



July 2015

# AIRPORT REPORT

## NEW CONCESSIONS COMING TO ARMSTRONG INTERNATIONAL

By Iftikhar Ahmad, Director of Aviation

We are pleased to announce that new food and beverage options will be coming soon to Louis Armstrong New Orleans International Airport. Delaware North Companies and Chase Catering and Concessions have partnered to renovate sections of the East Lobby and Concourses B, C and D to offer passengers new food and beverage options when travelling.

Among the list of new offerings is “Dook’s Place,” which will be located pre-security in the East Ticketing Lobby near the entrance to Concourse B. Dook’s Place will feature craft beer, great burgers and fresh Louisiana seafood in a modern atmosphere. Passengers along with friends and family waiting for incoming passengers can enjoy this new dining option seven days a week.

Concourse B will soon have a new bar called “Flight 504” with wine and beer on tap. Other upgrades in Concourse B include an upgraded menu at French Market and new high top tables with charging stations. For passengers looking for Louisiana fare on Concourse C, they will soon find a new Zatarain’s location. The PJ’s Coffee on Concourse C has also been upgraded to a full service venue with PJ’S coffee, espresso, and pastries. PJ’s Coffee, Jester’s and Wow Café on Concourse D will each get a facelift and expanded seating for passengers.

Armstrong International currently has 46 concession locations throughout the terminal. Delaware North Companies is the master food and beverage concession operator and Hudson Group is the master news and gift concession operator with several convenience stores under the Hudson brand and some great specialty retail stores like Perlis on Concourse D and the Saints store located pre-security in the East Ticket Lobby.

In an effort to best serve our passengers, concessionaires

are required to maintain hours that reflect peak travel periods. Operating hours for restaurants and stores is 5am to 8pm. In the event of any airline flight delays, the larger full-service restaurants will remain open until the last flight departs. The Airport also has a mystery shopper program in place to benchmark and identify concessionaires’ strengths and weaknesses. Under this program, a mystery shopper performs one mystery shop at each location every month. Employees are rated on store appearance, interaction with the passenger and general service. Those results are compiled and the employees that receive the highest scores are recognized in a ceremony with their peers and receive other awards.

Since 2010, our concessionaires have seen a 35% increase in gross revenue. As a result, the Airport’s revenue from concession rent has increased and that additional revenue is indirectly shared with the airlines in the form of reduced airline fees and rents. In return, airlines have increased service to Armstrong International providing passengers a record number of nonstop flights and among the cheapest fares in the nation. ✈



*Iftikhar Ahmad, Director of Aviation for Louis Armstrong New Orleans International Airport may be reached at [airport@flymsy.com](mailto:airport@flymsy.com). Check your local listings for the air time of the Armstrong International Airport 30 minute television program, “Airport Alive” or view it on the airport website, [www.flymsy.com](http://www.flymsy.com), by clicking on the “Airport Alive” link on the “News and Stats” page. You can now follow the airport on [facebook.com/MSYAirport](https://www.facebook.com/MSYAirport) and Twitter [@NO\\_Airport](https://twitter.com/NO_Airport). To find out how to be a volunteer at the airport, click on “Ambassador” on the airport’s website homepage.*