

San Francisco Winner of Overall Griesbach Award of Excellence in 2013 ACI-NA Concessions Awards | Airports Council International - North America

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SACRAMENTO — Airports Council International-North America (ACI-NA) today announced San Francisco International Airport as the winner of the Richard A. Griesbach Award of Excellence winner in the 2013 ACI-NA Airport Concessions Awards. Rebecca Ramsey, assistant director of properties for the Metropolitan Nashville Airport Authority (MNA), was named the 2013 ACI-NA Concessions Person of the Year.

San Francisco's concessions program captures the spirit of the city, with an emphasis on fresh and sophisticated retail and local, sustainable dining options. The program's focal point is Terminal 2, which since its reopening in 2011 has become a destination in its own right. Terminal 2 presents a microcosm of the Bay Area for passengers, with more than 50 percent of food and beverage operations hailing from the region, and a retail street that features a gourmet market, wine bar and specialty retail stores.

"ACI-NA is delighted to recognize San Francisco's concessions program with this year's overall Richard A. Griesbach Award of Excellence," said ACI-NA Interim President Deborah McElroy. "ACI-NA's Airport Concessions Awards spotlights the abundant innovation in the airport concessions industry, and we're honored to showcase the best products and services available to air travelers throughout North America."

Rebecca Ramsey oversees the retail concessions program at Nashville International Airport (BNA), which under her direction has flourished to reflect Nashville's diversity, hospitality and "Music City" moniker. Since 2008, Ramsey has led an 18.1 percent increase in concessions income, from \$16.5 million to more than \$19.5 million. BNA's reconfigured dining and retail options feature a strongly performing mix of national brands and local and regional concepts, which have been embraced by tourists and Nashville natives alike. Ramsey also is on the leading edge of introducing new concepts to BNA, including video rentals within the terminal, a nail salon, and the first retail healthcare clinic and wellness store at a Tennessee airport. Additionally, Ramsey was integral to securing financing for BNA's \$82 million consolidated rental car facility, one of the largest single projects in MNA's history and which opened on-time and on-budget in November 2011.

"ACI-NA is proud to honor Rebecca Ramsey as our 2013 Concessions Person of the Year," said McElroy. "Rebecca's enterprising creativity in guiding Nashville's concessions program to its current success is the quintessential example of the great work going on across North America's airports to improve and enhance the traveler's experience."

The awards were announced during the 2013 ACI-NA Airport Concessions Conference in Sacramento, at which more than 300 representatives of the North American airport concessions industry are in attendance. The purpose of the ACI-NA Excellence in Airport Concessions Awards is to inspire creativity in the industry and to recognize innovative and outstanding airport concessions.

This year's contest received more than 200 nominations from airports of all sizes throughout the U.S. and Canada. In addition to the Griesbach award, 29 other awards were presented in the following categories:

Richard A. Griesbach Award of Excellence

- **San Francisco International Airport, Terminal 2**

Concessions Person of the Year

- **Rebecca Ramsey**, Metropolitan Nashville Airport Authority

Best New Food and Beverage (Full-Service Concept)

- 1st Place: ICE Dishes & Drinks, Chicago O'Hare International Airport (*Operated by HMSHost*)

- 2nd Place: Legal Sea Foods, Boston-Logan International Airport (*Operated by Legal Sea Foods, LLC*)
- 3rd Place: Sky Asian Bistro, Philadelphia International Airport (*Operated by OTG Management*)

Best New Food and Beverage (Quick-Service Concept)

- 1st Place: Jack's Urban Eats, Sacramento International Airport (*Operated by SSP America*)
- 2nd Place: Shake Shack, John F. Kennedy International Airport (*Operated by SSP America*)
- 3rd Place: Freshii, Toronto Pearson International Airport (*Operated by SSP America*)
- Honorable Mention: Beecher's Handmade Cheese/Caffe Vita Coffee, Seattle-Tacoma International Airport (*Operated by Sugar Mountain*)
- Honorable Mention: Cake Tin, John F. Kennedy International Airport (*Operated by SSP America*)

Best "Green" Concessions Practice or Concept

- 1st Place: PDX Food Donation Program, Portland International Airport (*Operated by Port of Portland*)
- 2nd Place: HMSHost Food Donation Program, Multiple – Nationwide (*Operated by HMSHost*)
- 3rd Place: Shake Shack, John F. Kennedy International Airport (*Operated by SSP America*)

Best New Retail Concept

- 1st Place: Jo Malone London, John F. Kennedy International Airport (*Operated by DFS Group*)
- 2nd Place: Liquor Library, McCarran International Airport (*Operated by Liquor Library, LLC*)
- 3rd Place: Mattel Experience, Los Angeles International Airport (*Operated by Hudson Group*)
- Honorable Mention: No Boundaries, Salt Lake City International Airport (*Operated by The Paradises Shops*)

Best New Consumer Service Concept

- 1st Place: Airport Butler Meet & Greet, Vancouver International Airport (*Operated by Airport Butler*)
- Honorable Mention: Aquafina Junior Flyers Club, Dallas/Fort Worth International Airport (*Operated by Pepsi Bottling Group*)

Best Innovative Consumer Experience Concept or Practice

- 1st Place: The Special Dietary Directory Program, Salt Lake City International Airport (*Operated by Salt Lake City International Airport*)
- 2nd Place: OTG Restaurant Program, Toronto Pearson International Airport (*Operated by OTG Management*)
- 3rd Place: Kiehl's, Tampa International Airport (*Operated by World Duty Free Group*)

Best Food & Beverage Program – Large Airport

- 1st Place: Minneapolis-St. Paul International Airport, Terminal 1
- 2nd Place: John F. Kennedy International Airport, Terminal 4
- 3rd Place: Phoenix Sky Harbor International Airport, Terminal 4

Best Food & Beverage Program – Medium Airport

- Honorable Mention: Dallas Love Field

Best Food & Beverage Program – Small Airport

- 1st Place: Long Beach Airport

Best Convenience Retail Program

- 1st Place: McCarran International Airport

Best Specialty Retail Program

- 1st Place: Vancouver International Airport, International Terminal
- 2nd Place: Salt Lake City International Airport

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About ACI-NA

Airports Council International-North America 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. More than 340 aviation-related businesses are also members of the association, which is the largest of the five worldwide regions of Airports Council International.