

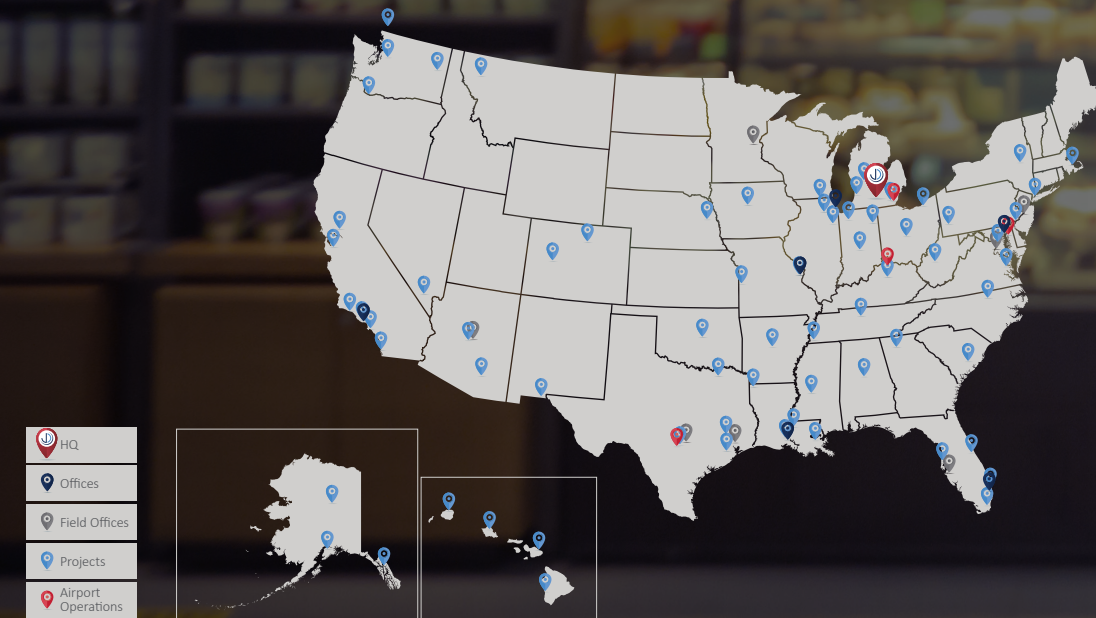


**AIRPORT CONCESSIONS** |  **JACOBSEN | DANIELS**



## OUR GOALS

- Help airports and their tenants to be more strategic, more informed, more efficient, and more effective in planning, implementing, and operating airport facilities and infrastructure.
- Provide a unique service offering that differentiates us from the competition.
- Provide operational services that complement the facilities we plan, design, and implement; drawing on our unique experience having been involved in both sides – as a consultant to airports and as tenants operating at airports – to provide the best solutions for our clients.
- Identify new opportunities that are aligned with our strengths, interests, and growth strategy.



We tailor your needs based on a “Keep It Local” theme



## ENHANCING THE CUSTOMER EXPERIENCE AT AIRPORTS

When air travelers plan their trips, do you think their decisions might have anything do with their previous experience at the airport? How did they view the quality and selection of the airport’s food & beverage program, retail offerings, and service amenities? Jacobsen|Daniels understands the power of brands and the customer experience. We know what world-class airport facilities and service looks like and we know how to deliver a turn-key approach to enhance the customer experience.

## OUR COMPANY

Jacobsen|Daniels (J|D) **“we see the journey, differently”**

J|D is a planning and implementation consulting firm specializing in airport projects. The company started with two employees and an idea – a family of businesses.

Today J|D has over 100 employees in five business lines:

- » [Planning & Programming Services](#)
- » [Capital Programs & Infrastructure Services](#)
- » [Airline Services](#)
- » [Project & Construction Management Services](#)
- » [Operational Services](#)

Corporate headquarters in Detroit with Offices in Chicago, St. Louis, Miami, New Orleans, and Los Angeles. J|D has experience at small, medium and large-hub international airports throughout the country.



# FOOD & BEVERAGE CONCESSIONS

Be it food and beverage or retail news and gifts, we have the concession experience for you. We know airports, we know travelers, and we know how to provide a great customer experience. We aim to provide food, beverage and retail offerings that are true to the local experience and traveling destination. Here are a couple of examples...



“ We were thrilled when we chose Jacobsen|Daniels as the food & beverage and retail concessionaire for our airport. Their team has brought a level of professionalism that enhanced the products offered to our passengers. We were delighted to work with them to renovate and open concessions spaces pre-security and post-security. The Jacobsen|Daniels team maintained a cooperative approach and tailored the concession to meet the local demand. ”

— Patricia deLaBruere, Airport Director  
Juneau International Airport (JNU)



J|D recently served as the master concessionaire at the [Juneau International Airport](#). In our first year of operation we increased sales by 54%. During the term of the contract we remodeled all of the facilities, improved quality & selection, added a robust retail component, and stayed focused on our promise to deliver outstanding customer service.



J|D served as the master food & beverage concessionaire for the [Jackson-Medgar Wiley Evers International Airport](#). The plan included the implementation and operation of four regionally themed concepts that proudly featured local food, beverage and retail favorites. The airport operations were supported by a commissary that allowed us to pursue local and airport catering opportunities.



CAPITAL CITY TAVERN  
Jackson - Mississippi



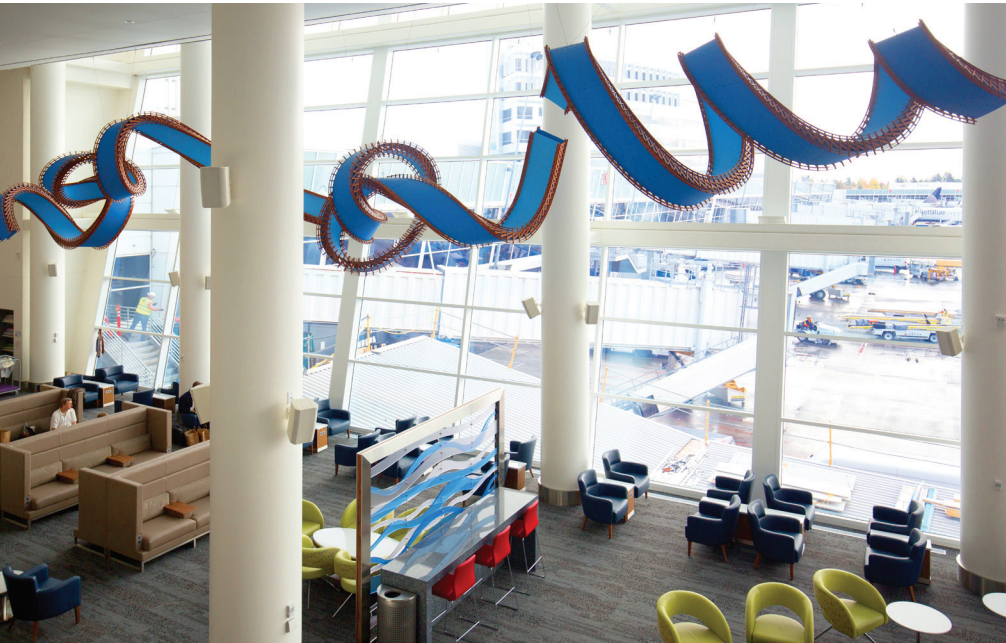


# AIRPORT LOUNGES



J|D provides Owner’s Representative / Project Management services to American Express for their Centurion Lounge projects and Delta Airlines for their Sky Club projects. As the Owner’s Representative, J|D’s primary focus is to utilize our airport and project implementation experience to anticipate issues and resolve them before they affect the project. Our intimate knowledge of the lounge development allows us to seamlessly transition into the on-going facility maintenance, another value-added service J|D offers.

J|D also plays a role in operating airport lounges, most recently providing the food service for the Wingtips Lounge at the St. Louis Lambert International Airport. Through a partnership with the Llywelyns Group, fresh food was delivered, prepared and served throughout the day.







DO WE HAVE YOUR KEYS?



Jacobsen|Daniels is pleased to present Fly Away Valet, offering customers the most convenient airport parking. We know that for many travelers, parking is their first and last experience of the airport, and we believe it should be exceptional and elegant. When our customers arrive at the airport, our professional, uniformed staff will greet them with a smile, help them with their luggage, offer a complimentary bottle of water, take their keys and bid them bon voyage as they start their journey. When they land, they simply send us a text and we'll have their car waiting with the engine running and a comfortable interior temperature. Payment is quick and easy in our valet plaza, conveniently located near the pick-up area.

At Fly Away Valet, the customer is our top priority, and we promise to deliver the highest quality customer service experience. In most markets, we also offer a number of additional services and amenities all designed to improve your journey and simplify the traveler's life. No more wasting time searching for an open parking space or trying to remember where you parked your car. Fly Away Valet is always open with available space close to the terminals. To thank customers for their loyalty, we offer various perks and promotions throughout the year. Simply put, we aim to make parking at the airport an enjoyable experience.

Fly Away Valet currently operates the Valet Parking at Detroit Metro Airport (DTW), Los Angeles International Airport (LAX), San Antonio International Airport (SAT), Cincinnati/Northern Kentucky International Airport (CVG) and facility maintenance and inspection services at Louisville Muhammad Ali International Airport (SDF).



# VALET PARKING

Jacobsen|Daniels is pleased to present **Fly Away Valet**, offering customers the most convenient airport parking with personalized assistance designed to delight.





We see the journey, differently...

## OUR VALUE PROPOSITION

- » We have the right team and vision to take the passenger journey beyond the same old retail operations
- » We know how to display, market, transact and deliver outstanding customer service across various lines of business
- » We know how to increase sales and generate additional revenue
- » We understand airline passenger forecasts and how to transfer that knowledge to reliable activity and revenue forecasts
- » We understand the unique requirements of the airport development process and have in-house expertise to handle every aspect of the tenant improvements
- » We have capital to invest and we are motivated by having some skin in the game

## OUR CERTIFICATIONS

- » We are nationally certified MBE, and also hold DBE, ACDBE, and SBE certifications in many of the cities and states where we do business
- » We view our certification status as a “value add” component that can help airports and tenants meet minority participation goals, important for clients who value supplier diversity; we also actively look for opportunities to use other local, small and minority businesses whenever possible
- » Our certifications are not a guarantee of work; they are simply a valuable tool for us and our clients to distinguish ourselves from competitors

## OUR PROMISE

J|D is committed to providing the highest levels of customer service, starting with a responsive management team. We will work closely with OTG Senior Management to ensure that we provide the airport and customers with truly exceptional and responsive customer service.



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