

# NEWS



DALLAS FORT WORTH INTERNATIONAL AIRPORT  
PUBLIC AFFAIRS DEPARTMENT

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FOR IMMEDIATE RELEASE

March 10, 2008

## **DFW International Airport Earns Top Honors for Concessions Program**

### **International Terminal D and DFW concessionaires also honored for innovation and customer satisfaction**

(DFW INTERNATIONAL AIRPORT, TX – March 10, 2008) DFW International Airport took the top prize for Best Overall Concessions Program for large airports at the 2008 ARN Revenue Conference & Exhibition Awards. The ARN Awards, which reflect the industry's choice for the best concessions programs and the best concessionaires of the year in U.S. airports, also selected DFW's Terminal D for top honors in three categories related to single terminals.

DFW's International Terminal D was chosen as the terminal with the Best Overall Concessions Program, the terminal with the Most Unique Services and the terminal with the Best Customer Service. Terminal D has won the latter two awards for the past two years.

The ARN Awards recipients are selected by a committee of representatives from the airport revenue industry.

"We are truly humbled and inspired by these honors from our industry peers, and we plan to continue to innovate in the area of concessions and give our passengers the best airport experience we possibly can," said Jeff Fegan, DFW's CEO. "Since we opened Terminal D in 2005, we have worked hard to create a truly memorable atmosphere for our passengers, and it's rewarding to know they are taking notice."

In the Small Retailer Division, La Bodega Winery, one of DFW's concessionaires, took the award for Best Retail Store Design for its Terminal D location.

"Our concessions team is really hot on the trail of what our customers want and need, and I think it shows up in the variety of things you can buy, eat and do at DFW while you're waiting for your flight," said Ken Buchanan, executive vice president for revenue management at DFW. "We've taken the opportunity to have a showplace at Terminal

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D and used that to create more and better concessions outlets in all of DFW's terminals."

The ceremony, held at the Gaylord Texan Resort in Grapevine, Texas in February, also honored a number of DFW concessionaires for achievements not only at DFW but for locations at other airports as well.

In the Large Retailer Division, The Paradies Shops was honored as Best News and Gift Operator, Highest Regard for Customer Service, Best Specialty (for Brooks Brothers), and Best Overall Retailer Operator.

Other firms with DFW locations including the Hudson Group, HMS Host and the Borders Group also won awards.

## **About DFW International Airport**

Located halfway between the cities of Dallas and Fort Worth, Texas, DFW International Airport is the world's third busiest, offering nearly 1,900 flights per day and serving 60 million passengers a year. Ranked "Highest in Customer Satisfaction for Large Airports" in North America by J.D. Power and Associates, and named "Best Airport for Customer Service in the Americas" by an Airports Council International survey of passengers in 2006 and 2007, DFW International Airport provides non-stop service to 136 domestic and 40 international destinations worldwide. For the latest news, real-time flight information, parking availability or further details regarding the many services provided at DFW International Airport, log on to [www.dfwairport.com](http://www.dfwairport.com).

For J.D. Power and Associates Award information, visit [www.jdpower.com](http://www.jdpower.com).

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