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San Antonio International Airport *Wins Major Concessions Awards*

San Antonio International Airport (SAT) has placed 1st in two separate categories of Airport Revenue News' (ARN) 2004 Best Concessions Poll. SAT was named the *Best Overall Concessions Program* in the small airports category (4 million enplanements or less) and also won 1st for *Terminal with the Most Unique Services*. The *Best Overall Concessions Program* award is given to the airport with a program that best incorporates a convenient customer-friendly layout, good visibility, attractive storefronts, unique and interesting store mix and distinctive themes. The award for the airport with the *Most Unique Services* is awarded to the airport that has responded best to passenger demands for convenient, high-tech business services such as high speed fax and internet, wireless capabilities, conference rooms, business service centers and/or other business amenities. Part of SAT's concession program includes "The Never 2 Late Business Center" and "City Employees Federal Credit Union". SAT concessionaire "Famous Famiglia" also won 1st place in two separate categories, *Best New Food and Beverage Concept* and *Food Operator with Highest Regard for Customer Service*.

"We are elated about the awards," said Aviation Director Kevin Dolliole. "We're very proud of the outcome of our Terminal Renovations and Concession Redevelopment Program that was completed this past year. This just puts an exclamation point on it." The Terminal Renovations and Concession Redevelopment Program included new storefront facades; an additional 10,000 square feet of concession space; and new food court, all incorporating a San Antonio and South Texas flavor.

The airport and its concessionaires placed in several other categories. San Antonio International won 2nd place for *Airport with the Best Concessions Management Team*. Westfield Concession Management contracted with the city to manage San Antonio International's concession program. HMS Host won 1st place for *Best Food & Beverage Brand Operator* for "Starbucks". "Famous Famiglia" placed 2nd in *Best Food/Beverage Small Food Operator* and also placed 2nd for *Best Airport Food and Beverage Brand Operator*.

ARN's Best Concessions Poll is voted on by a panel of industry experts, who choose from stores, restaurants and airport programs that have been nominated in an earlier process. Airport Revenue News is the airport industry's leading trade magazine covering airport revenue issues.