

ARN's

# Best

## Concessions Nominees 2005



### Award Category #1

#### Airport with the Best Concession

##### Program Design

Airports whose design standards have resulted in attractive storefronts, strong theming and an inviting shopping atmosphere.

##### Large Airports

(more than 10 million enplaning passengers)  
Boston Logan International Airport  
Cincinnati/No. Kentucky International  
Detroit Metropolitan Wayne County  
George Bush Houston Intercontinental Airport  
John F. Kennedy International Airport  
LaGuardia Airport  
McCarran International Airport  
Minneapolis-St. Paul International  
Newark Liberty International  
Orlando International  
Philadelphia International Airport  
Phoenix Sky Harbor International Airport  
San Francisco International  
Toronto Lester B. Pearson International

##### Medium Airports

(Between 4 and 10 million enplaning passengers)  
Chicago Midway Airport  
Kansas City International  
Pittsburgh International Airport  
Portland International Airport  
Ronald Reagan Washington National Airport  
Vancouver International Airport

##### Small Airports

(Less than 4 million enplaning passengers)  
General Mitchell International Airport  
Halifax International  
Palm Beach International Airport  
San Antonio International Airport

##### Single Terminals

Cincinnati/No. Kentucky International-Concourse C  
George Bush Houston Intercont'l. Airport-Terminal E  
LaGuardia Airport- CTB  
Newark Liberty International -Terminal A  
Newark Liberty International-Terminal C  
Phoenix Sky Harbor International Airport-T3  
Ronald Reagan Washington National Airport-Hall  
Ted Stevens Anchorage Int'l Airport-Main Terminal  
Washington Dulles International Airport-Concourse B

### Award Category #2

#### Airport with the Best Customer

##### Service Airport-Wide

Airport where quality customer service is obvious throughout the airport via friendly employees, signage, information services, ambassador programs, etc.

##### Large Airports

(more than 10 million enplaning passengers)  
Boston Logan International Airport  
Cincinnati/No. Kentucky International  
Detroit Metropolitan Wayne County  
John F. Kennedy International Airport

LaGuardia Airport  
Minneapolis-St. Paul International  
Orlando International  
Phoenix Sky Harbor International Airport  
San Francisco International Airport

##### Medium Airports

(Between 4 and 10 million enplaning passengers)  
Chicago Midway Airport  
Pittsburgh International Airport  
Ronald Reagan Washington National Airport  
Salt Lake City International Airport  
Tampa International Airport  
Portland International Airport  
Vancouver International Airport  
Washington Dulles International Airport

##### Small Airports

(Less than 4 million enplaning passengers)  
Long Beach Airport Daughert Field  
Nashville International Airport  
Ottawa Macdonald Cartier International Airport  
Oklahoma City International Airport  
Palm Beach International Airport  
Port Columbus International Airport  
San Antonio International Airport  
Savannah International Airport  
Tallahassee Airport  
T.G. Green Airport

##### Single Terminals

Cincinnati/No. Kentucky International-Concourse C  
George Bush Houston Intercont'l. Airport-Terminal C  
George Bush Houston Intercont'l. Airport-Terminal E  
John F. Kennedy International Airport-Terminal 1  
LaGuardia Airport- CTB  
Louisville Airport-Main Terminal  
Newark Liberty International-Terminal C

### Award Category #3

#### Airport with the Best Concessions

##### Management Team

Staff is responsive, efficient, accessible, good partners.

##### Large Airports

(more than 10 million enplaning passengers)  
Boston Logan International Airport  
Chicago O'Hare International Airport  
Cincinnati/No. Kentucky International  
Dallas/Ft. Worth International Airport  
LaGuardia Airport  
John F. Kennedy International Airport  
McCarran International Airport  
Minneapolis-St. Paul International  
Newark Liberty International  
Orlando International  
Philadelphia International Airport  
Phoenix Sky Harbor International Airport  
San Francisco International Airport

##### Medium Airports

(Between 4 and 10 million enplaning passengers)  
Calgary International Airport  
Chicago Midway Airport

General Mitchell International Airport  
Ft. Lauderdale International Airport  
Memphis International Airport  
Norman Y Mineta International Airport  
Pittsburgh International Airport  
Portland International Airport  
Ronald Reagan Washington National Airport  
Salt Lake City International Airport  
Washington Dulles International Airport

##### Small Airports

(Less than 4 million enplaning passengers)  
General Mitchell International Airport  
Halifax International  
Nashville International Airport  
Palm Beach International Airport  
San Antonio International Airport  
Tallahassee Airport

##### Single Terminals

George Bush Houston Intercont'l. Airport-Terminal E  
Newark Liberty International-Terminal A  
Newark Liberty International-Terminal B  
Newark Liberty International-Terminal C  
John F. Kennedy International Airport-Terminal 1  
LaGuardia Airport-CTB  
Phoenix Sky Harbor International Airport-Terminal 3  
Phoenix Sky Harbor International Airport-Terminal 4  
San Antonio International Airport-Terminal 1  
Tampa International Airport-Terminal E

### Award Category #4

#### Airport with the Most Unique Services

Airport with novel services new to the industry and serving passengers well, such as spa services, internet hookups, business services, etc.

##### Large Airports

(more than 10 million enplaning passengers)  
Boston Logan International Airport  
Charlotte/Douglas International Airport  
Chicago O'Hare International Airport  
Cincinnati/No. Kentucky International  
Dallas/Ft. Worth International Airport  
Detroit Metropolitan Wayne County  
Hartsfield-Jackson Atlanta International Airport  
John F. Kennedy International Airport  
LaGuardia Airport  
Minneapolis-St. Paul International  
Newark Liberty International  
San Francisco International Airport  
Toronto Lester B. Pearson International

##### Medium Airports

(Between 4 and 10 million enplaning passengers)  
Calgary International Airport  
Chicago Midway Airport  
Pittsburgh International Airport  
Portland International Airport  
Ronald Reagan Washington National Airport  
Salt Lake City International Airport  
Washington Dulles International Airport  
Vancouver International Airport

### Small Airports

(Less than 4 million enplaning passengers)  
General Mitchell International Airport  
Jacksonville International Airport  
Nashville International Airport  
San Antonio Airport  
San Juan Airport

### Single Terminals

George Bush Houston Intercont'l. Airport-Terminal E  
LaGuardia Airport-CTB  
Newark Liberty International-Terminal C  
Phoenix Sky Harbor International Airport-T3  
Ted Stevens Anchorage Int'l Airport-Main Terminal

### Award Category #5

#### Airport with the Best Overall Concession Program

### Large Airports

(more than 10 million enplaning passengers)  
Boston Logan International Airport  
Chicago O'Hare International Airport  
Cincinnati/No. Kentucky International  
Detroit Metropolitan Wayne County  
Hartsfield-Jackson Atlanta International Airport  
John F. Kennedy International Airport  
LaGuardia Airport  
McCarran International Airport  
Minneapolis-St. Paul International  
Newark Liberty International  
Orlando International  
Philadelphia International Airport  
San Francisco International Airport  
Toronto Lester B. Pearson International

### Medium Airports

(Between 4 and 10 million enplaning passengers)  
Chicago Midway Airport  
New Orleans Airport  
Pittsburgh International Airport  
Portland International Airport  
Salt Lake City International Airport  
Tampa International Airport  
Ronald Reagan Washington National Airport  
Vancouver International Airport

### Small Airports

(Less than 4 million enplaning passengers)  
Louisville International Airport  
San Antonio Airport  
San Juan Airport  
Southwest Florida International Airport  
Tallahassee Airport

### Single Terminals

Chicago O'Hare International Airport-K/H  
Cincinnati/No. Kentucky International-Terminal C  
George Bush Houston Intercont'l. Airport-Terminal E  
LaGuardia Airport-CTB  
Newark Liberty International-Terminal C  
Phoenix Sky Harbor International Airport-T3  
Tampa International Airport-Terminal E

### Award Category #6

**Best New Specialty Retail Concept**  
Introduced to airports within the past 18 months.

### Large Retailers

(Retailers with more than \$40 million in annual revenues)  
Basic Health & Beauty-(Hudson Group)-BOS  
Bose (Bose Corporation)-DIA  
Brookstone-EWR, SFO  
Discovery Store-EWR  
DKNY-EWR  
Gayles Chocolates (CA One)-DTW  
Harley Davidson-(The Paradies Shops)-MCO  
Hudson News-EWR, LGA  
Jersey! Store-EWR  
Kennedy Space Center (CA One)-MCO  
Land's End-PIT  
Landau-LGA  
L'Occitane en Provence-PIT  
London-EWR  
Motown Music (CA One)-DTW  
National Geographic-LGA  
New York/New York (Hudson Group)-JFK

Smithsonian T.O.W.-EWR  
Sunglass Design (HMSHost)-SFO  
Swarovski-JFK Terminal 4

### Small Retailers

(Retailers with less than \$40 million in annual revenues)  
Altitunes-SFO  
Airport Wireless-EWR, DCA, PIT  
City by the Bay-SFO  
Dept. 56-MSP  
Florida Market-MCO  
Fudge Bar-BOS  
Lush-MCO, YYZ  
Marquito Bookstore-ANC  
Massage Bar-IAD  
Mel Fisher's-MCO  
Prestige Signatures- EWR  
Radio Road (CBR, Inc.)-MSP, PIT  
Rocky Mountain Chocolate Factory-YEG  
Ron Jon Surf Shop (Stellar Partners)-MCO  
Sourdough Mercantile-ANC  
Spirit of the Red Horse (CBR, Inc.)-PDX  
Texas Execution-SAT  
Texas Sterling-IAD  
The Fudge Bar-BOS  
Toto (CBR Inc.)-CVG, MSP, PIT  
Women Rock-MCO  
XpresSpa-JFK

### Category Award #7

#### Retailer With Highest Regard For Customer Service

Retailers who exhibit especially high standards of customer service.

### Large Retailers

Borders-BOS, EWR, IAD  
Brookstone-LGA, MCO, ORD  
Clinique/Estee Lauder-JFK  
Coach-JFK  
Harley Davidson-MCO  
HMSHost-SLC  
Hudson News-BOS, DCA, EWR  
Mont Blanc-PIT  
Nike-PDX  
Simply Books (HMSHost)-SAT  
Sunglass Hut-LGA  
Swarovski-PIT  
Swatch-SAT  
The Paradies Shops-DTW, IAD, PDX  
Runway Voyager-JFK  
Walt Disney World Earport-MCO

### Small Retailers

Airport Shoeshine-IAH  
Air Terminal Gifts-SLC  
Airport Wireless-BOS, EWR  
Altitunes-IAH  
CBR Inc. -SLC  
D\_parture Spa-EWR  
Erwin Pearl-EWR, MCO  
Landau-EWR, LGA  
Landing Gear-SAT  
Lappety Stores-EWR  
L'Occitane-MCO  
Massage Bar-EWR  
Nature Texan-SAT  
Norm Thompson-PDX  
Pangborne Designs-DTW  
Real Mother Goose-PDX  
San Francisco Museum of Modern Art-SFO  
Stellar News-IAD  
The Metropolitan Museum of Art-EWR, JFK, LGA

### Award Category #8

**Best Airport Retail Store Design**  
Storefronts that captured your attention and engaged you visually.

### Large Retailers

Brookstone-ORD  
CNBC News-IAD  
Discover New York-LGA  
Edmonton Emporium-HMSHost-YEG  
Ferragamo-JFK  
Fox News Channel-IAD  
Harley Davidson-MCO  
Henry Ford Store-DTW

Hermes- JFK  
Hudson Basics-BOS  
Hudson Booksellers-LGA  
Hudson News-LGA  
Jersey Store-EWR  
Nike-PDX  
Prestige Signatures-EWR  
Roots-HMSHost-YEG  
Runway Toys-JFK  
Sea World-MCO  
Simply Books-SAT, SLC  
Squeeze Juice-EWR  
Swarovski-JFK  
Swatch-EWR, IAH, SAT  
Travel Mart (The Paradies Shops)-DFW  
Walt Disney World Earport-MCO  
Your NW Travel Mart-PDX

### Small Retailers

America-IAD  
Coco Moka-IAH Terminal E  
City by the Bay-SFO  
Creative Kidstuff- (CBR Inc.) EWR, PDX, SLC  
D\_parture Spa-EWR  
DKNY-EWR  
Dept.56-MSP  
Florida Market-MCO  
InMotion Pictures-ANC  
In Celebration of Golf-SAT  
Landau-EWR  
L'Occitane-PIT  
Mel Fisher's-MCO  
Metropolitan Museum of Art-EWR, LGA  
National Geographic-LGA  
News & Views-SLC  
Occhiall Da Sole-EWR  
Radio Road-MSP  
Rocky Mountain Chocolate-YYZ  
Ron Jon Surf Shop-MCO  
Smithsonian T.O.W.-EWR  
Spirit of the Red Horse-(CBR Inc.)-PDX  
Texas Executive-SAT  
Texas Sterling-IAD  
Toto (CBR Inc.)-MSP  
U-Threads-SFO

### Award Category #9

#### Best Airport News & Gift Operator

Best overall at customer service, presentation of news and other readables, execution and management.

### Large Retailers

Borders-MCO  
HMSHost-MSP, SLC  
Hudson News-BOS, EWR, IAH, JFK, LGA, MCO  
Relay (HDS Retail)-EWR, YYZ  
The Paradies Shop-DCA, DTW, LGA, PDX, PIT

### Small Retailers

Airport Concessions Inc.-DIA  
Air Terminal Gifts-SLC  
Alamo Extra-SAT CBR Inc.-SLC  
Stellar News-IAD  
Ty News-LGA

### Award Category #10

**Best Retail Specialty Brand Operator**  
Operator of recognized specialty retail brand.

### Large Retailers

7-11-YVR  
Aris DKNY,Leatherware & Gourmet-JFK  
Borders-BOS, EWR, IAD  
Brooks Brothers-IAD  
Brookstone-CVG, IAD, IAH, JFK, MCO, PDX, SFO  
Crabtree & Evelyn-DCA  
Harley Davidson-MCO  
Hudson News for National Geographic-LGA  
LeatherCare-LGA  
Nike-PDX,  
Simply Books-SAT  
Swarovski-PIT  
Swatch-IAD, SAT  
The Body Shop-SFO  
**Small Retailers**  
Airport Wireless/Palm One-BOS, EWR  
Air Terminal Gifts-SLC

CBR-SLC  
Dept. 56-MSP  
DKNY Store-EWR  
Kindred Spirit-DCA  
L'Occitane-MCO  
Lush-MCO  
Mont Blanc (OSI)-ORD  
Powell's Books-PDX  
Ron Jon Surf Shop (Stellar Partners)-MCO  
Smithsonian-IAD  
Soxx Shop-PIT  
Spirit of the Red Horse (CBR Inc.)-EWR, MSP  
Surf City-EWR  
The Grove-JFK

## Award Category #11

### Best Airport Retailer

Best overall at merchandising, customer service, concept execution, management.

### Large Retailers

Bath & Body Works  
Borders  
Brooks Brothers  
Brookstone  
The Paradies Shops  
Discovery Channel  
Duty Free Shop  
Fox News  
HMSHost  
Hudson News  
Johnston & Murphy  
Nike  
Roots (HMSHost)  
Simply Books  
Sunglass Hut  
Swatch-MCO  
The Paradies Shops  
Walt Disney World Eairport  
World Duty Free America

### Small Retailers

Airport Wireless/Palm One  
Air Terminal Gifts  
Altitudes  
America  
CBR Inc.  
Erwin Pearl  
In Celebration of Golf  
InMotion-PDX  
Kindred Spirit  
L'Occitane  
Massage Bar  
LUSH  
Natalie Feron  
San Francisco Museum of Modern Art  
Taxco Sterling  
The Metropolitan Museum of Art

## Award Category #12

### Best New Food & Beverage Concept

Introduced to airports within the past 18 months.

### Large Food & Beverage Operators

Euro Café-LGA  
Expedia (HMSHost)-YYZ  
Fox Sports Bar-MCO  
Gallaghers-EWR  
Great Steak-EWR  
Macaroni Grill-MCO  
Mama Ilardo's-BWI  
Miss Field's-EWR  
McDonald's-LGA  
Montana's Front Porch-YEG  
Panini Express-JFK  
Sbarro's-YEG  
Shannan's Bar-JFK  
Subway Sandwich-EWR  
Taylor Street MDW  
Villa Pizza-EWR

### Small Food & Beverage Operators

Brooklyn Ale House-JFK  
Brooklyn National Deli-LGA CTB  
Cibo Express Gourmet Market-JFK  
Creative Host Food Court-TLH  
Famous Famiglia-EWR, IAH, LGA

Fudge Bar-BOS  
Guava & Java-SFO  
Klein's Deli (J. Avery Enterprises)-SFO  
Mediterranean Grill-DTW  
Nature's Table Café-BWI  
Ozone-BOS  
Pappadeaux Seafood-IAD, IAH  
Pizzaa Schmisizza-PDX  
Steak Escape-EWR  
Sandoval's Fresh Mexican Grill-PDX  
Surf City Squeeze-EWR

## Award Category #13

### Food Concept Operator with Highest Regard for Customer Service

Food operators who exhibit especially high standards of customer service.

### Large Food & Beverage Operators

Anton Airfood  
Au Bon Pain-BOS, LGA  
Chilli's-LGA  
Diedrich-PDX  
Deep Blue Shushi-JFK  
Gallagher's-EWR  
Hemisphere's-MCO  
Hilton Restaurant Group-PDX  
HMSHost-PDX  
Las Palapas-SAT  
Legal Seafood-BOS  
McCoys Bar & Grill-MCO  
Sbarro's-JFK  
Starbucks-SAT

### Small Food & Beverage Operators

Brooklyn National Deli-LGA  
Famous Famiglia-EWR, IAH, LGA, SAT  
Figs-LGA  
Greenleaf's Grille-BOS  
Guava & Java-SFO  
Harry Carry's -MDW  
Johnny River's Smokehouse-MCO  
Lori's Diner-SFO  
Pot Belly's-MDW  
Rok Roll-EWR  
Savvy Services-MCO  
Seattle's Best-PIT, MCO  
Steak Escape-EWR  
Villa Pizza (Villa Enterprises)-EWR  
Wendy's-IAH

## Award Category #14

### Best Airport Restaurant Design

Restaurant storefronts that captured your attention and engaged you visually.

### Large Food & Beverage Operators

Au Bon Pain-LGA  
Atlantic Bar & Lounge-JFK  
Ben & Jerry's-EWR  
Chilli's Too-JFK  
Creative Croissants-SAT  
Dick Clark's-SLC  
Dunkin Donuts-EWR  
Gallagher's-EWR  
Macaroni Grill-MCO  
Fat Tuesday-PIT  
Fox Sports Bar-MCO  
Fox Sports Skybox-IAH  
Gustavs (HMSHost)-PDX  
Houlihan's-BOS  
Jasper Mountain Brewworks Eatery (CARA)-YEG  
Legal Seafood-BOS  
O'Brien's-EWR  
Peet's Coffee & Tea-SFO  
Red Rocket's (HMSHost)-YYZ  
Rosarios-SAT  
Ruby's-LAS  
Shannon's Bar-JFK  
TGIFriday's-EWR  
Todd English-BOS

### Small Food & Beverage Operators

Blimpies-SAT  
Burger Joint-SFO  
Ciba Bistro & Wine Bar-PHL  
Dot Com-MDW

Figs-LGA  
Famous Famiglia-SAT  
Guava & Java-SFO  
Legends Pub-ANC  
National Coney Island-DTW  
Pappadeaux Seafood-IAH

## Award Category #15

### Best Food/Beverage Brand Operator

Operator of recognized restaurant brand.

### Large Food & Beverage Operators

Au Bon Pain  
Ben & Jerry's  
Burger King  
Café Ratazzano  
Chilli's Too (HMSHost)  
CPK (HMSHost)  
Gustav's (HMSHost)  
Legal SeaFood-BOS  
McDonald's  
Peet's Coffee & Tea  
Ruby's  
Salt Lake Brewery  
Starbucks- (HMSHost)  
Sbarros  
Subway  
TGIFriday's  
Wendy's

### Small Food & Beverage Operators

Andale  
Blimpies  
Emporio Rulli  
Famous Famiglia  
Figs  
Garden State Diner  
Panda Express  
Pappadeaux Cantina  
Pappadeaux Seafood  
Surf City Squeeze  
The Great Steak  
The Grove  
Quiznos  
Villa Pizza

## Award Category #16

### Best Airport Food & Beverage Operator

Best overall at quality food, menu variety, concept execution, customer service, management.

### Large Food & Beverage Operators

Anton Airfood  
Au Bon Pain  
CA One Services  
Creative Croissants  
Hilton Restaurant Group  
HMSHost  
Diedrich Coffee  
Fat Tuesday  
Legal Seafood  
Peet's Coffee & Tea  
Rosario's  
Select Service Partner  
Subway

### Small Food & Beverage Operators

Blimpie's  
Brooklyn Brewery  
Coffee People  
Dine Boston  
Diedrich Coffee  
Famous Famiglia  
Gallagher's  
Garden State Diner  
Guava & Java  
Klein's Deli  
Mac One  
Midfield Concessions  
OTG Management  
Pappadeaux Seafood  
Riverfront Café  
SL Brewing  
Surf City Squeeze  
TGIFriday's