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Portland International Airport Recognized as Winner of Excellence in 2017 ACI-NA Concessions Awards

PALM SPRINGS, CA - Airports Council International-North America (ACI-NA) today announced that Portland International Airport is the winner of the Richard A. Griesbach Award of Excellence in the 2017 ACI-NA Airport Concessions Awards. The 2017 ACI-NA Concessions Person of the Year was awarded to Randy Goodman of the Houston Airport System.

“ACI-NA is pleased to recognize Portland International Airport with this year’s overall Richard A. Griesbach Award of Excellence,” said ACI-NA President and CEO Kevin M. Burke. “Through Portland International Airport’s concession program, the Port of Portland optimized sustainable business opportunities while enhancing the overall passenger experience. The ACI-NA Excellence in Airport Concessions Awards recognizes the most innovative and outstanding airport concessions, and Portland International Airport is a great example of the impressive work airports are doing to improve the passenger experience.”

Portland International Airport has developed and implemented a concessions program focused on operational efficiency and the passenger experience. The airport worked to incorporate local flavor that represents regional businesses in the community of Portland while providing a supportive and professional atmosphere to ensure success for all business partners. The success of Portland’s concessions program has been providing opportunities for small businesses and embracing excellence in customer service for all concessionaires.

Randy Goodman of the Houston Airport System was recognized as the 2017 ACI-NA Concessions Person of the Year. Goodman led the concessions programs for George Bush Intercontinental Airport and William P. Hobby Airport through innovative concepts, collaborative strategic planning, and continuous improvement. During his career, he has played an active role on several ACI-NA Committees including serving as the 2016 Chair of the ACI-NA Commercial Management Committee.

“In the industry, Randy is known for his leadership and expertise in airport concessions,” said Burke. “ACI-NA is pleased to recognize his work to enhance the passenger experience through a quality concessions program at the Houston Airport System.”

The awards were announced during a gala dinner at the 2017 ACI-NA Business of Airports Conference in Palm Springs, CA. Over 550 commercial management, business diversity, human resource, and finance representatives from the North American airport industry attended the conference.

This year's contest received more than 180 nominations from airports of all sizes throughout the U.S. and Canada. In addition to the Griesbach Award and Concessions Person of the Year, 37 other awards were presented in the following categories:

Best New Food and Beverage (Full-Service Concept)

- 1st Place: Saison, Newark Liberty International Airport *(Operated by OTG Management)*
- 2nd Place: Rock & Brews, Los Angeles World Airports *(Operated by Crews)*
- 3rd Place: RumFish Grill, Tampa International Airport *(Operated by Delaware North as TPA Hospitality Partners)*

Best New Food and Beverage (Quick-Service Concept)

- 1st Place: Angel Food Bakery and Donut Bar, Minneapolis-St. Paul International Airport *(Operated by Delaware North and Angel Food Bakery)*
- 2nd Place: Grindhouse Killer Burgers, Hartsfield-Jackson Atlanta International Airport *(Operated by Delaware North)*
- 3rd Place: Wow Bao, Ronald Reagan Washington National Airport *(Operated by Paradises Lagardère)*

Best New Retail Concept

- 1st Place: TUMI/Swarovski, Tampa International Airport *(Operated by Stellar Partners, Inc.)*
- 2nd Place: MAC, William P. Hobby Airport *(Operated by Hudson Group)*
- 3rd Place: Squaw Valley | Alpine Meadows Mountain Concierge, Reno-Tahoe International Airport *(Operated by Squaw Valley Resort, LLC)*

Best "Green" Concessions Concept or Practice

- 1st Place: Vancouver International Airport
- 2nd Place: Chicago Department of Aviation
- 3rd Place: Portland International Airport

Best New News & Gift Concept

- 1st Place: explore AFAR, Minneapolis-St. Paul International Airport *(Operated by Delaware North and CBR Partners)*
- 2nd Place: Texas Monthly News, George Bush Intercontinental Airport *(Operated by Hudson Group)*

- 3rd Place: Shady Lane Marketplace, William P. Hobby Airport *(Operated by Paradies Lagardère)*

Best New Local Concept

- 1st Place: The Country Cat Dinnerhouse & Bar, Portland International Airport *(Operated by Andale Management Group)*
- 2nd Place: Kapnos Taverna, Ronald Reagan Washington National Airport *(Operated by HMSHost)*
- 3rd Place: Hurley's, Aéroports de Montréal *(Operated by SSP America)*

Best New National Brand Concept

- 1st Place: Wahlburgers, Boston Logan International Airport *(Operated by SSP America)*
- 2nd Place: P.F. Chang's, Tampa International Airport *(Operated by HMSHost)*
- 3rd Place: Univision, Dallas/Fort Worth International Airport *(Operated by Paradies Lagardère)*

Best New Duty-Free Concept

- 1st Place: World Duty-Free, William P. Hobby Airport *(Operated by Hudson Group)*

Best Innovative Consumer Experience Concept or Practice

- 1st Place: Squaw Valley | Alpine Meadows Mountain Concierge, Reno-Tahoe International Airport *(Operated by Squaw Valley Resort, LLC)*
- 2nd Place: Taste of Hartsfield-Jackson, Hartsfield-Jackson Atlanta International Airport *(Operated by Hartsfield-Jackson Atlanta International Airport)*
- 3rd Place: Military Exodus for the Holidays, Dallas/Fort Worth International Airport *(Operated by Dallas/Fort Worth International Airport)*

Best New Consumer Service Concept

- 1st Place: Escape Lounge, Bradley International Airport and Oakland International Airport *(Operated by MAG USA)*

Best Food & Beverage Program – Large Airport

- 1st Place: Los Angeles World Airports, Terminal 2 and Terminal 6 *(In partnership with Westfield, Crews, Delaware North, HMSHost, Jackmont Hospitality, and SSP America)*
- 2nd Place: O'Hare International Airport, Terminal 5
- 3rd Place: Dallas/Fort Worth International Airport

Best Food & Beverage Program – Medium Airport

- 1st Place: Sacramento International Airport
- 2nd Place: Edmonton International Airport

Best Food & Beverage Program – Small Airport

- 1st Place: Dane County Regional Airport

Best Retail Program – Large Airport

- 1st Place: Minneapolis-St. Paul International Airport
- 2nd Place: Baltimore/Washington International Thurgood Marshall Airport

Best Retail Program – Medium Airport

- 1st Place: Edmonton International Airport

Best Innovation in Sustainability

- 1st Place: The Good Traveler, San Diego International Airport

Best New Passenger Experience Concessions Program

- 1st Place: Boston Logan International Airport

2017 Concessions Person of the Year

- Randy Goodman, Houston Airport System

2017 Richard A. Griesbach Award for Excellence in Airport Concessions

- Portland International Airport

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About ACI-NA

Airports Council International-North America (ACI-NA) represents local, regional, and state governing bodies that own and operate commercial airports in the United States and Canada. ACI-NA member airports enplane more than 95 percent 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 ACI-NA, providing goods and services to airports. Collectively, U.S. airports employ more than 1.3 million people and account for \$1.2 trillion in economic activity—or seven percent of the total U.S. workforce and eight percent of GDP. Canadian airports support 405,000 jobs and contribute C\$35 billion to Canada's GDP. Learn more at www.aci-na.org.