

Best New Consumer Service Concept
U.S. Careways
Phoenix Sky Harbor International Airport

2019 ACI-NA Excellence in Airport Concessions Awards

Paradies Lagardère
TRAVEL RETAIL

America's Airport Health Center

U.S. Careways, located in Terminal 4 at Phoenix Sky Harbor International Airport, offers a number of health services to both travelers and airport employees. Providing healthcare at the speed of "now," U.S. Careways can treat minor illnesses and injuries, perform X-rays, fill prescriptions and provide over-the-counter medications. The facility is open throughout the day and into the evening from 8:00 a.m. to 8:00 p.m.



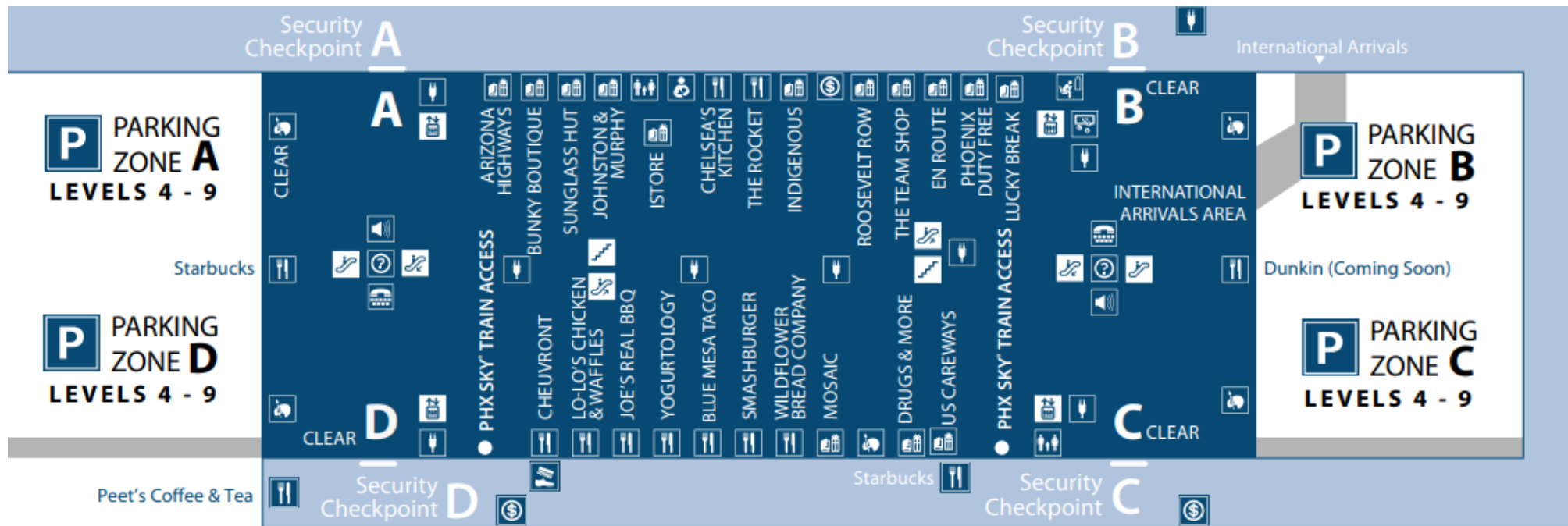


U.S. Careways Phoenix Sky Harbor International Airport

Paradies Lagardère carefully accessed the airport's goals and objectives to provide a number of services for its travelers, and introduced this service to serve the needs of both travelers and employees. The concept acts as a travel essential, pharmacy, and doctor's office. Customers can purchase everything from neck pillows to reading materials, to snacks and beverages, as well as fill a prescription if necessary. For actual treatment, there's a separate, private area where patients can be seen.

The store is bright and inviting, with an area to shop and purchase travel essentials basics, then move to a separate area to check in and see a physician. The lighting is bright and calm, with a soothing modern decor scheme. Patients that wish to see a physician can wait and be seen in a separate, private area that's clean, secure and comfortable.





- Concept/Program Square Feet: 965 sq. ft.
- Annual Gross Sales: \$576,066
- Annual Sales per Square Feet: \$597

