

COVERING  
THE AIRPORT  
REVENUE  
WORLD

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AIRPORT REVENUE NEWS

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# W-ARN Award Winners

These Airports, Concessionaires  
Are At The Top Of Their Game

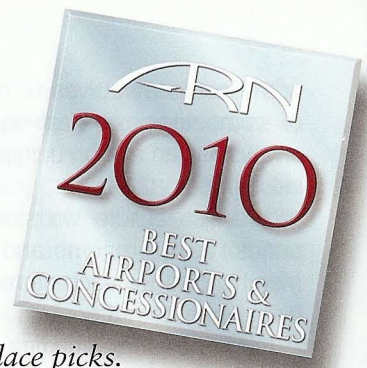
**Move Toward  
Airport Privatization  
May Be Gaining  
Momentum**  
*One Expert Says  
Now Is The Time  
To Go Forward*

PRESORTED  
FIRST CLASS MAIL  
PAID  
U.S. POSTAGE  
WEST PALM BCH, FL  
PERMIT NO. 373

Airport Revenue News  
4371 Northlake Blvd. #365  
Palm Beach Gardens, FL 33410



# 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:

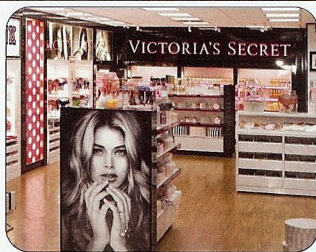
*"People at the airport are always very helpful."*

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

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



**BEST NEW SPECIALTY RETAIL CONCEPT / LARGE CATEGORY**



**Victoria's Secret by Hudson Group**

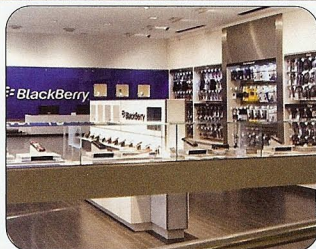
**VOTERS' COMMENTS:**

*"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**

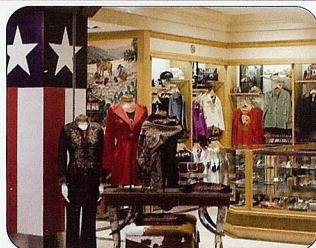
**VOTERS' COMMENTS:**

*"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**

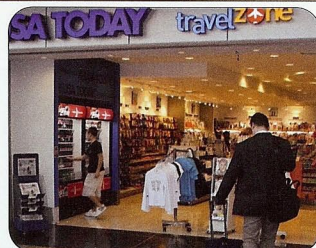
**VOTERS' COMMENTS:**

*"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**

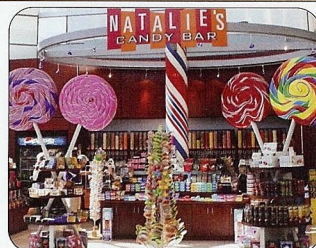
**VOTERS' COMMENTS:**

*"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."*