

ARN's 2011

BEST AIRPORT, CONCESSIONAIRE NOMINEES



We are pleased to announce the nominees for ARN's annual best concessions competition. As in previous years, the process to nominate the industry's favorite airport concession programs and operators was open to the entire airport concessions industry and was conducted online. Once again, nearly 300 airport and concessionaire executives participated in the process, an unprecedented number, adding validity to the overall procedure. For the 2011 awards, the Best Passenger Services category was added to recognize companies providing excellence in non-retail, non-food services to passengers.

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 Oct. 13 and ending Dec. 13), 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 2011 competition will be announced March 1 at the ARN awards banquet and featured in the May issue. Please go to www.2011conference.airportrevenue.com to find out more about the ARN conference and to register to attend.

The following airports and concessionaires have been nominated under various categories for 2011.

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)

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

Medium Airports

(Between 4 million and 10 million enplaning passengers)

Austin-Bergstrom International (Austin, Texas)
Calgary International (Calgary, AB, Canada)
Cleveland-Hopkins International (Cleveland, Ohio)
Kansas City International (Kansas City, Mo.)
Memphis International (Memphis, Tenn.)

Montreal-Pierre Elliott Trudeau International (Montreal, PQ, Canada)
Nashville International (Nashville, Tenn.)
Norman Y. Mineta San Jose International (San Jose, Calif.)
Oakland International (Oakland, Calif.)
Pittsburgh International (Pittsburgh, Penn.)
Portland International (Portland, Ore.)
Raleigh-Durham International (Raleigh, N.C.)
Ronald Reagan Washington National (Washington, D.C.)
San Diego International (San Diego, Calif.)
Tampa International (Tampa, Fla.)
Vancouver International (Richmond, BC, Canada)
William P. Hobby (Houston, Texas)

Small Airports

(Fewer than 4 million enplaning passengers)

Akron-Canton (North Canton, Ohio)
Blue Grass (Lexington, Ky.)
Boise (Boise, Idaho)
Dallas Love Field (Dallas, Texas)
Edmonton International (Edmonton, AB, Canada)
El Paso International (El Paso, Texas)
Fresno Yosemite International (Fresno, Calif.)
General Mitchell International (Milwaukee, Wis.)
Halifax International (Enfield, NS, Canada)
Indianapolis International (Indianapolis, Ind.)
Jacksonville International (Jacksonville, Fla.)
Jean-Lesage International (Sainte-Foy, QC, Canada)
Louisville International (Louisville, Ky.)
Manchester (Manchester, N.H.)
Norfolk International (Norfolk, Va.)
Palm Beach International (West Palm Beach, Fla.)
Phoenix-Mesa Gateway (Mesa, Ariz.)
Port Columbus International (Columbus, Ohio)
Reno-Tahoe International (Reno, Nev.)
San Antonio International (San Antonio, Texas)
Southwest Florida International (Fort Myers, Fla.)
Tucson International (Tucson, Ariz.)
Tulsa International (Tulsa, Okla.)
Victoria International (Sidney, BC, Canada)
Winnipeg James Armstrong Richardson International (Winnipeg, MB, Canada)

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
George Bush Intercontinental - Terminal C
Hartsfield-Jackson Atlanta International - Concourse E
Indianapolis International - Civic Plaza
John F. Kennedy International - Terminal 3
John F. Kennedy International - Terminal 4
John F. Kennedy International - Terminal 5
John F. Kennedy International - Terminal 8
LaGuardia - Central Terminal Building
LaGuardia - US Airways Terminal
Los Angeles International - Tom Bradley International Terminal
Miami International - North Terminal
Newark Liberty International - Terminal C
Portland International - Concourse D
Vancouver International - Domestic Terminal Building

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)

Baltimore/Washington International Thurgood Marshall (Baltimore, Md.)
Boston Logan International (Boston, Mass.)
Charlotte Douglas International (Charlotte, N.C.)
Chicago O'Hare International (Chicago, Ill.)
Dallas/Fort Worth International (Dallas, Texas)
Denver International (Denver, Colo.)
Detroit Metropolitan Wayne County (Detroit, Mich.)
George Bush Intercontinental (Houston, Texas)
Hartsfield-Jackson Atlanta International (Atlanta, Ga.)
John F. Kennedy International (New York, N.Y.)

Los Angeles International (Los Angeles, Calif.)
Miami International (Miami, Fla.)
Newark Liberty International (Newark, N.J.)
Orlando International (Orlando, Fla.)
Philadelphia International (Philadelphia, Pa.)
Phoenix Sky Harbor International (Phoenix, Ariz.)
San Francisco International (San Francisco, Calif.)
Seattle-Tacoma International (Seattle, Wash.)
Toronto Pearson International (Toronto AMF,
ON, Canada)
Washington Dulles International (Washington, D.C.)

Medium Airports

(Between 4 million and 10 million enplaning passengers)

Austin-Bergstrom International (Austin, Texas)
Calgary International (Calgary, AB, Canada)
Cleveland-Hopkins International (Cleveland, Ohio)
Kansas City International (Kansas City, Mo.)
Montreal-Pierre Elliott Trudeau International
(Montreal, PQ, Canada)
Nashville International (Nashville, Tenn.)
Norman Y. Mineta San Jose International
(San Jose, Calif.)
Oakland International (Oakland, Calif.)
Pittsburgh International (Pittsburgh, Penn.)
Portland International (Portland, Ore.)
Raleigh-Durham International (Raleigh, N.C.)
Ronald Reagan Washington National (Washington, D.C.)
Sacramento International (Sacramento, Calif.)
San Diego International (San Diego, Calif.)
Tampa International (Tampa, Fla.)
Vancouver International (Richmond, BC, Canada)
William P. Hobby (Houston, Texas)

Small Airports

(Fewer than 4 million enplaning passengers)

Albany International (Albany, N.Y.)
Buffalo Niagara International (Buffalo, N.Y.)
Dallas Love Field (Dallas, Texas)
Edmonton International (Edmonton, AB, Canada)
Fort Wayne International (Fort Wayne, Ind.)
General Mitchell International (Milwaukee, Wis.)
Halifax International (Enfield, NS, Canada)
Indianapolis International (Indianapolis, Ind.)
Jacksonville International (Jacksonville, Fla.)
Jean-Lesage International (Sainte-Foy, QC, Canada)
Louisville International (Louisville, Ky.)
Orlando Sanford International (Sanford, Fla.)
Palm Beach International (West Palm Beach, Fla.)
Reno-Tahoe International (Reno, Nev.)
San Antonio International (San Antonio, Texas)
Savannah/Hilton Head International (Savanna, Ga.)
Spokane International (Spokane, Wash.)
St. John's International (St. John's, NL, Canada)
Tucson International (Tucson, Ariz.)
Victoria International (Sidney, BC, Canada)
Winnipeg James Armstrong Richardson International
(Winnipeg, MB, Canada)

Single Terminals

(Terminal or Concourse)

Boston Logan International - Terminal A
Boston Logan International - Terminal B
Chicago O'Hare International - Terminal B
Dallas/Fort Worth International - Terminal D
Detroit Metropolitan Wayne County - McNamara Terminal
Detroit Metropolitan Wayne County - North Terminal
George Bush Intercontinental - Terminal C
John F. Kennedy International - Terminal 3
John F. Kennedy International - Terminal 4
John F. Kennedy International - Terminal 5
John Wayne - Terminal A
LaGuardia - Central Terminal Building
LaGuardia - US Airways Terminal
Miami International - Central Terminal
Newark Liberty International - Terminal A
Phoenix Sky Harbor International - Terminal 4

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)

Baltimore/Washington International Thurgood
Marshall (Baltimore, Md.)
Boston Logan International (Boston, Mass.)
Chicago O'Hare International (Chicago, Ill.)
Dallas/Fort Worth International (Dallas, Texas)
Denver International (Denver, Colo.)
Detroit Metropolitan Wayne County (Detroit, Mich.)
Fort Lauderdale-Hollywood International
(Fort Lauderdale, Fla.)
George Bush Intercontinental (Houston, Texas)
Hartsfield-Jackson Atlanta International (Atlanta, Ga.)
John F. Kennedy International (New York, N.Y.)
Newark Liberty International (Newark, N.J.)
Philadelphia International (Philadelphia, Pa.)
Phoenix Sky Harbor International (Phoenix, Ariz.)
Salt Lake City International (Salt Lake City, Utah)
San Francisco International (San Francisco, Calif.)
Seattle-Tacoma International (Seattle, Wash.)
Toronto Pearson International (Toronto AMF,
ON, Canada)
Washington Dulles International (Washington, D.C.)

Medium Airports

(Between 4 million and 10 million enplaning passengers)

Austin-Bergstrom International (Austin, Texas)
Calgary International (Calgary, AB, Canada)
Cincinnati-Northern Kentucky International
(Cincinnati, Ohio)
Cleveland-Hopkins International (Cleveland, Ohio)
Kansas City International (Kansas City, Mo.)
Memphis International (Memphis, Tenn.)
Montreal-Pierre Elliott Trudeau International
(Montreal, PQ, Canada)
Nashville International (Nashville, Tenn.)
Norman Y. Mineta San Jose International
(San Jose, Calif.)
Pittsburgh International (Pittsburgh, Pa.)
Portland International (Portland, Ore.)
Raleigh-Durham International (Raleigh, N.C.)
Ronald Reagan Washington National (Washington, D.C.)
Sacramento International (Sacramento, Calif.)
San Diego International (San Diego, Calif.)
Tampa International (Tampa, Fla.)
Vancouver International (Richmond, BC, Canada)
William P. Hobby (Houston, Texas)

Small Airports

(Fewer than 4 million enplaning passengers)

Albany International (Albany, N.Y.)
Buffalo Niagara International (Buffalo, N.Y.)
Dallas Love Field (Dallas, Texas)
Edmonton International (Edmonton, AB, Canada)
El Paso International (El Paso, Texas)
Fresno Yosemite International (Fresno, Calif.)
General Mitchell International (Milwaukee, Wis.)
Halifax International (Enfield, NS, Canada)
Indianapolis International (Indianapolis, Ind.)
Jacksonville International (Jacksonville, Fla.)
Jean-Lesage International (Sainte-Foy, QC, Canada)
Louisville International (Louisville, Ky.)
Palm Beach International (West Palm Beach, Fla.)
Port Columbus International (Columbus, Ohio)
Regina International (Regina, SK, Canada)
Reno-Tahoe International (Reno, Nev.)
San Antonio International (San Antonio, Texas)
Saskatoon International (Saskatoon, SK, Canada)
Savannah/Hilton Head International (Savanna, Ga.)
Southwest Florida International (Fort Myers, Fla.)
Tallahassee Regional (Tallahassee, Fla.)
Tucson International (Tucson, Ariz.)
Victoria International (Sidney, BC, Canada)
Winnipeg James Armstrong Richardson International
(Winnipeg, MB, Canada)

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
George Bush Intercontinental - Terminal C
Hartsfield-Jackson Atlanta International - Concourse E
John F. Kennedy International - Terminal 3
John F. Kennedy International - Terminal 4
John F. Kennedy International - Terminal 5
John F. Kennedy International - Terminal 8
John Wayne - Terminal A
LaGuardia - Central Terminal Building
Miami International - Central Terminal
Newark Liberty International - Terminal A
Newark Liberty International - Terminal B
Phoenix Sky Harbor International - Terminal 4

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)

Baltimore/Washington International Thurgood
Marshall (Baltimore, Md.)
Boston Logan International (Boston, Mass.)
Chicago O'Hare International (Chicago, Ill.)
Dallas/Fort Worth International (Dallas, Texas)
Denver International (Denver, Colo.)
Detroit Metropolitan Wayne County (Detroit, Mich.)
George Bush Intercontinental (Houston, Texas)
Hartsfield-Jackson Atlanta International (Atlanta, Ga.)
John F. Kennedy International (New York, N.Y.)
LaGuardia (New York, N.Y.)
McCarran International (Las Vegas, Nev.)
Minneapolis-St. Paul International (Minneapolis, Minn.)
Philadelphia International (Philadelphia, Pa.)
Phoenix Sky Harbor International (Phoenix, Ariz.)
San Francisco International (San Francisco, Calif.)
Seattle-Tacoma International (Seattle, Wash.)
Toronto Pearson International (Toronto AMF,
ON, Canada)

Medium Airports

(Between 4 million and 10 million enplaning passengers)

Austin-Bergstrom International (Austin, Texas)
Calgary International (Calgary, AB, Canada)
Cleveland-Hopkins International (Cleveland, Ohio)
John Wayne (Santa Ana, Calif.)
Kansas City International (Kansas City, Mo.)
Lambert-St. Louis International (St. Louis, Mo.)
Montreal-Pierre Elliott Trudeau International
(Montreal, PQ, Canada)
Nashville International (Nashville, Tenn.)
Norman Y. Mineta San Jose International
(San Jose, Calif.)
Pittsburgh International (Pittsburgh, Penn.)
Portland International (Portland, Ore.)
Raleigh-Durham International (Raleigh, N.C.)
Ronald Reagan Washington National (Washington, D.C.)
Sacramento International (Sacramento, Calif.)
Vancouver International (Richmond, BC, Canada)
William P. Hobby (Houston, Texas)

Small Airports

(Fewer than 4 million enplaning passengers)

Edmonton International (Edmonton, AB, Canada)
El Paso International (El Paso, Texas)
Fresno Yosemite International (Fresno, Calif.)
Halifax International (Enfield, NS, Canada)
Indianapolis International (Indianapolis, Ind.)
Jacksonville International (Jacksonville, Fla.)
Louisville International (Louisville, Ky.)
Orlando Sanford International (Sanford, Fla.)
Phoenix-Mesa Gateway (Mesa, Ariz.)
Reno-Tahoe International (Reno, Nev.)
San Antonio International (San Antonio, Texas)
Southwest Florida International (Fort Myers, Fla.)
St. John's International (St. John's, NL, Canada)

Single Terminals

(Terminal or Concourse)

Boston Logan International - Terminal A
Boston Logan International - Terminal B
John F. Kennedy International - Terminal 3
John F. Kennedy International - Terminal 4
John F. Kennedy International - Terminal 5
John Wayne - Terminal A
LaGuardia - US Airways Terminal
Newark Liberty International - Terminal A
Newark Liberty International - Terminal B
Newark Liberty International - Terminal C
Toronto Pearson International - Terminal 1

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)

Baltimore/Washington International Thurgood Marshall (Baltimore, Md.)
Boston Logan International (Boston, Mass.)
Chicago O'Hare International (Chicago, Ill.)
Dallas/Fort Worth International (Dallas, Texas)
Denver International (Denver, Colo.)
Detroit Metropolitan Wayne County (Detroit, Mich.)
George Bush Intercontinental (Houston, Texas)
Hartsfield-Jackson Atlanta International (Atlanta, Ga.)
John F. Kennedy International (New York, N.Y.)
Miami International (Miami, Fla.)
Newark Liberty International (Newark, N.J.)
Philadelphia International (Philadelphia, Pa.)
Phoenix Sky Harbor International (Phoenix, Ariz.)
San Francisco International (San Francisco, Calif.)
Seattle-Tacoma International (Seattle, Wash.)
Toronto Pearson International (Toronto AMF, ON, Canada)
Washington Dulles International (Washington, D.C.)

Medium Airports

(Between 4 million and 10 million enplaning passengers)

Austin-Bergstrom International (Austin, Texas)
Calgary International (Calgary, AB, Canada)
Cincinnati-Northern Kentucky International (Cincinnati, Ohio)
Cleveland-Hopkins International (Cleveland, Ohio)
John Wayne (Santa Ana, Calif.)
Kansas City International (Kansas City, Mo.)
Midway (Chicago, Ill.)
Montreal-Pierre Elliott Trudeau International (Montreal, PQ, Canada)
Nashville International (Nashville, Tenn.)
Norman Y. Mineta San Jose International (San Jose, Calif.)
Pittsburgh International (Pittsburgh, Penn.)
Portland International (Portland, Ore.)
Raleigh-Durham International (Raleigh, N.C.)
Ronald Reagan Washington National (Washington, D.C.)
Sacramento International (Sacramento, Calif.)
Tampa International (Tampa, Fla.)
Vancouver International (Richmond, BC, Canada)
William P. Hobby (Houston, Texas)

Small Airports

(Fewer than 4 million enplaning passengers)

Dallas Love Field (Dallas, Texas)
Edmonton International (Edmonton, AB, Canada)
El Paso International (El Paso, Texas)
Fresno Yosemite International (Fresno, Calif.)
General Mitchell International (Milwaukee, Wis.)
Halifax International (Enfield, NS, Canada)
Indianapolis International (Indianapolis, Ind.)
Jacksonville International (Jacksonville, Fla.)
Louisville International (Louisville, Ky.)
Palm Beach International (West Palm Beach, Fla.)
Phoenix-Mesa Gateway (Mesa, Ariz.)
Reno-Tahoe International (Reno, Nev.)
San Antonio International (San Antonio, Texas)
Southwest Florida International (Fort Myers, Fla.)

Tucson International (Tucson, Ariz.)
Victoria International (Sidney, BC, Canada)
Winnipeg James Armstrong Richardson International (Winnipeg, MB, Canada)

Single Terminals

(Terminal or Concourse)

Boston Logan International - Terminal B
Dallas/Fort Worth International - Terminal D
Detroit Metropolitan Wayne County - North Terminal
George Bush Intercontinental - Terminal C
John F. Kennedy International - Terminal 3
John F. Kennedy International - Terminal 4
John F. Kennedy International - Terminal 5
LaGuardia - Central Terminal Building
LaGuardia - US Airways Terminal
Miami International - North Terminal
Newark Liberty International - Terminal A
Newark Liberty International - Terminal B
Newark Liberty International - Terminal C
Philadelphia International - B/C Connector

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)

\$10 Store by The Paradies Shops
Churchill Downs by The Paradies Shops
CJ Olson Cherries by HMSHost Corp.
Designs By Sue by The Paradies Shops
Indulgences by Hudson Group
Louisville Slugger by The Paradies Shops
MEXX-Artizan by HDS Retail North America
Red Canoe by HDS Retail North America
Southern Living News by HMSHost Corp.
Tech on the Go by Hudson Group
Travel + Leisure by Hudson Group
Victoria's Secret by Hudson Group
Watermark Books by HDS Retail North America

Small Retailers

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

BlackBerry by Airport Retail Management
Bluwire
cc Mckenzie Shoes & Apparel
Destination Green by Pacific Gateway Concessions
Fire CZ
Graycliff Cigar Co. by Graycliff Divans Nashville LLC
istore
Savannah Candy Kitchen by Airport Retail Management
Shop Britto by NewsLink Group
Skechers by Skechers USA
Touch Of Color by America!

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)

HDS Retail North America
HMSHost Corp.
Hudson Group
InMotion Entertainment
Paradies Shops, The

Small Retailers

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

Airport Retail Management
Airport Wireless
AMERICA!
Body Shop, The
Crews of California
Faber
Fire & Ice
Forever Silver
Indigo Books
Johnston & Murphy
Local Charm
NewsLink Group
Olympic News
Pacific Gateway Concessions
Robinson Hill Group
Saveria USA Inc.
Shellis Management Services
Swatch
Taxco Sterling
Vino Volo
Zaman Group, The

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)

Bass Pro Shop by The Paradies Shops
- IAH Terminal C
BlackBerry by InMotion Entertainment/Wireless Giant
- PHL BC Connector
Borders - LGA Central Terminal Building
Brighton Collectibles by The Paradies Shops
- RNO Terminal Lobby
Brooks Brothers by The Paradies Shops
- PHL Terminal BC
Bulgari by HMSHost Corp. - ATL Concourse A
Churchill Downs by The Paradies Shops
- SDF Landside Terminal Building
El Paso Saddleblanket by The Paradies Shops
- ELP Concourse B
Ermenegildo Zegna by HMSHost Corp.
- ATL Concourse A
Explore Sea To Sky by HDS Retail North America
- YVR Domestic Terminal Building
Finish Line News by The Paradies Shops
- SDF Concourse A
Gallerie Orlando by Hudson Group - MCO Airside 3
Gayle's Chocolates by Delaware North Companies
Travel Hospitality Services - DTW North Terminal
Hudson News & Gift by Hudson Group
- SJC Terminal C
Hudson News by Hudson Group - CLE Main Terminal
Hudson News by Hudson Group
- LGA Central Terminal Building
Hudson News by Hudson Group - ORD Terminal 3
Kids Works by Hudson Group - BNA Concourse C
KidZoo by The Paradies Shops - PBI Main Terminal
Life is good by Hudson Group
- LGA Central Terminal Building
Louisville Slugger by The Paradies Shops
- SDF Landside Terminal Building
PGA Tour Shop by The Paradies Shops
- JAX Pre-Security
Piedmont Park TravelMart by The Paradies Shops
- ATL Atrium
Red Canoe by HDS Retail North America
- YUL International Concourse Post-Security
Relay by HDS Retail North America
- LGA US Airways Terminal
Rock & Roll Hall Of Fame Store by Hudson Group
- CLE Main Terminal
Sunset News by HMSHost Corp. - SJC Terminal B
Tech On The Go by Hudson Group
- YEG Domestic/International Concourse
Travel + Leisure by Hudson Group - JFK Terminal 2
Tumi by Hudson Group - JFK Terminal 7
Watermark Books by HDS Retail North America
- LGA US Airways Terminal

Small Retailers

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

America! - BWI Concourse D
Boutique, The - RNO Concourse B
Buckhead Books by Airport Retail Management
- ATL Concourse B
cc McKenzie Shoes & Apparel - PDX Main Terminal/Oregon Market
Columbia Sportswear - PDX Main Terminal/Oregon Market
Destination Green by Pacific Gateway Concessions
- SFO Terminal 3
Guess - MCO Landside Terminal
Harmony Pharmacy - SFO Terminal 3
Hoypoloi by Hoypoloi Inc. - ORD Terminal 1, Concourse B
I Love L.A. Gift Shops by Soto & Sanchez
- LAX Terminal 2
iStore - YUL International Concourse
I-Tech - BNA Concourse C
Johnston & Murphy - BOS Terminal B
Johnston & Murphy - PHL Terminal B
Local Charm - BOS Terminal B
L'Occitane - BOS Terminal A
New England Collections by Boston Tops Inc.
- BOS Terminal A
Savannah Candy Kitchen by Airport Retail Management - ATL Concourse B
Saveria - JFK Terminal 4
Shop Britto by NewsLink Group - MIA Concourse D
Skechers by Skechers USA - MCO Landside Terminal
Sterling Works - IND Concourse A
Taxco Sterling - CLE Concourse C

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)

Borders
HDS Retail North America
HMShost Corp.
Hudson Group
Paradies Shops, The

Small Retailers

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

Crews of California
Estes News & Gifts
I Love L.A. Gift Shops
NewsLink Group
Olympic News
On Site News
Robinson Hill Hospitality Group
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)

Borders
Brookstone
HDS Retail North America
HMShost Corp.
HMShost Corp. for Ferragamo
Hudson Group for Life is good
Hudson Group for Radio Road
Hudson Group for Victoria's Secret
InMotion Entertainment
Paradies Shops, The
Paradies Shops, The, for Brighton Collectibles
Paradies Shops, The, for Brooks Brothers

Small Retailers

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

Airport Retail Management for BlackBerry America!
Body Shop, The
Boutique, The
Clinique
Erwin Pearl
Gap
Indigo Books
Johnston & Murphy
L'Occitane
Made In Oregon by Naito Corp.
Natalie's Candy Bar
Pacific Gateway Concessions for Ghirardelli
Pangborn Sterling
Walt Disney Co., The, for Disney Earport

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)

Borders
HDS Retail North America
HMShost Corp.
Hudson Group
InMotion Entertainment
Paradies Shops, The

Small Retailer

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

America!
Bead Factory
Body Shop, The
Crews of California
Disney Corp.
Johnston & Murphy
Local Charm
L'Occitane
Metropolitan Museum of Art
Naito Corp.
NewsLink Group LLC
Pacific Gateway Concessions
Pangborn Design Collection
Saveria USA Inc.
Swarovski
Taxco Sterling
Vino Volo

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)

Beaverton Bakery Café by Hudson Group
Gladstone's by HMShost Corp.
Grand Central Oyster Bar & Restaurant by Areas USA
Green's by SSP America
Hissho Sushi by HMShost Corp.
Le Grand Comptoir by SSP America
Max's Eats by SSP America
Palm Grill & Bar, The, by SSP America
Real Food Co. by SSP America
Sam & Harry's by Areas USA
Santa Cruz Wine Bar by HMShost Corp.
Which Wich Superior Sandwiches by Delaware North Companies Travel Hospitality Services

Small Food & Beverage Operator

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

Argo Tea by Argo Tea Inc.
Bruegger's
Cafe Intermezzo by Airport Retail Management
Cantina Laredo by Midfield Concession Enterprises
Chipotle by Chipotle Mexican Grill Inc.
Daniels Bistro + Bar by Concession Management Services
Dulles Gourmet Market by Division Enterprises
Dulles Gourmet To Go by Division Enterprises
Flying Elephants Delicatessen
Fresh Market On The Go by NEU Inc.
Gordon Biersch by PremAIR Hospitality Group
Great Lakes Brewing Co. by Cleveland Partners
MooBella
Nature's Kitchen by Fresh Brands
Panini's Bar & Grill by United Concessions Group
Pub, The, by Midfield Concession Enterprises
UFood Grill by Robinson Hill Hospitality Group

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)

Au Bon Pain
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)

Airport Retail Management
Bistro Management
Bruegger's
Currito, Burritos Without Borders
D-Lew Enterprises
FG LaGuardia Airport LLC
Flying Elephants Delicatessen
Four Families of Houston
Guava & Java
Hojeij Branded Foods
Legal Sea Foods
Midfield Concession Enterprises
Mission Yogurt Inc.
Natalie's Candy Bar
Online Café Corp.
Robinson Hill Hospitality Group
Tastes on the Fly
UFood Grill
United Concessions Group Inc.
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)

Beaverton Bakery Café by Hudson Group
- PDX Main Terminal/Oregon Market
Bonfire by HMShost Corp. - BOS Terminal B
Buffalo Wild Wings by SSP America
- JFK Terminal 4
Carlos & Mickey's Mexican Restaurant
by HMShost Corp. - ELP Main Terminal
Cibo Express Gourmet Market by OTG Management
- JFK Terminal 5
Darcy McGee's Pub by HMShost Corp. - YOW
Deep Blue Sushi by OTG Management - JFK Terminal 5
Denver ChopHouse by HMShost Corp.
- DEN Concourse A
Famous Famiglia - EWR Terminal B Food Court

Figs by Boston Concessions Group
 - LGA Central Terminal Building
 Gordon Biersch by HMSHost Corp. - SJC Terminal A
 Indy 500 Grill by SSP America - IND Civic Plaza
 Le Grand Comptoir by SSP America - IAH Terminal C
 Milestones by HMSHost Corp.
 - YVR International Terminal Building
 Real Food Co. by SSP America - IAH Terminal C
 Rock Bottom Brewery by HMSHost Corp.
 - MSP Terminal 1 Northstar Crossing
 Sam & Harry's by Areas USA
 - DCA National Hall Pre-Security
 Seafood Bar by SSP America - JFK Terminal 4
 Shark's Cage by HMSHost Corp. - SJC Terminal B
 Stefani's Tuscan Café by HMSHost Corp.
 - ORD Terminal 1
 Stone Rose Bar & Grill by HMSHost Corp.
 - JFK Terminal 3
 Varsity Grill by HMSHost Corp. - ELP Concourse B
 Which Wich Superior Sandwiches by Delaware North
 Companies Travel Hospitality Services
 - BUF East Concourse Extension

Small Food & Beverage Operator

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

Beaches Restaurant by Beaches PDX
 - PDX Main Terminal/Oregon Market
 Bobby Van's Steakhouse by Tastes on the Fly
 - JFK Terminal 8
 Bruegger's by LeCm LLC - CLE Main Terminal
 Café Intermezzo by Airport Retail Management
 - ATL Concourse B
 Cantina Laredo by Midfield Concession Enterprises
 - PHL Terminal E
 Cisco Brew Pub by Logan Airport Partners LLC
 - BOS Terminal B
 Currito, Burritos Without Borders by Logan Currito LLC
 - BOS Terminal C
 Dulles Gourmet Market by Division Enterprises
 - IAD Concourse D
 Flying Elephants Delicatessen
 - PDX Main Terminal/Oregon Market
 Great Lakes Brewing Co. by Cleveland Partners
 - CLE Concourse A
 La Carreta by Global Concessions - MIA Concourse D
 Legal C Bar - BOS Terminal B
 Legal Test Kitchen - BOS Terminal A
 McDonald's by Jamjamar Inc.
 - DTW McNamara Terminal
 National Coney Island by National Airport Concessions
 - DTW McNamara Terminal
 Panini's Bar & Grill by United Concessions Group
 - CLE Concourse C
 Pappadeaux by Pappas - IAH Terminal E
 Paradise Bakery by Phoenix Airport Food Service
 - PHX Terminal 4
 Pub, The, by Midfield Concession Enterprises
 - CLE Main Terminal
 Sprigs by MAC One - MDW Concourse B
 UFood Grill by Robinson Hill Hospitality Group
 - CLE Concourse B

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
 Famous Famiglia
 HMSHost Corp.
 HMSHost Corp. for Rogue Ale's Public House
 HMSHost Corp. for Starbucks
 HMSHost Corp. for Wolfgang Puck
 Hudson Group
 Hudson Group for Euro Cafe
 OTG Management
 SSP America
 SSP America for Brew Brothers Restaurant
 SSP America for Peet's Coffee & Tea

Small Food & Beverage Operator

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

Bistro Management for T.G.I. Friday's
 Bruegger's for Bruegger's
 Edmonton Runway #3 C.T. Grill Inc.
 FG LaGuardia Airport LLC for Five Guys Burgers and Fries
 Four Families of Houston
 Hearthstone Associates for Cosi
 Hojeij Branded Foods
 LeCm LLC for Bruegger's
 Mar Air Foods
 Midfield Concession Enterprises for Cantina Laredo
 Midfield Concession Enterprises for Sora
 Mission Yogurt Inc. for Einstein Bros.
 Newark Food Management LLC
 for Brooklyn National Deli
 Robinson Hill Hospitality Group for UFood Grill
 Sarah Teck for McDonald's
 Tastes on the Fly for Jerry Remy's Sports Bar & Grill
 UFood Grill
 United Concessions Group Inc.

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
 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)

Airport Retail Management
 Bistro Management
 Bruegger's
 D-Lew Enterprises
 FG LaGuardia Airport LLC
 Grove, The
 Guava & Java
 Hearthstone Associates
 Hojeij Branded Foods
 Legal Sea Foods
 Logan Airport Partners LLC
 Midfield Concession Enterprises
 Mission Yogurt Inc.
 Pappas
 Robinson Hill Hospitality Group
 UFood Grill
 United Concessions Group Inc.
 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.

Airport Retail Management
 America!
 Chang Shun Inc.
 Cleveland Airport Partners
 Crews of California
 Frederic Estes
 Global Concessions Inc.
 Great Foods
 Grove, The
 Hojeij Branded Foods
 JQ Enterprises Inc.
 Katrina Markoff
 Midfield Concession Enterprises
 Mission Yogurt Inc.
 Pierce Monroe & Associates
 Ray Quintanilla
 Robinson Hill Hospitality Group
 Soto & Sanchez
 Stellar Partners
 Stephanie Inc.
 Traveler's Gifts LLC
 United Concessions Group
 Zaman Group, The

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.

Auntie Anne's Inc.
 Bruegger's
 Buffalo Wild Wings
 Dunkin' Donuts
 Einstein Bros.
 Famous Famiglia
 Five Guys Burger and Fries
 McDonald's
 Qdoba Mexican Grill
 UFood Grill
 Villa Enterprises

Category 19:

Best Passenger Services

These companies have shown excellence in providing travelers with unique non-retail, non-food services such as massage, currency exchange, vending, sleeping units, etc.

Comfort Zone Spa
 D_parture Spa
 DragonTree Holistic Day Spa, The
 Fifth Third Bank
 Massage Bar
 Ora Oxygen
 Plaza Premium Lounges
 redbox
 Secure Baggage Wrap
 Smarte Carte
 Solantic Walk-In Urgent Care Clinic
 Travellex Currency Services
 XpresSpa
 ZoomSystems