Concessions Department Onboarding

May 12, 2026





This presentation will be posted on the DFW Concessions website.

Agenda

Welcome and Introduction	Owen Coley
DFW Airport Overview	Owen Coley
Employee Parking Office (EPO)	Lee Sloan/Brendalise Fresneda
Sunflower Program	Risk Management
Department of Public Safety (DPS) & Tenant Design and Construction	Sam Jones
ACCESS DFW / Badging	Stephanie Roman Karina Martinez
eNews Communications, See Say, IOC, Turbo Chef, Sharp Items Log	Andrew Furtado
Marketing and Coca-Cola	Mike Spears
Concessions Compliance Program	Mya Apple
Concessions Mystery Shop Bonds & White Glove	Owen Coley Vanessa Harwell
GRE and Sales Reporting Customer Experience	Jill McGrew Cheyenne Morales
Deliveries, Docks, Sustainability, and Safety	Kim East
Advertising, Vending and Terminal Touchscreens	Vanessa Harwell
Catering Opportunities	Luis Yadaicela
Miscellaneous	Owen Coley

Airport Concessions

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Storage & Docks & Deliveries
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Airport Concessions - Revenues

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dvawngarden@dfwairport.com

Ericka Bounds – Business Partner Administrator (972) 973-3431
ebounds@dfwairport.com

Concessions Sales Reports = CSA User Access:
https://www.dfwairport.com/apps/cup/

Recent Reports:
https://www.dfwairport.com/concessions/salesreports/

DFW Airport Overview

Owen Coley, Concessions Manager

MISSION

We discover new ways to care for our customers, inspire our employees, and strengthen our communities to create an exceptional Airport experience. Every Day

OBJECTIVES

- Incorporate customer focused technology and automation to improve customer satisfaction
- Warm Welcoming “Texas Hospitality”
- Travel Transformed



OUR VISION

Travel. Transformed.

OUR MISSION

We discover new ways to care for our customers, inspire our employees, and strengthen our communities to create an exceptional Airport experience. Every Day.

OUR KEY RESULTS



OUR APPROACH

OUR BELIEFS

- You're Important
- Everyone's Welcome
- Collaborating Wins
- Striving for Excellence
- Trust is Everything



Customer obsession is a state of hyperfocus on **creating a better customer experience from the customer's perspective**. Customer obsessed describes a commitment to having a customer-first approach.

OPERATIONAL FOCUS





BENEFITS OF DFW



CONNECTING
60%

GRAB & GO
66%



CONCEPT MIX



DOMESTIC & INTERNATIONAL



LOCAL BRANDS



COMMUNITY

80M+ PASSENGERS

DFW

Employee Parking Office

Lee Sloan

Parking Guest Relations Manager

Employee Parking Office (EPO)

- EPO is located in Terminal B, Upper Level, between B23 and B26
  - Enter at B25 and turn left. Around the corner on the left is our office

- Office Hours
  - Monday – Thursday: 8:00 a.m. – 4:00 p.m.
  - Friday: 8:00 a.m. – 12:00 p.m.

- Contact information
  - Lee Sloan– Parking Guest Relations Manager
  - Brendalise Fresneda – Parking Privileges Supervisor
  - Phone: (972) 973-8040
  - Email: prkpri@dfwairport.com

Please Do Not Send Email To Individuals Unless Requested

Central Terminal Area (CTA) Parking

- Once proper authorization is received in the EPO, your company representative (authorizer) will contact the EPO to be instructed on how to establish an on-line account for any authorized CTA parking. Allow 3-5 business days for this process.
- Company representative will establish an on-line account to access authorizing/paying/deletion of authorized applications and managing your account
- Parking choice is typically limited to 24-hour access at a time.
- Any and all access to the CTA requires a credit card backed NTTA toll tag.
- Terminal Parking is reserved for Managers and above and must be approved by our Assistant Vice President
- Company can lose access to the CTA if Quarterly Audits are not completed in a timely manner.
- Employees can lose access (loss of badge) if fees owed are not taken care of in a timely manner.
- Parking fees are:
    - See the DFW Airport Schedule of Charges for fees

Parking in the Employee Parking Lot Outside the CTA

- If Employee Parking Lot is used (outside the CTA) there is a transportation fee:
  - See the DFW Airport Schedule of Charges for fees
- Employer must complete/submit an
  - Employee Transportation Charge (ETC) Headcount form
  - Attach your Payroll Personnel Listing: Must include:
    - Last and First names of all personnel
    - Their official position, i.e., manager, assistant manager, associate, cashier, etc.
  - Submit to EPO electronically by email
  - Charges are based on ALL personnel regardless of use.
- Numbers will determine amount of hangtags issued
- Form will be forwarded to DFW Finance department for monthly billing
- $40.00 fee to replace lost hangtags
- Employees can lose access (loss of badge) if fees owed are not taken care of in a timely manner.
- If company has multiple locations only one headcount form and personnel listing will be submitted

Sunflower Program

Lexy Kenney, Sr. Risk Analyst



Disability Fast Facts

Estimated **1.3 Billion** people have a disability in the world

16%

Global Population



Source: World Heath Organization

What Does a Disability Look Like?

Answer: There is no set definition!

- Impairment in a person's body structure or function, or mental functioning; examples of impairments include:
  - Loss of a limb
  - Loss of vision
  - Memory Loss
- Activity limitation, such as difficulty seeing, hearing, walking, or problem solving.
- Participation restrictions

What Does a Disability Look Like?

Some examples of disabilities include:

- Cancer
- Diabetes
- Post-traumatic stress disorder
- HIV
- Autism
- Cerebral palsy
- Deafness or hearing loss
- Epilepsy
- Mobility disabilities such as those requiring the use of a wheelchair, walker, or cane
- Intellectual disabilities
- Major depressive disorder
- Traumatic brain injury
- Blindness or low vision

Please remember not all disabilities are visible

Sunflower Hidden Disabilities Program

How Does it Work?

- The sunflower is the globally recognized symbol for non-visible or hidden disabilities (A visual cue)
- Some disabilities, conditions, or chronic illnesses are not immediately evident to others. This can make it difficult to understand that someone with a “non-visible” condition may need support.
- DFW provides lanyards only currently. However, customers are free to wear other items such as stickers, wristbands, pins with the sunflower logo.

Sunflower Lanyard Program at DFW

- **Free of charge** to participants
- **Discreet** way of notifying staff that a customer may need help with activities
- **Can be used at other businesses that participate in the Sunflower program**



How can you assist!

Care, Compassion, Patience, and Information

- Should you encounter a customer that is wearing a Sunflower Lanyard, please assist to ensure that their journey is **positive**. The Sunflower lanyard is an indication that the individual may need help. **This may include answering a question, giving extra time to complete a process, assisting the customer with communication to other entities, or being a friendly presence to ease anxiety**.

- The Sunflower lanyard program is open to anyone who identifies as having a disability(s). **There are no requirements for disclosure of the invisible disability to participate in the program.** It is at the discretion of the individual to decide when to wear the Sunflower lanyard. **Program participation is completely voluntary.**

- The Sunflower program is not designed to circumvent airport security measures or airport/airline protocols**.**

How can you assist!

Care, Compassion, Patience, and Information

If someone asks for information that you do not know, please direct them to a resource below:

- For in-flight assistance or wheelchair assistance: please direct them to contact their airline
- For security screening specific questions: please direct them to TSA Cares 855-787-2227 (**Note**: Request for assistance must be completed 72 hours prior to departure.)
- DFW Airport Ambassadors
- DFW Customer Service

Quiz Time

What are the three key areas of Mastering the Basics?



Department of Public Safety

Sam Jones, Compliance Specialist

Airport Zones

Non Secure (Landside)

- Ticket & Baggage halls
- No badge



Sterile (Airside)

- Where passengers wait to board aircraft - post SCP
- Purple/Blue/Yellow



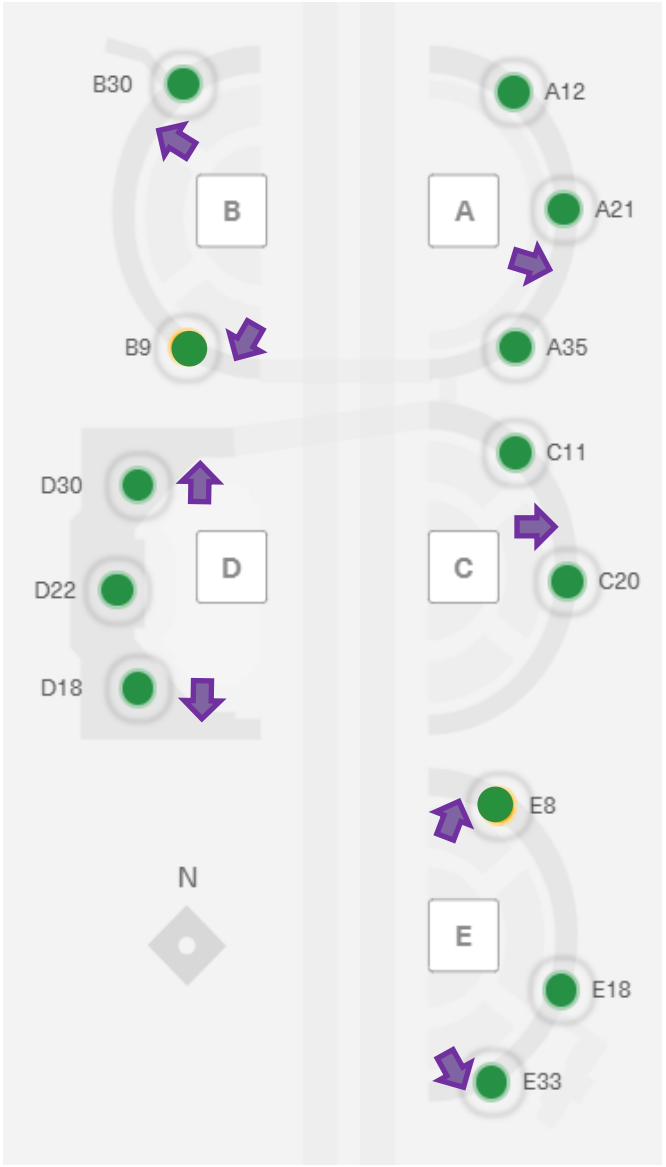
Secure (Ramp / AOA)

- Area where aircraft personnel work
- Blue Badge Only



TSA Security Checkpoints

Passenger checkpoints	Times	
Terminal	Open	Close
Terminal A		
A12	430	2000
A20 Precheck	330	2000
A21	300	2230
A35	430	2000
Terminal B		
B9	430	2100
B30	430	2245
Terminal C		
C10	500	1800
C11	400	2030
C21	330	2230
Terminal D		
D18	400	2230
D22	330	2100
D30	330	2300
Terminal E		
E8	345	2030
E16 (PreCheck)	400	1800
E18	300	2330
E33	400	2030



Employee Access Portals

A24 24/7 Full Access
B6 24/7 Full Access
B26 0400-2300 Full Access
C17 24/7 Full Access
D10 24/7 Full Access
D37 04:00-23:00 Full Access
E2 24/7 Full Access
E37 0400-2300 Full Access



*Hours may be subject to change. All Times In Central Standard Time

Sharp Items Log

- Create and keep a log of sharp items used and/or stored at each location
- Applies to restaurants, salons, bars, etc and location with sharp items (i.e. scissors, knives)
- Sharp items and log are subject to inspection (Log available upon request) by DPS and Concessions Compliance Analysts
- For questions and additional information email DPSAvSec@dfwairport.com



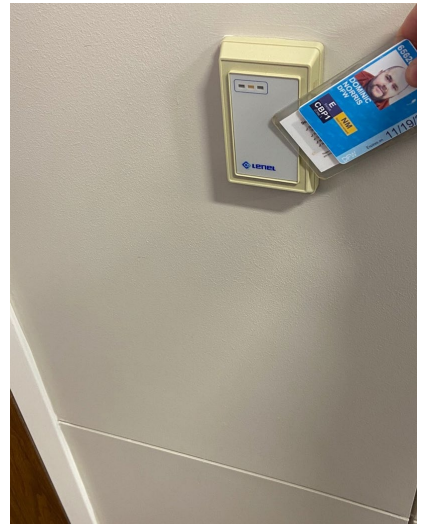
Date	Total # of Knives, Scissors, Knife Sharpners	Employee First Initial, Last Name	Time Out - Check out when opening	Initial	Time In - when closing	Initial
Example	*5*	*C.Kosacz*	*6:00am*	*CK*	*11:00pm*	*CK*

AOA Access and Vehicle Permits

- **Be Aware of Emergency Exit Doors.**
  - Call the non-emergency DPS line if you accidentally go through an emergency exit.
  - 972.973.3210. Wait there, do no leave until cleared by DPS.
- Only Blue Badges can access the RAMP/AOA. ALL SIDA Doors have a badge reader. You MUST scan your blue badge enter PIN to access a SIDA Door.



- Driver & vehicle access to the AOA (Air Operations Area) is extremely limited
- AOA Drivers are required to take additional training beyond standard SIDA badge training
- AOA Vehicle Permit requirements
  - Submit AOA vehicle permit applications in the SAFE software application
    - Insurance Acord Certification of Liability Insurance must be uploaded to SAFE
      - It is recommended that you send this page to your insurance carrier to be sure you have the proper coverage and meet all of DFW's requirements for AOA access
      - Commercial General Liability $1,000,000
      - Business Automobile Liability $500,000
      - Excess/Umbrella Liability $10,000,000 AOA Vehicle Permit requirements
  - $50 fee per permit payable by credit card only at the time the application is presented to the ACO for processing
  - Please allow 2-3 business days for the ACO to process the applications and issue the permits



WHO IS RESPONSIBLE FOR AIRPORT SAFETY?



EVERYONE!

AOA

TERMINALS







Contact

Alan Salais
Security Compliance Analyst
(972) 973-6652 (office)
Asalais@dfwairport.com

Daniel Williams
Security Compliance Manager
Office: (972) 973-4634
Wdaniel@dfwairport.com

Access DFW/Badging

Karina Martinez, Access DFW Assistant Manager

Alicia Salihu, Access DFW Representative



Access DFW

Company Onboarding

Company Onboarding Steps

Access DFW

Sponsorship Application

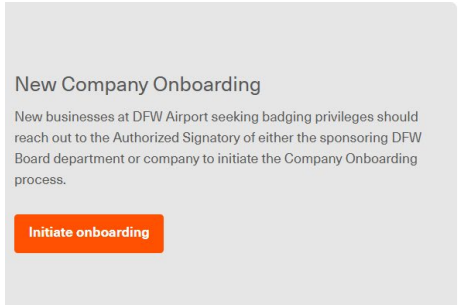
- Sponsoring company's Authorized Signatory initiates electronic application (3 steps process)
- Access DFW's website: https://www.dfwairport.com/business/opportunities/accessdfw/

Security Compliance Approval

- DFW Airport Security Compliance review/approve documents
- Access DFW Configures and onboards new company once approval is received
- Process takes 7-10 business days

Access DFW Set Up Company in IDMS

- Authorized Signatory gets contacted to proceed with badge application





Required Onboarding Documents

Access DFW

Electronic Sponsorship Application

Application electronically completed and signed by the Sponsoring Company's Authorized Signatory and new company's representative stating the relationship, contract length, and access required

Copy Of Contract or Letter of Verification

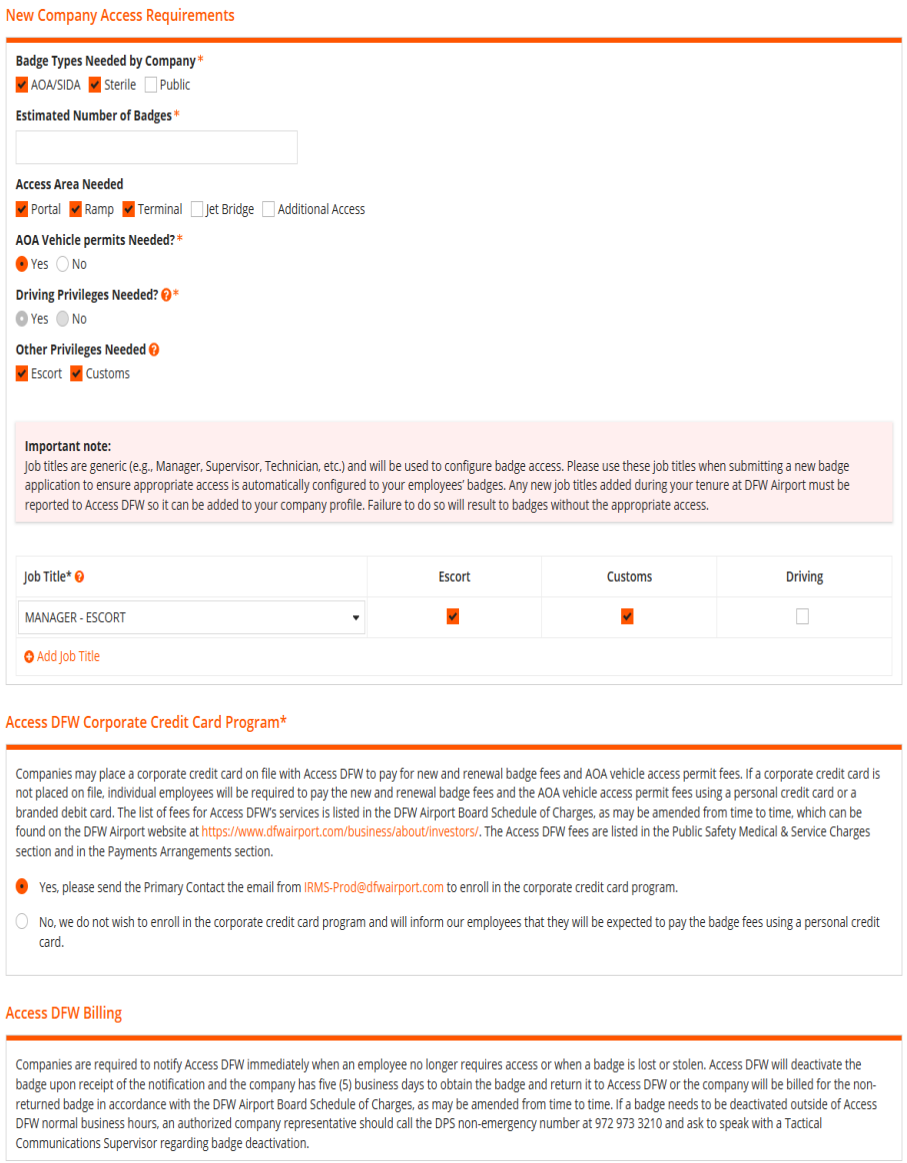
The contract/letter of verification provides proof of the scope of work and contract start and end dates.

Letter of verification must be on the Sponsoring company's letterhead

Badge Recovery Plan

This is the Sponsored company's plan to account for all badges issued, audit, and ensure low unaccounted for badge percentages.

A copy of the Airport ID Badge and Key Recovery Best Practices is also included.



Sponsorship Application

The electronic sponsorship application must provide the following details:

- The Sponsoring Company's information
- New company's Primary Contact
- Designated Authorized Signatory/Sponsoring Company AS
- Access Needed
- Privileges Needed
- Job Titles
- Corporate Credit Card Program
- Access DFW Billing
- Electronic Signatures

Badge Recovery Plan

Required Document

Audit Badge Possession

How often and what steps will you take to ensure employees remain in possession of their badge?

Actions to Obtain Possession

If an employee voluntarily (furloughs) or involuntarily terminates their position, how will you ensure the badge is returned.

Best Practices

Document provided with Best Practices that your company could implement to assist with the plan

Authorized Signatory Onboarding



Fingerprint for clearances

Criminal History Records Check (CHRC) and Security Threat Assessment (STA)

Clearances Passed

If you are not eligible for a badge, you will receive an email notification

Complete Required Training

Assigned based on badge type and privileges.
Available remotely

Privileges Approved

Includes Escort, Customs, Driving, etc.

Schedule Badge Appointment

Badge issuance must be within 30 days from clearances approval

Officially the AS

You will receive an initial training (Teams) and the AS Portal information

DFW

Authorized Signatory

TSA Regulated Role

Liaison between Access DFW and Company

This person will be notified for all badging issues.

Responsible for all company badge holder related operations

Training & Authorized Signatory Manual

Resource to provide you step by step instructions to operate the Authorized Signatory portal
Includes all TSA derived policies and procedures applicable to Access DFW

Source Document

We highly encourage you read this document prior to contacting Access DFW

This document is 100+ pages of instruction developed over several years and time tested

Authorized Signatory

Requirements-TSA Regulated Role

CHRC

Criminal History Records Check

STA

Security Threat Assessment

Initial and Annual AS Training

Automated Email Notification

SIDA Training

Security Identification Display Area

Valid, Unexpired Badge

Badge with the company they are authorized to sponsor badges for. This must always be valid .

No Active AS

Failure to have an active AS will result in your badging privileges being suspended, exceeding 30 days will result in deactivation of employee badges

Employee Onboarding

Badging Process



AS onboard the Applicant

Submit electronic application through SAFE AS portal

Schedule Fingerprint Appointment (visit 1)

Go to Access DFW webpages to schedule. Bring 2 forms of IDs

CHRC/STA Approved

Once background clears, completes required training remotely

Training Completed

Training plan is based on badge type and privileges

Schedule Badge Appointment (visit 2)

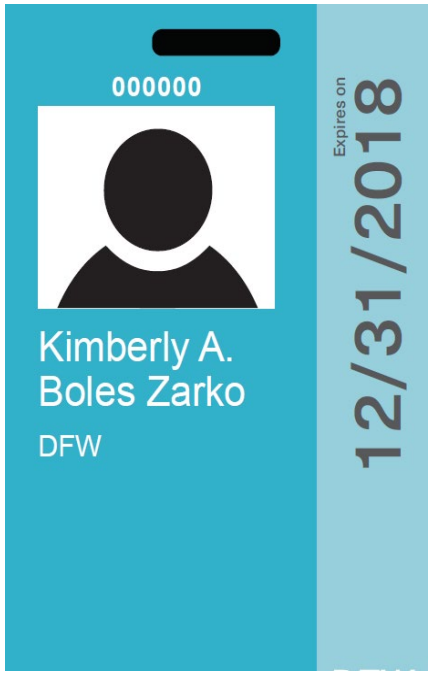
Check with AS to ensure privileges were approved. Must picked up badge within 30 days from approval

Badge Issuance

Badge will be available for use immediately

DFW

Badge ID Types

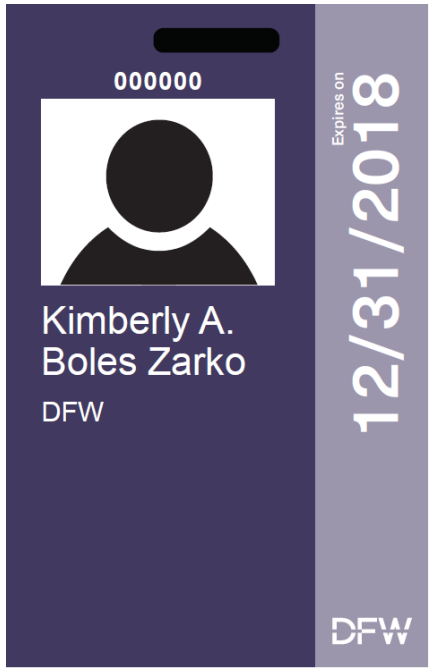


SIDA – Blue

Allowed in all areas

Driving, Escort, CBP 1/2 and LEO Icons

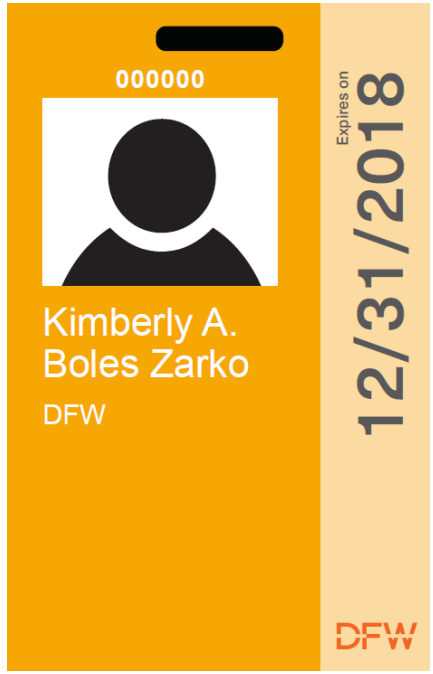
Valid a maximum of 2 years



Sterile – Purple

Allowed in Sterile & Public Areas

Valid a maximum of 1 year



Public – Yellow

Allowed in Public Areas

Valid a maximum of 2 years

Badge Privilege Icons

Driving Privileges

- Right to drive in the **Non-Movement** area



- **Certified Movement Area Escort** Right to drive in the Non-Movement area & designated haul route in the Movement area



- Right to drive in the Non-Movement and **Movement** areas



- **Surface Movement Guidance & Control System** - Right to drive in all areas & during low visibility conditions in the Movement area



Other Privileges

- Authorized to **escort** into the SIDA or Sterile Area



- Armed **Law Enforcement Officer**



- Privilege given to the **Customs & Border Protection** to enter their areas





Returned Badges

DFW Property

Access DFW Dropbox

Dropbox is available 24/7 outside our badging office

Uniformed Officer

Hand the badge to any DFW LEO or Security officer

Prepaid Envelopes

Badge Holders can request a Prepaid envelope by calling our office

Timeframe

Badges must be returned no later than 2 business days to avoid the non-returned badge fee

Audits

Badge Accountability

TSA Regulated

Title 49 CFR Part 1542.211 requires us to have procedures in place to ensure accountability of the ID media.

Mandatory (Annual and Random)

The audit participation is mandatory and must be completed by the due date. The audit is in place to ensure the integrity and the accountability of the media

Reissuance

Access DFW is required to ensure all issued and unexpired media for no public areas are accounted for. If the airport exceeds a certain percentage, we must reissue all ID media for the non-public areas.

Audits

Failure to complete

AS Training Retake

Authorized Signatory Training

Revocation

Badging or Authorized Signatory Privileges

TSA Civil Penalty

$17,062/Individual $42,657/company

Suspension

Badging or Authorized Signatory Privileges

Shorten Expirations

Badge expiration dates

Connect with *Access DFW*

- Location
  - Terminal B, landside upper level, at entry door B17

Hours of Operation

- Badging Appointment Hours
  - Monday - Thursday: 7:00 am - 5:00 pm
  - Friday: 7:00 am-1:00 pm

- Badging Walk-ins Hours
  - Monday - Thursday: 7:00 am - 5:00 pm
  - Friday: 7:00 am - 1:00 pm

- Security Training Hours
  - Our trainings are offered virtually but our training lab is open
  - Monday –Thursday 7:00 am-5:00 pm
  - Friday: 7:00 am-1:00 pm

*Our walk-in line will close when we reach capacity

Contact Information

- Phone: 972.973.5100
- Web-Site: www.dfwairport.com/accessdfw
- Email addresses:
  - Accessdfwairport@dfwairport.com — Send general questions, technical issues, questions regarding audits, AOA Permits, returning badges, or any other feedback here.
  - SpecialAccess@dfwairport.com — Send requests to add or remove access categories, or submit access category inquiries or the Access Change Request forms here.
  - AccessPayment@dfwairport.com — Send requests to add, remove, or modify corporate credit cards, receipt inquiries, or any other payment requests here.
  - AccessCHRC@dfwairport.com — Send Criminal History Record Check inquiries, dispositions, and any other background requests here.
  - SignatoryAccess@dfwairport.com — Send company onboarding inquiries, Authorized Signatory (AS) assistance such as badge recovery plans, onboarding meetings, terminating employees, and other 1st time AS inquiries.

eNews Communications, See Say App,

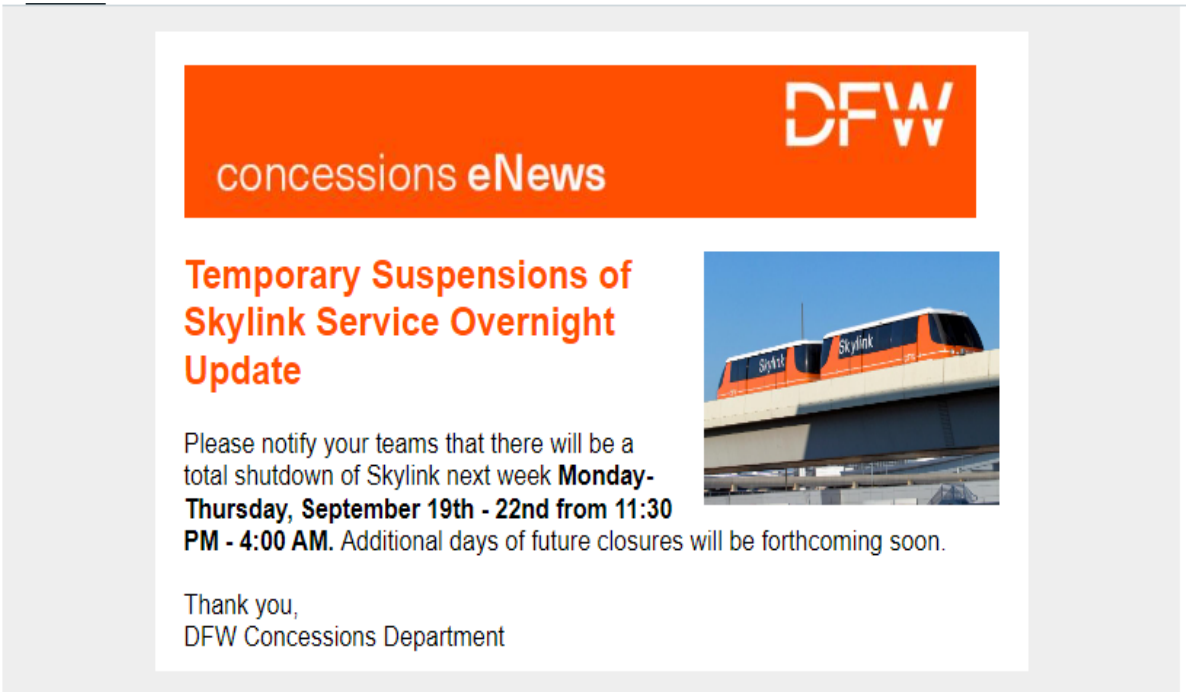
Andrew Furtado , Concessions Project Coordinator

Concessions eNews

eNews is an email **notification system** that sends an email to all the concessionaires for any alerts, notifications, or emergencies.

eNews notifications will be send out for:

- **Skylink Shutdowns**
- **Mystery Shop Gift Card Pick-Up**
- **Forums**
- **Webinars**
- **Team nominations/Employee Recognition**
- **Equipment not working**
- **Emergencies**


concessions eNews

DFW

Temporary Suspensions of Skylink Service Overnight Update

Please notify your teams that there will be a total shutdown of Skylink next week **Monday-Thursday, September 19th - 22nd from 11:30 PM - 4:00 AM.** Additional days of future closures will be forthcoming soon.

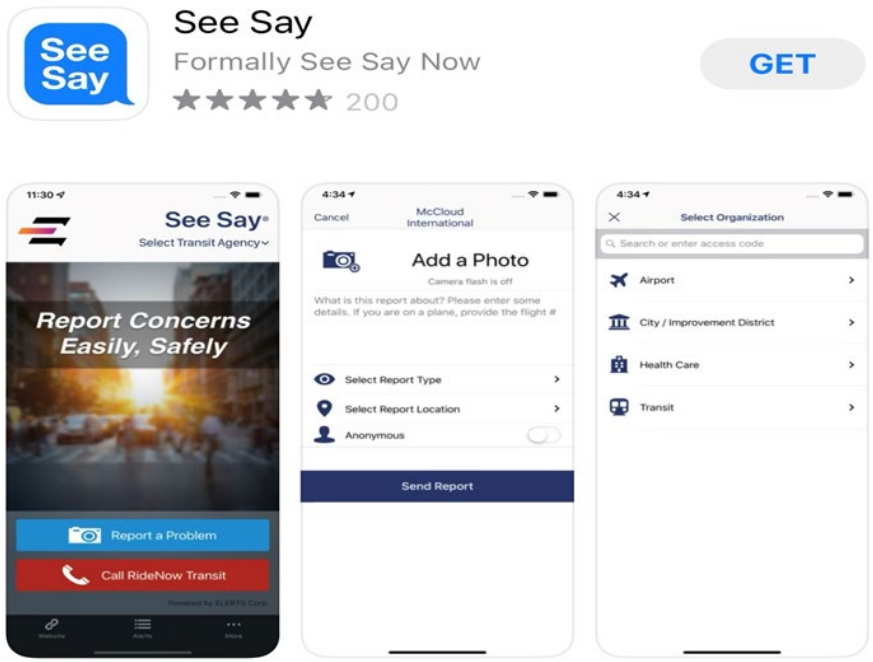
Thank you,
DFW Concessions Department

If a new employee needs be added to the list or you have any questions, my contact information is below:

Andrew Furtado
Concessions Project Coordinator
afurtado@dfwairport.com
(972) 973-5771

DFW

See Say App



A see something say something tool for reporting concerns. Help make the airport safer by reporting safety and security concerns.

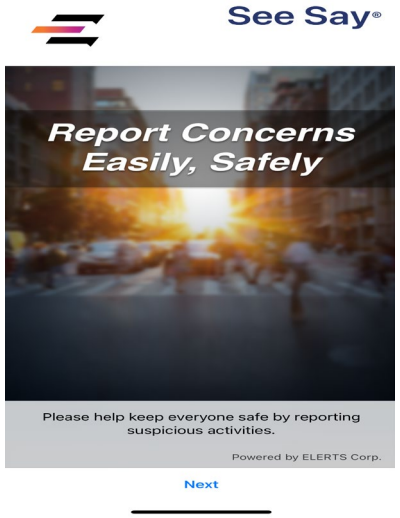
It can be downloaded on iPhone and Android.

Able to send photos, videos, a description of the problem, and the incident location.

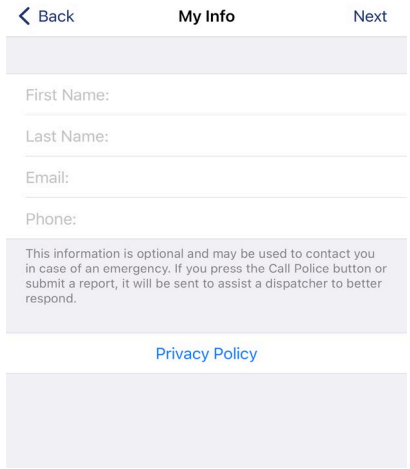
Additional Features:

- BOLO (Be on the Look Out Alerts) – alerts form security or police about specific persons of interest.
- Maintenance issues can be reported to increase awareness and expedite the repair.

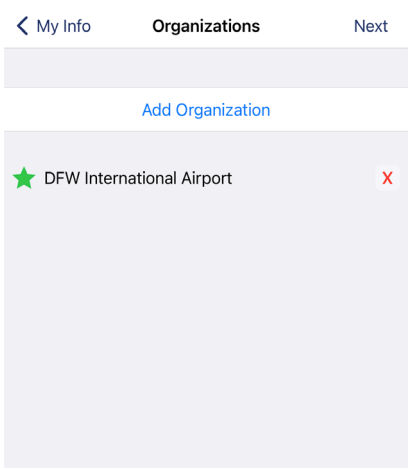
See Say App



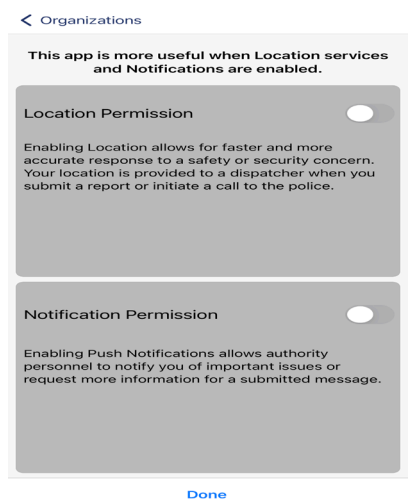
Downloaded App - Next



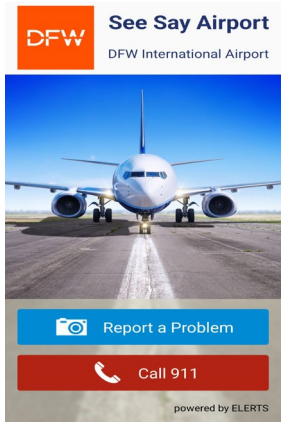
My Info - Personal Information



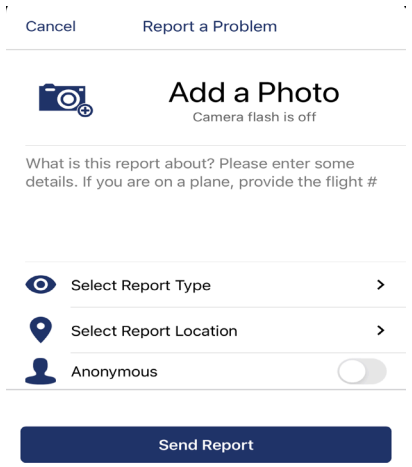
Organization – DFW International Airport



Location and Notification Permission



Report a Problem



Add a photo or video

Report Type: Maintenance Issue, Custodial, Roadway, etc.

Report Location: Terminal A-E, Terminal Parking, Rental Car Facilities, etc.

Option for Anonymous

Integrated Operations Center (IOC)

Integrated Operations Center – (972) 973-3112

- 24 hours / 7 days per week
- Maintenance Issues
- Emergency trash pick-up
- Pests
- Lost and Found
- Traveler's aid

Custodial Dispatch – (972) 973-8428

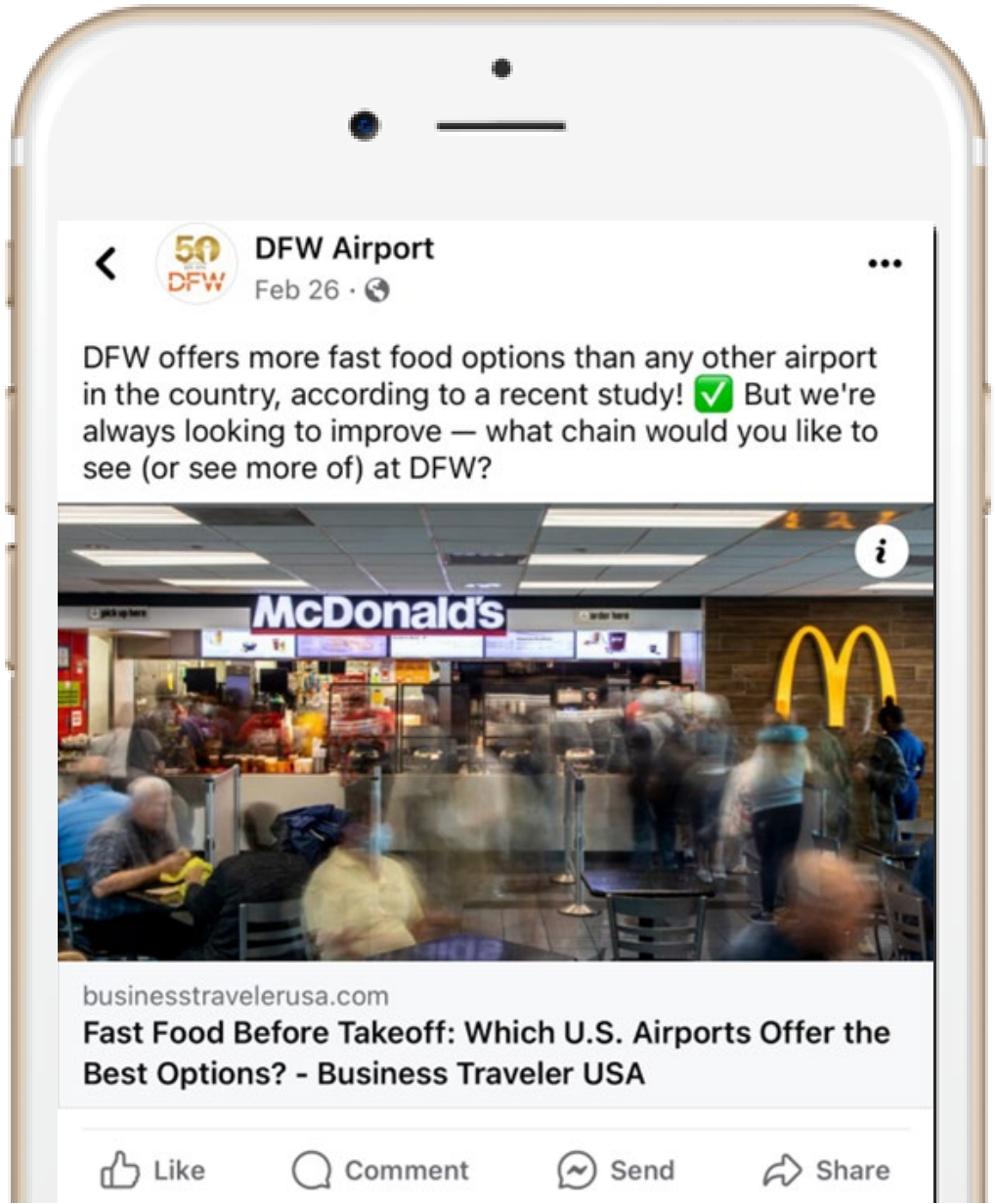
- Terminal spills and trash collection




Time for
a BREAK

Corporate Communications, Marketing & Coca-Cola

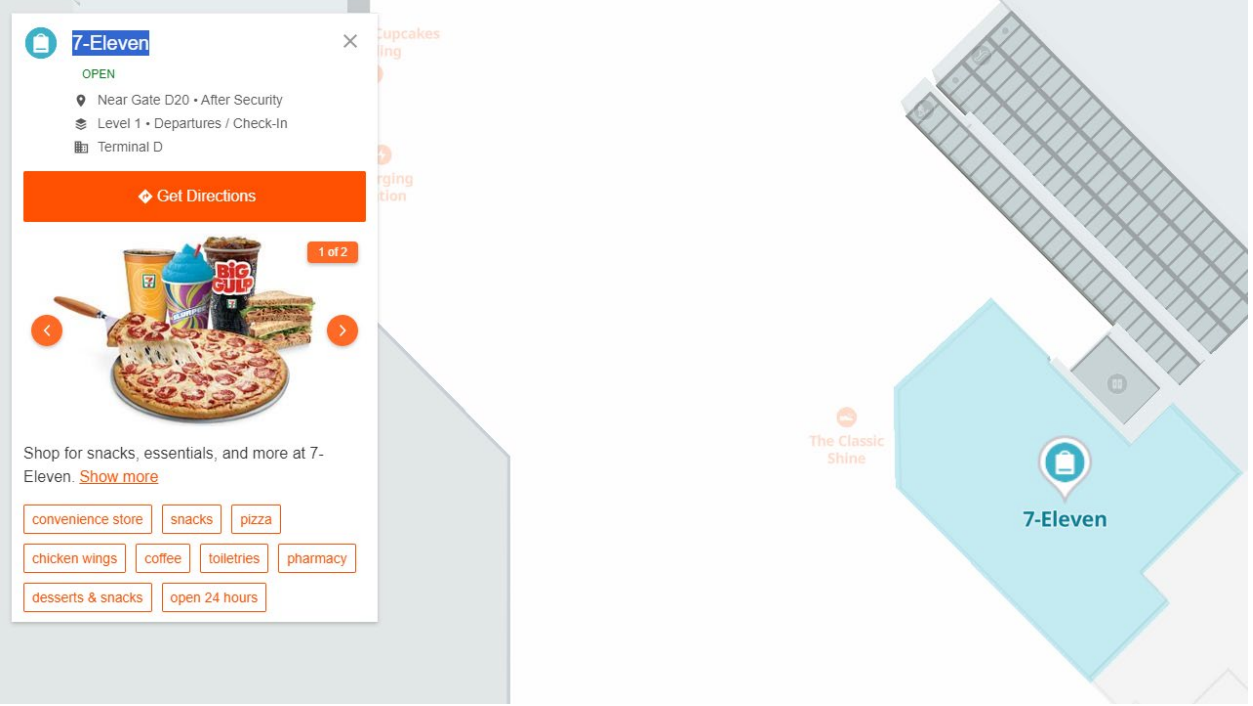
Mike Spears, Business Unit Manager

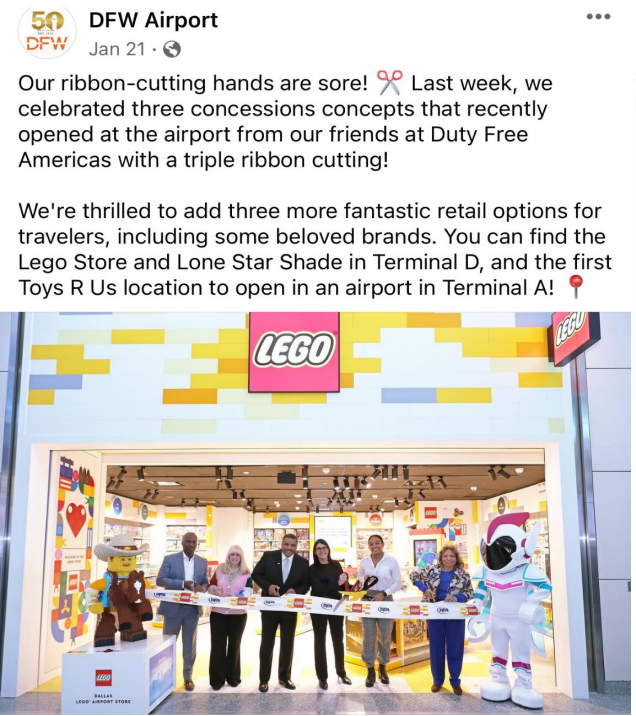


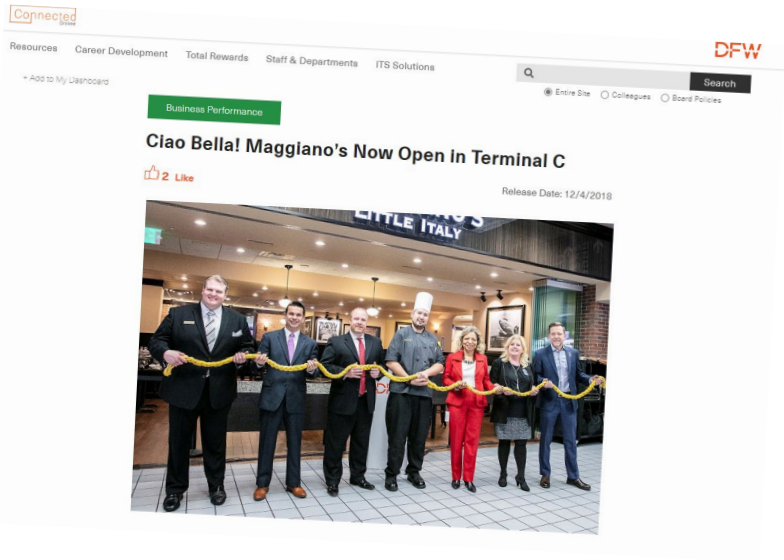
Corporate Communications & Marketing

The team works to elevate the reputation of DFW Airport by delivering the Airport's collective voice through impactful and results-oriented communications and marketing.

- Media Relations
- Social Media
- Employee Communications
- Community Engagement
- DFW Airport Website
- Mobile App
- Terminal Marketing
- DFW Branding







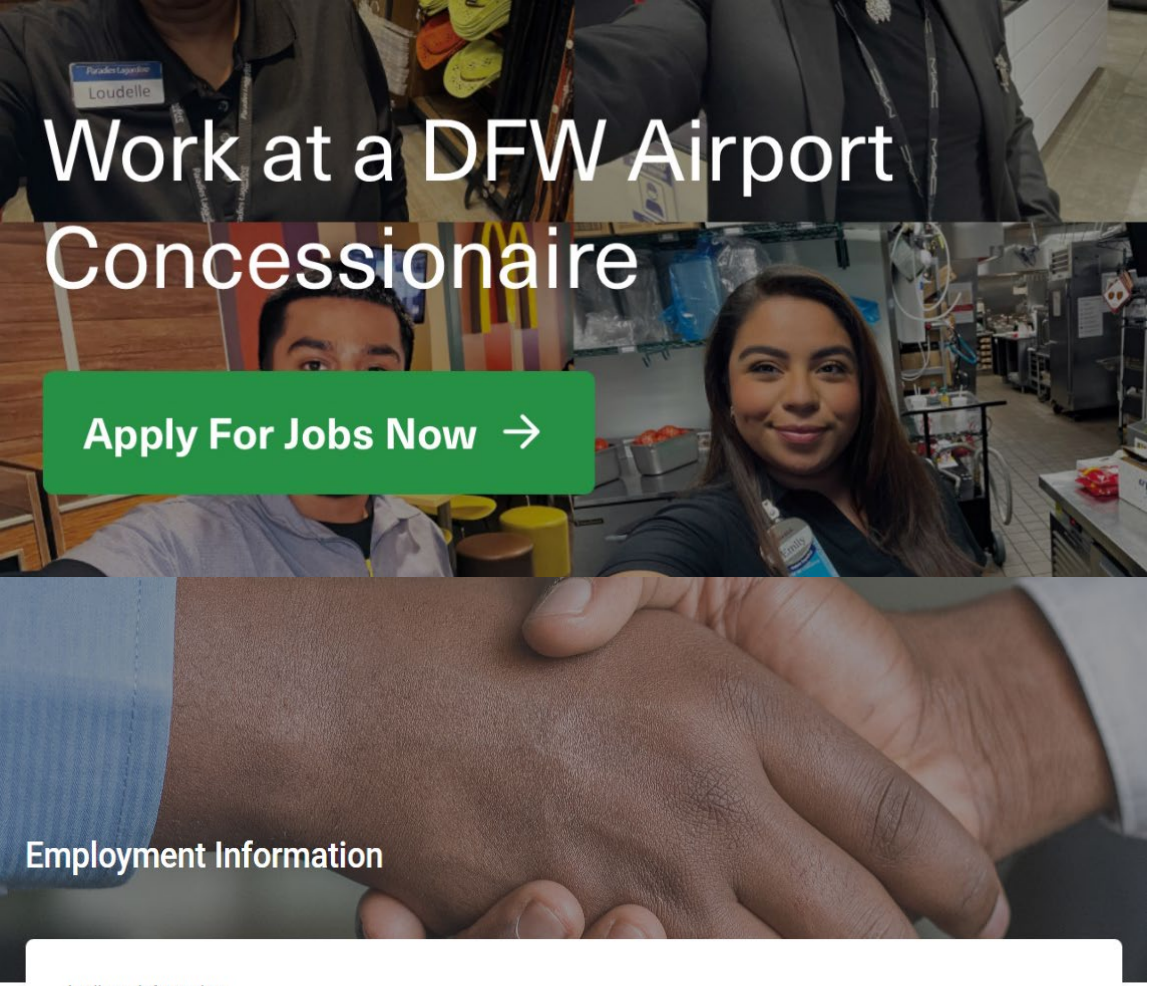
Support for New Locations

Once open, the team will highlight your new location via:

- Social media post
- Quarterly MyDFWConnection email
- I-visions in the terminal of the new location
- Article on DFW internal website
- Updated DFW maps on website, app and terminal touchscreens

Additional Comms & Marketing Support

- Review material containing DFW brand or name
    - 72 hours in advance
- Film/photography permits
    - 10 business days in advance
- Media
    - DFW to escort media as appropriate
    - Refer all media to DFW



Recruitment Support

Hiring Page for concession locations

1. Applicant completes the form.
2. The form is automatically sent to all location managers who have registered to receive them.

To Register for Employment Information Updates:

Send Contact Information for HR Management Representative to your Business Unit Manager

WELCOME TO DFW



Coca-Cola ZERO SUGAR

Coca-Cola CREATIONS

Minute Maid AGUAS FRESCAS

Fanta

smart water

BODYARMOR

POWERADE

DFW

Orders/Service Requests:

For questions on Orders or Product Availability:
Jason Dowd
DFW Airport Sales Account Manager
Phone: (817) 682-1715
Email: jason.dowd@cocacolaswb.com

For questions on CCSWB Equipment:
Coolers and Vending
www.cokeservice.com
www.Mycoke.com ; (Include Account #)

For questions on FOUNTAIN Service, Orders or Product:
Phone: (800) 241-2653
Website: Thirsty.force.com
DFW Fountain Representative:
Darriel Brundridge
dabrundidge@coca-cola.com

Ordering

- Cutoff time to order is 11AM even though my coke says 6PM.
- Deliveries are Sunday Night through Thursday Night.
- For Sunday Night deliveries, orders must be placed on Friday by 11am
- If an order is rolled, it will be out the next night.
- For any Fountain/Bar Gun services or equipment needs for Fountain call 1-800-241-2653
- 5% Compliance/ count how many faces you have total in window and times that by 5%. The number you get is the total faces customer can have on competitor product.
- Contact list is provided, please reach out to the local SDM contact and escalate any issues to the Coke team. We are happy to set up meetings and address any concerns.

Coca-Cola Equipment Repair Requests

Cooler & Vending Equipment Service Instructions (See Below):

There are two easy ways to generate a service work order:

1. **Dial our Customer Care # at 1-844-561-2653. Follow the prompts to speak to a customer service representative.**
   - The customer service representative will ask you for your Account No. or Phone No. to look up your equipment information.
   - At the end of the call the customer service representative will provide you with a confirmation / ticket #.
2. **Visit www.cokeservice.com on your phone, tablet, or computer (instructions below).**

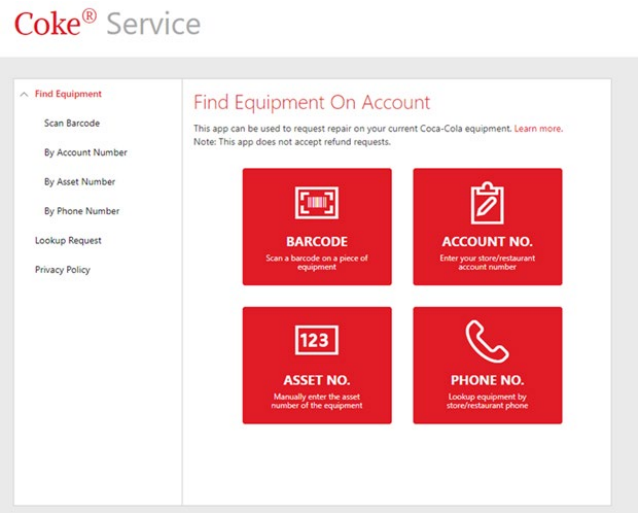
Once you have completed the service work order you will receive a ticket / confirmation # via email or text.



Fountain Equipment Service Instructions:

Dial Customer Support @ 1.800.241.COKE (2653) and follow the prompts.

- The customer service representative will ask you for your Account No. or Phone No. to look up your equipment information.
- At the end of the call the customer service representative will provide you with a confirmation / ticket #.



Coke Service Instructions (www.cokeservice.com):

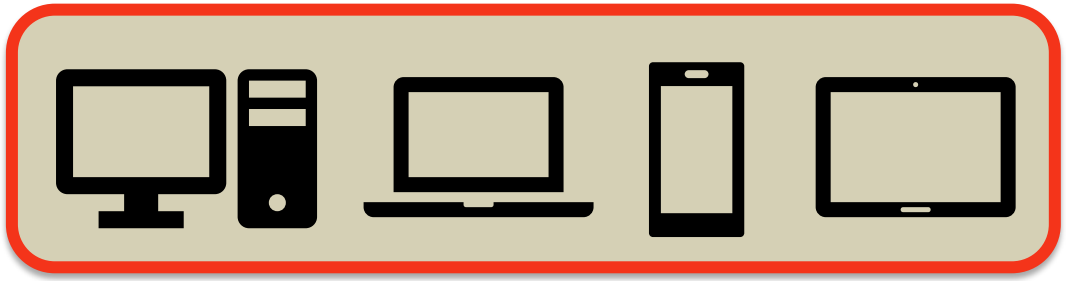
- Input your request by using your Account Number, Phone Number, or Equipment Asset Number. Follow the online instructions to complete your work order.
- If you are submitting a service work order using an Equipment Asset No., then the asset # can be found on the left side of the equipment typically in the top right corner. There should be a sticker very similar to the image below. The Asst No. is the portion highlighted in Red.

What is myCoke?

AVAILABLE ANYWHERE AT ANYTIME



myCoke is a self-service solution that allows customers to place their Coca-Cola orders online using the internet-enabled device of your choice.



ANDROID APP ON Google play

Available on the App Store

myCoke Value Proposition for Key Accounts

MYCOKE IS AN IDEAL SOURCE FOR NATIONAL CUSTOMERS AND LOCAL KEY ACCOUNTS

- One consistent ordering platform
- Ordering tools and instant email confirmations
- Future vehicle for fast mass communication & reporting
- Potential for punchout integration

myCoke Value Proposition

FUNCTIONALITY VALUE



ACCESSIBILITY
Available 24 hours a day, 7 days a week



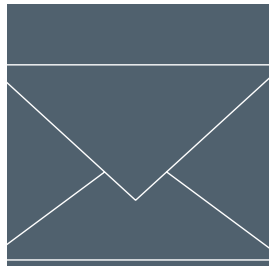
UP TO DATE INFO
Ability to see order status



NO BORDERS
Multiple outlet functionality can cross bottler territories



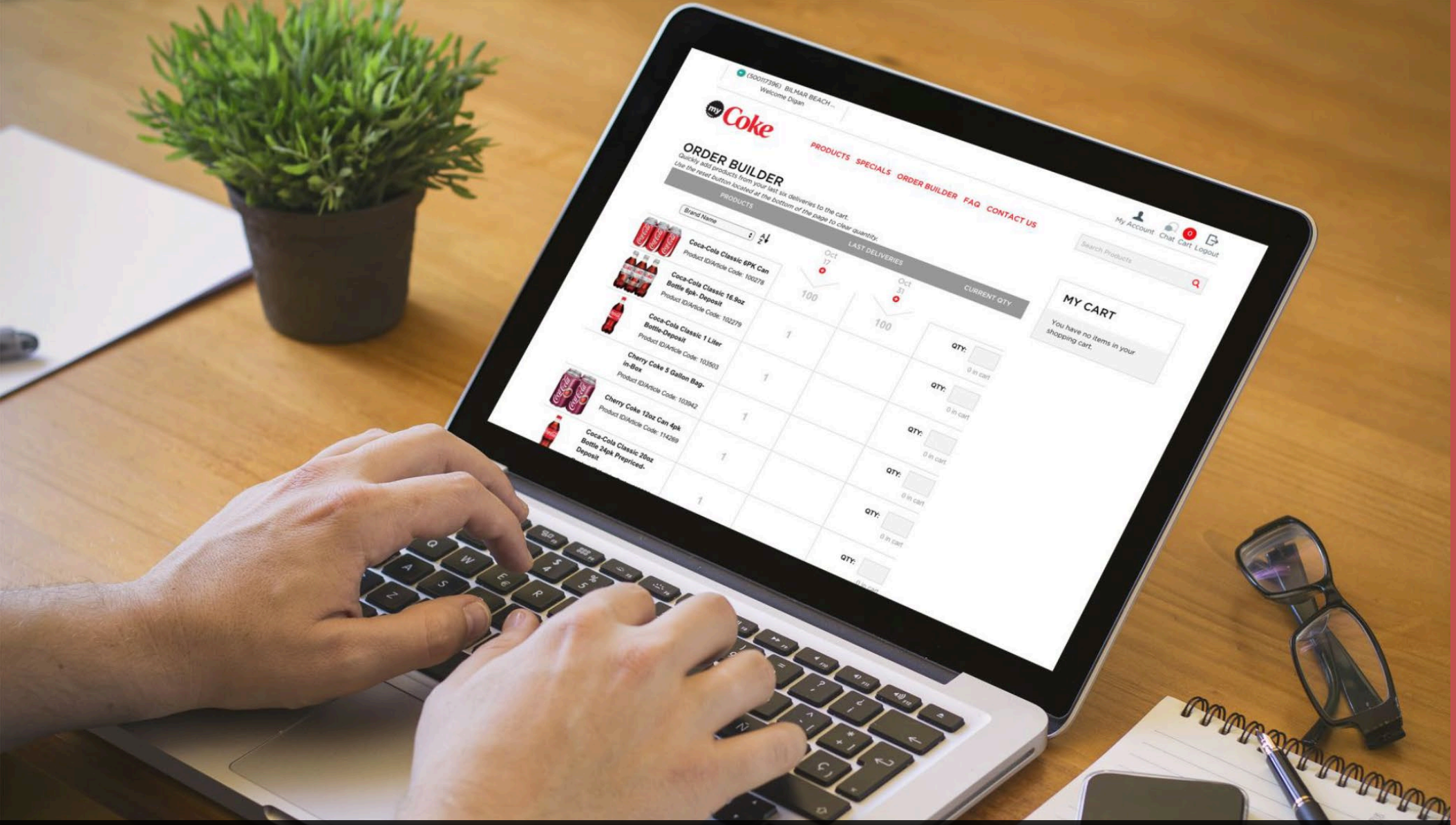
SHOP AROUND
Browse available products



COMMUNICATION
Emailed order reminders and confirmations



TRACK HISTORY
Ability to see 2 years of prior history (offline & online)

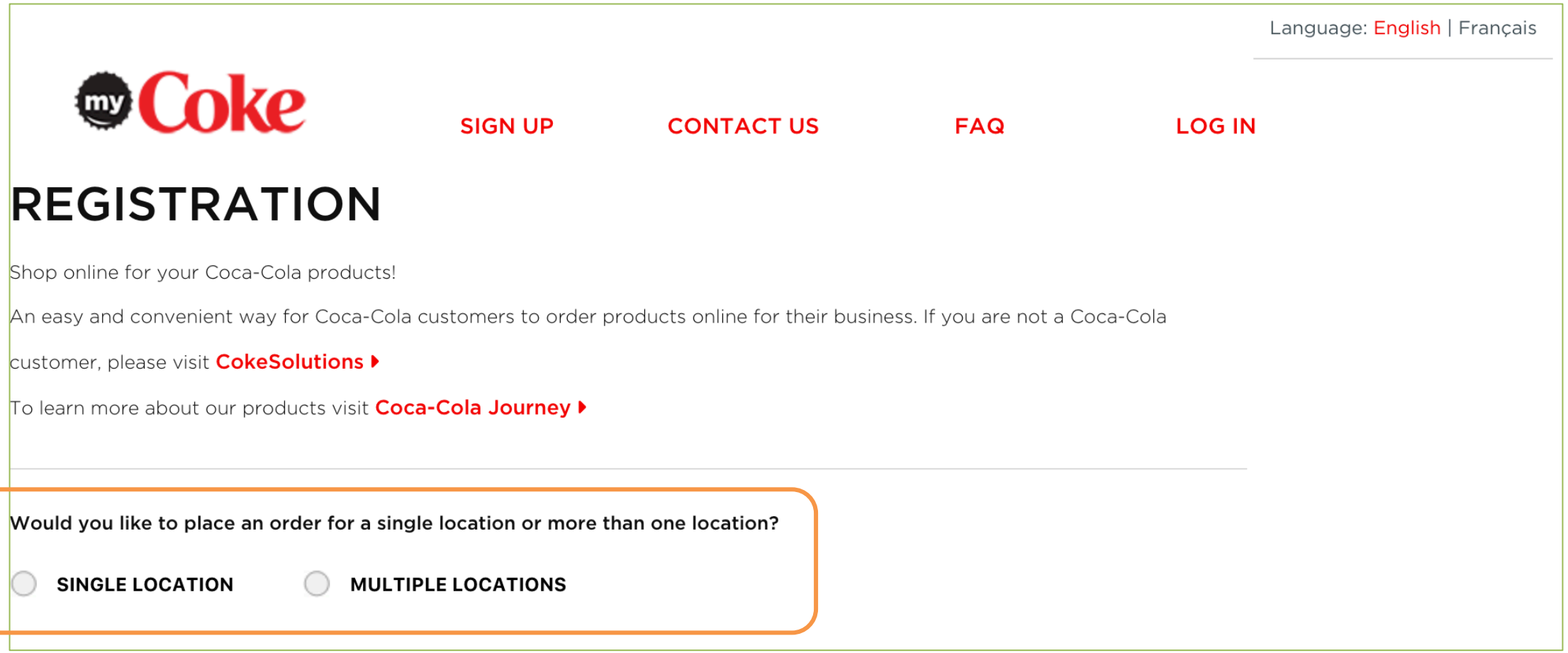


myCoke Functionality

myCoke Functionality

REGISTRATION

Customers can register to order for a single location or multiple locations.

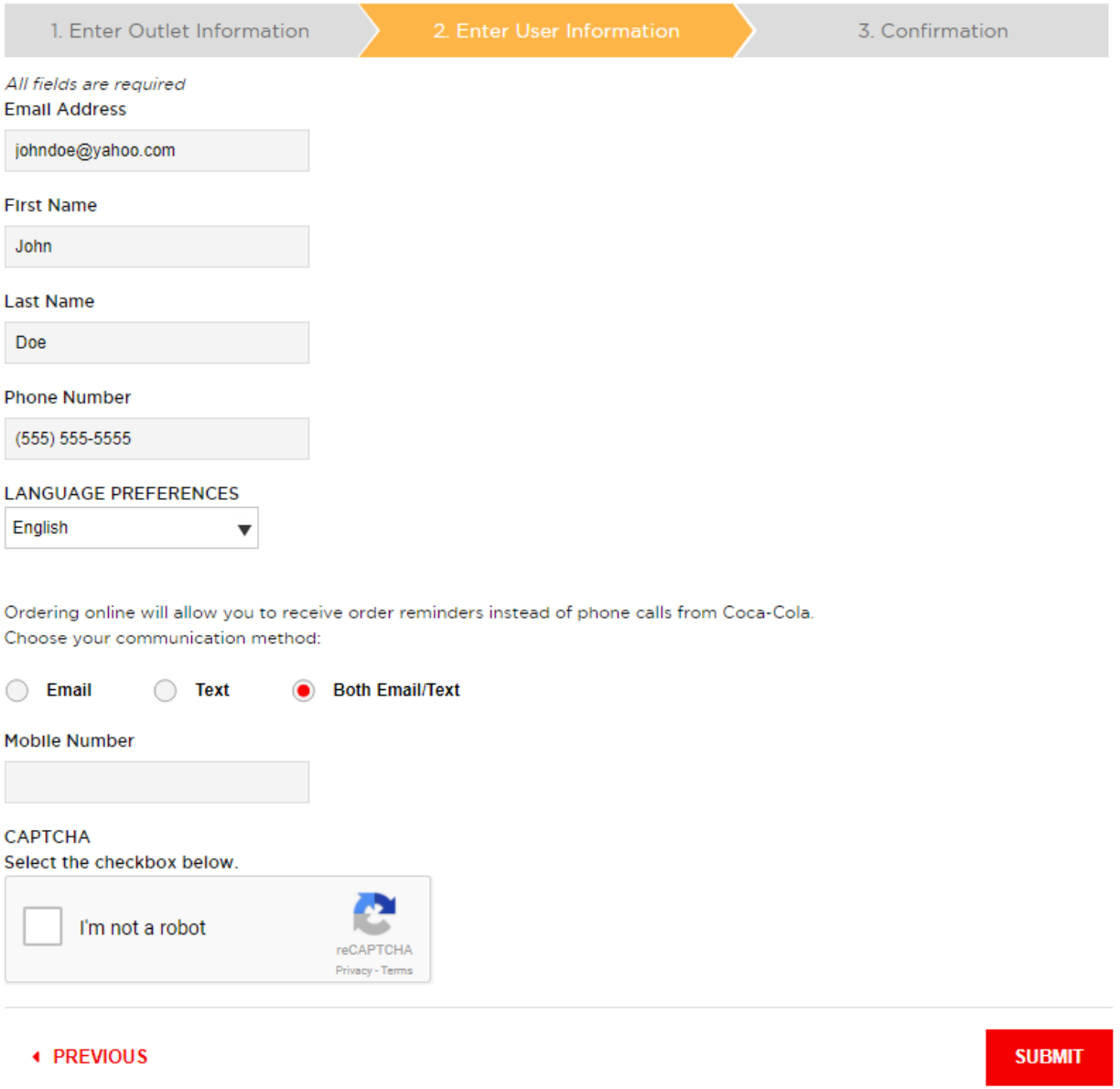


myCoke Functionality

REGISTRATION

Customer creates their username.
Must be a valid email address

Customer sets communication preference for order reminders.
Email, Text, or Both
If Text is selected, customer will receive a one time PIN to their cell phone



myCoke Functionality

HOME PAGE

Welcome banner with user information

Toggle between Accounts
for multiple account users

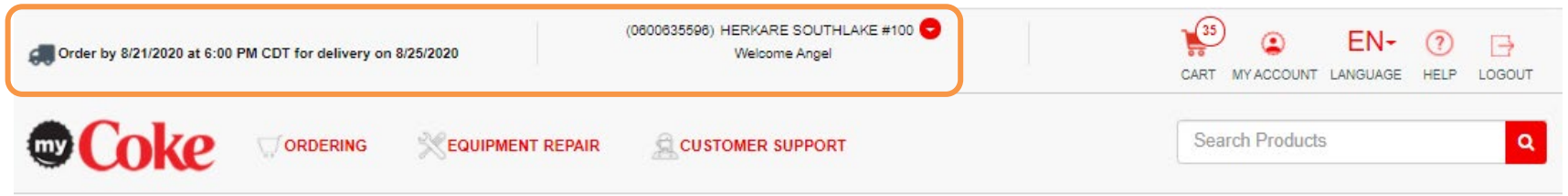
Order, equipment repair, customer support requests

Order By reminder

Select Language

My Account

Last Delivery (not pictured)

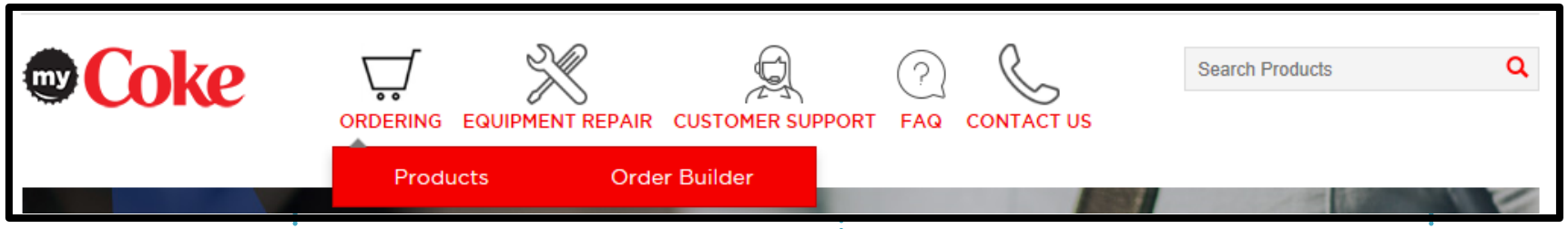




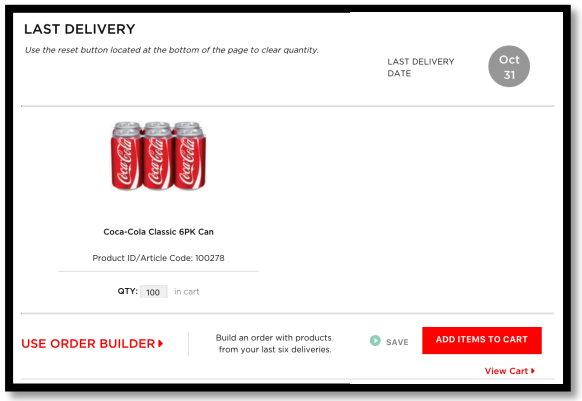
myCoke Functionality

ORDER BUILDING TOOLS

Four user-friendly ordering tools available:



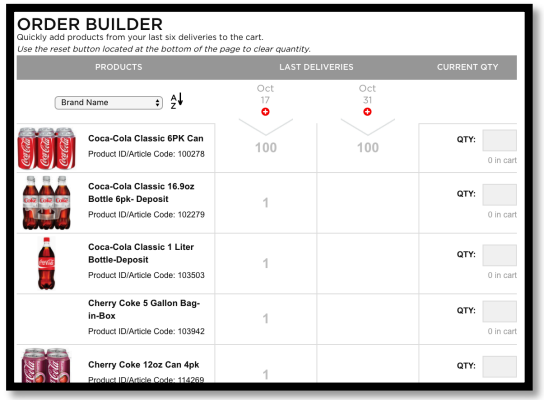
LAST DELIVERY



Home Page

Repeat, or build from, last delivery

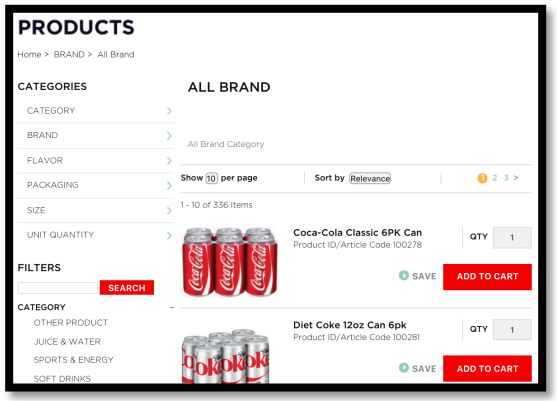
ORDER BUILDER



Order Builder tab

Repeat, or build from, last six deliveries

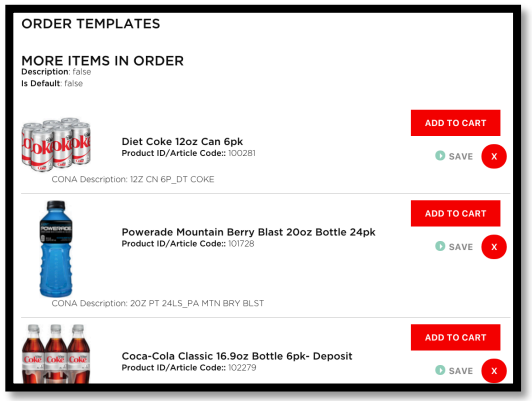
PRODUCT CATALOG



Products tab

Browse available products, specific to account

ORDER TEMPLATES



My Account

Save group of products for future orders

myCoke Functionality

MY ACCOUNT

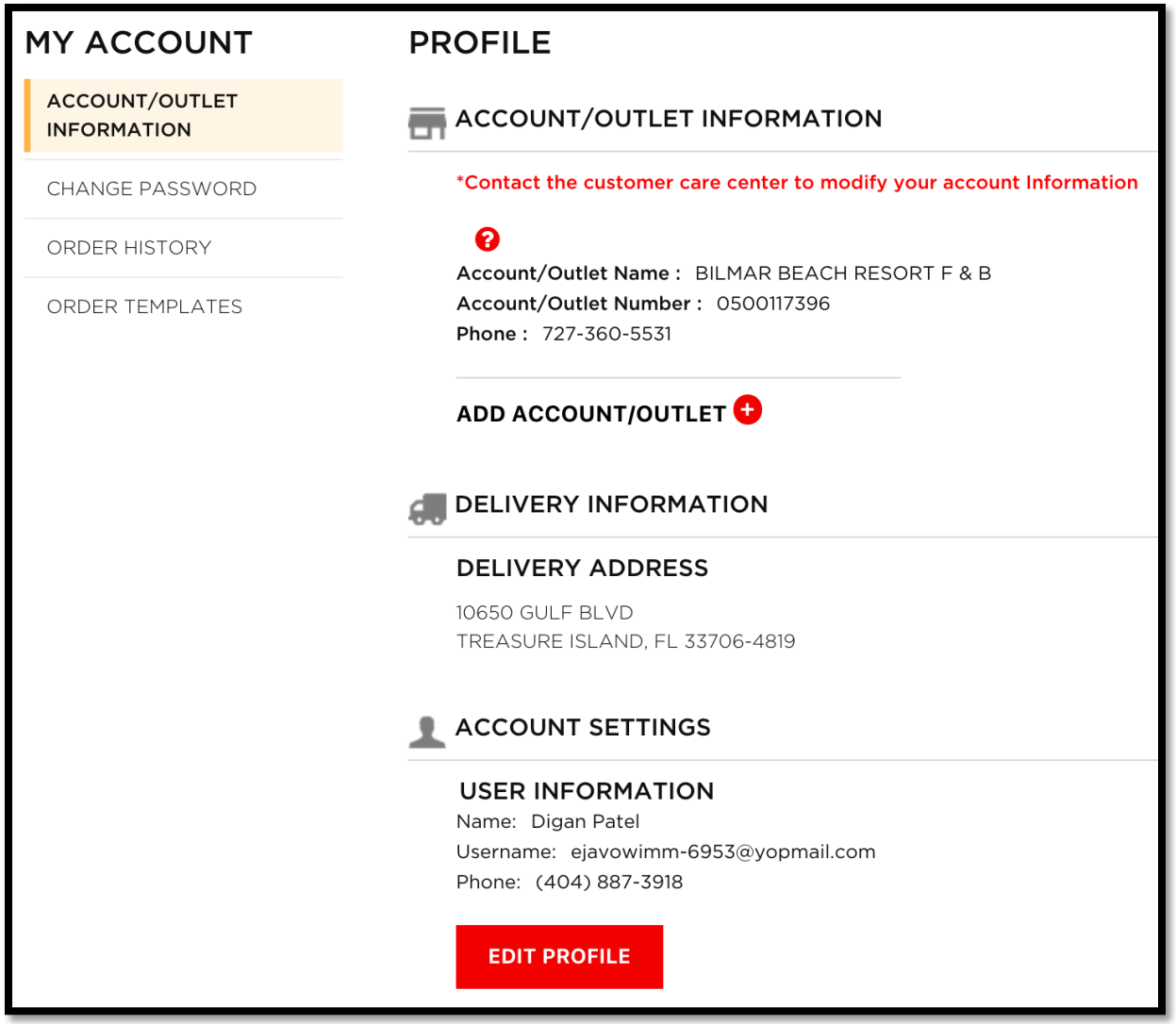
Manage:
Password / Account Access

Communication Preferences

Order History

- View invoice #, order date, amount, status
- Edit pending orders

Order Templates

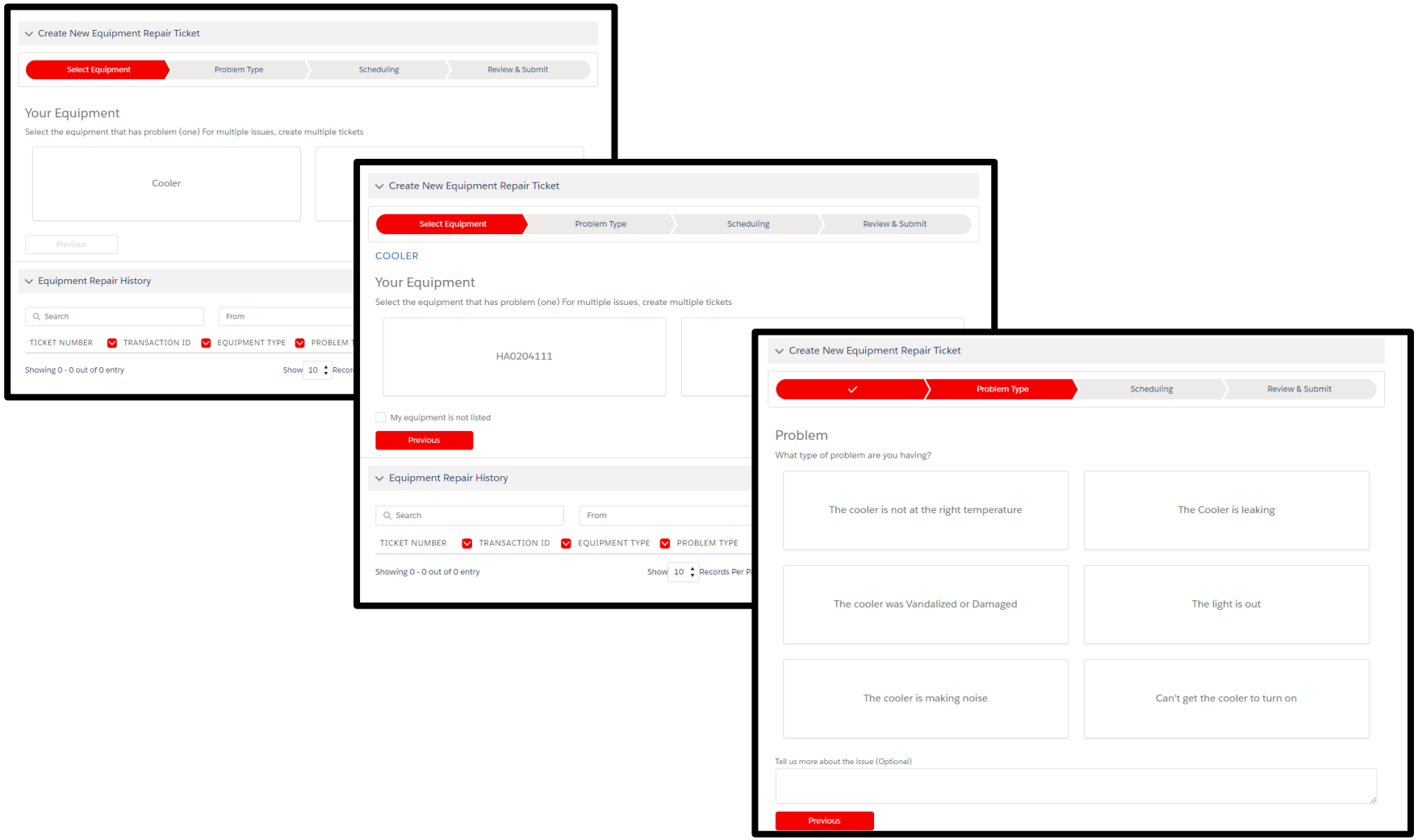


myCoke Functionality

EQUIPMENT REPAIR TICKETS

5 simple steps

Routes directly a local service technician



RISING TO THE CHALLENGE

Thank you for your partnership.

ARCACONTINENTAL

Coca-Cola SOUTHWEST BEVERAGES

Classified - Confidential

Quiz Time

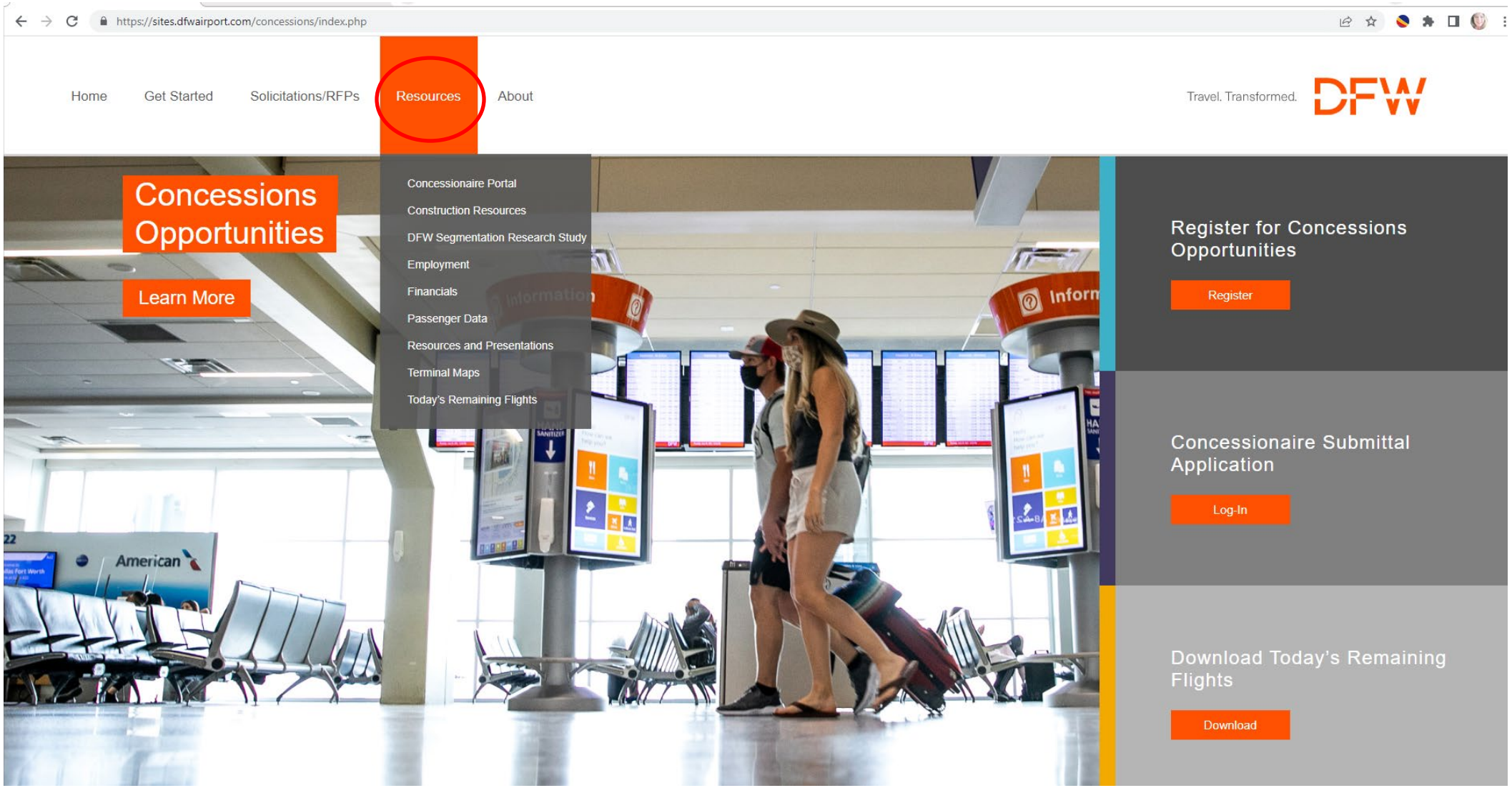
What Terminal is Access DFW located?



Concessions Compliance & Appian

Mya Apple, Concessions Compliance Analyst

Concessions Department Website



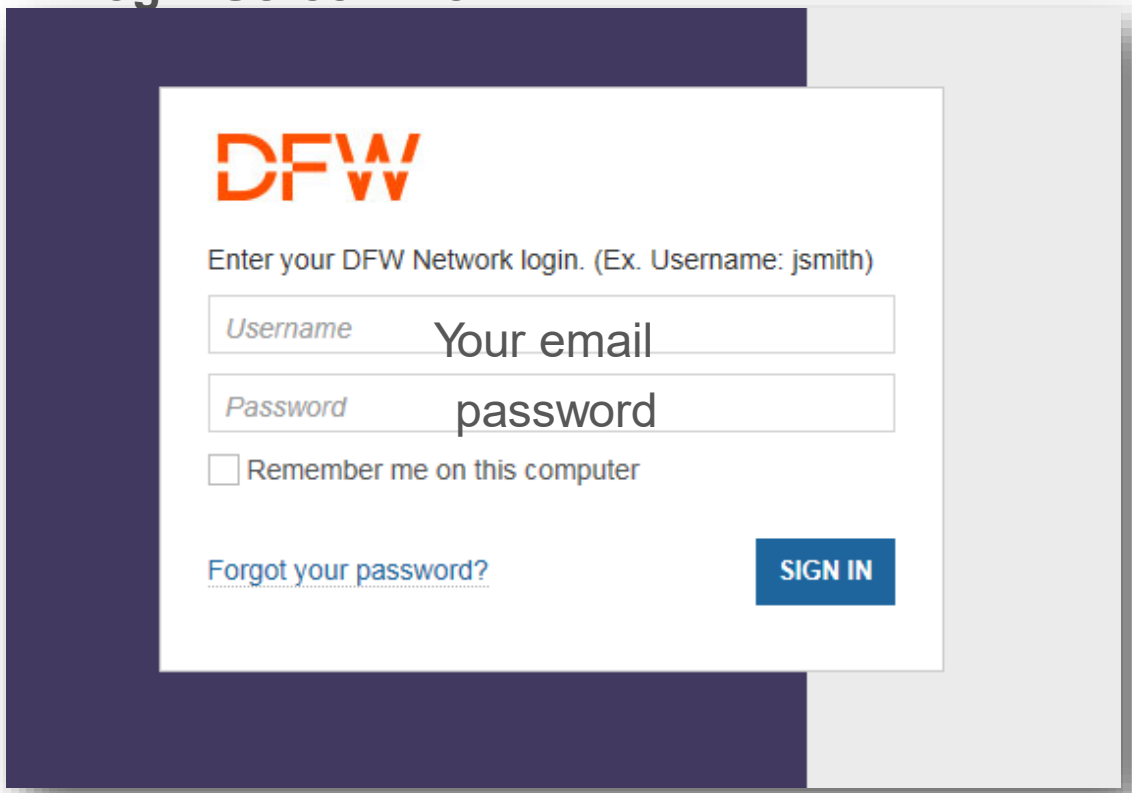
Appian BRM – Concessionaire Portal

- **Business Relationship Management (BRM)** is a platform with process for User Management, Contact Information, and Inspection documentation. It provides Concessionaires with ownership of their information to ensure it remains up to date.
- This system allows the **Concessionaire Admin** for a company the ability to designate the level of access needed for team members.
- Companies request access for the initial Concessionaire Administrator from the compliance analyst
- Concessionaire Admin designates access for additional users
- I**nspections** are created for compliance items reported to and observed by the Concessions Compliance Analysts. Items can be compliant or non-compliant.

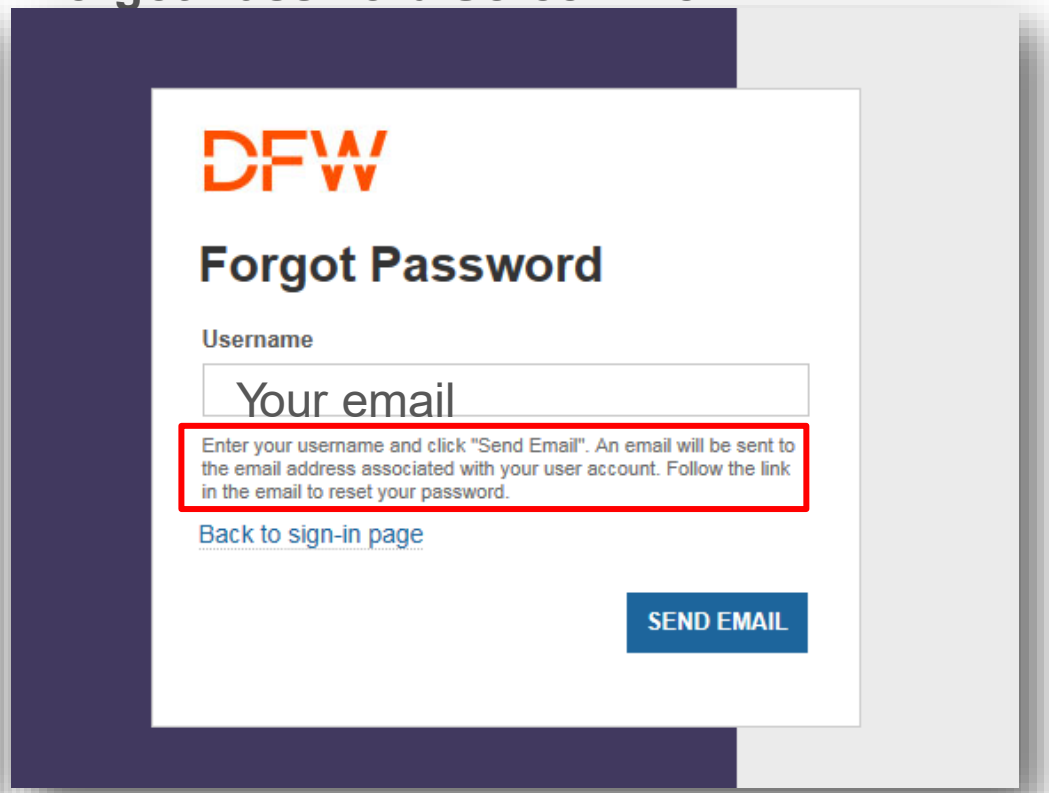
Accessing Concessionaire Portal

- There is an app that can be downloaded at www.appstore.com/appian. When instructed enter this site: https://dfw.appiancloud.com/suite/sites/concessions-portal and login as directed.

- **Login Screen View**



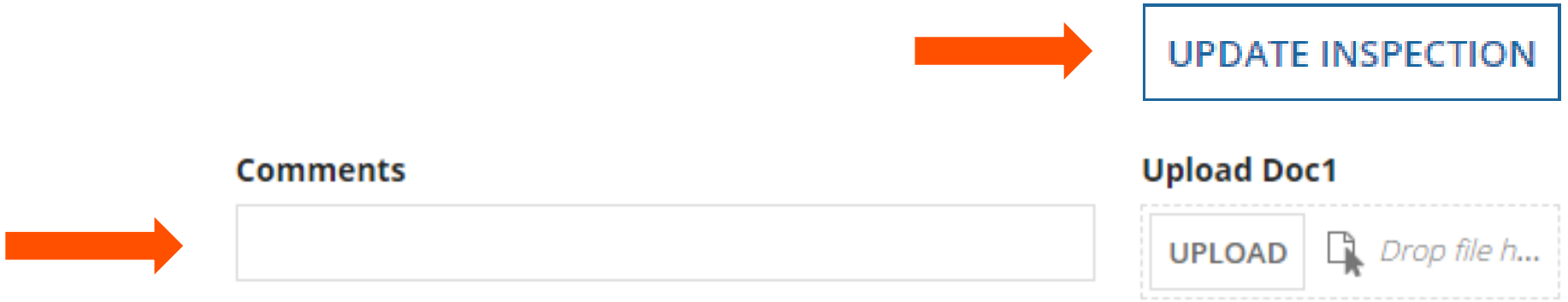
Forgot Password Screen View



Concessions Compliance

- **Review** your dashboard daily/bi-weekly to check the status of your inspections
  - Dashboard: https://dfw.appiancloud.com/suite/sites/concessions-portal
- **Respond** to all **Open Items** within each Inspection in **less than 10 days**

Inspections > **10** Days = Automatic notification to manager
20 Days = Automatic notification to AVP
30 Days = Automatic notification to VP and Notice of Default



Incident Report Email Notification

#181: Best Food Ever - Gate A30 - Due Date: 3/2/2018

Appian TST [AppianDEV@dfwairport.com]

To: Soadev, Developer

Tuesday, February 20, 2018 11:06 A

Greetings,
Your location has received an inspection to view your open issues(s) please click on the link below.

Please review the inspection and provide confirmation and photographic documentation when the items identified have been resolved.
Unless otherwise indicated by the due date, resolutions of the incidents are due within 10 days of receiving this notification.
Please note that all items identified in the report must be resolved before the inspection can be closed.
Additionally, note that any inspection not closed within 10 days is subject to a non-compliance fee per the Schedule of Charges.

Thank you for your commitment to our passengers,

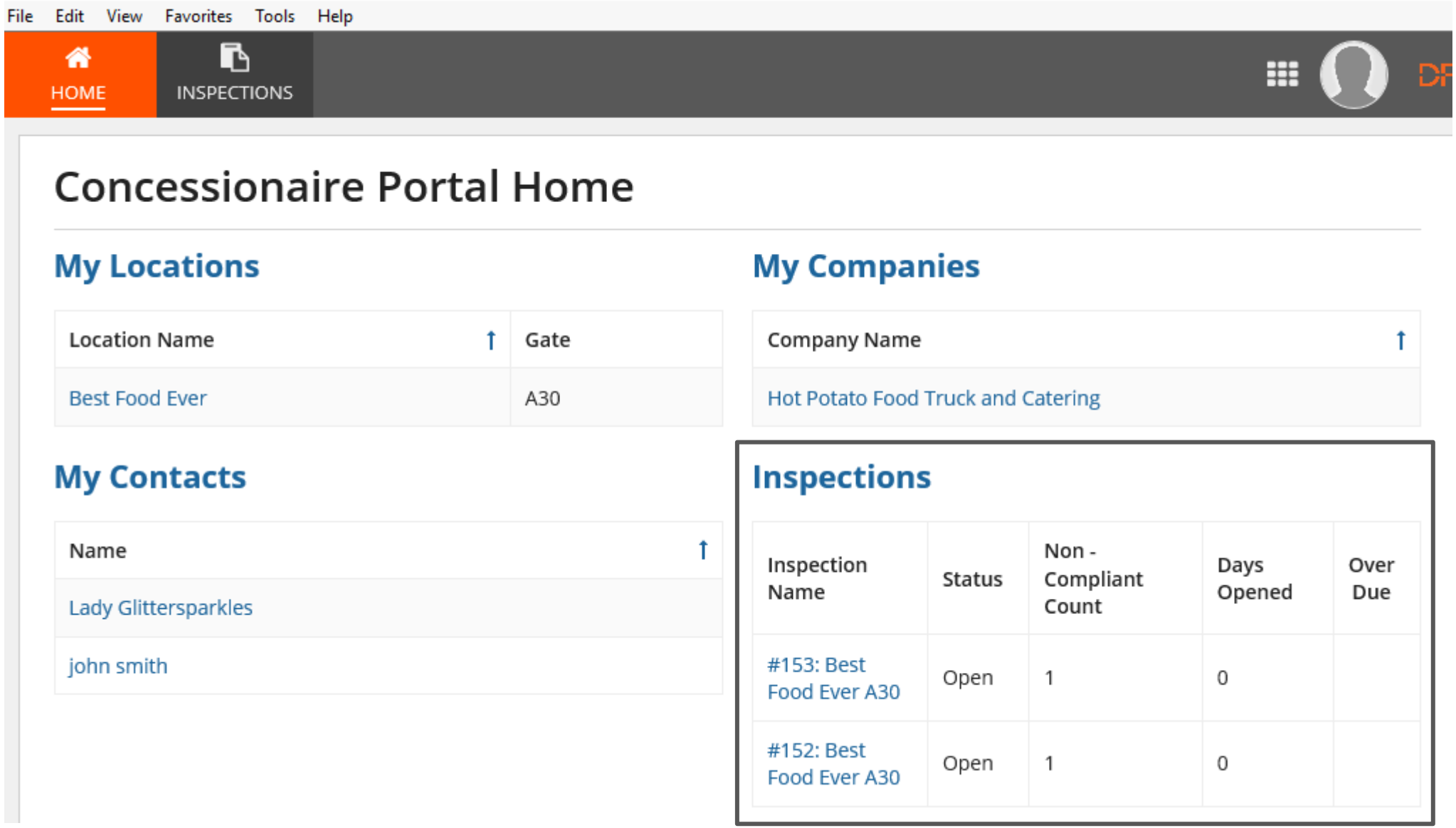
DFW Airport Concessions

Inspection Name: #181: Best Food Ever - Gate A30
DueDate: 3/2/2018

	Items	Compliance	Critical	Inspection Comments	Status
1	Cabinets/Fixtures damaged or dirty	Yes	No		Closed
2	Displays not properly merchandised or fully stocked	Yes	No	neat grab and go	Closed
3	Leaking faucets	Yes	No		Closed
4	Evidence of pests	No	Yes	bad	Open
5	Attendant interacting with customers in an inappropriate manner, did not greet	No	No	Employee was rude	Open
6	Food Thrown Away	No	Yes	bad chicken	Open

Please click on this link Inspection #181 to view a inspection detail.

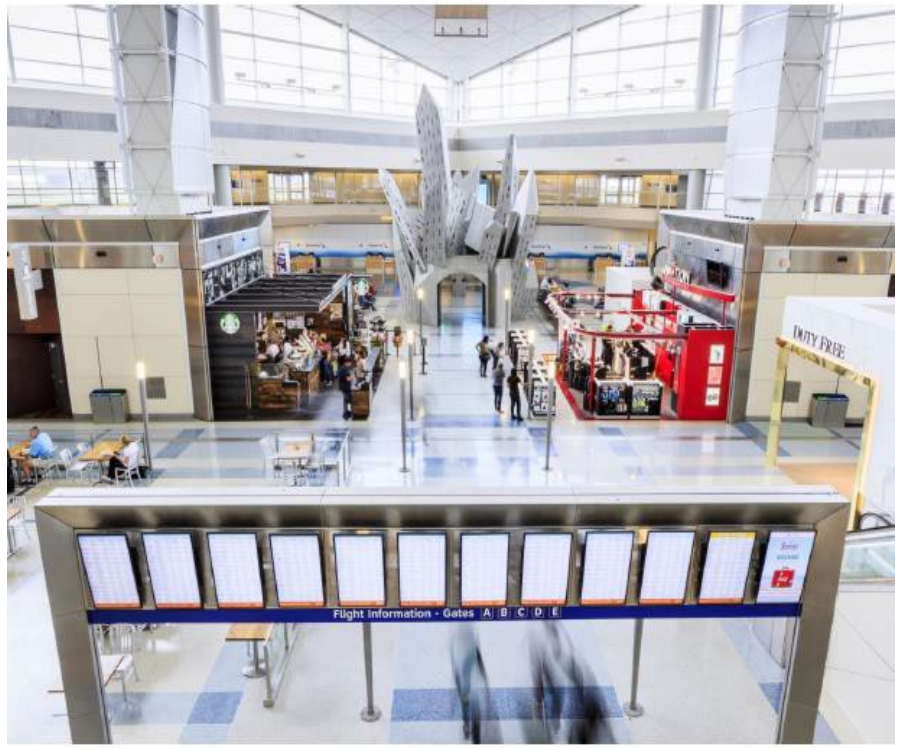
Concessionaire Portal Home Page



Concessions Department Handbook

[dfwairport.com - Resources and Presentations]

DFW International Airport
Concessionaire Handbook



DFW Airport Concessions
Concessionaire Handbook

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Health Inspections and Food Safety



- **Annual Inspections**
- 2 - Inspections from Tarrant County Health Department
- 2 - Outside Contractor Inspections
- 2 -Inspections for F&B by Compliance Analyst
- 6- Inspections for Retail by Compliance Analyst
- 10- Observations



- Restaurants
- Convenience Stores
- Bookstores/ Kiosks / Newsstands that serve perishable foods
- Storage for all locations
- Retail

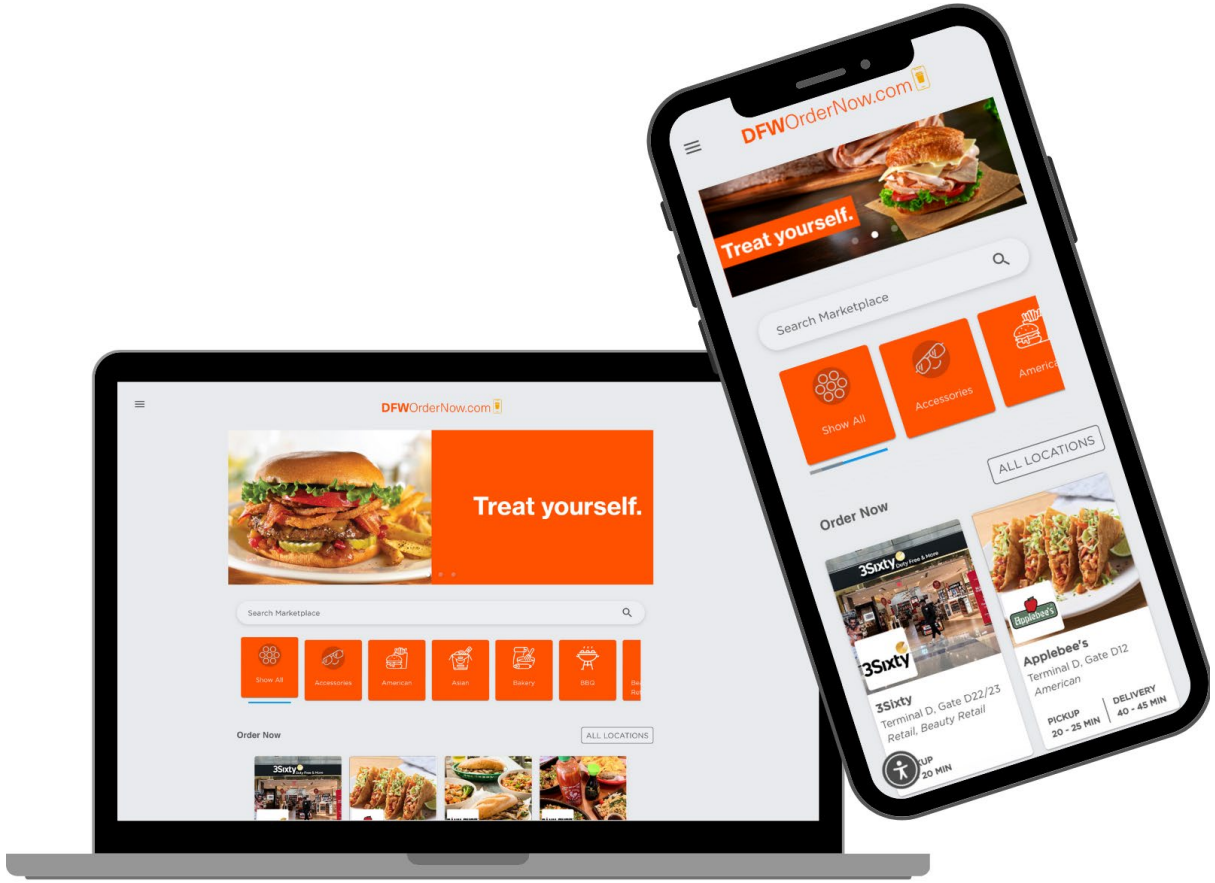
DFWOrderNow.com

$345,076 in sales in 2024

63 participating concessions

Average ticket value
Traveler: $17.79
Employee: $12.39

New platform launched in 2024



DFWOrderNow.com

A Win for Operators

Average ticket increases 20% across digital ordering channels

Streamline front of house labor

Understand guests through survey data and the business insights platform

Multiple digital touchpoints managed through one platform

Single point integrations for point of sale, loyalty and more

Great for Guests

Remove high-touch aspects of service through contactless order and pay options

Eliminate waiting in lines or waiting on checks

Order when and where they want; even across multiple outlets

Email or text receipts for a paperless experience

Get airline employees out of queues with expedited ordering and employee discount support

Concessions Mystery Shop Program

Owen Coley, Concessions Compliance Manager

Mystery Shop Program



New for FY25:

- Updated questions/category for Self-Check technology
- Updated questions/category for Duty-Free
- Updated questions in general

Mystery Shop Evaluations Overview

- Each location is evaluated 18 times per year and Rental Car locations 2 times per year
- Evaluations are scheduled for 7 days a week, a variety of shifts, and holidays
- Evaluators present themselves as travelers
- Scoring – Customer Service Questions represent the overall score Environment/Cleanliness is not in the overall score; however, it has its own category on the completed evaluation

Every Criteria is Measured on the Following Highlights:

- Warm and friendly greeting
- Demonstrate product or menu knowledge
- Demonstrate airport knowledge
- Suggested additional or complementary items/services/specials
- Friendly parting remark
- Environment/Cleanliness (measured in its own category)

Category Criteria:

- Counter Dining – Fast Food, Quick Serve, Coffee, Snack
- Sit Down Dining – Restaurants, Bars
- Specialty Retail – High End; Retail, Accessories, Health & Beauty, Duty Free
- Counter retail – Newsstands, Convenience, Themed Gifts
- Currency – Exchange Services
- Services – Spa/Salon/Amenities
- Rental Cars

Overview of Differences by Category:

Counter Dining	Counter & Sit-Down Dining	Specialty Retail	Counter Retail	Currency	Services
-Line Length/ Number of People -Merchandise Fully Stocked -Peg Boards Clean and Operational	-Rec'd order timing/correct amount of time -Attentive/ check on customer -Correct order	-Line Length/ Number of People -Merchandise Fully Stocked -Peg Boards Clean and Operational	-Line Length/ Number of People -Merchandise Fully Stocked -Peg Boards Clean and Operational	-Line Length/ Number of People	-Peg Boards Clean and Operational

Concessions Mystery Shop

What Gets Measured

DFW's Service Standards



The DFW Way Training Video will help your employees understand the DFW Standards

- **Attentive**: Offering assistance and acknowledgment of customers. Suggesting any additional or complementary items, services, and specials.

- **Friendly**: Greet customers in a warm and friendly manner, offer a friendly parting remark, and engage in conversation when applicable.

- **Knowledgeable**: Demonstrate product, menu, or service knowledge; demonstrate general airport knowledge.

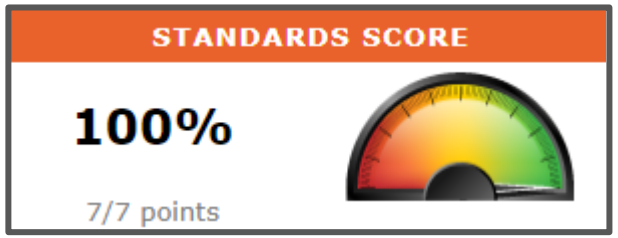
- **Timeliness**: Demonstrate line management, how long did you wait before reaching an associate and after order was placed, did you receive it in the correct amount of time?

- **Environment**: Were the location free of obstructions, all merchandise appeared fully stocked, was the bar neat and clean? Was the condiment area clean and tidy, exterior/interior coolers clean and operational?

Concessions Mystery Shop

Employee Recognition

Recognition Guidelines



Employees who receive a 91% or above on their mystery shop Standards Score.

Managers can enter the full name of the employee and the current date by the 10th day of the month.

One representative from each company will pick up all the cards for the locations for that company and we will enter the badge number into the spreadsheet for tracking purposes.
$25.00 for 91%-99% / $50.00 for 100%



Mystery Shop Login



Please login to the CXE Mystery Shop website to review your mystery shops.

- Click on company log in
- Type in your company name, DFW Airport, your manager log in name and password
- Go to the log in the upper right-hand corner (it is the first option)
- Make sure the survey at the top is set to V1 Mystery Shopping, Select the date range and hit go
- Click on the screen version of the evaluation and managers should be able to see the DFW Concession Manager section



If you experience problems logging into the CXE website, Contact Sabra Conley



White Glove & Bonds

Vanessa Harwell , Compliance Specialist

Insurance & Bonds

Lease Obligation

Concessionaire is obligated to furnish a Cash Deposit or Surety Bond due at the time in which the construction permit is issued and shall keep such deposit or bond in full force and effect during the complete term of Lease and any Extension of lease and any hold over period. Due amount total is 25% of concessionaire minimal annual guarantee (MAG) unless lease determines differently.

DFW Airport reserves the right to review at the beginning of each fiscal year and may increase the cash deposit or surety bond up to 3% based on prior year's payment history.





Insurance and Bonds

- Please do not submit insurance certificates to the Concessions Department.
- **Accord Forms / Proof of Insurance Coverage / Insurance Questions:**

Risk Management
(972) 973-5656
(972) 973-5651 - Fax
dfwcoi@dfwairport.com



- **Bond Questions:**

Sholonda Edwards
Records Assistant
(972) 973-4865
sedwards@dfwairport.com



Dallas Fort Worth International Airport
2400 Aviation Dr. DFW Airport, TX 75261

Q4 FY2025

The White Glove Award

We're honored to present this certificate to

LATRELLE'S DFW JOINT VENTURE

Subway B24

Presented in recognition of exceptional commitment to maintaining consistent excellence in cleanliness, customer service, and attentiveness throughout FY 2025.

This activity was awarded by:

Zenola Campbell
Vice President, Concessions

WHITE GLOVE AWARD
DFW
DFW INTERNATIONAL AIRPORT

WHITE GLOVE AWARD

OVERVIEW

- The White Glove Award is a premier recognition that celebrates the very best of our Concessionaires and their dedication to delivering an exceptional guest experience at DFW Airport. This initiative shines a spotlight on partners who consistently raise the bar by fully embracing DFW's "Clean, Working, and Friendly" service model.

- Concessionaires are evaluated through a hyper-focused, metrics-driven approach that emphasizes Cleanliness, Attentiveness, and Customer Service-the core pillars of an outstanding airport experience. White Glove Award recipients exemplify excellence in every detail, from pristine environments to warm, engaging interactions with our customers, every day.

WHITE GLOVE AWARD

CRITERIA

Concessionaires must:

- Receive an average score of 100 for Cleanliness environment on Mystery Shops per quarter.
- Receive an average score of 91 and above for Customer Service on Mystery Shops per quarter.
- Receive an average score of 91 and above for Attentive environment on Mystery Shops per quarter.
- Have no critical issues, such as failure to adhere to contractual operational hours.

WINNER LADDER

FIRST TIME WINNER: 5X7 PLAQUE & ENEWS RECOGNITION, EMPLOYEES RECEIVE PINS

SECOND TIME WINNER: 5X7 PLAQUE & ENEWS RECOGNITION, EMPLOYEES RECEIVE PINS

THIRD TIME WINNER: 5X7 PLAQUE & ENEWS RECOGNITION, EMPLOYEES RECEIVE PINS

FOURTH TIME WINNER: 20x30 CERTIFICATE, 5X7 PLAQUE, ENEWS SPOTLIGHT PHOTO RECOGNITION and MONETARY GIFT CARD



Overall award eligibility requires consecutive wins maintained throughout the entire fiscal year.



WHITE GLOVE AWARD INQUIRIES CONTACT: VHARWELL@DFWAIRPORT.COM

Quiz Time

What App can you use to report issues or concerns to the IOC?



WHITE GLOVE AWARD

OVERVIEW

The White Glove Award is a premier recognition that celebrates the very best of our Concessionaires and their dedication to delivering an exceptional guest experience at DFW Airport. This initiative shines a spotlight on partners who consistently raise the bar by fully embracing DFW's "Clean, Working, and Friendly" service model.

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- Have no critical issues, such as failure to adhere to contractual operational hours.

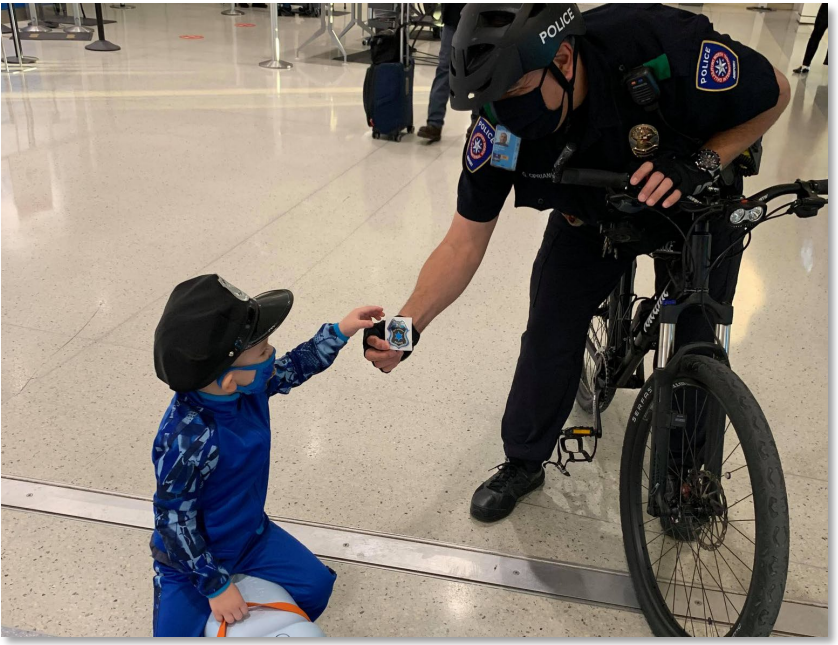
Customer Experience

Cheyenne Morales

Introduction to #OneDFW



What is #OneDFW?







To be #OneDFW is to be part of a community dedicated to **putting the needs of the customer first** and protecting the trust instilled in us to deliver.

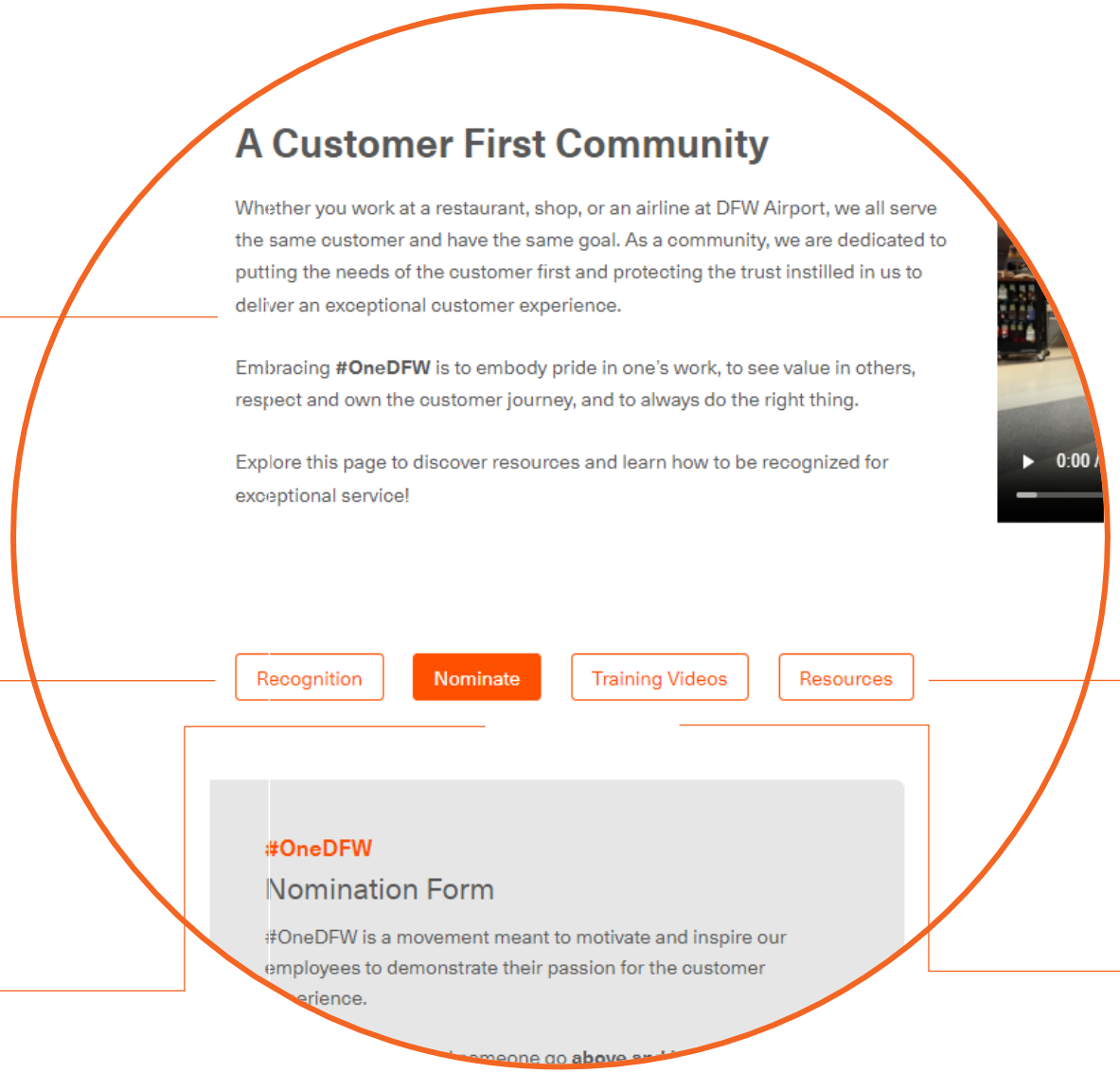
Embracing #OneDFW is to embody pride in one's work, **positively impact the customer journey**, and to always do the right thing.

#OneDFW Website

Mission Statement

Recognition: Moments of Wow

Nominate: Nomination Form for Above and Beyond Customer Service



Resources: See Say App Flyer More Coming Soon

Training Videos: Promotional and Training Videos in 5 Languages







Recognition Program

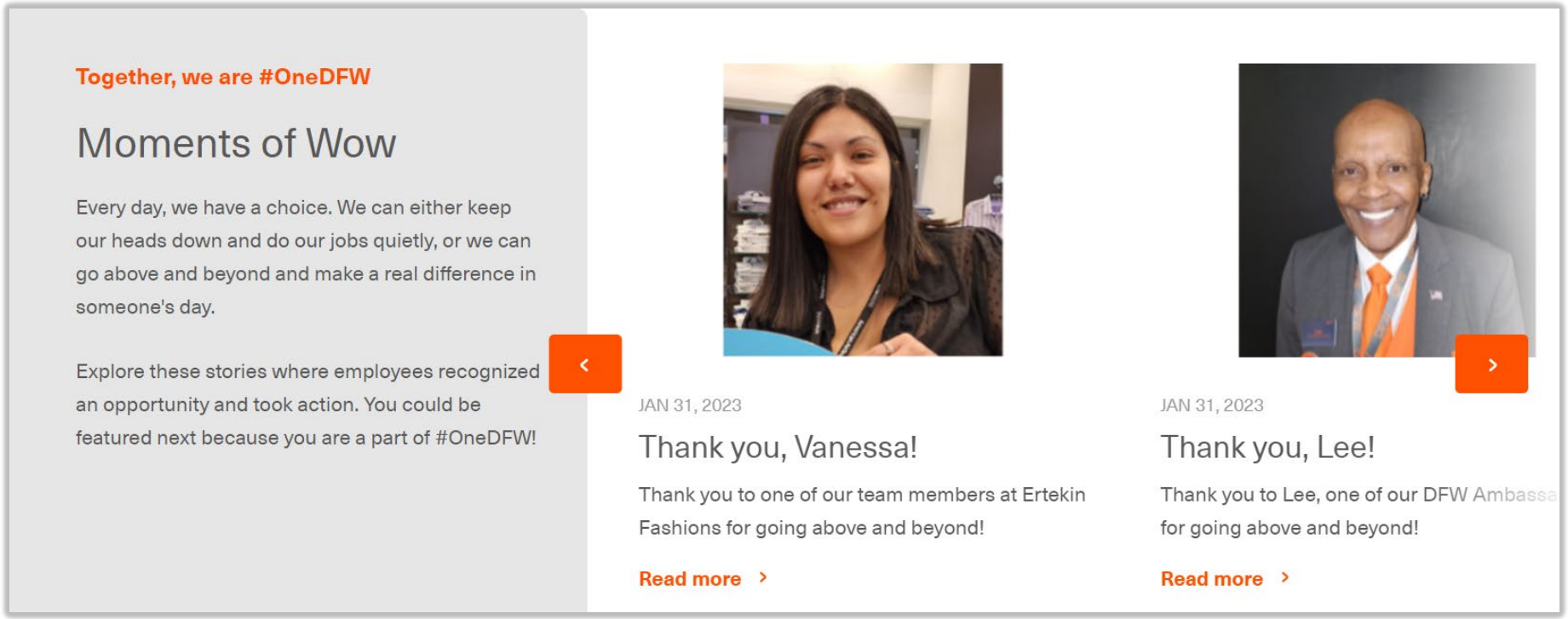
Employees who are observed going **above and beyond** to assist customers, directly or indirectly.

Anyone can submit a recognition form for another team member, no matter who you or they work for at the airport!

Visit the #OneDFW Website for recognition examples and to nominate your fellow employees, details. www.dfwairport.com/onedfw

#OneDFW Recognizes Employees in Multiple Ways:

- 7 Quarterly Award Winners
- Photographs on Terminal Video Screens
- In Person Surprise and Delight Event
- Moments of WOW - #OneDFW Website
- Social Media Spotlights
- Notifications and Information on DFW Employee App *(coming soon)*



#OneDFW Invites You to Join Us!

- Serve as an advocate in the #OneDFW Movement – become a #OneDFW Champion
- Support #OneDFW events and activities – employee appreciation events, submit nominations
- Share feedback and ideas as we seek to improve and expand #OneDFW



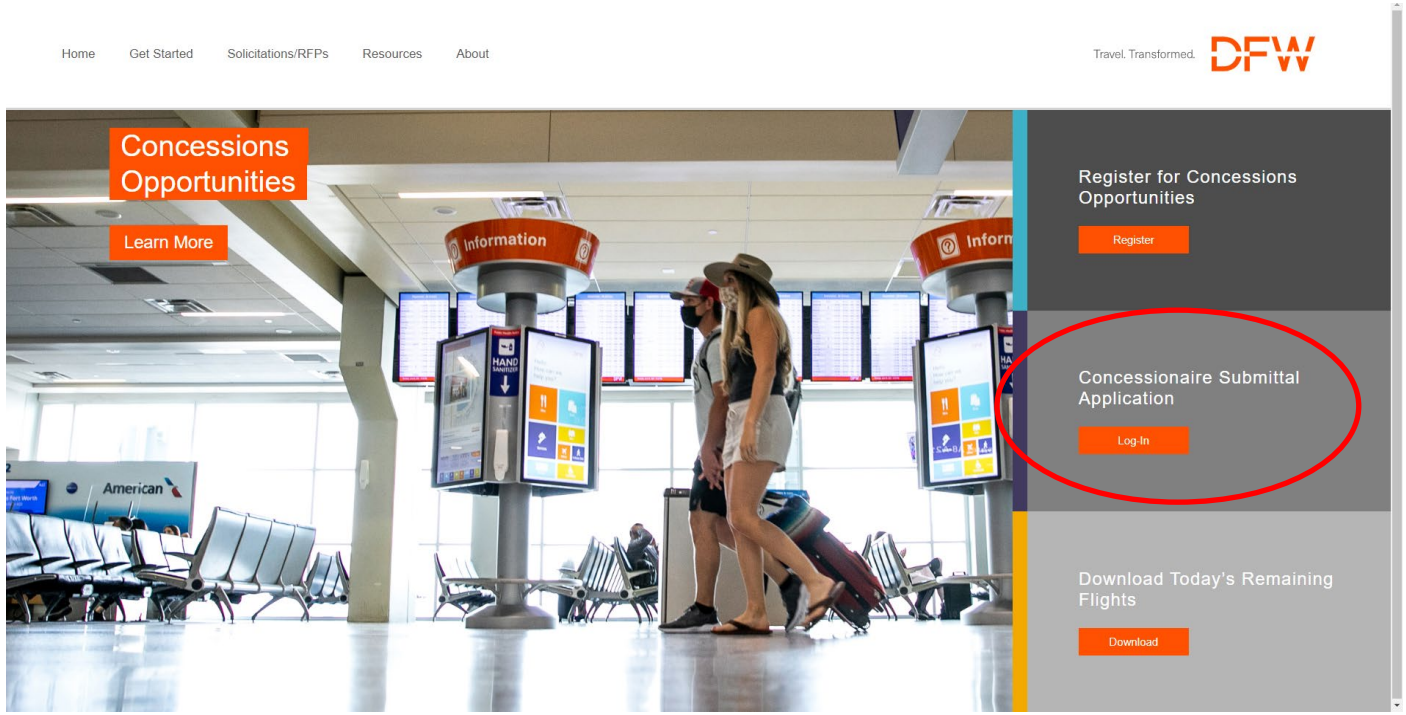


GRE & Sales Reporting

Jill McGrew, Concessions Manager

Gross Receipts Entry (GRE)

- GRE is the DFW Airport portal where gross receipts/sales are being recorded.
- Each concessionaire submits regular gross receipts using the portal.
- The frequency of the reporting gross sales (**weekly/monthly**) is specified in the Lease Agreement.



Gross Receipts Entry (GRE)

Gross Receipts Reporting Requirements

- **Food & Beverage**
*(**weekly**, due every Thursday for seven days of sales from previous Sunday to Saturday)*

- **Retail**
*(**weekly**, due every Thursday for seven days of sales from previous Sunday to Saturday)*

- **Amenities/Services**
*(**monthly**, due on 20th of the following month)*

- **Advertising**
*(**monthly**, due on 20th of the following month)*

Gross Receipts Entry (GRE)

Gross Receipts Reporting Non-Compliance
Failure to submit a gross receipts report on the due date is subject to a **$200** fee/fine for each week or month such report is late.

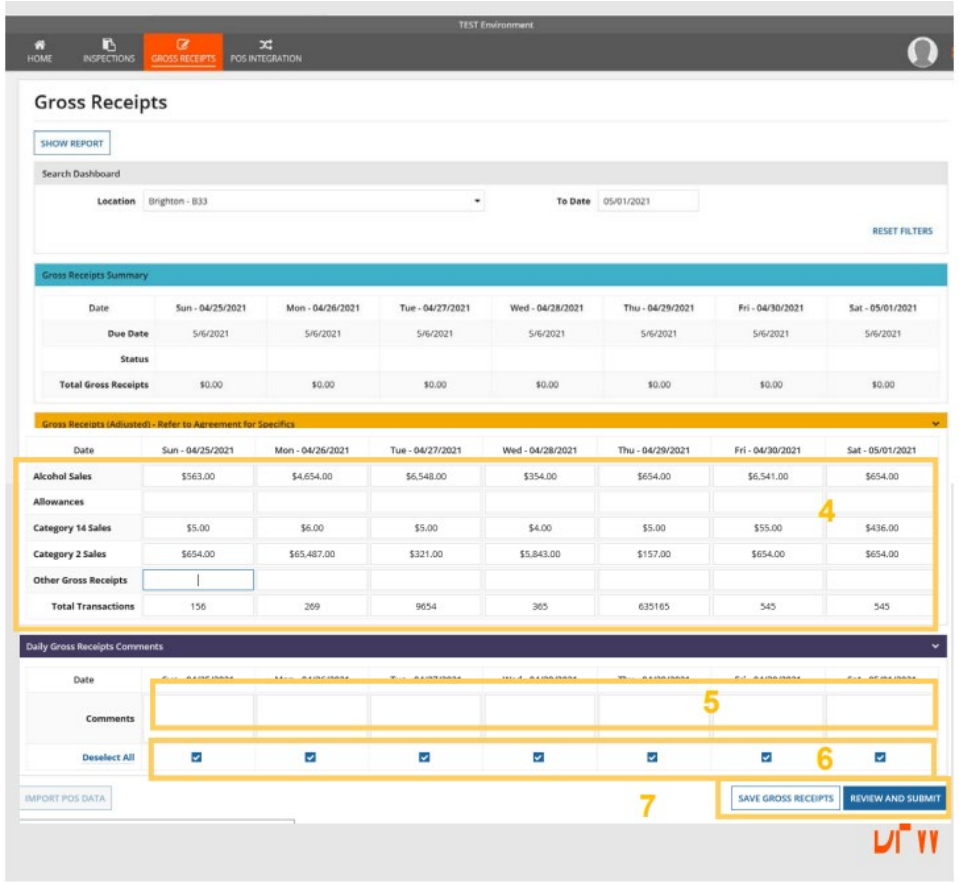
Annual Certified Gross Receipts Report (ACGRR)
Failure to submit the Annual Certified Gross Receipt Report by the date specified in the Concessionaire's Lease is subject to a fee of **$500** for each month such report is late.

Gross Receipts Entry (GRE)

Key links and Information

Gross Receipts Login Link:
dfwairport.com - Concession Home Page

Gross Receipts Entry Manual:
GRE External Concessioniare User Manual.pdf



Gross Receipts Entry (GRE)

For any assistance related to GRE portal feel free to contact

Jill McGrew
Airport Concessions Manager
Phone: (972) 973 5438
Email: jmcgrew@dfwairport.com

POS Integration

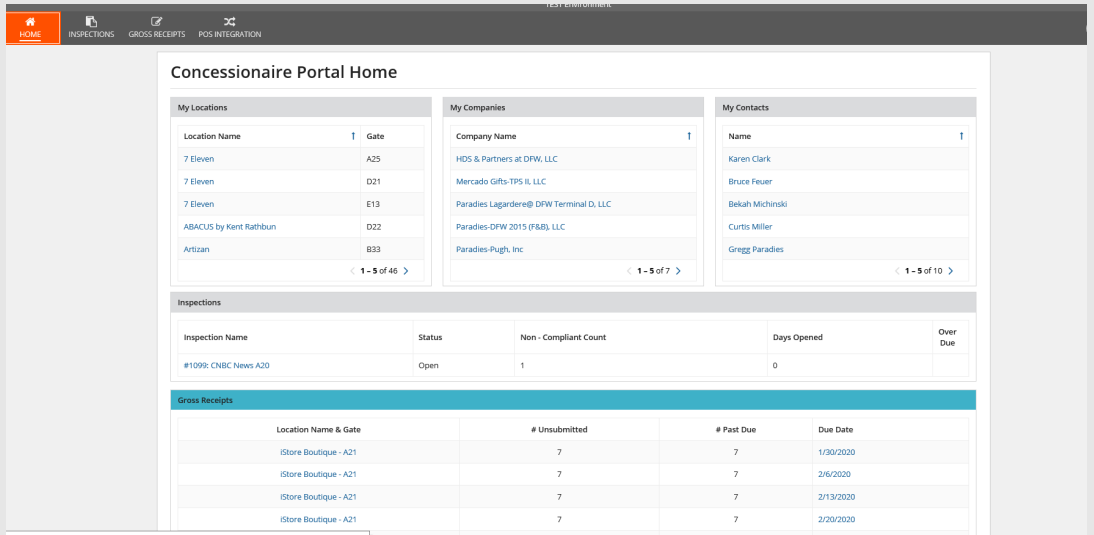
Jill McGrew, Airport Concessions Manager

Homepage

Once logged in the user view of the homepage will vary depending on access.

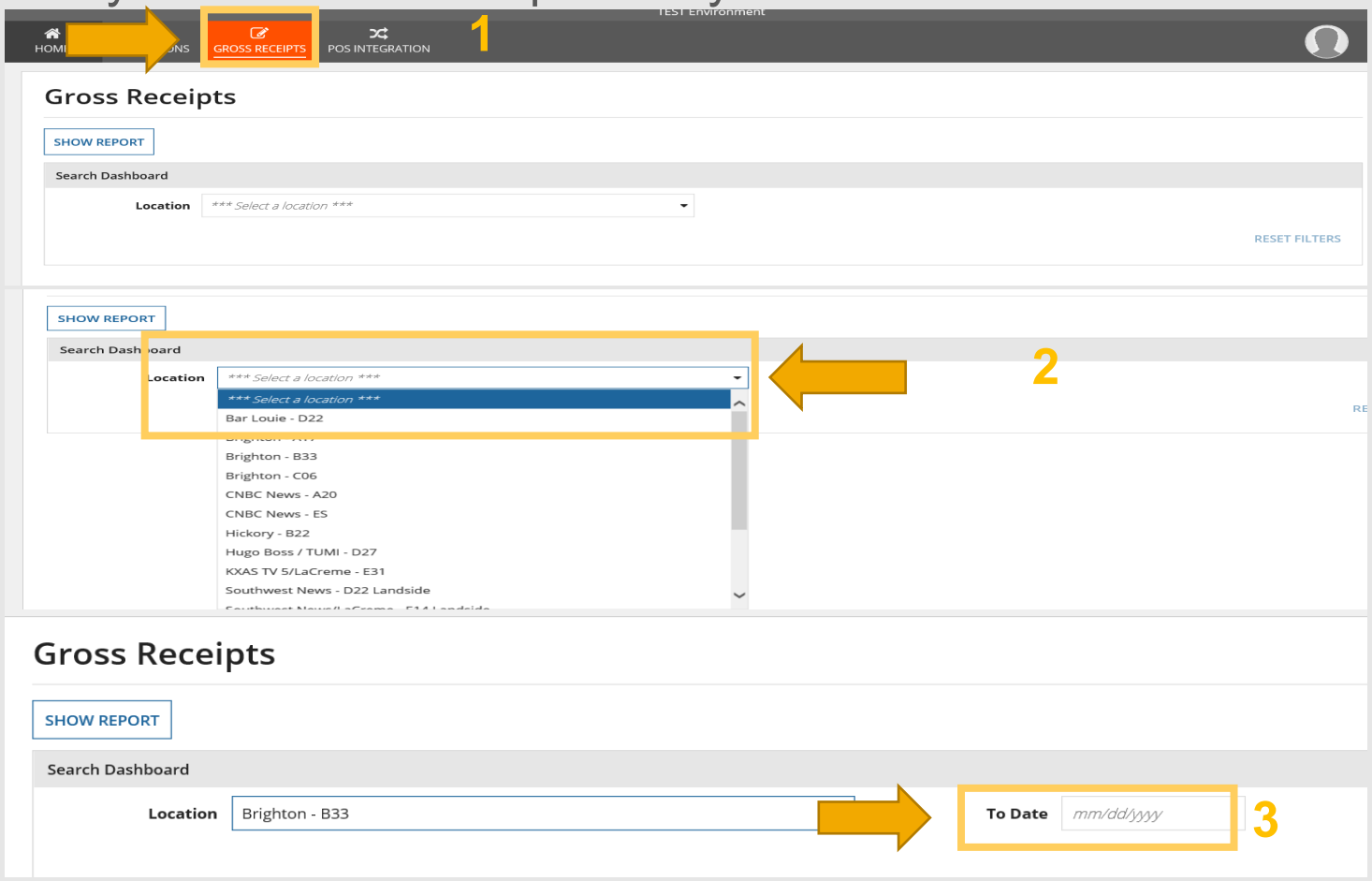
Concessionaire Admin will have access to Companies, Locations, Contacts, Inspections and Gross Receipts as shown below.

Gross Receipts users will only have access to Gross Receipts.



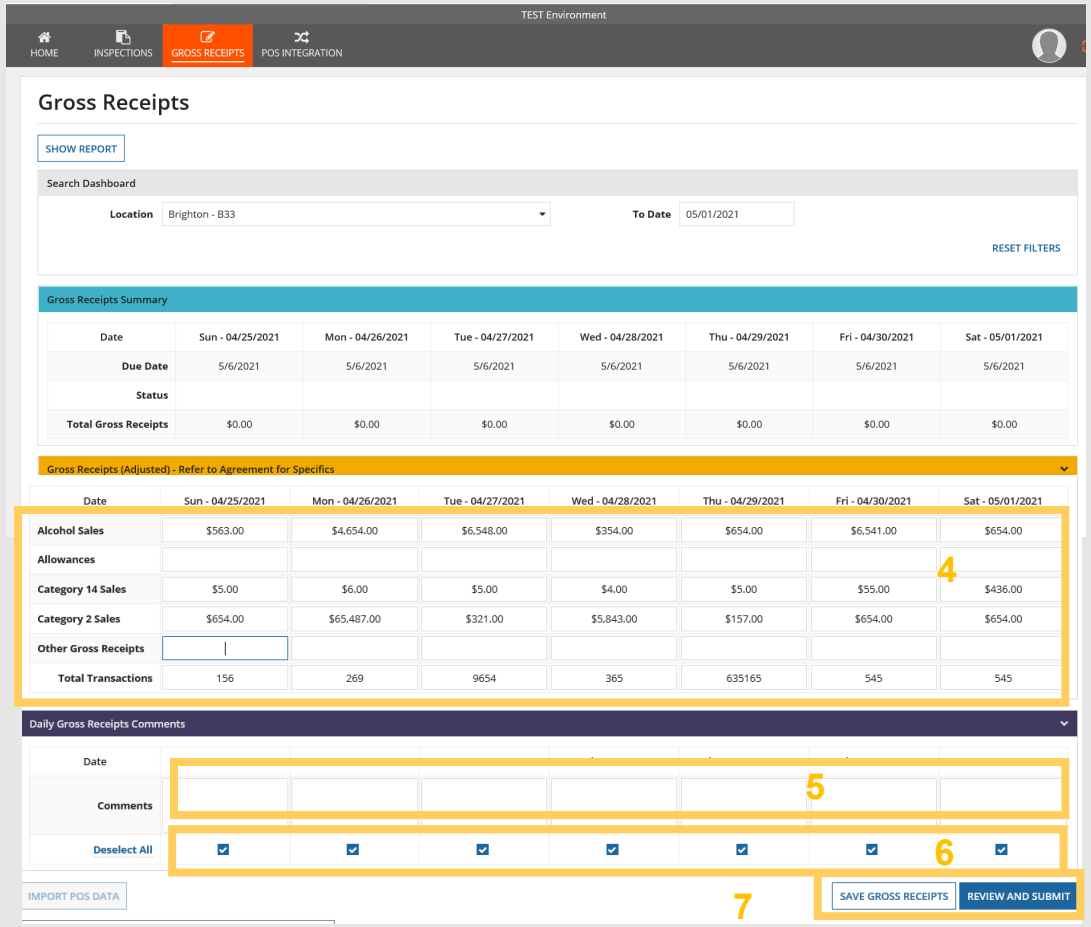
Enter Gross Receipts

1. Navigate to the Gross Receipts page.
2. Select the location you would like to enter sales for from the location drop down box
3. Select the date – the system will load the previous 7 days for Gross Receipts Entry



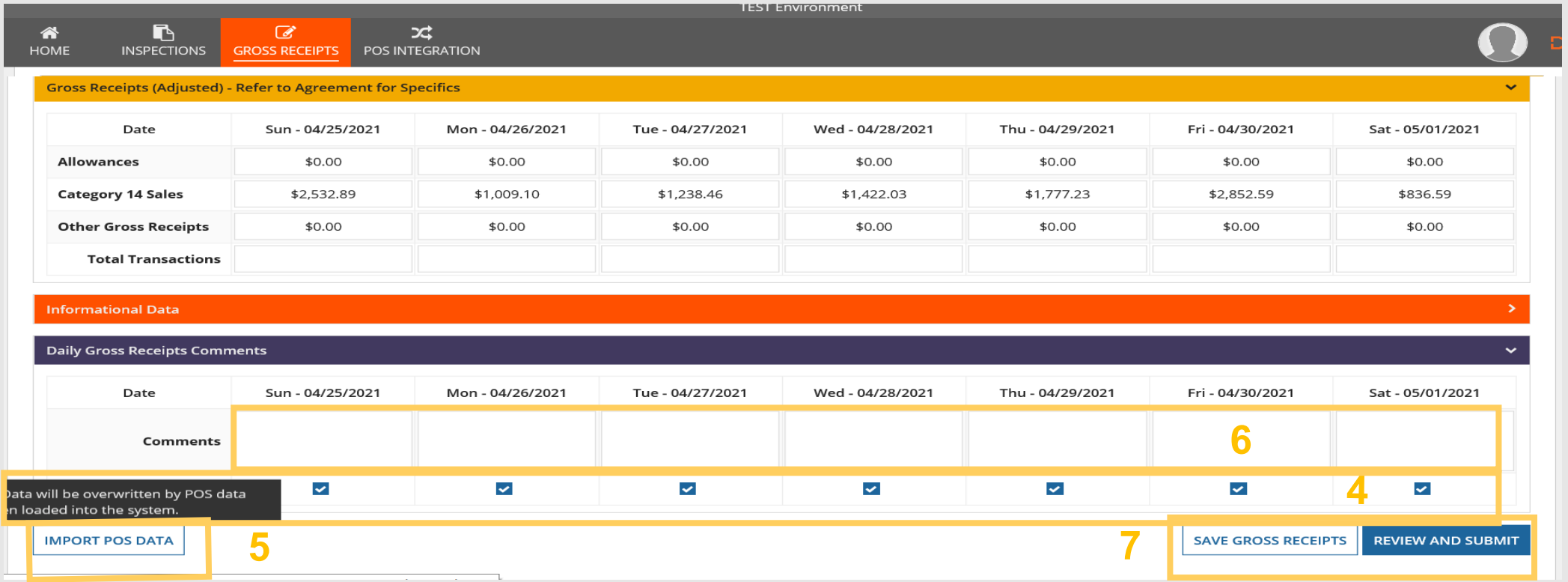
Enter Gross Receipts

4. Enter gross receipts by product category
5. Enter comments related to any data that is highlighted in red to explain the variance.
6. Select the dates at the bottom that you would like to submit
7. Click Save to come back to the data or review and submit to finalize



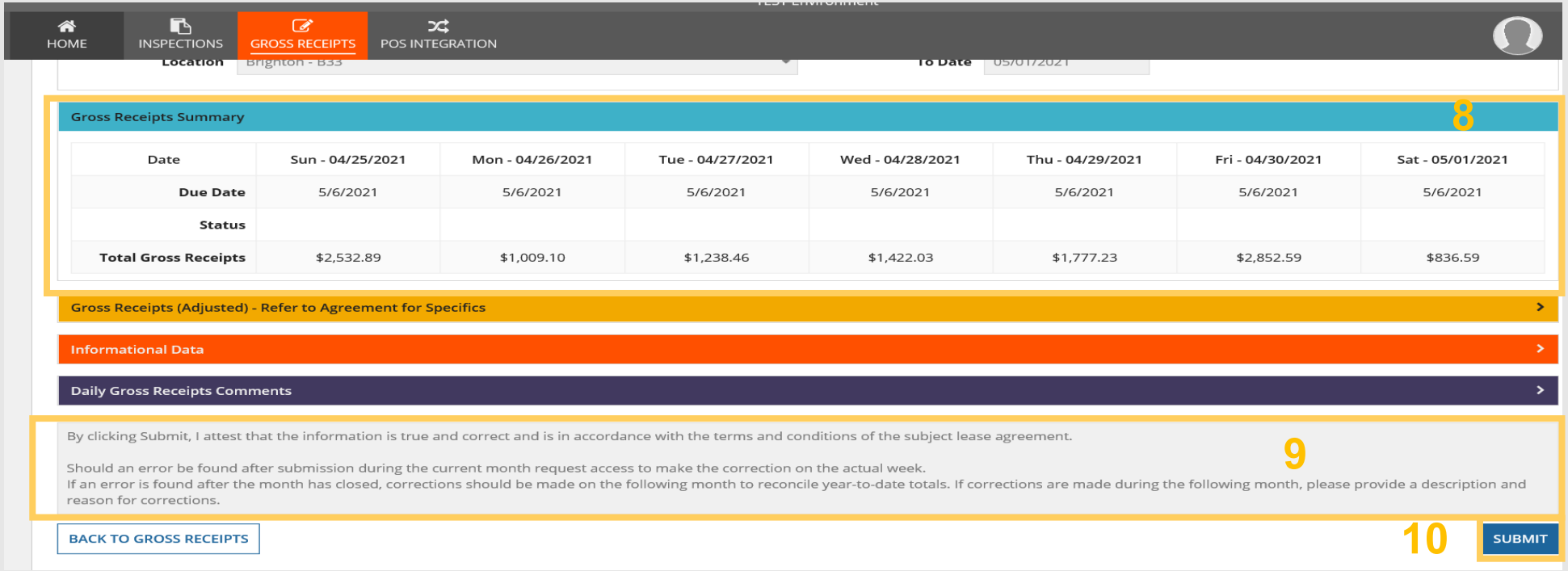
Enter Gross Receipts With POS Integration

4. Select the dates at the bottom that you would like to submit
5. Once you have dates selected and POS data for the location is available the Import POS Data button will activate. Click the button to import the data. This will overwrite any data that was manually entered. in red to explain the variance. If it is not imported, make sure Total Transactions per day are entered.
6. Enter comments related to any data that is highlighted
7. Click Save to come back to the data or review and submit to finalize



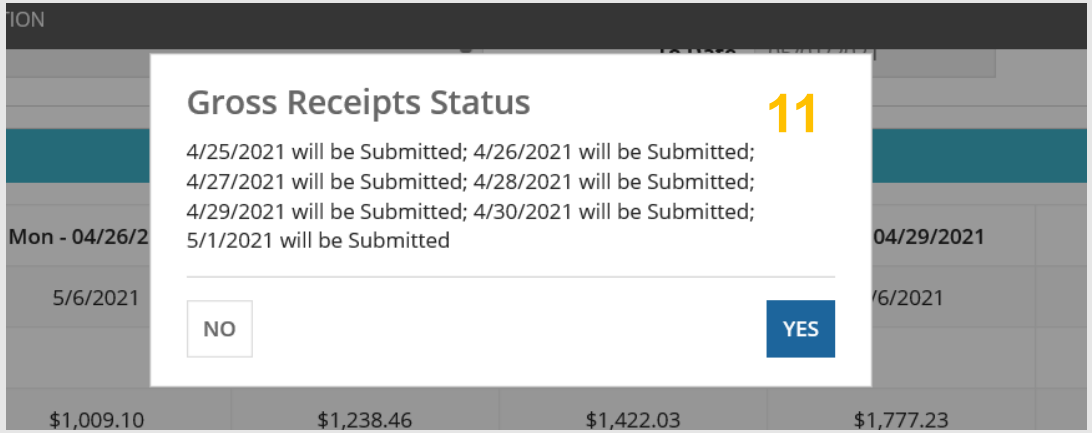
Submit Gross Receipts

8. When Review and Submit is clicked this screen will appear where the Gross Receipts can be reviewed
9. User can read the certification statement before final submission.
10. Click submit

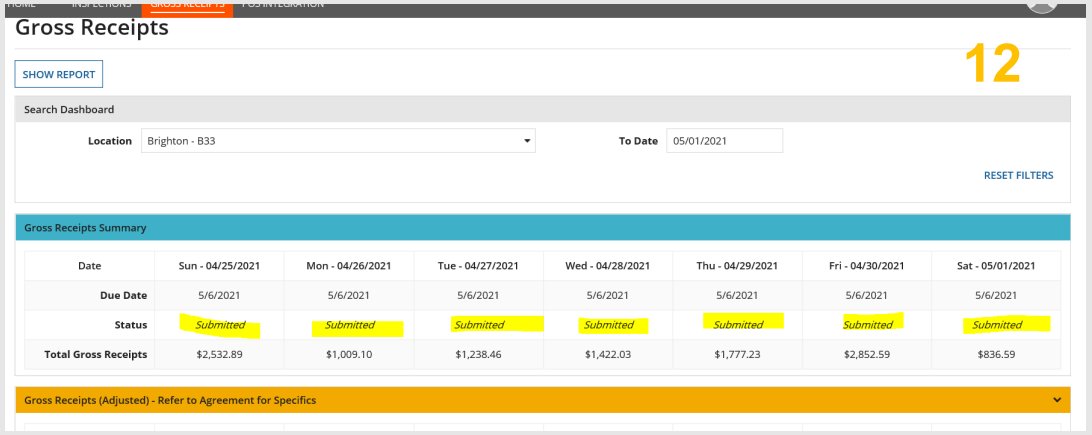


Submit Gross Receipts

11. User will receive a confirmation statement on the dates that were submitted.

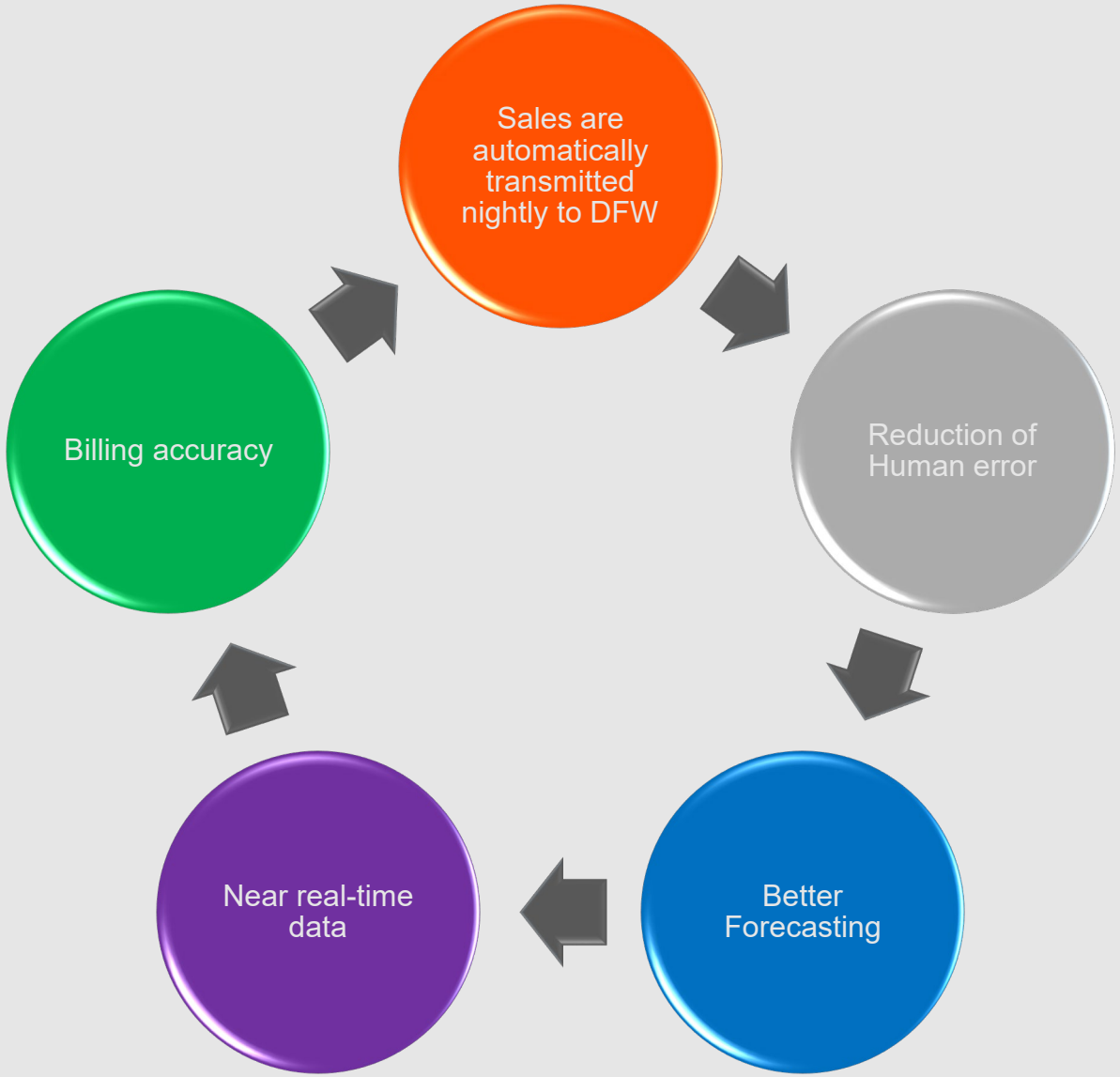


12. When you look at the submitted dates the status will now be Submitted.



Date	Sun - 04/25/2021	Mon - 04/26/2021	Tue - 04/27/2021	Wed - 04/28/2021	Thu - 04/29/2021	Fri - 04/30/2021	Sat - 05/01/2021
Due Date	5/6/2021	5/6/2021	5/6/2021	5/6/2021	5/6/2021	5/6/2021	5/6/2021
Status	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted
Total Gross Receipts	$2,532.89	$1,009.10	$1,238.46	$1,422.03	$1,777.23	$2,852.59	$836.59

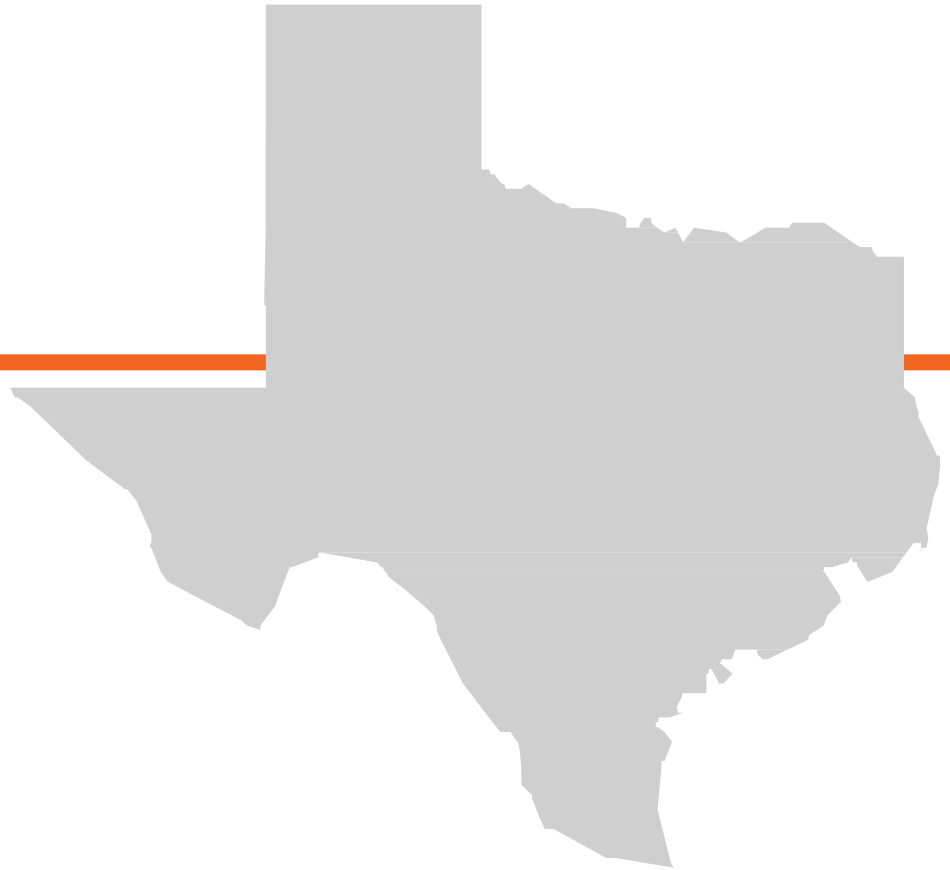
Benefits of POS Integration



POS Systems Utilized by DFW Concessionaires



Finance



Sheila Turner

Accounts Management Supervisor

(972) 973-5410

sturner1@dfwairport.com

Christina D’Adamo

Collections Specialist

(972) 973-5415

cdadamo@dfwairport.com

Deliveries, Docks, Sustainability, and Safety

Kim East, Concession Tenant Logistics Specialist

Concessions Loading Dock Locations

- All deliveries must enter by one of these locations:

Terminal A Dock @ A39
Office open 5 am – 10 pm
Screening open 4 am – 12 am



Terminal D Dock @ D22
Office open 5 am – 8 pm
Screening open 4 am – 12 am



Terminal E Dock @ E2
Office open 4 am – 8 pm
Screening open 24 hours/day



Terminal Delivery Information

- Each tenant is responsible for their delivery vendor's activity and behavior while on DFW property
- Concessions product deliveries ONLY allowed through Terminal Concessions Loading Docks
- Docks are located at Terminals A, D, and E
- No delivery vehicles allowed in Garages or on Upper-Level roadways
- Product movement is secondary to passenger movement and is highly encouraged to occur between flight banks to minimize passenger disruption
- Temporary storage (dry storage as well as refrigerated and frozen storage) is available at all three docks for a **maximum of three (3) hours, during the dock master's office hours ONLY**; all products must be picked up before Dock Master office closes for that day

AOA/Ramp Level product/merchandise/food deliveries is PROHIBITED**

** A limited number of exceptionally high-volume distributors may be granted access to the AOA for overnight deliveries (11PM- 5AM)

** Access must be approved in writing by DFW Airport Operations, DPS, Risk and Concessions Departments

Terminal Product Distribution Requirements

- Product carts/dollies being pushed shall not exceed a height of 48” max. above the floor surface
- Product carts/dollies over 48” high are required to be **PULLED** through the public areas (pushing carts in Concourse, stacked higher than 48” is strictly prohibited, NO EXCEPTIONS)
- Product movement via Skylink is ONLY allowed with the use of approved Skylink cart & must follow Skylink cart procedures
- Delivered products shall not impede/block/restrict passenger traffic flow
- Carts/dollies staged in the Concourse cannot be staged in common public areas, they are only allowed to be staged at the recipient’s location or storage space, preferably within the location’s leasehold
- Carts/dollies staged in the Concourse for unloading MUST remain against the location’s storefront, parallel to the wall (perpendicular placement is strictly prohibited)
- Products shall not be left unattended in any public areas Concessionaire is responsible for maintaining food product safety at all times

Terminal Dock and Delivery Information (continued)

- All delivered goods are security screened at Docks
  - Tools are allowed
  - Professionally packed products are allowed
  - Powered pallet jacks and scissor lifts are not allowed on any terminal elevator (except at D Dock)
  - Only Blue (SIDA) badged employees are allowed to go through security at the docks when bringing in a delivery; otherwise they must go through TSA or an employee portal to enter the airside of the terminal
  - Escorting is not allowed
- Docks are for delivery trucks only - no parking allowed for passenger vehicles
- Do not overload elevators 5,000 lb. max. capacity @ Docks, user shall never exceed **50%** of capacity weight and verify capacity prior to use
- Carts/dollies entering Concourse must have pneumatic or medical grade rubber wheels
- Products, carts, dollies or any other delivery item are NEVER allowed on **any** moving sidewalk, any damage occurring from ignoring this rule will be billed to the tenant
- Full delivery instructions found on DFW Concessions website at:
- dfwairport.com-Concessions-DeliveryProcedures

Concessionaires can be held liable for their delivery vendors' actions so be sure they know the rules

Terminal A
A39 Concourse to Loading Dock (Ramp Level)

- Go through door at the end of the Concourse to access Dock elevator
- Enter door to the right
- Take elevator down to the Lower Level (LL) to access Concessions Loading Dock



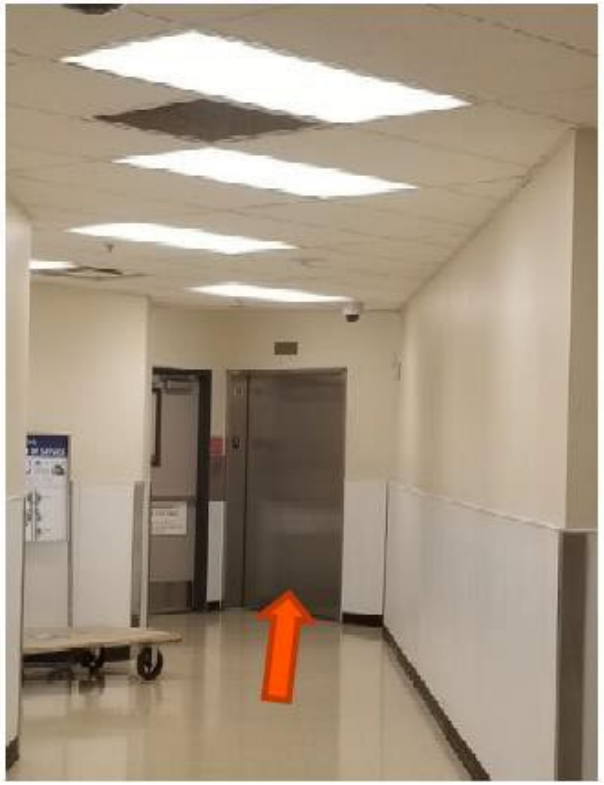




Terminal D
D20 Concourse to Loading Dock (Service Level)

- Enter double doors under escalator
- Take elevator on the left to the Service Level (LL) to access airside corridor to loading docks

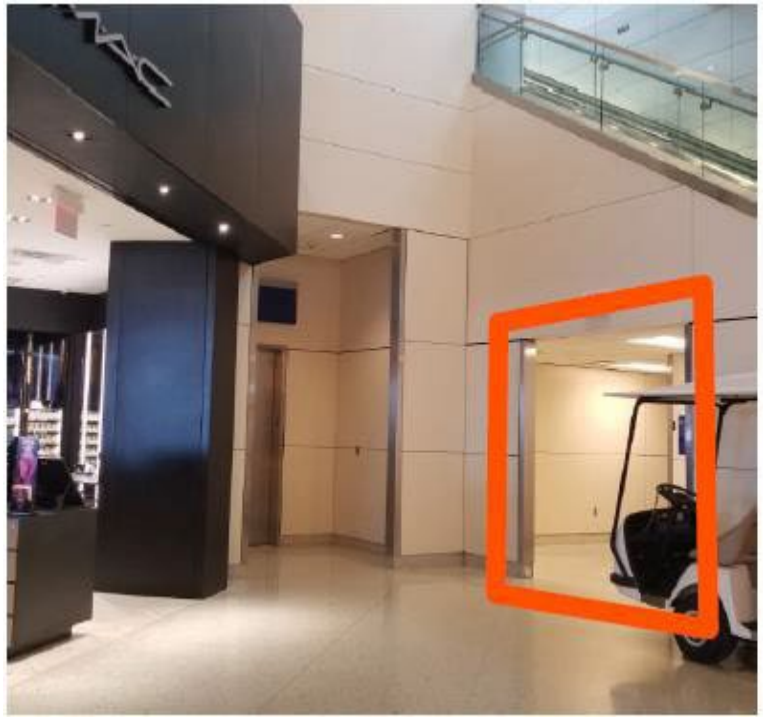






Terminal D
D24 Concourse to Loading Dock (Service Level)

- Enter double doors under escalator
- Take elevator on the left to the Service Level (LL) to access airside corridor to loading docks







Terminal E
E2 Concourse to Loading Dock (Ramp Level)

- Go through double doors at the end of the Concourse, gate E2, to access Dock elevator
- Take elevator down to the Lower Level (LL) to access Concessions Loading Dock







Skylink Carts



- Skylink is designed to move people between terminals and was never designed as a primary means of moving product
- **Passengers are the priority.** Delivery carts may not board a highly occupied Skylink Car; wait for the next Skylink train
- Any tenant or vendor moving product on Skylink must adhere to the safety requirements included in this document. Failure to follow safety rules will result in disciplinary action up to and including revocation of Skylink delivery privileges
- **Product movement on Skylink is limited to small-scale (under 200 pound) deliveries** (hot-shots) and must be conveyed in the specified DFW Concessions-approved Skylink Cart (unless otherwise approved in writing, under special circumstances)
- **Only approved Skylink Carts are allowed on the Skylink to move products.** No other type of cart or dolly is allowed
- There is a limit of **ONE (1) Cart** on a Skylink two-car train (not one per car.)
- Concessionaires are responsible to communicate these procedures to their staff & vendors to ensure compliance.
- **Never** leave carts unsecured/unattended (tenant responsible for purchase/replacement of any lost/stolen Skylink Cart)

Skylink Carts – Safety Requirements

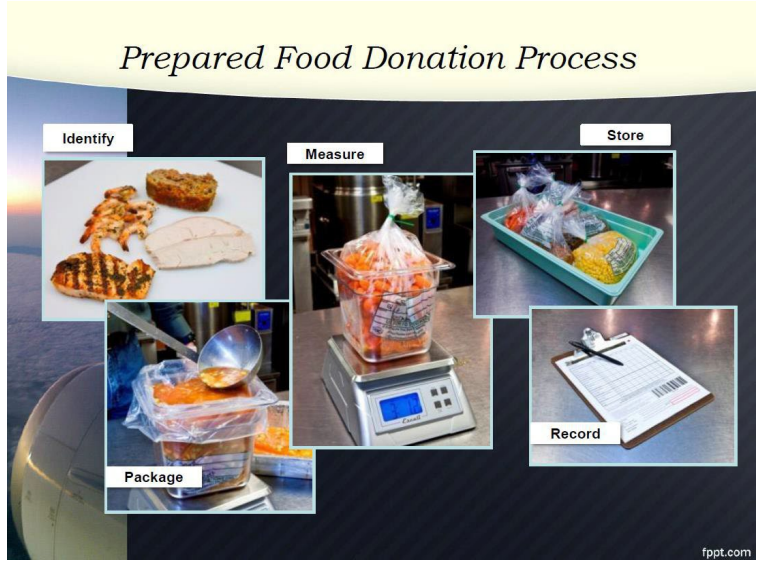
- **An Approved Skylink Cart is available on a permanent loan basis to each operator** (one per company)
- Additional carts may be purchased by the Concessionaire, direct from the supplier (Colinda Torrez at Torrez Paper at 214-476-3878)
- Loaner Skylink Carts can be borrowed from the loading dock's during Dock Master office hours (1 cart for a maximum of 3-hours per person)
- If there is an occupied wheelchair on the car, wait for next Skylink
- Cart must be **positioned with WHEELS LOCKED** in the direction of travel preferably in location shown in picture at right
- **Employee must be in control of cart at all times with hands on cart**
- Product must be fully enclosed in the interior of the cart – no product or boxes within 6” of top



Food Donations Program – Vendor/Recipient Options

Food Donation Connection Program (call Angelique at 1-800-831-8161)

- Develops food safe/operationally compatible processes for food donations
- Identifies and links qualified non-profit agencies to pick up donations
- Coordinates and manages day-to-day activities and supplies, Manager Guides, and at-cost materials for saving food (food-safe plastic bags, twist ties, bins)
- Completes valuations for incremental tax deductions for donations
- Tracks donations
- Provides reporting for each operator and overall reporting to DFW
- Supplies period/year-end data for donor's IRS form 8283
- Food Donation Connection charges a **fee of 25%** of the incremental tax savings which result from the donation of surplus food from donors





Ark of Hope - Concessionaire Managed Program

- Location collects, bags, and delivers food donations to the **Terminal D Dock** during dock master's office hours (5:00 AM to 8:00 PM)
- On-duty dock master receives, records, and stores donations at the dock and calls Ark of Hope to pick up
- Concessionaire is responsible for all aspects of recording and reporting for IRS tax credit
- They also accept non-food donated items (like clothing)

Concessionaire Managed Donation Plan Overview

Charity Organization – **Ark of Hope, Inc.**

- Transitional Living Program committed to extending quality and affordable living services to formerly incarcerated individuals

Contact Information

- Etho T. Pugh, Sr. MA – Owner / Operator
  - Mobile – 682-554-9996
  - E-mail - ETHO.PUGH@dallascounty.org
- Carmencita Johnson, (CJ) Director
  - Mobile – 2146464729
  - E-mail - cjwitarkofhope@gmail.com

- Picks up donations at Terminal D Dock and delivers directly to those in need



Be Green: Support DFW Airport's Sustainability and Zero Waste Goals.

Composting at DFW Airport

Environmental Affairs Department (EAD) Launches Composting program

Circular Economy

DFW Airport Environmental Affairs Dept [EAD] Composting team is servicing all 5 Terminals and non-Terminal facilities. Program is growing and expanding into more locations in phases.



Food Waste diverted from DFW Airport facilities since March 2021.
- 2,271,675 lbs. = 1,135.85 tons

RETHINK. REUSE. REPEAT.





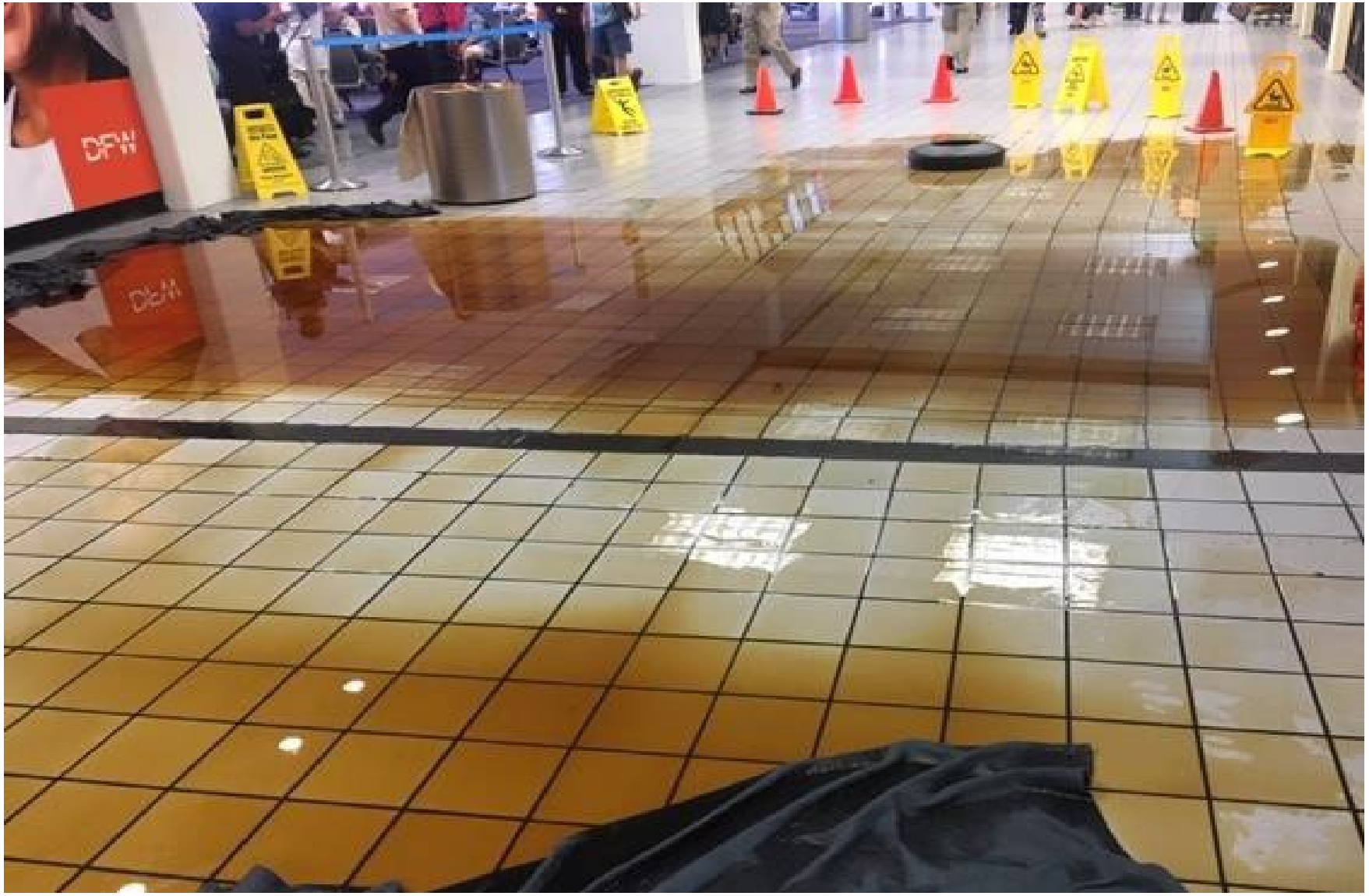
Currently servicing the following Locations

- ❑ **57 Terminal locations**
  - **Terminal A- 15**
  - **Terminal B- 5**
  - **Terminal C- 10**
  - **Terminal D- 14**
  - **Terminal E- 13**
- ❑ **AA Admirals Club A & D**
- ❑ **Grand Hyatt Hotel**
- ❑ **9 Airport Board Offices**

For more information contact
Dallas Forth Worth International Airport
Environmental Affairs Department.
Revised: February 7, 2025

DFW DALLAS FORT WORTH INTERNATIONAL AIRPORT

Proper Grease Handling and Disposal is Critical

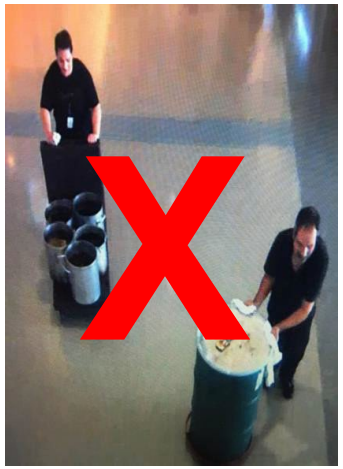


Grease Handling, Cleaning, Disposal, and Recycling

- Keep Vent - a - Hood wiped-down, clean and free from grease accumulation
- NEVER pour used fryer grease/cooking oil down ANY drain
- Wipe dishes, pots, pans and cooking equipment before rinsing or washing
- Keep screens in all drains to catch food waste and dispose of that waste in trash
- Dispose of grill grease in small quantities and triple bagged, in the trash NOT IN THE CADDY
- Used fryer oil & grease is collected for recycling
- Each restaurant with a fryer is provided with a grease caddy and is required to use it
- Pots, buckets, barrels, etc. are NEVER allowed to be used for fryer grease collection/transportation
- Each location is responsible for the upkeep of their caddy's exterior cleanliness
- Caddies required to be kept within location's leased areas; if caddy is lost or stolen tenant will have to buy a new one
- Do not overfill caddy; take grease to collection tank immediately, do not store use grease in caddy
- Drips and leaks must be cleaned up immediately by tenant in the terminal and on the caddy
- DFW is developing grease disposal monitoring program and will assess fees to any location that isn't keeping up w/cleaning equipment and the facility
- Contact Concessions Dept. immediately for any issues with the collection equipment
- Any vandalism of collection equipment will be charged to the tenant







Fire Safety Training

MANDATORY

- 30 minute online training module
- Ansul Fire Equipment Training
- Required for locations with hood systems
- DFW will monitor completion of training
- Print and maintain your **certificate**
- www.dfwairport.com/learninghub
- A brief guide to navigating the learning center can be found here.
- Fire extinguisher training is conducted through the Fire Marshal's office. To schedule email them at firemarshal@dfwairport.com



Storage Cleanliness Contest Coming Soon



Cleanliness/White Glove Contest

- We are in the process of creating a White Glove Award contest for storage cleanliness
- This will include all open/common/shared areas in every storage room



- If you are interested in the possibility of winning awards, prizes, and bragging rights, please help get these areas cleaned up ASAP
- Bulk trash dumpsters are available on the airside ramp at B40 and E38 as well as on the landside of the Terminal D Service level loading dock

Quiz Time

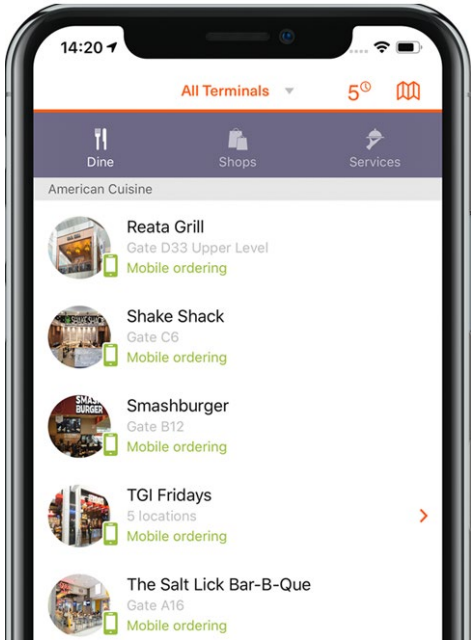
Name one-way to recycle at DFW.

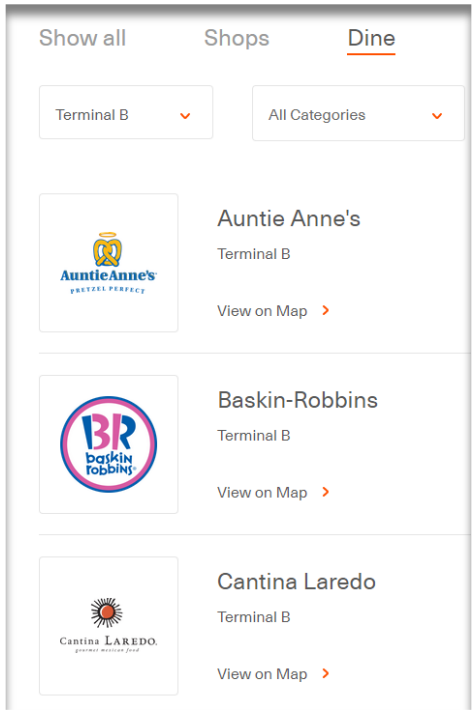


Concessions Awareness and Advertising

Vanessa Harwell
Compliance Analyst, Concessions







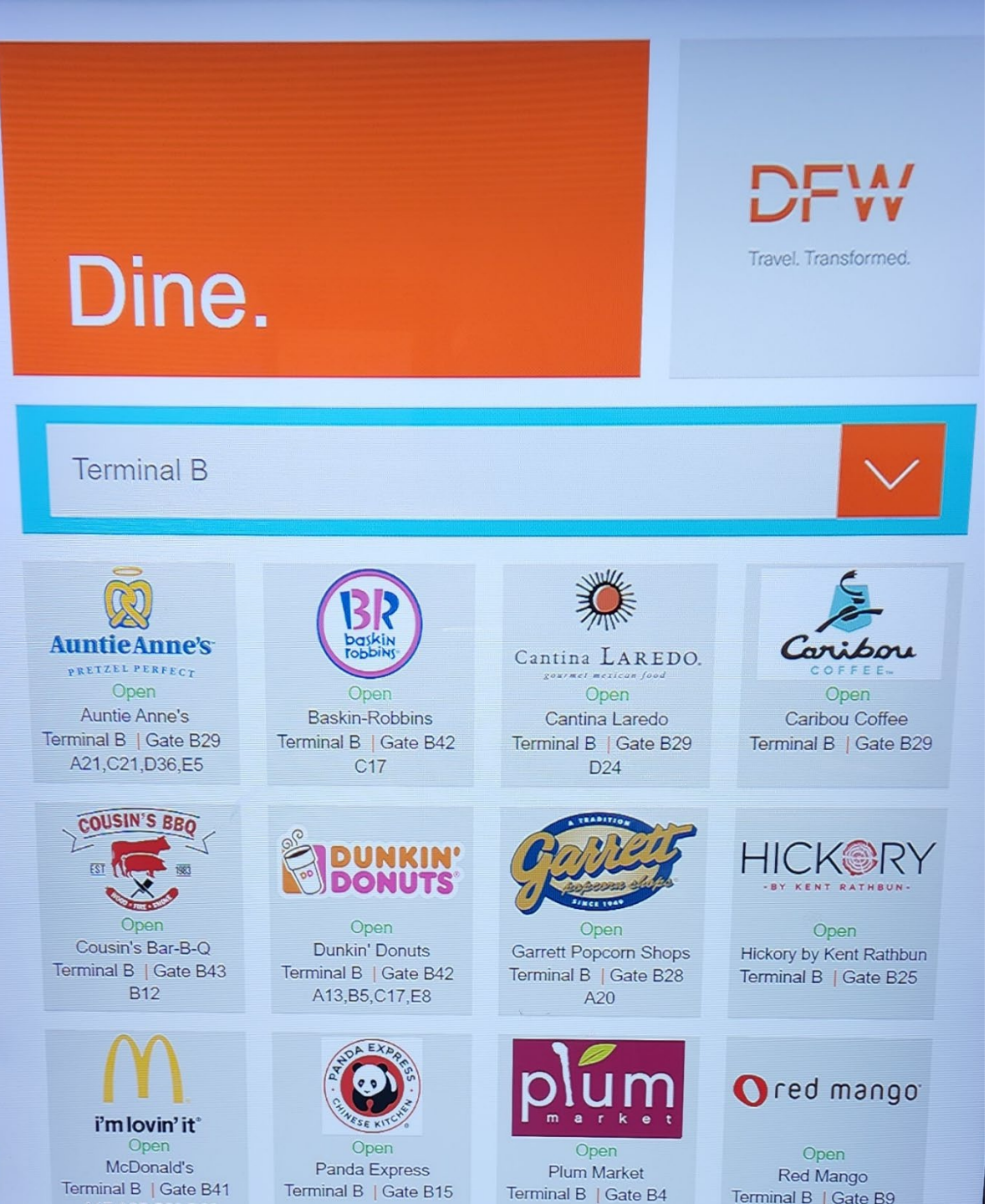
Concessions Awareness

One Database supports:

- Touchscreen Directories
- Mobile App
- DFW Website

To list your location:

- Send to Andrew Furtado (afurtado@dfwairport.com):
  - Logo
  - Brief description
  - 2-3 product images
  - Menu (PDF portrait)



Concessions
Door Sensor Program

- Provides real-time **Open**/**Closed** status to customer platforms (Touchscreens/Website/Mobile App) and DFW database

- Now operating in Terminals B and C, rolling out to others throughout 2023



Door sensor





Concessions Advertising

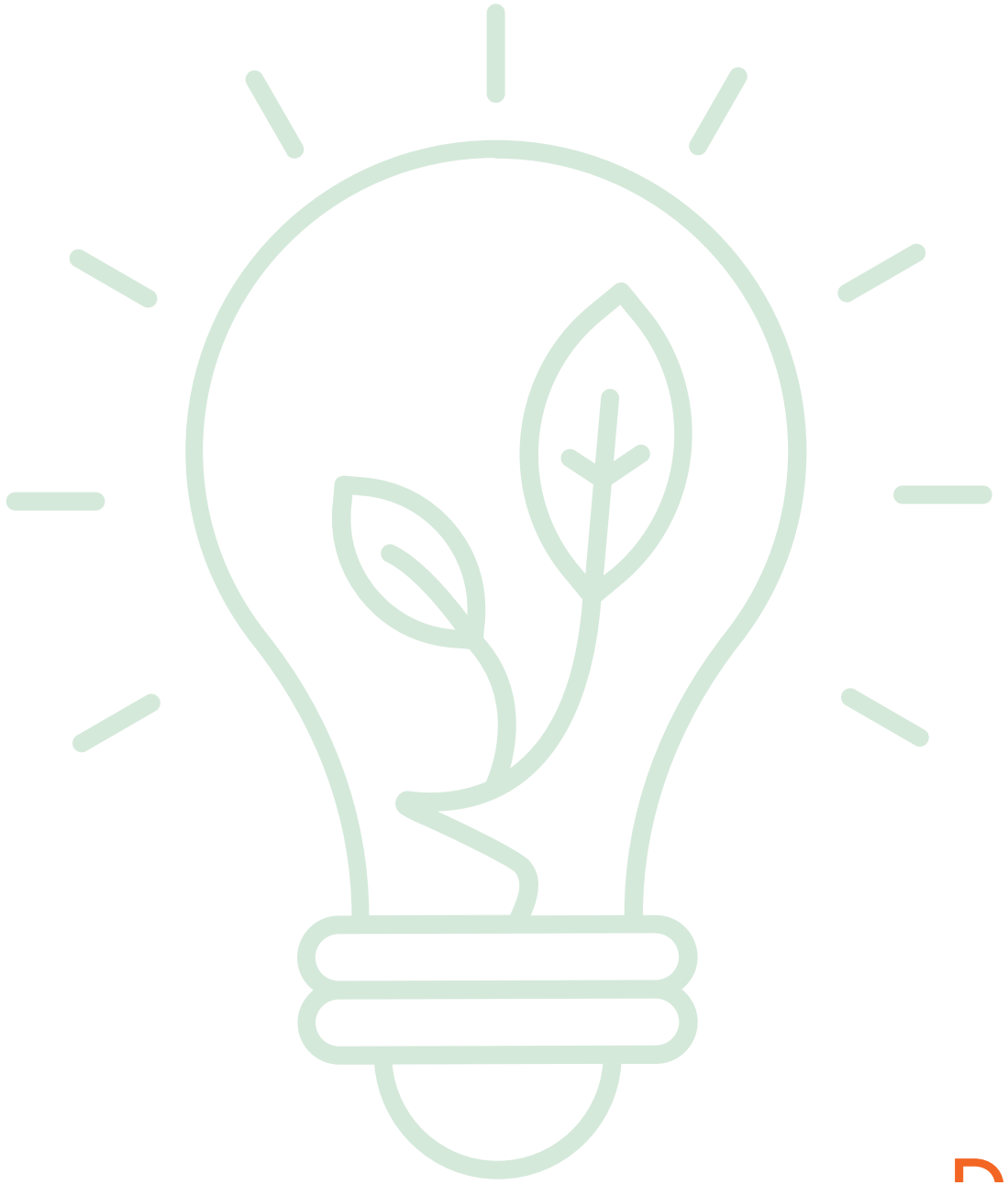
- The Airport's advertising partner, JCDecaux, provides concessionaire rates for banners and digital advertising

- Contact:
  Karen Schaefer
  Chief Development Officer
  JCDecaux Airport
  917-216-7605
  karen.schaefer@jcdecaux.com

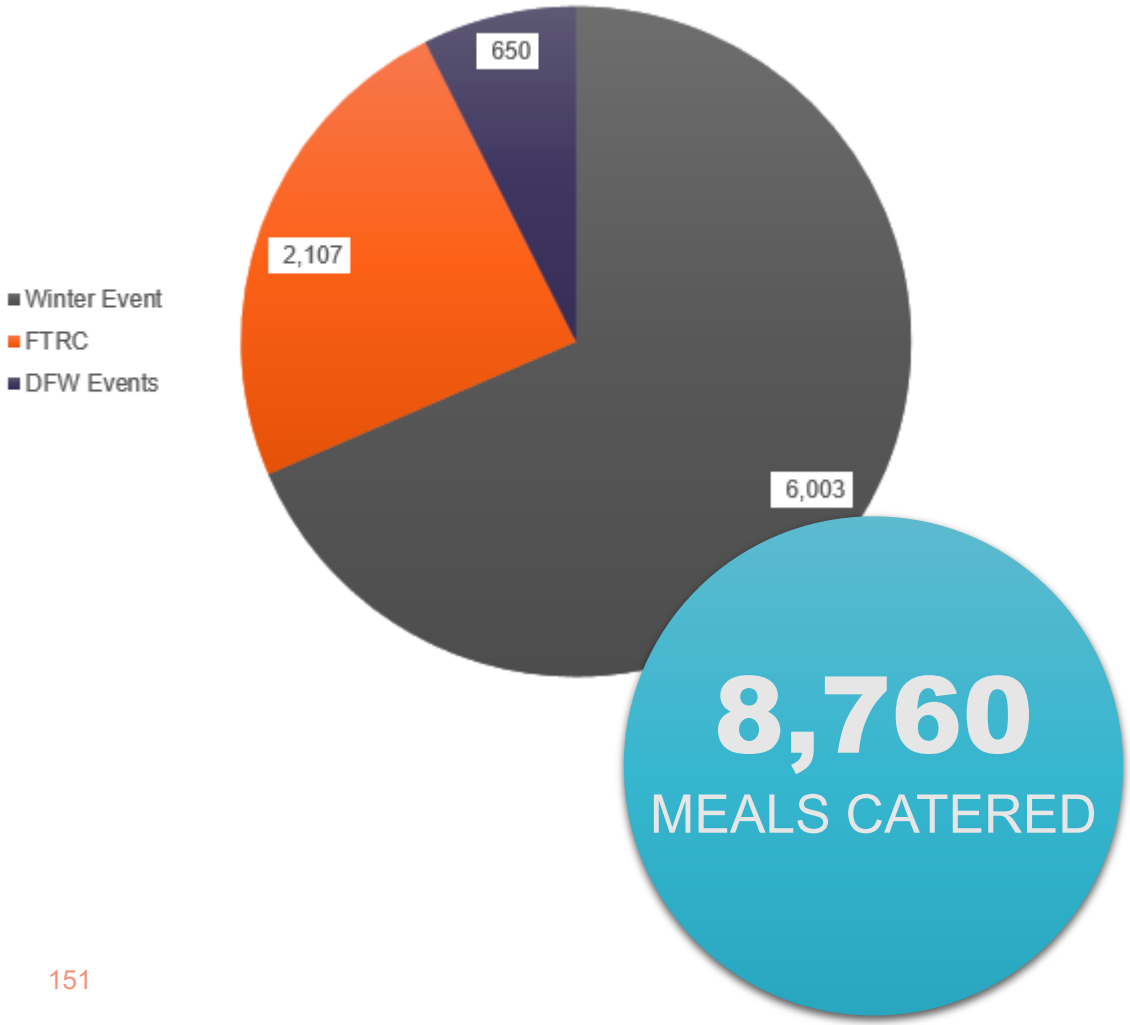
Catering

Luis Yadaicela

Concessions Compliance Analyst



Catered Meals for 2026 FYTD



Catering Statistics

A deep dive into the catering numbers

DFW Airport catering partners offer a wide array of meals and provide meal support to internal and external stakeholders.

By joining the DFW catering program, Concessionaires can increase their revenue by up to **$50,000 annually.**



Elevate your event with delicious catering from DFW Airport's diverse concessionaires!

Choose from a wide variety of cuisines and dietary options to perfectly suit your event needs. Our concessionaires offer self-service catering and individual box lunches that will be delivered to the venue of your choice.

By joining the DFW catering program, Concessionaires can increase their revenue by up to **$50,000 annually**.

Contact Luis Yadaicela to join the Catering Program!

Catering Enhancements

Creative approaches to showcasing your menu and increasing revenue

Catering Guidelines for Success

- **Deliver to Venue**
- **Offer Breakfast**
- **Reasonable price point**
- **Prompt & professional service**
- **Reliable contact info (email & cell/text)**

Miscellaneous

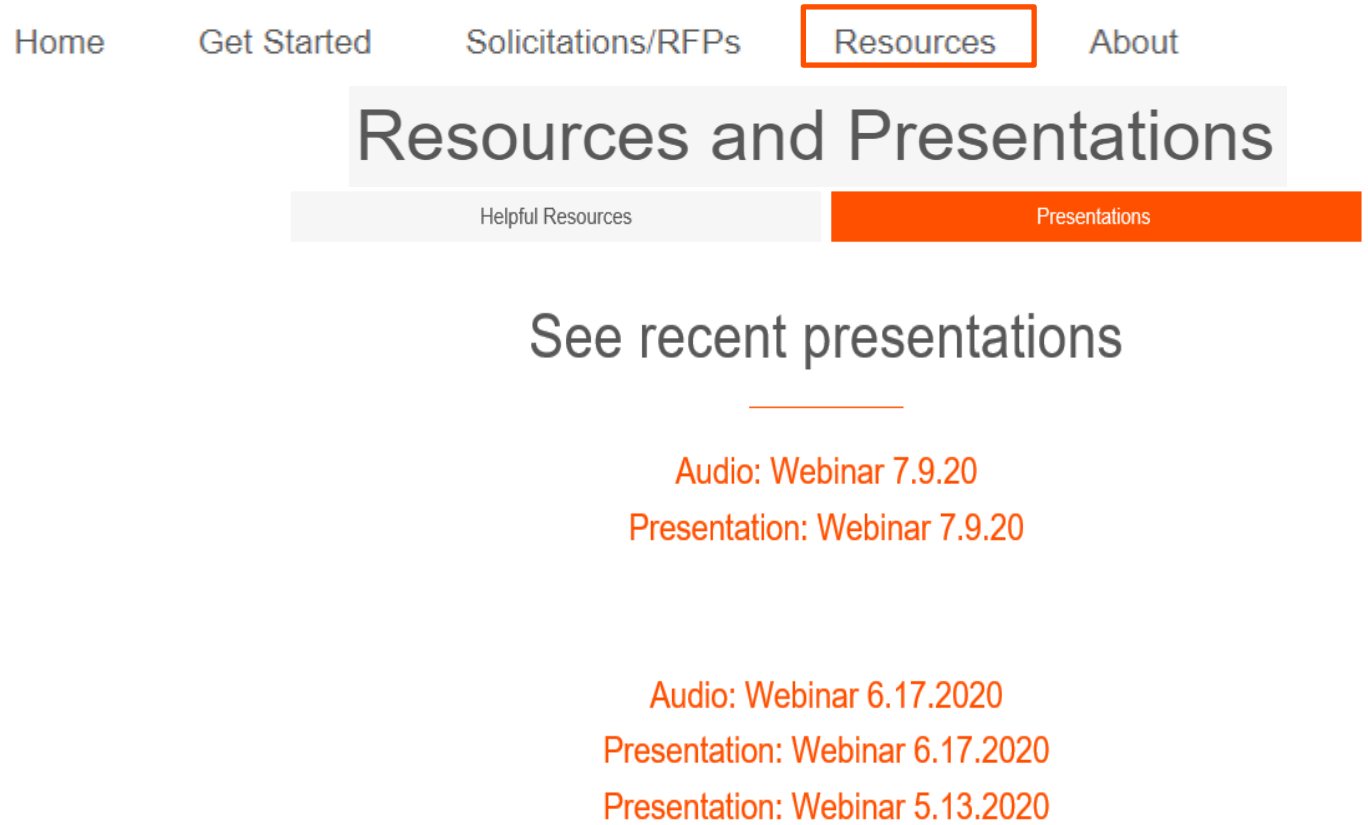
Owen Coley, Concessions Manager

Hours of Operation –

- Opening Time: Terminals A, B, C, D – All newsstands and locations serving coffee and breakfast will open for business no later than **5:00 am.**
  All other locations will open no later than **6:00 am.**
- Opening Time: Terminal E – All newsstands and locations serving coffee and breakfast will open for business no later that **4:30 am.**
  All other locations will open no later than **5:00 am.**
- Closing time for all Tenants: All locations will remain open until flights are called for boarding within a minimum of 3 gates on either side of the location. If there is customer traffic in front of the location, the store will remain open.
- Open = gates fully open, registers open, and chairs on the floor in restaurants
- Note all changes to hours of operation need to be discussed with and approved by your Business Unit Manager.

Concessions Website

- Presentations and additional information can be found on the Concessions website at: https://www.dfwairport.com/concessions/resources/presentations/index.php



Irregular Operations Procedures - IROPS



The Irregular Operations program was established to ensure concessionaires and other key Airport entities are notified in the event of a delay that might keep passengers in the terminals longer than the original schedule.

This allows concessionaires and others to be prepared to offer exceptional customer service to our passengers in a potentially stressful situation.

To ensure notifications: designate IROPS contacts within the Concessionaire Portal for each location.



DFW Bucks

All Locations Required to Accept DFW Bucks

DFW Bucks can be redeemed for ALL products and services **EXCEPT** alcohol.

DFW Bucks have no cash value and are not redeemable for cash.

DFW Bucks are not valid for alcoholic beverages.

If purchase is **less than** the amount of DFW Bucks, recipient will forfeit the difference - NO CASH will be given to recipient for the difference.

If purchase is more than the amount of the DFW Bucks, recipient must pay the difference.

Cashier attaches receipt to DFW Bucks and places both in register.

Reimbursement for DFW Bucks

- Fill out the Buck Redemption Log
- Attach the receipt to the corresponding Buck.
- Attach Bucks and receipts to redemption log and submit to
- Concessions Department.
  - Concessions department will process the reimbursement. A check will be issued to reimburse the Concessionaire.

Checklist

- ❑ Review Badging, Parking, Delivery Processes and submit all required applications
- ❑ Submit Staffing Plan 2 weeks before you open
- ❑ Submit Training Plan 2 weeks before you open
- ❑ Review Concessions Website
- ❑ Review Concessionaire Handbook
  - ❑ https://www.dfwairport.com/cs/groups/webcontent/documents/webasset/p2_252242.pdf
  - ❑ https://www.dfwairport.com/concessions/resources/presentations/index.php
- ❑ Request Access to Concessionaire Portal (Inspections and Contact Management)
  - ❑ https://dfw.appiancloud.com/suite/sites/concessions-portal
- ❑ Request Access to CXE (Mystery Shops and Market Baskets)
- ❑ Request Access for CSA (Sales Info)
- ❑ Review and Share Mystery Shop Questions with your staff
- ❑ Please ensure your location's correct phone number is listed which will allow you to receive notifications for the following:
  - ❑ Webinars
  - ❑ Forums
  - ❑ eNews
  - ❑ IROPS



DFW is seeking to improve your workplace experience.

We want to hear from you! Share your insights on how we can enhance employee services and learn about your pain points.

How You Can Help:

- Answer a few quick questions
- Share your experience & ideas
- Help shape a better workplace

Interested?

Scan the QR code to sign up!

Your feedback makes a difference!

Thank you

