

ARN's Annual Best of the Best



Again this year, ARN's voting process to pick the Best Concessions was conducted entirely on line. The votes were submitted to a third party IT company who then tabulated the vote counts, compiled the comments for each category and forwarded the results to ARN. Hear what the voters had to say about why they chose their first place picks.

AIRPORT WITH THE BEST CONCESSION PROGRAM DESIGN / LARGE CATEGORY



Hartsfield-Jackson Atlanta International

VOTERS' COMMENTS:

"Even with space constraints at Hartsfield, the new retail stores are exciting and welcoming."

"ATL's concession program matches its status as top airport in the world."

"Recent luxury retail additions to ATL put it ahead of the pack."

AIRPORT WITH THE BEST CONCESSION PROGRAM DESIGN / MEDIUM CATEGORY



Vancouver International

VOTERS' COMMENTS:

"The variety of retail is excellent."

"Excellent mix [of] national and local concepts."

AIRPORT WITH THE BEST CONCESSION PROGRAM DESIGN / SMALL CATEGORY



Ottawa International

VOTERS' COMMENTS:

"Good variety of stores."

"Stores display a variety of unique designs."

AIRPORT WITH THE BEST CONCESSION PROGRAM DESIGN / SINGLE TERMINAL CATEGORY



John F. Kennedy International - Terminal 5

VOTERS' COMMENTS:

"Dramatic storefronts and strong visibility make shopping and dining a focal point of the terminal."

"New jetBlue Terminal in JFK is the optimum design and layout for a grand shopping experience with easy access and service."

AIRPORT WITH THE BEST CUSTOMER SERVICE / LARGE CATEGORY



Toronto Pearson International

VOTERS' COMMENTS:

"People at the airport are always very helpful."

"The people at the airport are nice and friendly."

"The airport takes the time to look after their customers."

AIRPORT WITH THE BEST CUSTOMER SERVICE / MEDIUM CATEGORY



Montreal - Pierre Elliott Trudeau International

VOTERS' COMMENTS:

"Very friendly and welcoming staff."

"The airport offers services in French."

AIRPORT WITH THE BEST CUSTOMER SERVICE / SMALL CATEGORY



Victoria International

VOTERS' COMMENTS:

"I always have a pleasant experience in this airport."

AIRPORT WITH THE BEST CUSTOMER SERVICE / SINGLE TERMINAL CATEGORY



John F. Kennedy International - Terminal 5

VOTERS' COMMENTS:

"JetBlue's customer service is legendary, and it is on full display at the new terminal."

"The new jetBlue terminal prides itself on customer service and excellent retail and food and beverage assortment. An exciting travel experience."

AIRPORT WITH THE BEST CONCESSION MANAGEMENT TEAM / LARGE CATEGORY



Toronto Pearson International

VOTERS' COMMENTS:

"Second to none!"

"They are excellent to work with to solve problems."

"They are a very good team to work with."

AIRPORT WITH THE BEST CONCESSION MANAGEMENT TEAM / MEDIUM CATEGORY



Calgary International

VOTERS' COMMENTS:

"Don Kolsun is a top concessions professional."

AIRPORT WITH THE BEST CONCESSION MANAGEMENT TEAM / SMALL CATEGORY



Ottawa International

VOTERS' COMMENTS:

"Mike and Marie - what a duo."

"They are such a treat to work with on projects."

AIRPORT WITH THE BEST CONCESSION MANAGEMENT TEAM / SINGLE TERMINAL CATEGORY

TWO-WAY TIE



John F. Kennedy International - Terminal 5

VOTERS' COMMENTS: *"JetBlue is a strong business partner."*
"They always have great input and are very hands-on."
"JetBlue has successfully managed and built a state-of-the-art concession program with an excellent management team."

AIRPORT WITH THE BEST CONCESSION MANAGEMENT TEAM / SINGLE TERMINAL CATEGORY

TWO-WAY TIE



Toronto Pearson International - Terminal 1

VOTERS' COMMENTS: *"The concession program is great and run by a great team."*
"Smart, focused and good to work with."
"The concessions team at YYZ is very interested in creating the best program for its travelers."

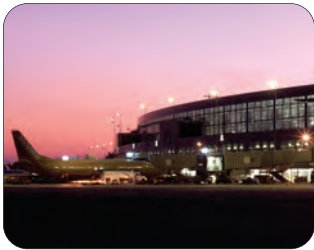
AIRPORT WITH THE MOST UNIQUE SERVICES / LARGE CATEGORY



John F. Kennedy International

VOTERS' COMMENTS: *"You can get anything and everything."*
"Great technology is integrated into the program."

AIRPORT WITH THE MOST UNIQUE SERVICES / MEDIUM CATEGORY



Austin-Bergstrom International

VOTERS' COMMENTS: *"You can accomplish what you need to while traveling in this airport."*

AIRPORT WITH THE MOST UNIQUE SERVICES / SMALL CATEGORY



Halifax International

VOTERS' COMMENTS: *"Live crabs and fresh scallops to take home!"*

AIRPORT WITH THE MOST UNIQUE SERVICES / SINGLE TERMINAL CATEGORY



John F. Kennedy International - Terminal 5

VOTERS' COMMENTS: *"Very comprehensive program."*
"JetBlue terminal is at the top for diverse services, store selections and exciting innovations."
"Introduced new technologies including RE:VIVE, the first gate holdroom dining program."

AIRPORT WITH THE BEST OVERALL CONCESSION PROGRAM / LARGE CATEGORY

THREE-WAY TIE



Phoenix Sky Harbor International

VOTERS' COMMENTS:

"This program has a great variety of local concepts that radiate the local community."

AIRPORT WITH THE BEST OVERALL CONCESSION PROGRAM / LARGE CATEGORY

THREE-WAY TIE



San Francisco International

VOTERS' COMMENTS:

"Good shopping and even better dining."

"A wonderful balance of local and national concepts with great food."

AIRPORT WITH THE BEST OVERALL CONCESSION PROGRAM / LARGE CATEGORY

THREE-WAY TIE



Toronto Pearson International

VOTERS' COMMENTS:

"Great variety."

"They are a pleasure to work with."

"Love shopping [and] walking the terminals!"

AIRPORT WITH THE BEST OVERALL CONCESSION PROGRAM / MEDIUM CATEGORY



Nashville International

VOTERS' COMMENTS:

"Great mix of local and national brands with neat local touches."

"The program is well rounded with some great locals included."

AIRPORT WITH THE BEST OVERALL CONCESSION PROGRAM / SMALL CATEGORY



Ottawa International

VOTERS' COMMENTS:

"Working with the Ottawa Airport Authority is always a pleasure. Their enthusiastic and positive approach to concessions management leads to win-win situations and revenue growth, and the overall program has benefited greatly."

AIRPORT WITH THE BEST OVERALL CONCESSION PROGRAM / SINGLE TERMINAL CATEGORY



John F. Kennedy International - Terminal 5

VOTERS' COMMENTS:

"A great blend of national and local concepts."

"JetBlue has developed the state-of-the-art terminal for the optimum travel experience with exceptional customer service from all concessions including news and gift, specialty retail, and food and beverage."

BEST NEW SPECIALTY RETAIL CONCEPT / LARGE CATEGORY



Victoria's Secret by Hudson Group

VOTERS' COMMENTS:

"Every airport is going to want this!"

"Good adaptation of street retail offering to airport environment."

"Great concept for the traveling public. Brings a variety of goods and a unique service for the traveler."

BEST NEW SPECIALTY RETAIL CONCEPT / SMALL CATEGORY



BlackBerry by Airport Retail Management

VOTERS' COMMENTS:

"On target with today's traveler."

"Excels at passenger convenience and service."

"Great concept for the airport traveler, as so many of them are going completely wireless."

RETAILER WITH THE HIGHEST REGARD FOR CUSTOMER SERVICE / LARGE CATEGORY



The Paradies Shops

VOTERS' COMMENTS:

"Paradies consistently provides highly trained, well-qualified sales staff to their operations."

"The Paradies Shops and their employees are truly outstanding customer service advocates. They are essentially an extension of the airport's customer service efforts."

RETAILER WITH THE HIGHEST REGARD FOR CUSTOMER SERVICE / SMALL CATEGORY



The Body Shop

VOTERS' COMMENTS:

"Stellar service with customers and excellent presentation of products for the customer."

"Top-notch service, high-quality products and strong focus on global issues."

"Friendly, attentive staff that are successful at the up-sell."

BEST AIRPORT RETAIL STORE DESIGN / LARGE CATEGORY



USA Today Travel Zone - IND

VOTERS' COMMENTS:

"The Civic Plaza store is unique."

"Beautifully designed store that draws the customer in. It's easy to navigate."

"Brings a new energy to news and gift design."

BEST AIRPORT RETAIL STORE DESIGN / SMALL CATEGORY



Natalie's Candy Bar - DFW Terminal D

VOTERS' COMMENTS:

"Just adorable."

"Very nice, open concept."

"Very colorful store - a delight for children and adults."

BEST NEWS & GIFT OPERATOR / LARGE CATEGORY



Hudson Group

VOTERS' COMMENTS:

"Use of space accommodates traffic flow. Regional themes are brilliant."

"Clearly the leader in this segment. They have contributed significantly to our financial and customer service goals!"

"Hudson Group always puts its best foot forward in its customer service, presentation, execution and management."

BEST NEWS & GIFT OPERATOR / SMALL CATEGORY



NewsLink Group

VOTERS' COMMENTS:

"They're good operators and their team is outstanding."

"They are a very good smaller operator, which is needed for this marketplace."

"Up-and-coming operator that provides excellent presentation of their stores."

BEST SPECIALTY RETAIL BRAND OPERATOR / LARGE CATEGORY



The Paradies Shops for Brooks Brothers

"A first-class retail brand perfect for airports."

"The Paradies Shops have done an outstanding job transitioning the Brooks Brothers concept in the airport environment. Once inside the store, I feel like I could be in any Brooks Brothers store in the country. Very consistent design throughout their programs."

"Great-looking stores, great customer service."

BEST SPECIALTY RETAIL BRAND OPERATOR / SMALL CATEGORY



ZoomSystems

VOTERS' COMMENTS:

"The ZoomSystems 'stores' are attractive and provide merchandise that might otherwise be unavailable at smaller or medium-sized airports."

"ZoomSystems extends the retail channel into new concepts and new venues with lower overhead and footprint than a traditional airport concession."

BEST OVERALL RETAILER / LARGE CATEGORY



The Paradies Shops

VOTERS' COMMENTS:

"The Paradies Shops has a wide range of merchandise that is tailored for each of their markets. Their company culture emphasizes customer service, and their management rewards their employees for exemplary execution of their customer service mantra."

"Best portfolio of brands and best presentation and operation of retail brands."

BEST OVERALL RETAILER / SMALL CATEGORY



Taxco Sterling

VOTERS' COMMENTS:

"Great customer service, nice quality and unique variety of jewelry."

"Great concept that is well done."

BEST NEW FOOD & BEVERAGE CONCEPT / LARGE CATEGORY



Camden Food Co. by SSP America

VOTERS' COMMENTS:

"Great food. Great everything."

"Outstanding product line that appeals to all and is an all-natural choice."

"Camden addresses the desire for healthy alternatives in a convenient grab-and-go concept."

BEST NEW FOOD & BEVERAGE CONCEPT / SMALL CATEGORY



Bruegger's

VOTERS' COMMENTS:

"Recognized brand desired by customers."

"Great product and presentation."

"Bruegger's is perfect for the airport setting. The transition from street to airport should have occurred sooner."

FOOD OPERATOR WITH THE HIGHEST REGARD FOR CUSTOMER SERVICE / LARGE CATEGORY



SSP America

VOTERS' COMMENTS:

"SSP America shows a new commitment to being an expert in what travelers are expecting in an airport eatery."

"SSP America has developed a management that demands the best in customer service from all of their employees, and it shows in the execution of their daily operations."

FOOD OPERATOR WITH THE HIGHEST REGARD FOR CUSTOMER SERVICE / SMALL CATEGORY



Vino Volo

VOTERS' COMMENTS:

"A knowledgeable team focused on their product and customer."

"Excellent customer service in all the locations I have been to."

"Vino Volo's customer service is above the competition"

BEST AIRPORT RESTAURANT DESIGN / LARGE CATEGORY



Camden Food Co. - IND Terminal B

VOTERS' COMMENTS:

"Very nice design."

"The design of the store speaks to the quality of the food and the respect for the environment. It just looks healthy."

"Simple storefront, yet very engaging inside."

BEST AIRPORT RESTAURANT DESIGN / SMALL CATEGORY



Vino Volo - PHL D/E Connector

VOTERS' COMMENTS:

"Nice design."

"I really like being in this place."

"Terrific design!"

BEST FOOD & BEVERAGE BRAND OPERATOR / LARGE CATEGORY



SSP America

VOTERS' COMMENTS:

"I have seen attention to detail from SSP that I have not seen in airports for some time."

"SSP's customer service is paramount, and its local management is diligent in ensuring the highest caliber of customer service. Food product is presented with an emphasis on freshness."

BEST FOOD & BEVERAGE BRAND OPERATOR / SMALL CATEGORY



Vino Volo

VOTERS' COMMENTS:

"Great concept and presentation."

"It is a pleasure to visit in every airport I am fortunate to run across Vino Volo. Love the concept, love the wine, LOVE the atmosphere!"

"The unique product paired with the menu line that accompanies the wine is an outstanding experience for any traveler."

BEST OVERALL FOOD & BEVERAGE OPERATOR / LARGE CATEGORY



HMSHost Corp.

VOTERS' COMMENTS:

"HMSHost does a great job with bringing in great concepts, management and customer experience."

"HMSHost is truly the industry leader in airport food and beverage and is very successful in transitioning off-airport brands to the airport."

BEST OVERALL FOOD & BEVERAGE OPERATOR / SMALL CATEGORY



Vino Volo

VOTERS' COMMENTS:

"An up-and-comer in the airport marketplace."

"Vino Volo has secured top place with an innovative and attractive overall design and food offering."

"Great operators."

BEST DBE OPERATOR



Taxco Sterling

VOTERS' COMMENTS:

"Amazing product, amazing units, amazing owner!"

"Superior quality of merchandise and service to customers."

"Taxco Sterling has a beautiful presentation in its stores and offers a wide variety of merchandise at excellent prices."

BEST FRANCHISOR



Dunkin' Donuts

VOTERS COMMENTS:

"Absolutely superior."

"Great concept that is well supported and hits a broad demographic."

"Who doesn't love Dunkin' Donuts?"