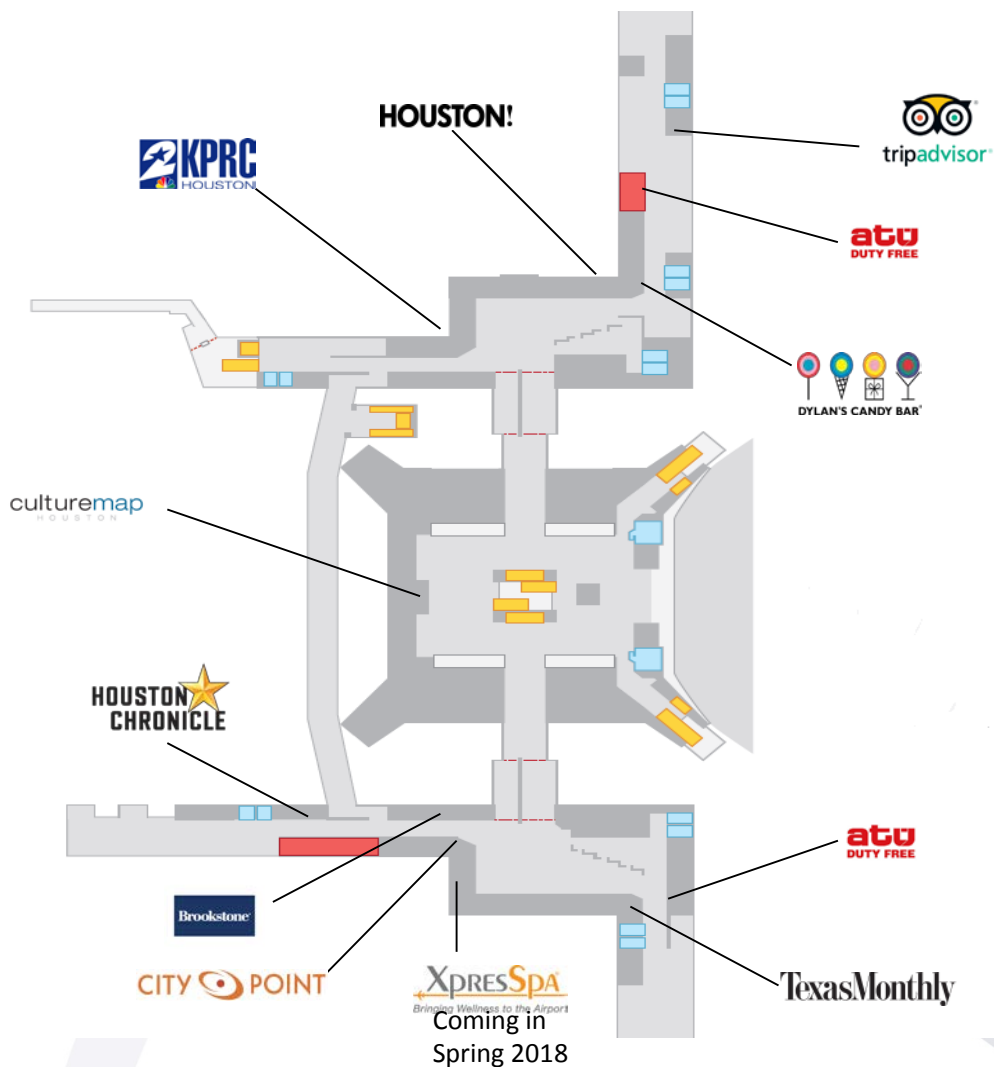




GEORGE BUSH INTERCONTINENTAL AIRPORT

BEST SPECIALTY RETAIL TERMINAL A

2.23.2018



News:

- Trip Advisor
- KPRC
- CultureMap
- Houston Chronicle
- Texas Monthly

Specialty Retail:

- Houston!
- Dylan's Candy
- ATU Duty Free
- City Point
- Brookstone
- Zoom

George Bush Intercontinental - Terminal A

Best Specialty Retail – Terminal A



Category	FY 2016	FY2017	Variance (%)
Gross Sales	\$ 2,493,729	\$4,529,966	82%
Enplanements	3,801,150	3,735,437	-2%
Square Feet	2,742	2,898	6%

Fall 2017 IAH Overall Pax Satisfaction	Total	Terminal A	Terminal B	Terminal C	Terminal E	Terminal D/FIS
Food and beverage overall	71%	80%	77%	65%	70%	61%
Courtesy of food/beverage staff	75%	76%	81%	72%	75%	71%
Speed of food/beverage service	76%	81%	76%	74%	76%	69%
Condition & cleanliness of food areas	80%	86%	83%	77%	79%	74%
Availability after security check	77%	84%	84%	73%	76%	65%
Quality of offerings	74%	85%	80%	70%	70%	64%
Variety of offerings	73%	81%	80%	70%	69%	59%
Availability before security check	73%	85%	77%	68%	63%	63%
Price of food/beverage/retail	55%	78%	54%	49%	46%	56%

BEFORE



AFTER



