

Dallas Fort Worth tops 2018 ACI-NA airport concessions awards list

NORTH AMERICA. Dallas Fort Worth International Airport (DFW) has scooped the Richard A Griesbach Award of Excellence in the 2018 Airports Council International-North America (ACI-NA) Airport Concessions Awards.

This top prize recognises the most outstanding work in airport concessions, this time for DFW's Terminal D development.

DFW also came top in the Best Retail Programme – Large Airport, while DFS Group won Best New Duty Free Concept for its pop-up shops at John F Kennedy International, Terminal 4.

DFW's Terminal D, which served 8.5 million international passengers in 2017, has been evolving to provide passengers luxury shopping and dining experiences as well as travel essentials.

The airport's goal is to showcase known and favoured brands, as well as local favourites. DFW's mobile app has also served as a tool for travellers offering step-by-step directions in the terminal, restaurant menus, and flight information.

ACI-NA President and CEO Kevin M. Burke said: "Terminal D at Dallas Fort Worth International is a great example of the innovative work airports are doing to improve the passenger experience while generating business that is vital to their bottom line. I congratulate Dallas Fort Worth International Airport and the rest of the ACI-NA concessions awards winners on their accomplishments."



The TRG Duty Free shop at DFW Terminal D is one of America's most ambitious airport retail executions. It is operated by an alliance between DFASS Group and retail developer CBI Retail Ventures (together with DBE partners MDT Strategic Ventures and Charles Bush Consulting)

Another key award went to Laurie Noyes of Tampa International Airport (TPA), who was crowned the 2018 ACI-NA Concessions Person of the Year.

Noyes, Vice President of Concessions, has led the largest-ever airport concession redevelopment programme at TPA, including implementing new lines of business generating millions of dollars annually. She is an active member of the ACI-NA Commercial Management Committee, serving on the steering group.

"Laurie's perseverance and relentless commitment are reasons why Tampa International Airport continues to rank among the best airports in the world," said Burke.

These and a string of other awards were announced during a gala dinner on Wednesday night at the 2018 ACI-NA Business of Airports Conference in Portland, Oregon. Over 600 commercial management, business diversity, human resource, and finance representatives from North America's airport industry attended the Portland event.

This year's awards received over 140 nominations from airports throughout the US and Canada. The full list of winners and runners-up is listed below.

2018 ACI-North America Airport Concessions Awards results

Richard A Griesbach Award of Excellence	Dallas Fort Worth International
Concessions Person of the Year	Laurie Noyes Vice President of Concessions, Tampa International
Best Retail Programme – Large Airport	Winner: Dallas Fort Worth International, Terminal A 2nd: George Bush Intercontinental, Terminal A 3rd: Vancouver International, International Terminal
Best Retail Programme – Medium and Small Airport	Winner: Louisville International
Best New Duty Free Concept	Winner: DFS Duty Free Pop-up Shops, John F. Kennedy International, Terminal 4 (operated by DFS Duty Free)
Best New Retail Concept	Winner: Up Pup 'N' Away, Hollywood Burbank (operated by BRICKANDMORTAR.ME.INC) 2nd: The Runway, Tampa International (operated by Paradies Lagardère) 3rd: Nuts on Clark, O'Hare International (operated by Nuts on Clark)
Best Food & Beverage Programme – Large Airport	Winner: George Bush Intercontinental, Terminal A 2nd: John F. Kennedy International, Terminal 4 3rd: Dallas Fort Worth International, Terminal D
Best Food & Beverage Programme – Medium Airport	Winner: Dallas Love Field Airport 2nd: William P. Hobby Airport
Best Food & Beverage Programme – Small Airport	Winner: Louisville International 2nd: Tucson International
Best New Food and Beverage (Full-Service Concept)	Winner: Book & Bourbon Southern Kitchen, Louisville International (Operated by HMSHost) 2nd: Lift Bar & Grill, Vancouver International (operated by SSP Canada) 3rd: Hickory, Dallas Fort Worth International (operated by Paradies Lagardère)
Best New Food and Beverage (Quick-Service Concept)	Winner: Thai Express, Calgary International (operated by MTY Group) 2nd: Café con Leche, Tampa International (operated by SSP America) 3rd: Blue Star Donuts, Portland International (operated by Blue Star Donuts)
Best 'Green' Concessions Concept or Practice	Winner: Bistrot. Aéroports de Montréal (operated by HMSHost) 2nd: Green Plate Program, Portland International 3rd: Green Restaurant Certification, John F. Kennedy International, Terminal 4 (operated by JFKIAT & SSP America)
Best Innovative Consumer Experience Concept or Practice	Winner: Hollywood Theatre, Portland International 2nd: WeWatt, Indianapolis International 3rd: ROAM Fitness, Baltimore-Washington International (operated by ROAM Fitness)
Best New Consumer Service Concept	Winner: Mobile Point of Sale (mPOS), Paradies Lagardère 2nd: Server Pager System, Paradies Lagardère 3rd: Be Relax Spa, Washington Dulles International (operated by Be Relax)
Best New Local Concept	Winner: Angel Food Bakery and Donut Bar, Minneapolis–Saint Paul International Airport (Operated by Delaware North) 2nd: I VINI, Austin–Bergstrom International (operated by Delaware North) 3rd: Vin Room, Calgary International Airport (operated by Vin Room YYC Airport)
Best New National Brand Concept	Winner: Hard Rock Café, George Bush Intercontinental and Tampa International (operated by SSP America) 2nd: Shake Shack, Los Angeles International, Terminal 3 (operated by HMSHost)
Best New News & Gift Concept	Winner: New Stand, Los Angeles International, Terminal 1 (operated by Pacific Gateway) 2nd: Distillery District Marketplace, Louisville International (operated by Paradies Lagardère)

Source: ACI-NA

ACI-NA member airports enplane more than 95% of the domestic and virtually all the international airline passenger and cargo traffic in North America. Approximately 380 aviation-related businesses are also members of the association.