

Director of the Year 2004

John Martin

San Francisco International

Large Airport 1st Place Winners

Minneapolis-St. Paul International

Category 1: Airport with Best Concessions Design - 20 points

Second place winner: Orlando International – 18 points

Orlando International

Category 2: Airport with Best Customer Service – 19 points

Second place winner: Cincinnati/No. Kentucky International – 16 points

Category 3: Airport with Best Concessions Management Team - 16 points

Second place winner: Cincinnati/No. Kentucky International – 13 points

Newark Liberty International

Category 4: Airport with Most Unique Services – 20 points

Second place winner: Detroit Metropolitan International – 10 points

Cincinnati No. Kentucky International

Category 5: Airport with Best Overall Concessions Program – 16 points

Second place winners (two-way tie): Orlando International – 14 points; Newark Liberty International 14 points.

Medium Airport 1st Place Winners

Portland International

Category 1: Airport with Best Concessions Design - 21 points

Second place winner: Chicago Midway Airport – 20 points

Ronald Reagan National Airport

Category 2: Airport with Best Customer Service – 15 points

Second place winner: Chicago Midway Airport – 12 points

Category 4: Airport with Most Unique Services – 18 points

Second place winner: Pittsburgh International – 13 points

Washington Dulles International

Category 3: Airport with Best Concessions Management Team – 22 points

Second place winners (two-way tie): Ronald Reagan National Airport – 11 points;

Memphis International – 11 points

Pittsburgh International

Category 5: Airport with Best Overall Concessions Program – 17 points

Second place winner: Ronald Reagan National Airport – 15 points

Small Airport 1st Place Winners

Palm Beach International

Category 1: Airport with Best Concessions Design – 22 points

Second place winner: San Antonio International – 21 points

Nashville International

Category 2: Airport with Best Customer Service – 17 points

Second place winner: Palm Beach International – 12 points

Category 3: Airport with Best Concessions Management Team – 18 points

Second place winner: San Antonio International 11 points

Category 4: Airport with Most Unique Services – 21 points

Second place winner: San Antonio International – 17 points

San Antonio International

Category 5: Airport with Best Overall Concessions Program– 18 points

Second place winner (two-way tie): Southwest Florida International – 13 points;

Louisville International 13 points.

Single Terminal 1st Place Winners

Newark Liberty Terminal C

Category 1: Terminal with Best Concessions Design – 20 points

Second place winner: Cincinnati/No. Kentucky International – 15 points

Category 2: Terminal with Best Customer Service – 17 points

Second place winner: Cincinnati/No. Kentucky International – 15 points

Category 3: Airport with Best Concessions Management Team – 14 points

Second place winner: Newark Liberty Terminal A – 11 points

Category 4: Airport with Most Unique Services – 22 points

Second place winner: George Bush Houston Intercontinental – 18 points

Category 5: Airport with Best Overall Concessions Program – 25 points

Second place winner: George Bush Houston Intercontinental – 16 points

Large Retailer 1st Place Winners (Retailers with more than \$40 million in annual revenues)

CA One Services

Category 6: Best New Specialty Retail Concept: Motown Music (at Detroit International) – 16 points

Second place winner: Harley Davidson (operated by The Paradies Shops)- 13 points

The Paradies Shops

Category 7: Retailer with Highest Regard for Customer Service: – 26 points

Second place winner: Borders – 13 points

Category 9: Best Airport News & Gift Operator – 41 points

Second place winner: Hudson News – 29 points
Category 11: Best Airport Retailer – 25 points
Second place winner: Borders – 17 points

Walt Disney World Earport (at Orlando)
Category 8: Best Airport Retail Store Design – 13 points
Second place winner: Sea World – 10 points

Brookstone
Category 10: Best Specialty Retail Brand Operator – 23 points
Second place winner: Brooks Brothers (operated by The Paradies Shops) – 20 points

Anton Airfood
Category 12: Best New Food & Beverage Concept: Gallaghers – 22 points
Second place winner: Macaroni Grill (at Orlando) – 15 points
Category 16: Best Airport Food & Beverage Operator – 25 points
Second place winner: Legal Seafood – 24 points

Legal Seafood
Category 13: Food Operator with Highest Regard for Customer Service – 21 points
Second place winner: Anton Airfood – 15 points
Category 14: Best Airport Restaurant Design – 12 points
Second place winner: Ruby's (at Las Vegas) – 10 points
Category 15: Best Food & Beverage Brand Operator - 23 points
Second place winner: Starbucks (operated by HMSHost) – 15 points

Small Retailer 1st Place Winners (Retailers with less than \$40 million in annual revenues)

CBR, Inc.
Category 6: Best New Specialty Retail Concept: Toto – 13 points (three-way tie with Palm One Airport Wireless and Lush)
Second place winner: Ron Jon Surf Shop (operated by Stellar Partners)- 11 points
Category 8: Best Airport Retail Store Design: Creative Kidstuff – 9 points
Second place winners (two-way tie): Radio Road – 8 points; Spirit of the Red Horse – 8 points
Category 11: Best Airport Retailer – 19 points
Second place winner: Palm One Airport Wireless – 16 points

Palm One Airport Wireless
Category 6: Best New Specialty Retail Concept: Palm One Airport Wireless – 13 points (three-way tie with Toto and Lush)
Second place winner: Ron Jon Surf Shop (operated by Stellar Partners)- 11 points
Category 7: Retailer with Highest Regard for Customer Service – 12 points
Second place winners (3-way tie): CBR, Inc. – 9 points; Erwin Pearl – 9 points; & Pangborne Designs (at Detroit) – 9 points

Category 10: Best Specialty Retail Brand Operator – 11 points

Second place winners: L'Occitane – 10 points; Mont Blanc (operated by OSI) – 10 points.

Lush (operated by Lush Cosmetics)

Category 6: Best New Specialty Retail Concept: Lush (at Orlando) – 13 points (three-way tie with Toto and Palm One Airport Wireless)

Second place winner: Ron Jon Surf Shop (operated by Stellar Partners)- 11 points

Stellar News

Category 9: Best Airport News & Gift Operator – 20 points

Second place winner: Airport Concessions Inc. (at Denver) – 12 points

Famous Famiglia

Category 13: Food Operator with Highest Regard for Customer Service – 16 points (two-way tie with OTG Management)

Second place winner: Foodbrand (at Cincinnati) – 11 points

Category 15: Best Food & Beverage Brand Operator - 24 points

Second place winner: Figs – 12 points

Category 16: Best Airport Food & Beverage Operator – 18 points

Second place winner: Foodbrand – 14 points

OTG Management

Cibo Express Gourmet Market: Category 12: Best New Food & Beverage Concept (at Kennedy) – 13 points

Second place winner: Mediterranean Grill (at Detroit) – 12 points

Category 13: Food Operator with Highest Regard for Customer Service – 16 points (two-way tie with Famous Famiglia)

Second place winner: Foodbrand (at Cincinnati) – 11 points

Pappadeaux Seafood

Category 14: Best Airport Restaurant Design – 15 points

Second place winner: Figs – 14 points