



## ARN's Best Airport Concessionaires 2002

### Category 6: Best New Specialty Retail Concept

Best new specialty retail concept recently introduced to airports.

#### Large Company

<b>Brooks Brothers</b>	2	4	4	1	4	3														<b>18</b>
Travel Mart - (MSP)	3	2	2	3																<b>10</b>
National Geographic	1	3	2	3																<b>9</b>
Your Northwest (PDX)	3	1	2	3																<b>9</b>
Metropolitan Museum of Art (LGA)	2	2	2																	<b>6</b>
Hudson Euro Cyber Café	3	3																		<b>6</b>
US Open Golf - Hudson Group	3																			<b>3</b>
Minneapolis Public Radio (MSP)	2																			<b>2</b>

#### Small Company

<b>Creative Kids</b>	3	3	2	4	4	4														<b>20</b>
In Motion Pictures	4	3	3	3	3															<b>16</b>
Discovery Channel	2	2	3	2	1	2														<b>12</b>
Your Planet (SLC)	3	3	2																	<b>8</b>
7-11 YVR	4	2	2																	<b>8</b>
Metropolitan Museum of Art (PHL)	2	2																		<b>4</b>
Polished (BOS)	1	3																		<b>4</b>
Departure Spa	3																			<b>3</b>

### Category 7: Retailer with Highest Regard for Customer Service

Retailer who exhibits especially high standards of customer service on a consistent basis.

#### Large Company

<b>Paradies Shops (anywhere)</b>	4	4	4	3	3	3	4	3	2											<b>30</b>
Hudson Group (anywhere)	3	3	2	4	4	1														<b>17</b>
Brookstone (LGA)	2	2	3	2	4	4														<b>17</b>
Godiva (LGA)	4	2	4	3																<b>13</b>
Staples (PHL)	3	4	3																	<b>10</b>
The Gap (PHL)	2																			<b>2</b>
HMS Host (anywhere)	2																			<b>2</b>

#### Small Company

<b>CBR, Inc. - (anywhere)</b>	3	2	2	4	2	4	4	4												<b>25</b>
In Motion (anywhere)	2	3	3	3	2															<b>13</b>
Mind Works - Stellar Partners	4	4	2																	<b>10</b>
National Geographic (DCA)	1	4	3																	<b>8</b>
Walden Book	4	4																		<b>8</b>
Colorado West (DIA)	2	3																		<b>5</b>
PCBR (MSP)	3																			<b>3</b>
Pennsylvania Market (PHL)	2																			<b>2</b>
Polished (BOS)	2																			<b>2</b>







