

These specialty retailers are nominated for being best overall at merchandising, customer service, concept execution and management.

### Large Retailers

*(Operator that generates more than \$40M in total gross sales from airport stores)*

Areas USA  
Borders  
Delaware North Companies Travel Hospitality Services  
HDS Retail North America  
HMSHost Corp.  
Hudson Group  
InMotion Entertainment  
The Nuance Group  
The Paradis Shops

### Small Retailer

*(Operator that generates less than \$40M in total gross sales from airport stores)*

Airport Retail Management  
AMERICA!  
Avila Retail Development  
Brookstone  
Cart Wheels International Inc.  
Caterina's  
CBR (HMSHost Corp. retail subsidiary)  
Columbia Sportswear  
Concourse Ventures Inc.  
Fire & Ice  
International Shoppes  
Johnston & Murphy  
Local Charm  
L'Occitane  
Nashville Nails  
NewsLink Group  
Pacific Gateway Concessions  
Pangborn  
Rocky Mountain Chocolate Factory  
Rosetta Stone  
Shellis Management Services  
Stress Busters Zone  
Sunglass Hut  
Taxco Sterling  
Techshowcase  
The Body Shop  
Ultra Diamonds  
Vino Volo  
XpresSpa

### Category 12:

#### Best New Food & Beverage Concept

These new food concepts have been nominated for their overall quality and uniqueness to airports, the first to have opened within the past 18 months.

### Large Food & Beverage Operator

*(Operator that generates more than \$40M in total gross sales from airport stores)*

42nd Street Oyster Bar and Seafood Grill  
by HMSHost Corp.  
Aeronouva by OTG Management  
Camden food co. by SSP America  
Carolina Ale House by HMSHost Corp.  
Carraba's Italian Grill by HMSHost Corp.  
Coffee Bean & Tea Leaf by Delaware North  
Companies Travel Hospitality Services  
Denver ChopHouse by HMSHost Corp.  
Earl of Sandwich by Areas USA  
EuroBar by SSP America  
Gladstones by HMSHost Corp.  
Heineken Lounge by Delaware North Companies  
Travel Hospitality Services  
LaCarreta by Global Concessions Inc.  
Neely's Bar-B-Que by HMSHost Corp.  
Panopolis by SSP America  
Piquillo by OTG Management  
Rose's Restaurant & Bakery by HMSHost Corp.  
Sam Adams Brew Club by Delaware North  
Companies Travel Hospitality Services  
Sam Adams Meetinghouse by HMSHost Corp.  
Seafood Bar by Caviar House & Prunier  
by SSP America  
The Anchor Bar by Delaware North Companies  
Travel Hospitality Services  
Vera's Burger Shack by SSP America  
Zia by Freshens by HMSHost Corp.

### Small Food & Beverage Operator

*(Operator that generates less than \$40M in total gross sales from airport stores)*

42nd Street by HMSHost Corp. & JQ Enterprises  
Angelina's Metro Market by MAR Air Foods  
Big Town Hero Sandwiches by Stephanie Inc.  
Bigfoot Food & Spirits by BF Foods LLC  
Bobby Van's Steakhouse by Tastes on the Fly  
Bojangles Famous Chicken & Biscuits by FDY Inc.  
Bruegger's  
Currito, Burritos Without Borders  
Logan Airport Partners for Cisco Brew Pub  
Mayorga by Reagan Partners II  
One Flew South by Jackmont Hospitality and  
Global Concessions  
Phillips Express by Tastes on the Fly  
Raising Cane's by Branded Works  
Ryo Asian Fusion by Bangel Group  
Silver Dragon Café by Silver Dragon Café LLC  
Uno Due Go by FGR Group  
Urban Taco by Venturas Puente

### Category 13:

#### Food Operator with Highest Regard for Customer service

These food operators are nominated for their especially high standards of customer service.

### Large Food & Beverage Operator

*(Operator that generates more than \$40M in total gross sales from airport stores)*

Areas USA  
Delaware North Companies Travel Hospitality Services  
Dunkin' Donuts  
Famous Famiglia  
Global Concessions Inc.  
HMSHost Corp.  
Hudson Group  
McDonald's  
OTG Management  
SSP America

### Small Food & Beverage Operator

*(Operator that generates less than \$40M in total gross sales from airport stores)*

4 Families Of Houston  
Angelina's Metro Market  
Asian Chao by Food Systems Unlimited  
Charley's Grilled Subs  
Chef Jimmy's Bistro & Spirits  
Concessions Management Services Inc.  
Cousin's Barbeque  
Currito, Burritos Without Borders  
Gilchrist Enterprises  
Guava & Java  
Hojeij Branded Foods  
Itza Wrap! Itza Bowl! by Mission Yogurt Inc.  
Karen McWilliams  
Legal Sea Foods  
Lenny's  
Midfield Concession Enterprises  
Obrycki's  
PremAIR Hospitality Group  
Quiznos  
Raising Cane's by Branded Works  
Rocky Mountain Chocolate Factory  
Ruby's Diner  
Ryo Asian Fusion  
Silver Diner  
Stephanie Inc.  
Tastes on the Fly  
The Bistro Group  
The Grove  
Tinsley Family Concessions  
Tomokazu Japanese Cuisine  
UFood Grill  
Uno Due Go  
Villa Enterprises  
Vino Volo

### Category 14:

#### Best Restaurant Design

These restaurant storefronts were nominated for capturing attention and being visually engaging.

### Large Food & Beverage Operator

*(Operator that generates more than \$40M in total gross sales from airport stores)*

42nd Street Oyster Bar and Seafood Grill  
by HMSHost Corp. - RDU Terminal 2  
Sive Steak by OTG Management - JFK Terminal 5  
Anthony's Restaurant by HMSHost Corp. -  
SEA Central Terminal  
Blue Zone by Delaware North Companies  
Travel Hospitality Services - BUF  
Brew Brothers Restaurant by SSP America - RNO  
Howard W. Cannon Terminal  
Camden food co. by SSP America - IND Terminal 8  
Camden food co. by SSP America - YVR  
Denver ChopHouse by HMSHost Corp. - DEN Terminal A  
Euro Café by Hudson Group - BWI Concourse C  
Famous Famiglia/Famiglia Market - EWR Terminal C  
Figs by Boston Concessions Group -  
LGA Central Terminal Building  
Gladstone's by HMSHost Corp. - LAX Terminal 3  
Jet Rock by OTG Management - PHL Concourse B  
Le Grand Comptoir by SSP America - IAH Terminal C  
Le Petit Bistro by Delaware North Companies  
Travel Hospitality Services - DTW North Terminal  
Milestones by HMSHost Corp. - YVR International  
Terminal Building  
On The Border by HMSHost Corp. - ATL Concourse T  
Panopolis by SSP America - IAH Terminal C  
Panopolis by SSP America - RDU Terminal 2  
Piquillo by OTG Management - JFK Terminal 5  
Ray Benson's Roadhouse by Delaware North Companies  
Travel Hospitality Services - AUS Central Terminal  
Rogue Ales & Public House by HMSHost Corp. -  
PDX Concourse D  
Rosario's Cafe & Cantina by HMSHost Corp. -  
SAT Terminal 2  
Rose's Restaurant & Bakery by HMSHost Corp. -  
PDX Concourse D  
Ruby Tuesday by Areas USA - DTW North Terminal  
Sam Adams Brew Club by Delaware North Companies  
Travel Hospitality Services - EWR Terminal C

Seafood Bar by Caviar House & Prunier by SSP  
America - JFK Terminal 4  
Tennessee Tavern by HMSHost Corp. - BNA Concourse B  
Tequileria by HMSHost Corp. - IAD Concourse B  
The Anchor Bar by Delaware North Companies Travel  
Hospitality Services - BUF  
Todd English's Bonfire Grill by HMSHost Corp. -  
BOS Terminal B  
Tootsies Orchid Lounge by Delaware North Companies  
Travel Hospitality Services - BNA Concourse C

### **Small Food & Beverage Operator**

*(Operator that generates less than \$40M in total gross sales from airport stores)*

Bigfoot Food & Spirits by BF Foods LLC -  
SEA North Satellite  
Blue Mesa Taco & Tequila Bar by Mitchell-Missimo  
Group - DFW Terminal D  
Bobby Van's Steakhouse by Tastes on the Fly -  
JFK Terminal 8  
Boston Beer Works by Tastes on the Fly -  
BOS Terminal C  
Bruegger's - CVG Terminal 2  
Cantina Laredo - DFW Terminal D  
Chili's by Edmonton Runway #3 CT Grill Inc. - YEG  
South Terminal  
Cisco Brew Pub - BOS Terminal B  
Currito, Burritos Without Borders - BOS Terminal C  
Hojiej Branded Foods Food Court - ATL Terminal E  
Jerry Remy's Sports Bar & Grill by Tastes on the Fly -  
BOS Terminal C  
Johnny River's Smokehouse by TAJ Concessions -  
MCO Airside 2  
Legal C Bar - BOS Terminal B  
Legal Sea Foods - BOS Terminal C  
Legal Test Kitchen - BOS terminal A  
McDonald's by Stagg Partnership - SAT Terminal 1  
Obrycki's by Cheri Cernak - BWI Concourse B  
Pappadeaux by Pappas - IAH Terminal E  
Raising Cane's by Branded Works - SAT Terminal 1  
Ruby's Diner - EWR Terminal C  
Silver Diner - BWI Concourse A  
Silver Dragon Café by Silver Dragon Café LLC -  
OAK Terminal 1  
Sora by Midfield Concession Enterprises -  
DTW North Terminal  
Timberline Steaks & Grill by Mission Yogurt Inc. -  
DEN Concourse C  
UFood Grill - BOS Terminal B  
Uno Due Go by FGR Group - DFW Terminal E  
Vino Volo - PHL DE Connector  
Waterworks Bar & Grill by Midfield Concession  
Enterprises - DTW McNamara Terminal

### **Category 15:**

#### **Best Food/Beverage Brand Operator**

These food operators execute and manage recognized brands and are nominated for customer service, presentation of merchandise and management of these concepts.

### **Large Food & Beverage Operator**

*(Operator that generates more than \$40M in total gross sales from airport stores)*

Areas USA  
Delaware North Companies Travel Hospitality Services  
Delaware North Companies Travel Hospitality Services  
for The Salt Lick BBQ  
Dunkin' Donuts  
Famous Famiglia  
HMSHost Corp.  
HMSHost Corp. for Anthony's Restaurant  
HMSHost Corp. for Casey's On Stage  
HMSHost Corp. for Denver ChopHouse  
HMSHost Corp. for George Gervin's Sports Bar  
HMSHost Corp. for Starbucks  
Hudson Group  
Hudson Group for Euro Cafe  
McDonald's  
OTG Management  
OTG Management for Cibo Express Gourmet Market  
SSP America

### **Small Food & Beverage Operator**

*(Operator that generates less than \$40M in total gross sales from airport stores)*

4 Families of Houston  
Bruegger's  
Charley's Grilled Subs  
Chickie's & Pete's  
Concessions Management Services  
Concessions Management Services for Baja  
Fresh Express  
Concourse Concessions for Waji's  
Earl of Sandwich  
Edmonton Runway #3 CT Grill Inc. for Chili's  
Food Systems Unlimited for Asian Chao  
Global Concessions  
Mar Air Foods  
Midfield Concession Enterprises  
One First Group Inc. for Subway  
Online Café Corp by Online Café Bar & Grill  
Pappas for Pappadeaux  
PremAIR Hospitality Group  
Rocky Mountain Chocolate Factory  
Silver Diner  
Stephanie Inc. for Coffee People/Big Town Hero  
Sandwiches  
The Grove  
The Trinity Group  
UFood Grill  
Uno Due Go  
Venturas Puente Inc. for Urban Taco  
Villa Enterprises  
Vino Volo

### **Category 16:**

#### **Best Overall Food & Beverage Operator**

These operators were nominated for being best overall at delivering quality food, menu variety, concept execution, customer service and management.

### **Large Food & Beverage Operator**

*(Operator that generates more than \$40M in total gross sales from airport stores)*

Areas USA  
Balducci's To Go  
Boston Concessions Group  
Boston Culinary Group  
Concessions International LLC  
Delaware North Companies Travel Hospitality Services  
Famous Famiglia  
HMSHost Corp.  
Hudson Group  
OTG Management  
SSP America

### **Small Food & Beverage Operator**

*(Operator that generates less than \$40M in total gross sales from airport stores)*

4 Families of Houston  
Bruegger's  
CCI  
Chalmer and Karen McWilliams  
Chickie's & Pete's  
CMS LLC  
Coffee Beanery  
Currito, Burritos Without Borders  
Guava & Java  
HH LLC  
Hojiej Branded Foods  
Legal Sea Foods  
Manny Perez  
Mar Air Foods  
Midfield Concession Enterprises  
Panda Express  
Silver Diner  
Stephanie Inc.  
Tastes on the Fly  
The Grove  
Vino Volo

### **Category 17:**

#### **Best DBE Operator**

These small business owners are certified as DBEs and are superior in all aspects of their store or restaurant operations.

Aero Service Group  
Airport Retail Management  
AMERICA!  
Amy's Airport Ice Cream Inc.  
AP United LLC  
Bangel Group  
Branded Works  
Concession Management Services  
Corliss-Stone Littles  
FGR Group  
Filo Foods  
Frederic Estes  
Guava & Java  
Hal Darring  
Hojiej Branded Foods  
Jam Jomar Inc.  
JQ Enterprises Inc.  
Karen McWilliams  
MEY Concessions LLC  
Midfield Concession Enterprises  
Mission Yogurt Inc.  
National Concession Management  
NY4 Pretzels  
OSI-MB  
PJJJ Enterprises Inc.  
Pressey Enterprises  
Puente-Brancato Enterprises  
Roland Parrish  
Soto & Sanchez Investments  
Stellar Partners  
Stephanie Inc.  
TAJ Concessions  
Taxco Sterling  
The Grove

### **Category 18:**

#### **Best Franchisor**

These companies (franchisor) maintain a portfolio of proprietary brands and grant an individual or company (franchisee) the right to operate that brand or brands in the airport industry. Nominees should be superior in all aspects of franchisee support, marketing, operations, training, etc.

Arby's  
Artizan by Robin Barre  
Auntie Anne's  
Bruegger's  
Charley's Grilled Subs  
Currito, Burritos Without Borders  
Dairy Queen  
Dunkin' Donuts  
Famous Famiglia  
Fruits & Passion  
Houlihan's  
Las Palapas  
McDonald's  
MEXX  
Qdoba  
Rock Bottom Brewery Group  
Ruby's Diner  
Starbucks  
Sun Glass Hut  
The Salt Lick BBQ  
Tim Horton's  
Uno Chicago Grill  
Villa Enterprises  
Yum! Brands