

COVERING  
THE AIRPORT  
REVENUE  
WORLD

# ARN

AIRPORT REVENUE NEWS

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ARN WINNERS

**Key Industry Execs  
Discuss Vital Components  
Of Strong Partnerships**

**Sales At JFK's  
Delta Terminal  
Are Skyrocketing**

***Airports Find Slew  
Of Ways To Show  
Customer Appreciation***

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Airport Revenue News  
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# ARN's Annual Best of the Best

Airport Revenue News significantly changed the way its Best Airports and Concessions Awards were determined this year.

With an open invitation extended to all those willing to participate, turnout was at its highest compared to previous years. In order to have a level playing field, each airport and company had a point person who was instructed to register up to three people to nominate and vote. Those representatives were then sent a unique link that took them to both the nominating and voting sections. The entire process was conducted strictly online.

For approximately four weeks, airports and companies were allowed to nominate both airports and concessionaires. Once the voting process, which also lasted approximately four weeks, began, airports were only able to vote for concession categories, and companies were only allowed to vote on airport categories. Votes were automatically tallied using an outside company's program.

In addition to the annual awards, ARN partnered with Inside Flyer magazine to survey its readership base, which is made up of frequent travelers who average 33 flights per year.

Winners were announced at the awards ceremony on the final night of ARN's Revenue Conference & Exhibition, held in Orlando, Fla., in February.

On the following pages, winners in all categories are listed, as well as one comment from each winner and one comment pulled from the voters' submissions.



## FIRST-PLACE WINNERS FOR LARGE AIRPORTS



### Phoenix Sky Harbor International

Category 1  
**Airport With The Best  
Concessions Program Design**  
Second place: Hartsfield-Jackson  
Atlanta International



#### Voter comment:

"Each of the stores has incorporated natural architectural elements of the local community (sky, water, stone, etc.), which captivate the attention of travelers as they pass by."

#### Winner's comment:

"The Phoenix aviation concessions team worked closely with our design and construction division and its consultants to make sure that our food and retail program reflected the diverse landscape, culture and natural beauty of our state. Sky Harbor serves at the gateway to Arizona for many visitors and it is important to have a concessions program which reflects that."  
— Tamie Fisher, deputy aviation director  
for business and properties



## Natalie's Candy Bar

### Category 8

**Best Airport Retail Store Design at SAT, Terminal 1**  
Second place: Powell's Books at PDX, Concourse D

### Voter comment:

"The most unique storefront design in the entire airport. Changing color columns brilliantly incorporated existing structure into a visually pleasing decor. One of a kind."



### Winner's comment:

"Winning the ARN Best Retail Store Design award has been extremely exciting and satisfying. As a young and growing company with an intense focus on all aspects of our operations, it is very gratifying to know that our peers in the industry acknowledge our efforts with a vote of confidence in such a critical area as store design. We also would like to thank ARN and its staff for everything they do in taking the industry to a significantly higher level over the last several years."  
— Cielo Taub, managing partner

## NewsLink Group

### Category 9

**Best News And Gift Operator**  
Second place (two-way tie): AMERICA! and Stellar Partners

### Voter comment:

"Customer service is No. 1 with this group and it is evident from the moment one crosses the threshold. The news presentation is extremely well done."

### Winner's comment:

"NewsLink takes great pride in what we do and to be recognized as the 2009 ARN Best News And Gift Operator and a leader in customer service, presentation, management and operational execution, is an exciting and significant milestone for us. My sincere gratitude goes to all those who have made this possible, including our employees, customers, airports, landlords, vendors and business partners."  
— Raymond J. Kayal Jr., president and chief executive officer



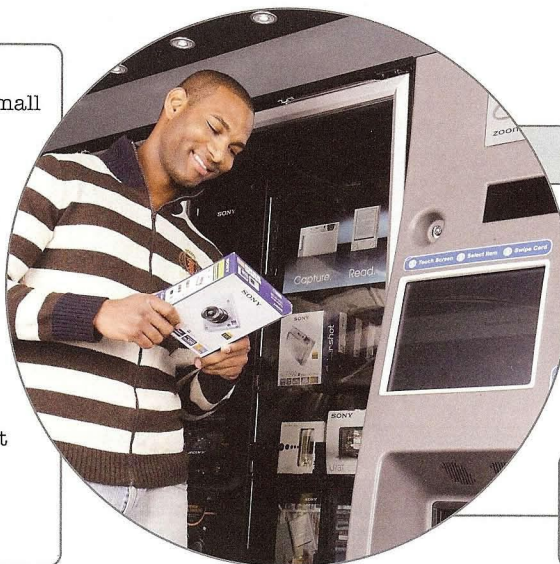
## ZoomSystems

### Category 10

**Best Specialty Retail Brand Operator**  
Second place: Genesco (For Johnston & Murphy)

### Winner's comment:

"Winning the ARN Award for Best Small Specialty Retailer Brand Operator is another great accomplishment for ZoomSystems. Last year was an important year of expansion for the ZoomShop network, and we were able to work with many new brands and location partners. There are now over 80 ZoomShops across 18 U.S. airports. To be recognized by our peers in the airport industry is a wonderful compliment and testament to the strength of our business and this award is important to our continued momentum in the airport channel in 2009."  
— Jen Millard, executive vice president of channel sales



### Voter comment:

"The concept is perfect for the traveler in the know and on the go."