
Concessions Department Onboarding

Fall 2022



Agenda

Welcome and Introduction

DFW Airport Overview

Employee Parking Office (EPO)

Department of Public Safety (DPS)

ACCESS DFW / Badging

Communications & Marketing and Coca-Cola

Concessions Compliance Program

Bonds and Insurance

Grease Handling & Disposal, Turbo Chef, Safety

Concessions Product Delivery, Loading Dock & Skylink Carts

Advertising, Vending and Terminal Touchscreens

Catering Opportunities and Composting

Food Donation Program and Employee Recognition

GRE and Sales Reporting

Business Diversity and Development

Miscellaneous

Cristen Mosley

Pam Housley

Lee Sloan

Dominic Norris

Yanaisa Riesco

Jennifer Simkins

Mya Apple

Channin Griffin

Ericka Bounds

Kim East

Mike Spears

Luis Yadaicela

Lindsay Krasniqi

Syed Ashraf

Tamela Lee

Pam Housley

Airport Concessions

Zenola Campbell – VP

(972) 973-4830

zcampbell@dfwairport.com

Rick Van Pelt – AVP

Advertising, Food & Beverage, Tenant Projects

(972) 973-3405

rvpelt@dfwairport.com

Kristi Spann – Administrative Assistant

(972) 973-4648

kspann@dfwairport.com

Monica Guyden – Administrative Assistant

(972) 973-4826

mguyden@dfwairport.com

Airport Concessions

Jennifer Simkins –
Concessions Manager & Coca-Cola
(972) 973-8788
jsimkins@dfwairport.com

Luis Yadaicela – Compliance
Analyst Food & Beverage
(972) 973-8033
lyadaicela@dfwairport.com

Pam Housley –
Concessions Manager & Rental
Car Center (972) 973-4835
phousley@dfwairport.com

Ericka Bounds – Compliance Analyst
& Rental Car Center
(972) 973-3431
ebounds@dfwairport.com

Cristen Mosley – Concessions Manager & RFPs
(972) 973-4810
cmosley@dfwairport.com

Mya Apple – Compliance Analyst & RFPs
(972) 973-4836
mapple@dfwairport.com

Lindsay Krasniqi – Compliance Analyst Food &
Beverage
(972) 973-5817
lkrasniqi@dfwairport.com

Mike Spears – Advertising Project Planner
(972) 973-4831
mspears@dfwairport.com

Channin Griffin – Compliance Analyst Vending
and Advertising
(972) 973-2213
cgriffin@dfwairport.com

Airport Concessions

Kevin Sewell – Senior Tenant Project Manager

(972) 973-4824

KSewell@dfwairport.com

Alan Massey – Tenant Project Manager

(972) 973-4819

amassey@dfwairport.com

Dominic Norris – Tenant Project Manager

(972) 973-5696

dnorris@dfwairport.com

Frank Luevanos – Tenant Project Manager

(972) 973-4823

FLuevanos@dfwairport.com

Kim East – Tenant Logistics Manager

(972) 973-4642

keast@dfwairport.com

Airport Concessions

Jill McGrew – Finance Manager

(972) 973-5438

jmcgrew@dfwairport.com

Daniel Flores – Senior Business Analyst

(972) 973-5455

dflores@dfwairport.com

Syed Ashraf – Business Systems

Administrator (972) 973-4871

sashraf@dfwairport.com

DFW Airport Overview

Pam Housley, Concessions Manager

Key Results



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



Mastering the Basics

Clean

Working

Friendly



Employee Parking Office

Lee Sloan, Manager Parking

Guest Relations

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 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

Tenant Design and Construction

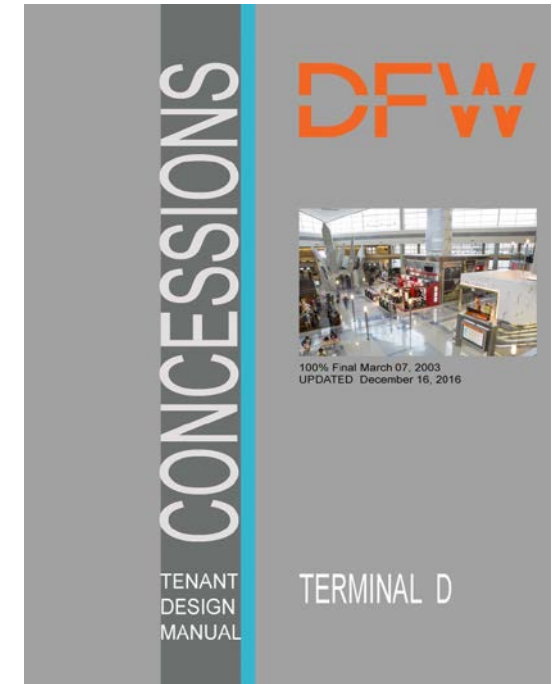
Dominic Norris

Tenant Project Manager

Tenant Design and Construction

Design and Build Process

- Compliance with Tenant Design Manuals
- Provides guidelines for the design and construction of spaces
- Provides a step-by-step system for preparing and submitting design compliant plans for approval
- DFW's Concessions Tenant Project Managers (TPM) manage the design and construction of every concession's location
- Ensure Lease Compliance prior to Code Submission
- Manage the Code Submission process
- Monitor Construction/Build-out process
- Lead Times
- Coordinate with DFW Concessions TPM Team
 - For midterm remodels, maintenance issues, improvements, and addition of or replacement of fixtures, finishes or signage



Tenant Design and Construction

Typical Design Professionals and Trades Required

- **Texas Registered Architects, MEP and Kitchen Design Teams, and Accessibility Reviewers**
- **General Contractors**
- **Trades/Sub Contractors**
 - Framing/drywall contractors
 - MEP contractors
 - Millwork/Trim contractors
 - Fire suppression contractors
 - Tile contractors
 - Signage contractors
 - Kitchen equipment contractors
 - Railing contractors
 - Security door contractors



Department of Public Safety

Dominic Norris – Tenant Project Manager

TSA Security Checkpoints

Terminal A

A12 4:30 AM-9:00 PM
 A21 4:00 AM - 10:30 PM
A21 TSA Pre✓™ - * 5:00 AM - 7:00 PM
 A35 4:30 AM - 9:00 PM

Terminal B

B9 4:30 AM - 10:45 PM
 B30 4:30 AM - 9:00 PM

Terminal C - TSA Checkpoints at Terminal C experience increased wait times during weekday hours of 6 to 8 a.m. Travelers may check in at Terminal A or D and ride Skylink to their gate.

C10 4:30 AM - 9:00 PM
C21 TSA Pre✓™* 4:30 AM - 7:00 PM
 C21 3:00 AM - 10:30 PM
 C30 3:30 AM - 9:00 PM

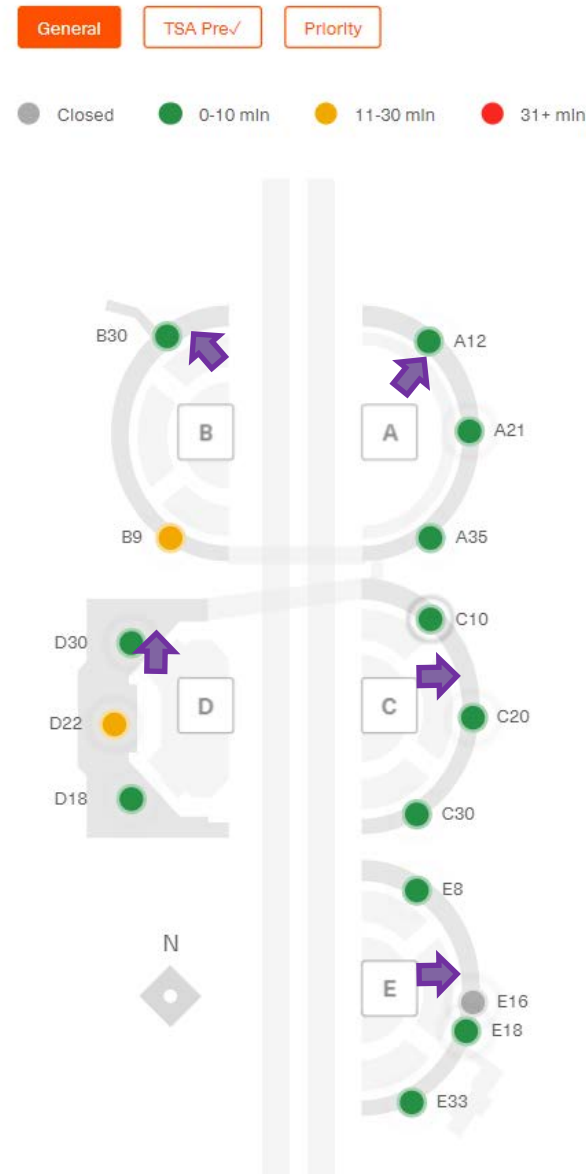
Terminal D

D18 4:15 AM - 10:00 PM
 D22 5:00 AM - 9:00 PM
D22 TSA Pre✓™* Operational hours vary
 D30 4:00 AM - 11:00 PM
D30 TSA Pre✓™* 5:00 AM - 9:00 PM

Terminal E

E8 3:45 AM - 8:45 PM
E16 CLEAR* 5:00 AM - 7:00 PM
E16 TSA Pre✓™* 4:00 AM - 7:00 PM
 E18 3:45 AM - 10:30 PM
 E33 4:00 AM - 7:00 AM

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



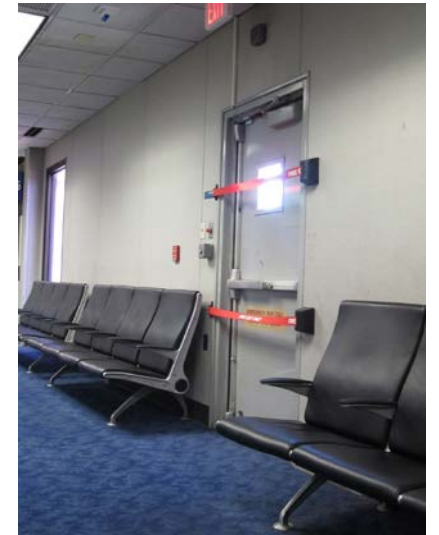
Employee Access Portals

A12 24/7 Full Access
 B43 0400-2300 Full Access
 *C07 0400-0700 *small lunch container and/or purse*
 *C07 1200-1430 *small lunch container and/or purse*
 C17 24/7 Full Access
 *D18 1000-1900 *Small lunch container or purse*
 D37 24/7 Full Access
 E16 0400-2300 Full Access (2300-0400 SIDA only)

*Indicates portals operating on a temporary basis

AOA Access and Vehicle Permits

- 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
- 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 not leave until cleared by DPS.
- Only Blue Badges can access the RAMP/APRON. ALL SIDA Doors have a badge reader. You **MUST** scan your blue badge prior to opening a SIDA Door.



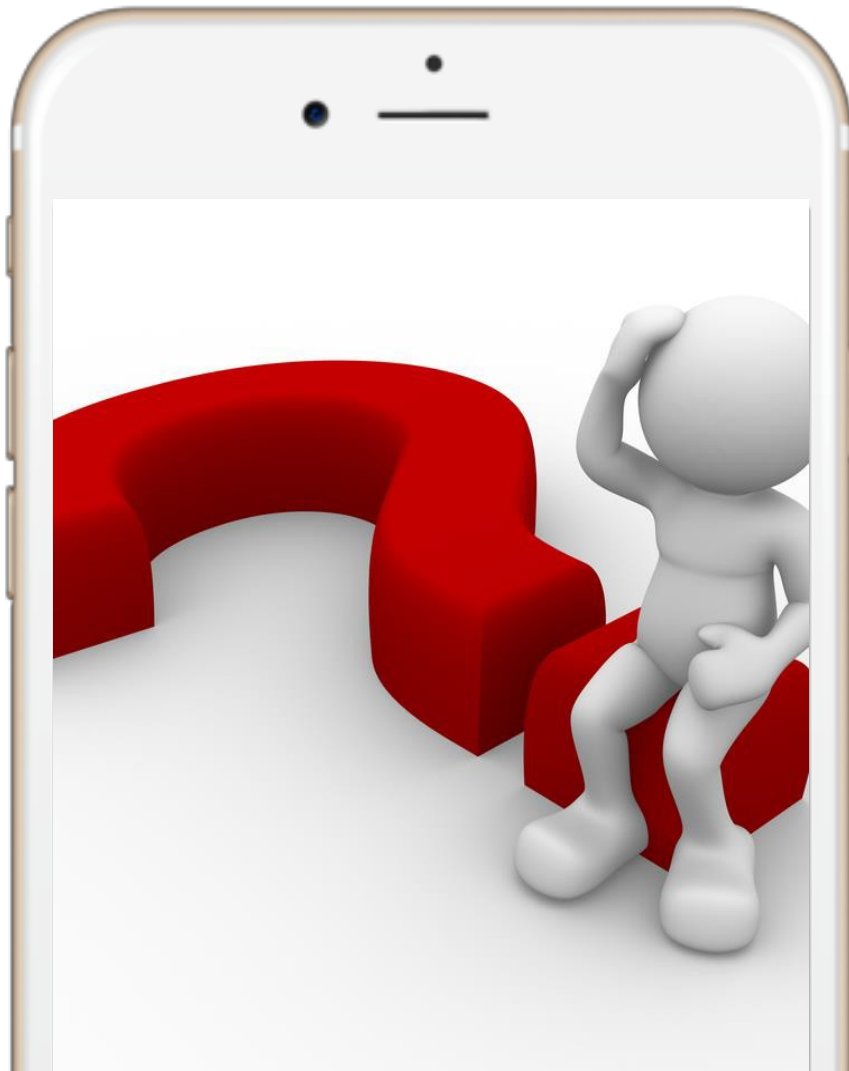
Irregular Operations Procedures - IROPS



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.



Contact

William “Bill” Crosby
Security Compliance Analyst
Alternate Airport Security Coordinator
(972) 973-4692 (office)
(817) 586-8085 (mobile)
wcrosby@dfwairport.com

Alonzo Baucham
Assistant Security Services Manager
Office: (972) 973-4616
abaucham@dfwairport.com

Coordinate entry of Tools, knives and large objects into the Sterile area with DPS.

Access DFW / Badging

Yanaisa Riesco (Yani)- Access DFW Supervisor

Stephanie Roman- Access DFW Senior Trusted Agent

DFW/
DFW

WELCOME
TO
ACCESS
DFW

DFW

*Welcome
to Access
DFW!*

Business Need

Documentation Required

Sponsorship Form

Form sign by the Sponsoring Company's Authorized Signatory stating the relationship (company type), contract length, and access required

Contract or Letter of Verification

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

Badge Recovery Plan

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

ACCESS DFW

DFW

Select New Company Type

<input type="radio"/> Airline	<input type="radio"/> Airline Contractor
<input type="radio"/> Concessionaire	<input type="radio"/> Concessionaire Contractor/Vendor Delivery
<input type="radio"/> DFW Board	<input type="radio"/> DFW Board Contractor
<input type="radio"/> Government Agency	<input type="radio"/> Government Agency Contractor

New Company Access Requirements

Badge Types Needed by Company: AOA/SIDA Sterile Public

Estimated Number of Badges:

Access Area Needed: Portal Ramp Terminal Jet Bridge

Driving Privileges Needed? Yes No

AOA Permits Needed? Yes No

Other Privileges Needed: Escort Customs Both

Job Title 1: Owner	<input type="checkbox"/> Escort <input type="checkbox"/> Customs <input type="checkbox"/> Driving
Job Title 2: Manager	<input checked="" type="checkbox"/> Escort <input type="checkbox"/> Customs <input type="checkbox"/> Driving
Job Title 3: Supervisor	<input checked="" type="checkbox"/> Escort <input type="checkbox"/> Customs <input type="checkbox"/> Driving
Job Title 4: Technician	<input type="checkbox"/> Escort <input type="checkbox"/> Customs <input type="checkbox"/> Driving
Job Title 5: Driver	<input checked="" type="checkbox"/> Escort <input type="checkbox"/> Customs <input type="checkbox"/> Driving
Job Title 6: Clerk	<input type="checkbox"/> Escort <input type="checkbox"/> Customs <input type="checkbox"/> Driving

Revised 8/14/2019

Sponsorship Form

The Sponsorship Form provides details for the following your company:

- The Sponsoring Company
- Primary Contact
- Authorized Signatory/Sponsoring Company AS
- Access Needed
- Access Profiles
- Privileges
- Job Titles
- Corporate Credit Card Program
- Access DFW Billing
- 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

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

Business Need

Contractual Relationship

Aircraft Operators

Airlines, foreign air carriers, indirect cargo carriers, certain all-cargo carriers such as FedEx, UPS

Vendors

Entities that do not have a lease with the airport yet require airport access to service or provide deliveries

DFW Board

The Airport

Tenants

Entities that have a bona fide lease with the airport. Restaurants and gifts shops

Contractors

Entities who are conducting work, mostly temporary basis at the airport.

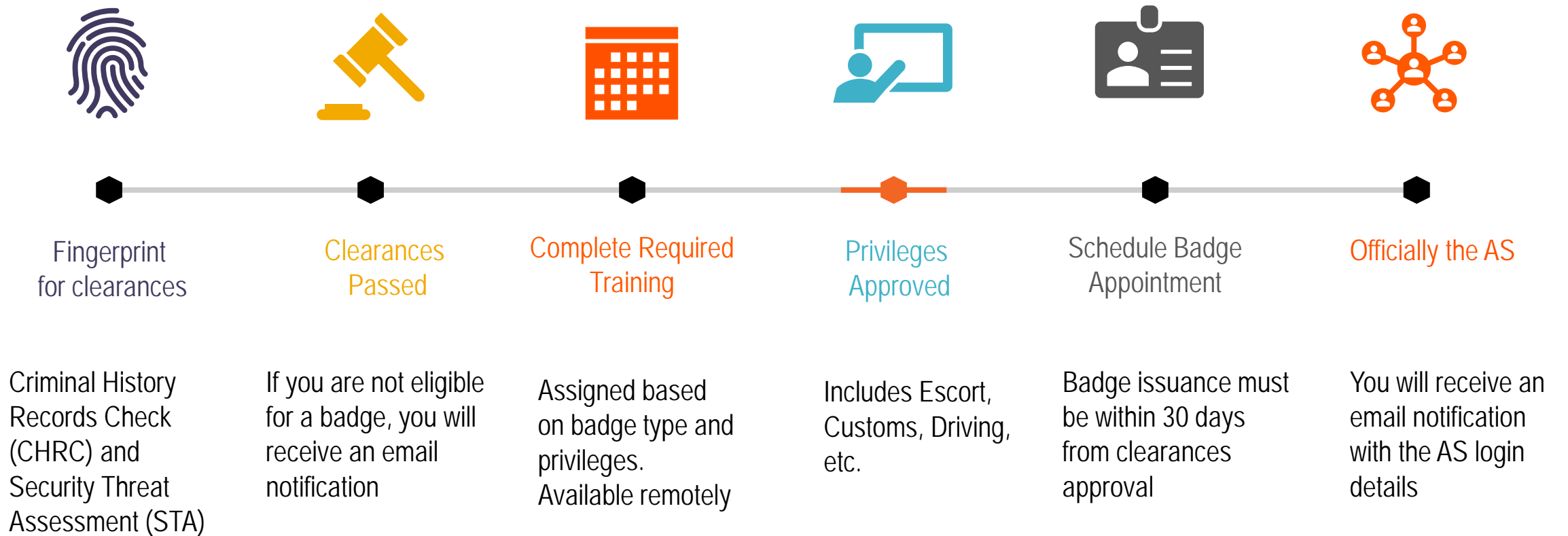
Government

Government Agencies are actually tenants. They are listed separately in the system.

Company Onboarding



Company Onboarding



Employee Onboarding

Badging Process



Authorized Signatory

Requirements-TSA Regulated Role

CHRC

Criminal History Records Check

STA

Security Threat Assessment

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

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

Authorized Signatory Guidebook

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

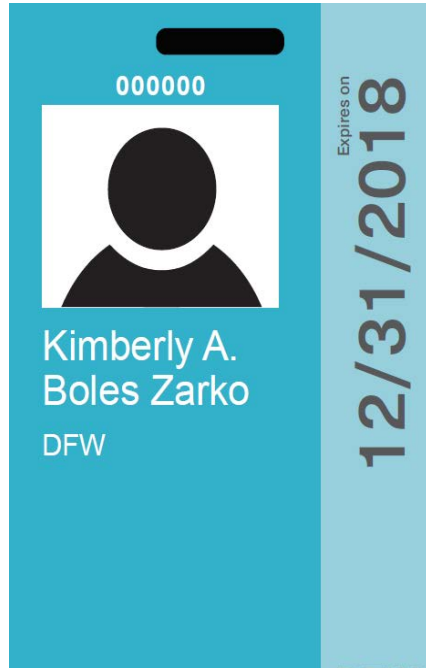
Authorized Signatory

Two Authorized Signatories recommended

Responsibilities

- Primary point of contact regarding security issues
- Authority to request badge issuance and legal signoff
- Request to add and alter the Badge Holder's access
- Request additional Authorized Signatories
- Ensure privileges are assigned to an operational minimum
- Accountable for all authorized badges and track unaccountable percentages

Badge ID Types

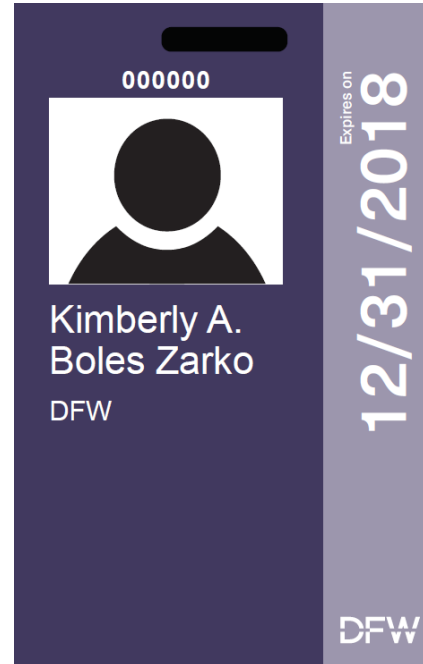


SIDA – Blue

Allowed in all areas

Driving, Escort, CBP 1/2 and LEO Icons

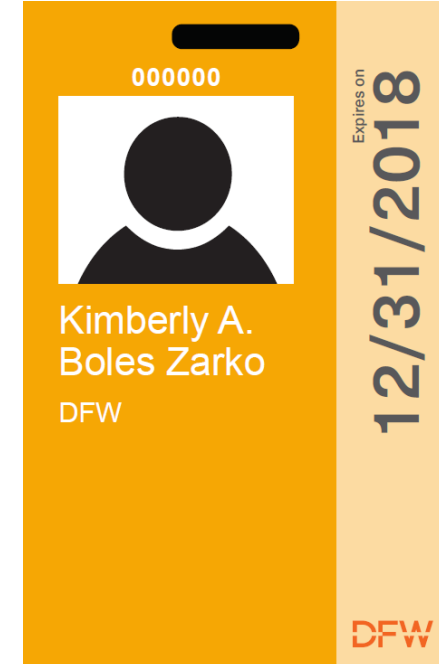
Valid a maximum of 2 years



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

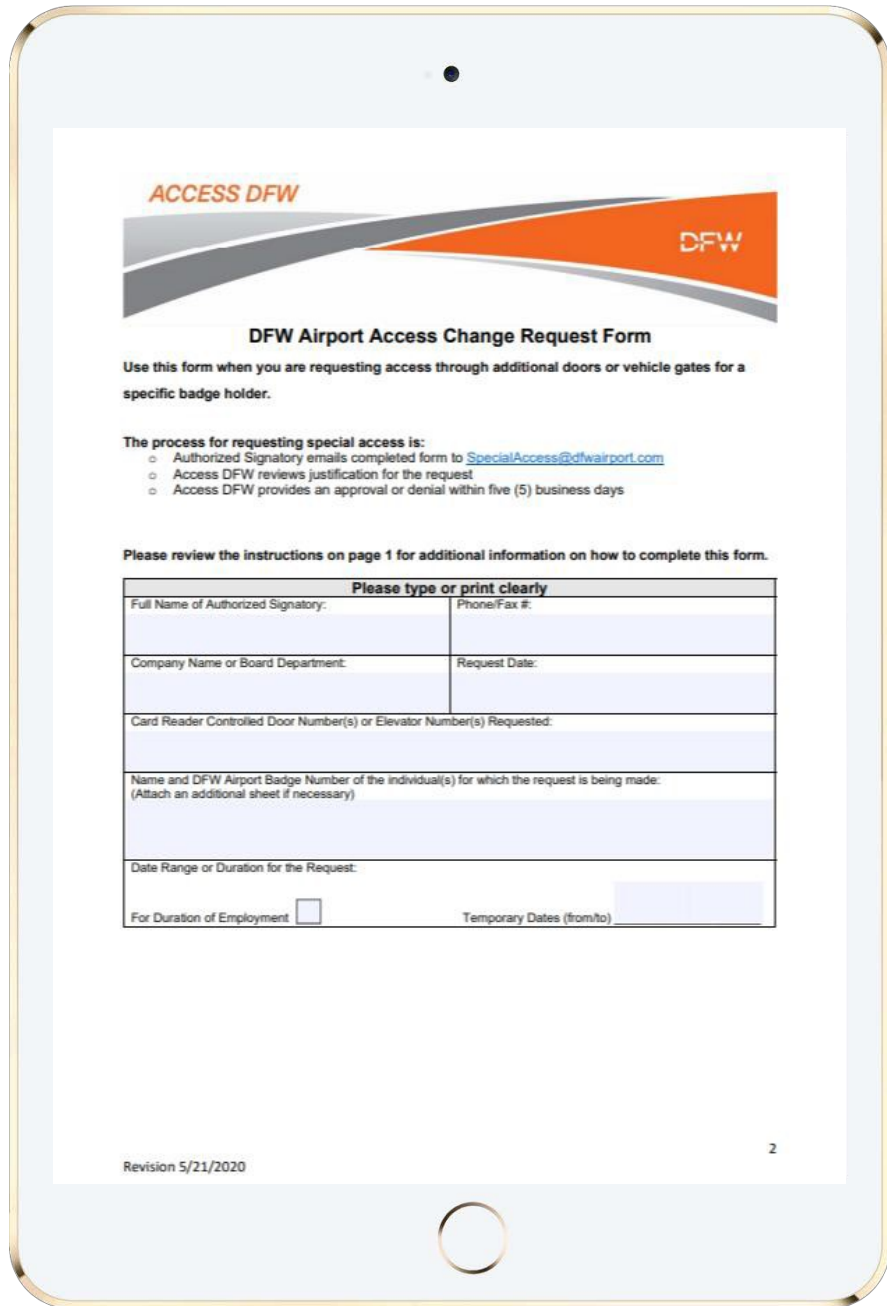
- Right to drive in the **Non-Movement** area
- **Certified Movement Area Escort** Right to drive in the Non-Movement area & designated haul route in the Movement area
- Right to drive in the Non-Movement and **Movement** areas
- **Surface Movement Guidance & Control System** - Right to drive in all 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





Access Change Request Form

Additional access or removal

Authorized Signatories needing additional access for their Badge Holders outside what was assigned by Access DFW must complete an Access Change Request Form.

If you would like to remove access when it is no longer needed, this form can be utilized in the justification field.

The form must be submitted to SpecialAccess@dfwairport.com.



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 5 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

\$13,669/Individual \$34,174/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
- SpecialAccess@dfwairport.com
- AccessPayment@dfwairport.com
- AccessCHRC@dfwairport.com
- SignatoryAccess@dfwairport.com

Send general questions, technical issues, questions regarding audits, AOA Permits, returning badges, or any other feedback here.

Send requests to add or remove access categories, or submit access category inquiries or the Access Change Request forms here.

Send requests to add, remove, or modify corporate credit cards, receipt inquiries, or any other payment requests here.

Send Criminal History Record Check inquiries, dispositions, and any other background requests here.

Send company onboarding inquiries, Authorized Signatory (AS) assistance such as badge recovery plans, onboarding meetings, terminating employees, and other 1st time AS inquiries.

Communications & Marketing Coca-Cola

Jennifer Simkins, Concessions Manager

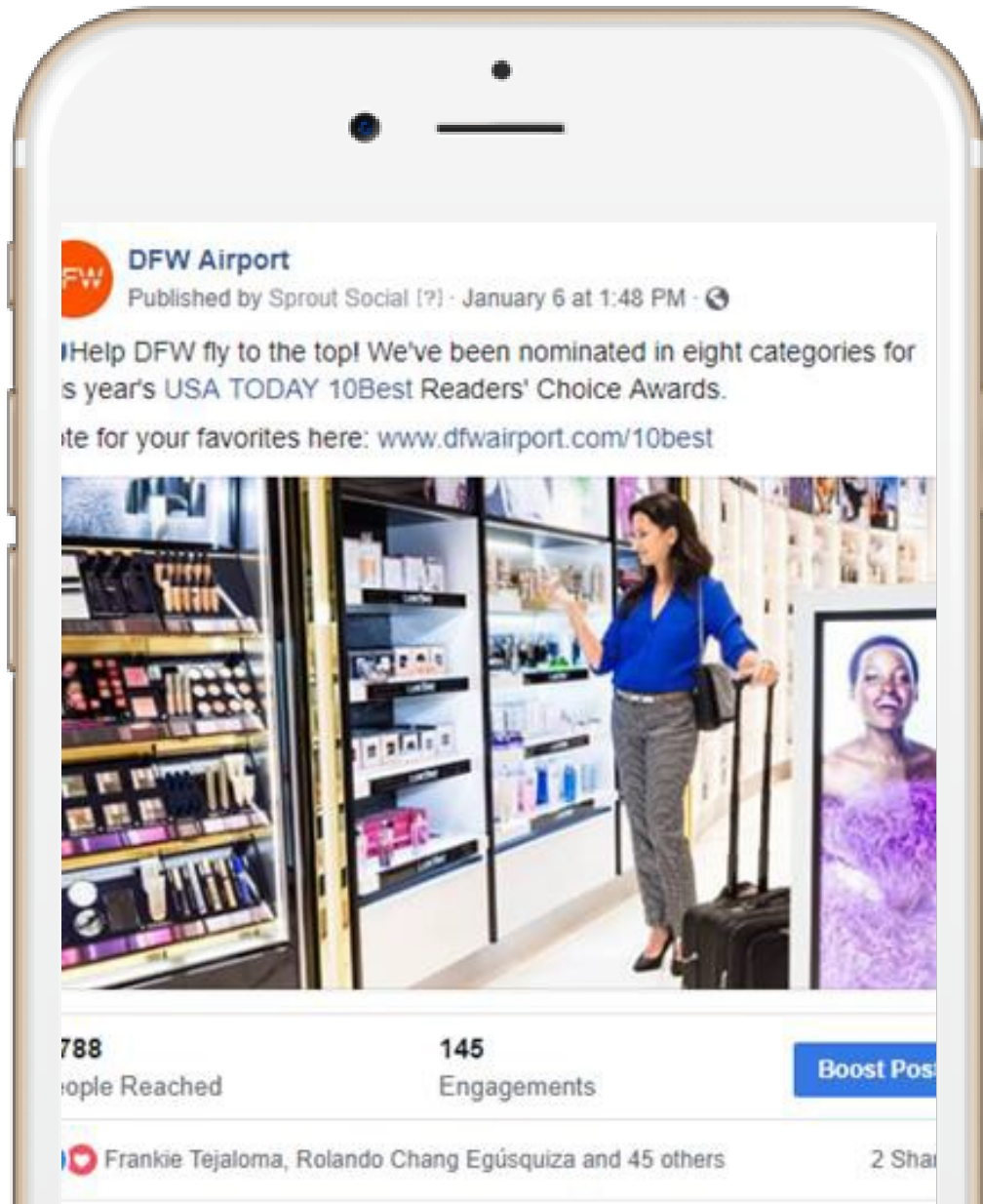
Concessions eNews

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

If a new employee needs to be added, let your manager know so they can notify us. We will be able to add the new employee to the notifications.

eNews notifications will be sent out for:

- Skylink Shutdowns
- Mystery Shop Gift Card Pick-Up
- Forums
- Webinar
- Team nominations/Employee recognition
- Equipment not working
- Emergencies



Communications & Marketing

We create compelling messaging to communicate DFW product and service offerings as well as DFW news and our brand story to all internal and external audiences. We focus on optimizing the customer's journey through the airport, maximizing revenue, advancing our brand reputation, and fostering employee engagement.

- DFW Branding
- Marketing and Advertising for Concessions, Parking, etc.
- Terminal Marketing
- Social Media (Organic, Reactive, and Paid)
- DFW Airport Website and Mobile App
- Media Relations
- Employee Communications
- Community Engagement

Support for New Locations

- Mass advertising (only for online ordering)
- Staff recruitment support (ads)
- Social media posts
- In-terminal promotion/activation
- Quarterly AirWire email
- Article on DFW internal website

AirWire DFW

NEW!

The best thing in parking since the painted line.

Prepay for DFW Airport Parking and save up to **50% OFF**

Book Now

Try DFW's New Prepaid Parking: Click, Park, Save.

We've introduced a new way to save at DFW. Prepay for parking in advance of your trip and save up to 50% off daily rates. Save now by booking online or on DFW's official mobile app. If you need help on how to prepay for parking, watch our [simple how-to video](#).

Book Now | [iPhone App Store](#) | [Android Google Play Store](#)

Travel Tip: Be the ultimate travel planner by checking parking availability for Terminal Parking. View availability for each garage level for Terminals A, D, and E.

FAST. FREE. EASY. ZOOM THROUGH CUSTOMS

AT DFW AIRPORT

Download the MPC app today.

Fast. Free. Easy. Zoom Through Customs.

In partnership with U.S. Customs and Border Protection (CBP), DFW offers an expedited international arrivals process through the use of the Mobile Passport mobile app. Download the app now to setup your personal traveler profile.

More info | [iPhone App Store](#) | [Android Google Play Store](#)

Journey Planner: Get the most of your visit at DFW Airport. Whether you are a local traveler or connecting through to another destination.

Connected DFW

Resources | Career Development | Total Rewards | Staff & Departments | ITS Solutions

Search

Search Entry Site | Search Categories

Top Story

Join the Celebration – Thursday, Jan. 17

Today's Weather

Welcome, Kelsey Rae

Wednesday

January 16, 2019

59°

Help! Your forecast for today is scattered clouds.

My Dashboard

[Employee Self Service](#)

Connected DFW

Resources | Career Development | Total Rewards | Staff & Departments | ITS Solutions

Search

Search Entry Site | Search Categories

Customer Experience

Vote for DFW in USA TODAY's 10 Best Readers' Choice Awards

6 Likes | Release Date: 1/15/2019

Help DFW Airport fly to the top with your vote!

USA TODAY's 10 Best Readers' Choice Awards selects top nominees in 10 airport categories then turns it over to us – the people – to vote for our favorite choice. This year, we're excited to share that DFW has been nominated in eight out of the ten categories!

You can vote for your favorite finalist in each category up to once per day until voting ends on Monday, Jan. 28. To vote, just click on the name of the category item below.

Happy voting!

- Best Airport Bar: Drew Pearson's Sports 88 >
- Best Airport for Dining: DFW International Airport >
- Best Airport for Shopping: DFW International Airport >
- Best Airport Local/Regional Dining: Cousin's Bar-B-Q >
- Best Airport Newsstand: 7-Eleven >
- Best Airport Service: The Club at DFW > and Minute Suites >
- Best Airport Shop for Local Merchandise: Whiskey Flight >
- Best Airport Sitdown Dining: Whitetail Bistro >

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Additional 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

Additional Support

- Hiring Page for concession locations
- Applicant completes the form, then the form is automatically sent to all location managers who have registered to receive them
- Send manager contact info to Channin Griffin
cgriffin@dfwairport.com

Employment Information

Applicant Information		
First Name *	Last Name *	Date *
Jane	Smith	10/24/2022
Street Address		Apt/Unit#
1391 Thrash Trail		
City	State	Zip
Pittsburg	Texas	75686
Phone *	Email *	
903-664-0864	jsmith@example.com	
Date Available *	Age (minimum age 16) *	
10/24/2022		
Are you a citizen of the United States?		If no, are you authorized to work in the U.S.?
<input type="radio"/> Yes <input type="radio"/> No		<input type="radio"/> Yes <input type="radio"/> No
Have you ever been convicted of a felony?		

WELCOME TO
DFW

Coca-Cola



BODYARMOR

**POWER
ADE**

Orders/Service Requests:

For questions on Orders or Product Availability:

Julian Gutierrez

DFW Airport Sales Account Manager

Phone: (817) 676-5906

Email: julian.gutierrez@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

Deliveries

- Until Stock Allocation is lifted, we will continue to have gaps within stocks.
Coca-Cola continuously prioritizes every case that comes into Fossil Creek for DFW airport.
- Coca-Cola is committed to ensuring backstock of water supply is available in B & E Storage (2-day supply)
- Coca-Cola Distribution Manager is committed to ensuring no more than 1 night will pass between rolled routes and delivery unless unexpected weather events occur.
- Coca Cola Stores Water in B & E Storage. If Coca-Cola is out of stock at the facility on water, during the nightly deliveries, our distribution drivers will go to storage and replace the OOS water with water from storage.
- Coca Cola does not have a “priority” customer list and does not differentiate who gets product when a route is rolled. Warehouse builds the loads as they are in the system, and they get sent out to the trucks assigned that night.
- Staffing 8-10 drivers, maximum 5 trucks. Protocols do not allow one driver to drive on AOA in one truck, must be 2 people.

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. →



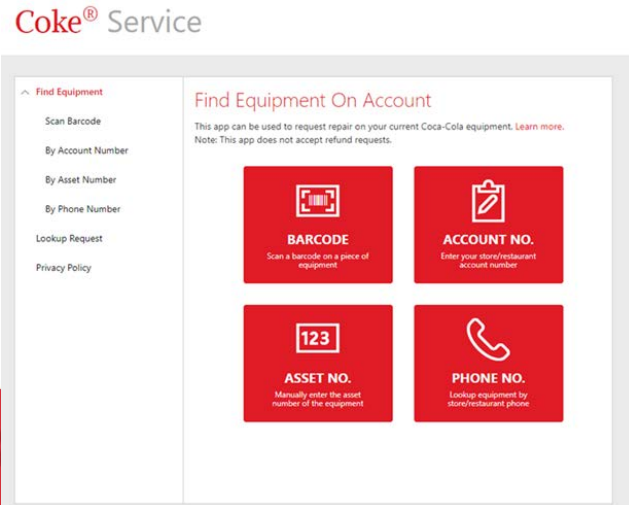
Fountain Equipment Service Instructions:

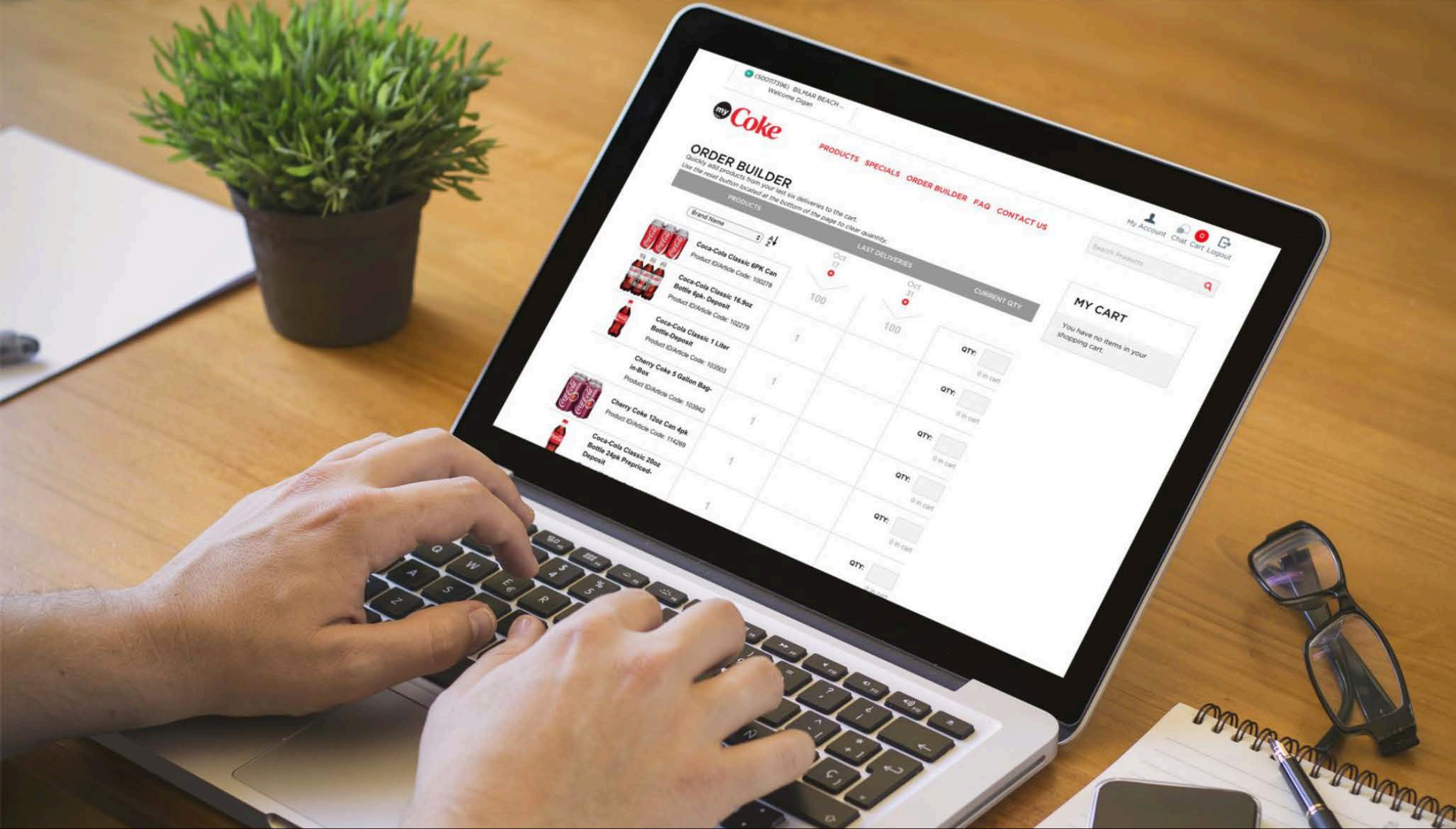
Dial Customer Support @ **1.800.241.COKE (2653)** and follow the prompts.

- 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.





Introduction to myCoke.com

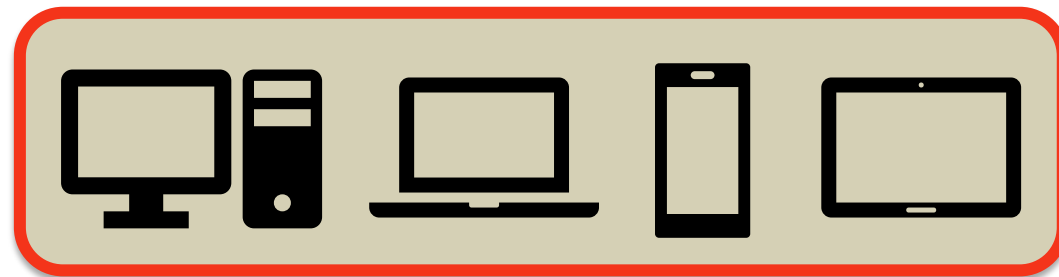
What is myCoke?



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.



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

FUNCTIONALITY VALUE



ACCESSIBILITY
Available 24 hours a day, 7 days a week



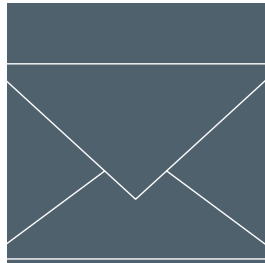
UP TO DATE INFO
Ability to see order status



NO BORDERS
Multiple outlet functionality can cross bottler territories



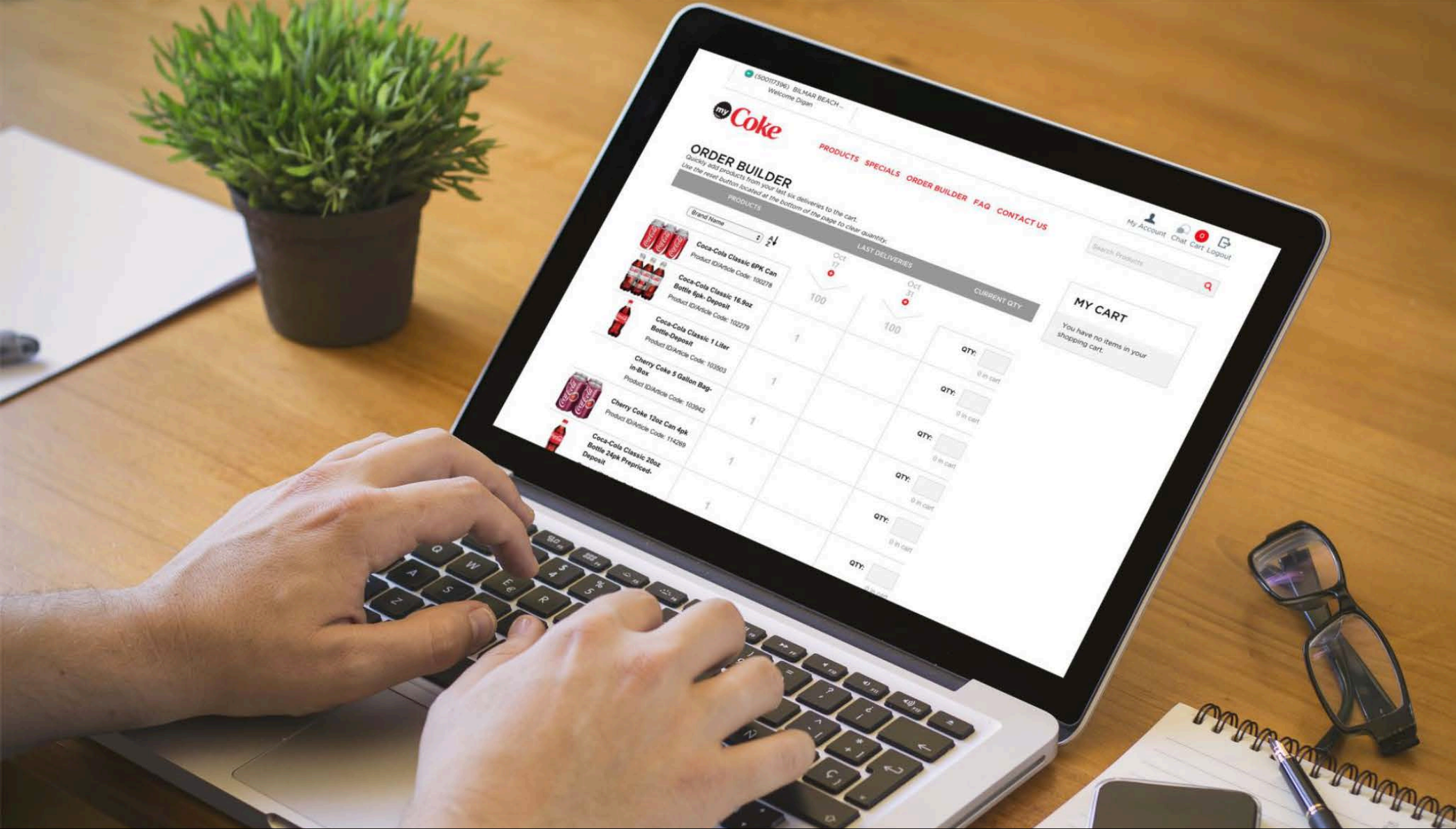
SHOP AROUND
Browse available products



COMMUNICATION
Emailed order reminders and confirmations



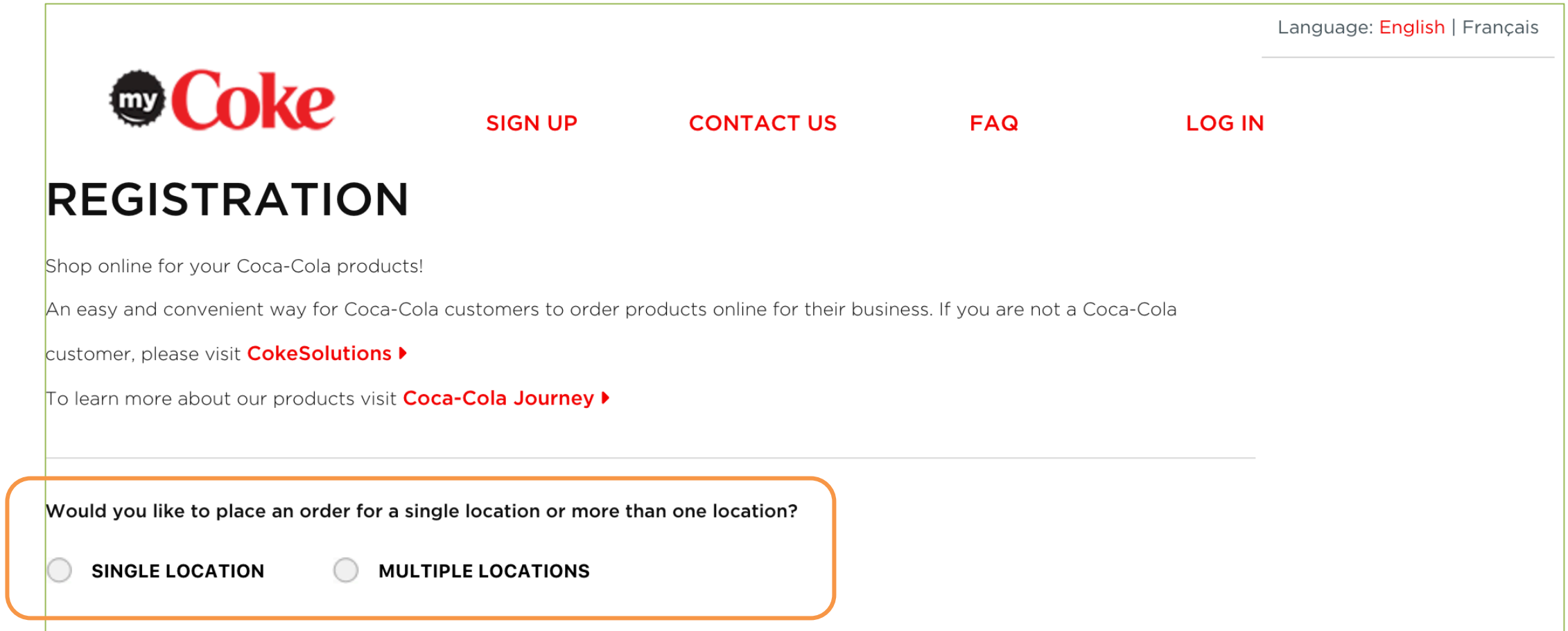
TRACK HISTORY
Ability to see 2 years of prior history (offline & online)



myCoke Functionality

REGISTRATION

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



The screenshot shows the myCoke website's registration page. At the top right, there is a language selector: "Language: English | Français". Below this is the myCoke logo. To the right of the logo are four navigation links: "SIGN UP", "CONTACT US", "FAQ", and "LOG IN". The main heading is "REGISTRATION". Below the heading, there is a sub-heading "Shop online for your Coca-Cola products!". The main text reads: "An easy and convenient way for Coca-Cola customers to order products online for their business. If you are not a Coca-Cola customer, please visit [CokeSolutions](#) ▶". Below this, it says: "To learn more about our products visit [Coca-Cola Journey](#) ▶". At the bottom, there is a question: "Would you like to place an order for a single location or more than one location?". Below the question are two radio button options: "SINGLE LOCATION" and "MULTIPLE LOCATIONS". The "SINGLE LOCATION" option is selected.

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

1. Enter Outlet Information 2. Enter User Information 3. Confirmation

All fields are required

Email Address

First Name

Last Name

Phone Number


LANGUAGE PREFERENCES

Ordering online will allow you to receive order reminders instead of phone calls from Coca-Cola.
Choose your communication method:

Email Text Both Email/Text

Mobile Number

CAPTCHA
Select the checkbox below.

I'm not a robot 
reCAPTCHA
Privacy - Terms

← PREVIOUS

SUBMIT

HOME PAGE

Welcome banner with user information

Toggle between Accounts
for multiple account users

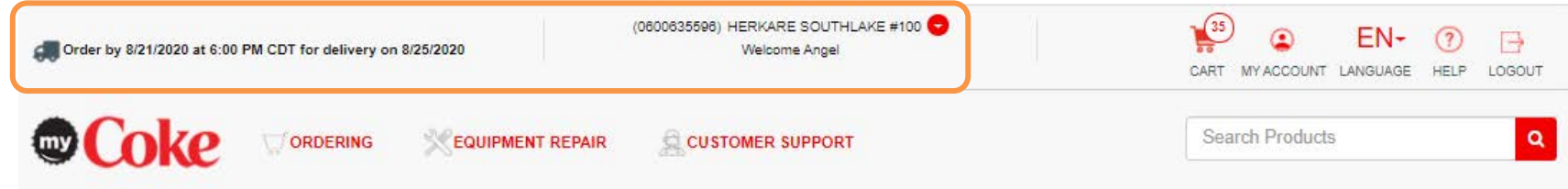
Order, equipment repair, customer support requests

Order By reminder

Select Language

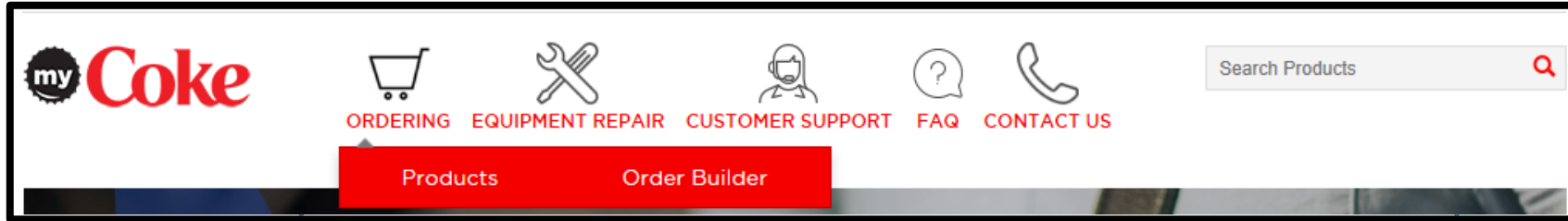
My Account

Last Delivery (not pictured)

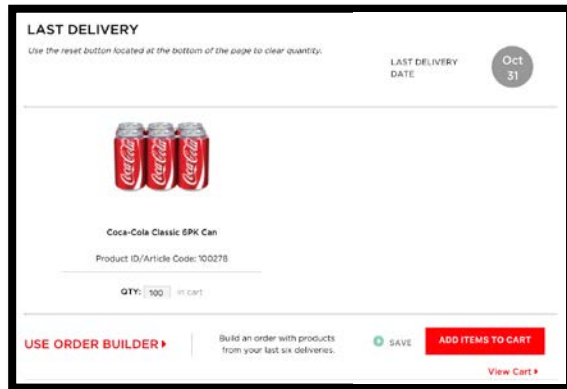


ORDER BUILDING TOOLS

Four user-friendly ordering tools available:



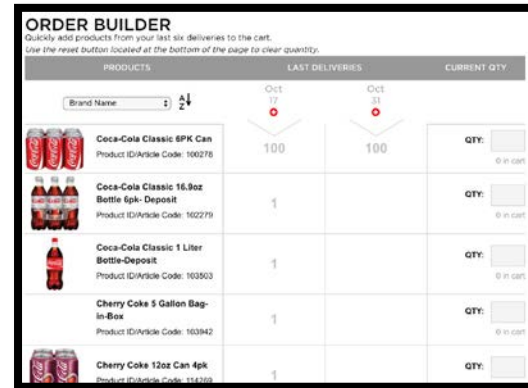
LAST DELIVERY



Home Page

Repeat, or build from, last delivery

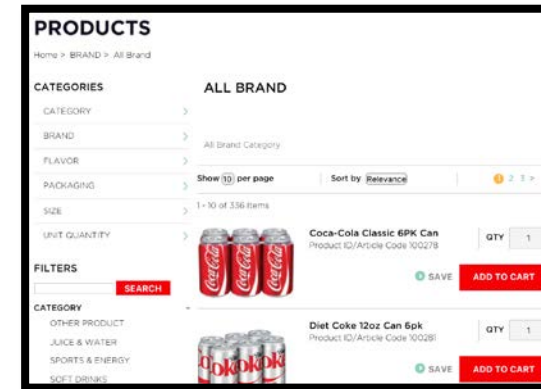
ORDER BUILDER



Order Builder tab

Repeat, or build from, last six deliveries

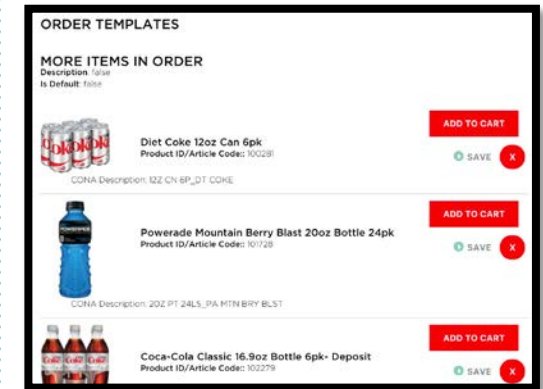
PRODUCT CATALOG



Products tab

Browse available products, specific to account

ORDER TEMPLATES



My Account

Save group of products for future orders

MY ACCOUNT

Manage:
Password / Account Access

Communication Preferences

Order History
View invoice #, order date,
amount, status
Edit pending orders

Order Templates

MY ACCOUNT

- ACCOUNT/OUTLET INFORMATION
- CHANGE PASSWORD
- ORDER HISTORY
- ORDER TEMPLATES

PROFILE

ACCOUNT/OUTLET INFORMATION

***Contact the customer care center to modify your account Information**

?
Account/Outlet Name : BILMAR BEACH RESORT F & B
Account/Outlet Number : 0500117396
Phone : 727-360-5531

ADD ACCOUNT/OUTLET +

DELIVERY INFORMATION

DELIVERY ADDRESS

10650 GULF BLVD
TREASURE ISLAND, FL 33706-4819

ACCOUNT SETTINGS

USER INFORMATION

Name: Digan Patel
Username: ejavowimm-6953@yopmail.com
Phone: (404) 887-3918

EDIT PROFILE

EQUIPMENT REPAIR TICKETS

5 simple steps

Routes directly a local service technician



**Thank you for your
partnership.**



ARCACONTINENTAL

Coca-Cola **SOUTHWEST
BEVERAGES**

Concessions Compliance Program

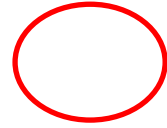
Mya Apple , Compliance Analyst



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 than **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 Department Website



Concessions Department Handbook



DFW International Airport Concessionaire Handbook



DFW Airport Concessions Concessionaire Handbook

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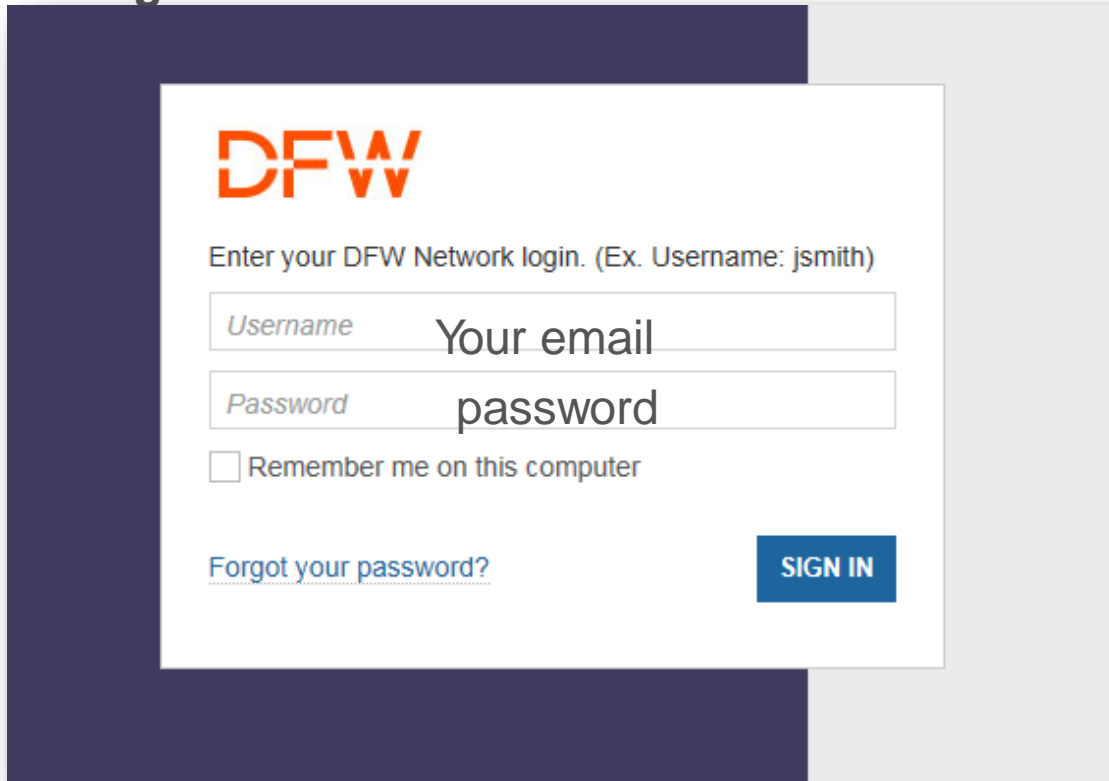
Appian BRM – Concessionaire Portal

- 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 listed below
- Concessionaire Admin designates access for additional users
- Inspections are created for compliance items reported to and observed by the Concessions Compliance Analysts. Items can be compliant or non-compliant.
 - Jennifer Simkins = Luis Yadaicela and Lindsay Krasniqi
 - Pam Housley = Ericka Bounds
 - Cristen Mosley = Mya Apple
 - Mike Spears = Channin Griffin

Accessing Concessionaire Portal

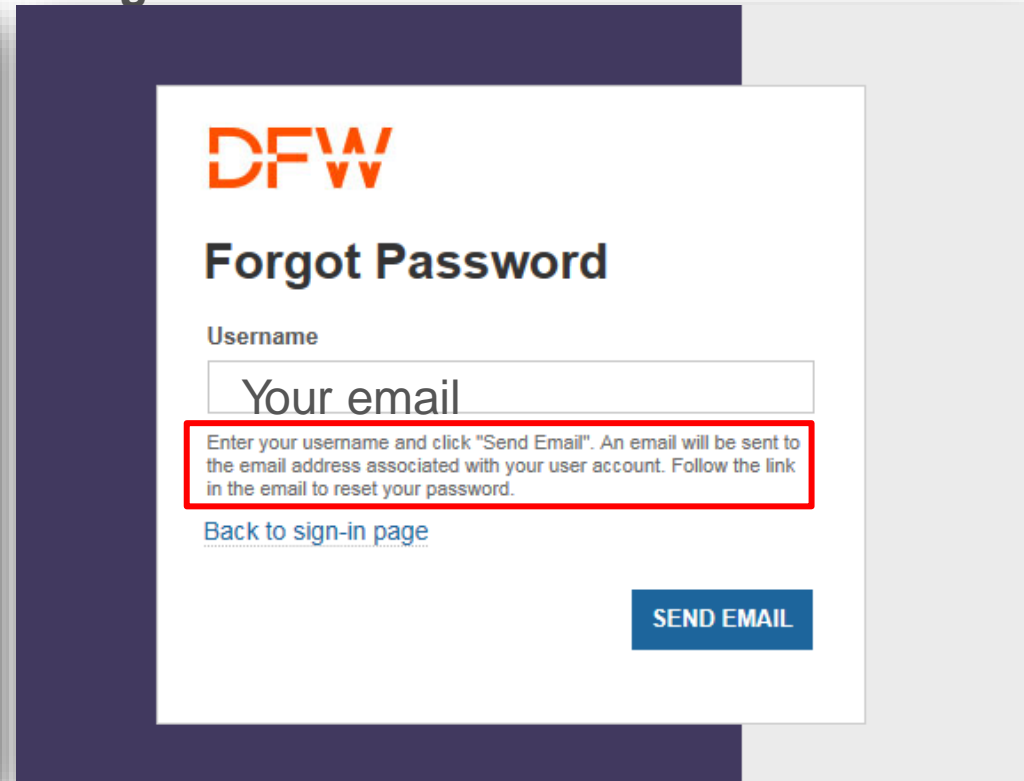
- There is an app that can be downloaded at www.appstore.com/appian. When instructed enter this site: <https://dfw.appiancloud.com/suite/sites/concessions-portal> and login as directed.

- **Login Screen View**



The screenshot shows the login interface for the DFW Network. At the top left is the DFW logo. Below it, the text reads "Enter your DFW Network login. (Ex. Username: jsmith)". There are two input fields: the first is labeled "Username" and contains the text "Your email"; the second is labeled "Password" and contains the text "password". Below the password field is a checkbox labeled "Remember me on this computer". At the bottom left, there is a link "Forgot your password?". At the bottom right, there is a blue button labeled "SIGN IN".

- **Forgot Password Screen View**



The screenshot shows the "Forgot Password" interface for the DFW Network. At the top left is the DFW logo. Below it, the text reads "Forgot Password". There is an input field labeled "Username" containing the text "Your email". Below this field is a red-bordered box containing the text: "Enter your username and click 'Send Email'. An email will be sent to the email address associated with your user account. Follow the link in the email to reset your password." Below the red box is a link "Back to sign-in page". At the bottom right, there is a blue button labeled "SEND EMAIL".

Concessions Compliance

- **Review** your dashboard weekly to check the status of your inspections
 - Dashboard: <https://dfw.appiancloud.com/suite/sites/concessions-portal>
- **Respond** to all Inspections in **10 days or less**

Inspections > 10 Days = Automatic notification to upper management

- Additional information found here
<https://www.dfwairport.com/concessions/resources/presentations/index.php>

Concessionaire Portal Home Page

File Edit View Favorites Tools Help

HOME INSPECTIONS  

Concessionaire Portal Home

My Locations

Location Name	Gate
Best Food Ever	A30

My Companies

Company Name
Hot Potato Food Truck and Catering

My Contacts

Name
Lady Glittersparkles
john smith

Inspections

Inspection Name	Status	Non - Compliant Count	Days Opened	Over Due
#153: Best Food Ever A30	Open	1	0	
#152: Best Food Ever A30	Open	1	0	

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 AM

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.

Health Inspections and Food Safety

- **Annual Inspections**

- 2 - Inspections from Tarrant County Health Department
- 2 - Outside Contractor Inspections
- 2 - 6 Inspections by Compliance Analyst
- 18 Observations by Compliance Analyst

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



Approvals Needed

- Business Unit Manager Must Approve Changes
 - Products
 - Pricing
 - Signage
 - Menu Boards or New Menu
 - New Products
 - New Services



Bonds and Insurance

Channin Griffin, Concessions Compliant Analyst

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:**

Channin Griffin

Concessions Compliance Analyst

(972) 973-2213

cgriffin@dfwairport.com

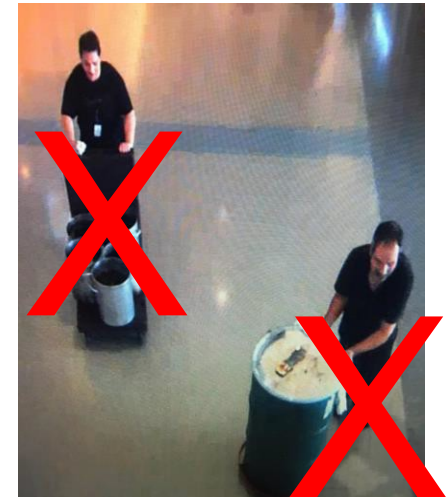


Grease Handling & Disposal, Turbo Chef, and Safety

Ericka Bounds, Concessions Compliance Analyst

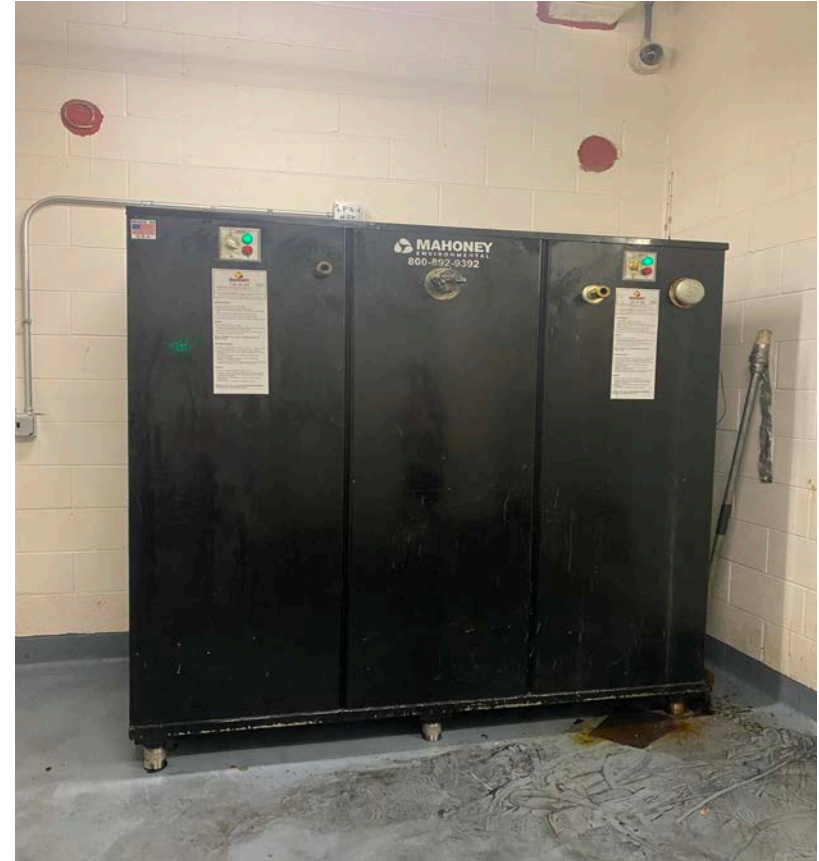
Grease Handling and Disposal

- **NEVER** pour cooking oil or grease down ANY drain
 - Put food waste in the trash NOT down the drain
 - Wipe dishes, pots, pans and cooking equipment before rinsing or washing
 - Vent - a - Hood Compliance
 - Keep screens in all drains to catch food waste
 - Clean up all spills **immediately**.
 - DFW Airport provides a standardized used grease collection program in all Terminals.
- Used fryer oil & grease is collected for recycling.
 - Each restaurant with a fryer is provided with a used grease transportation caddy.
 - Each restaurant is responsible for upkeep of their caddy's cleanliness.
 - Each terminal has a centralized collection tank location where caddies are pumped out.
 - Pots, tubs, barrels, etc. are not allowed in any terminal with a collection system.

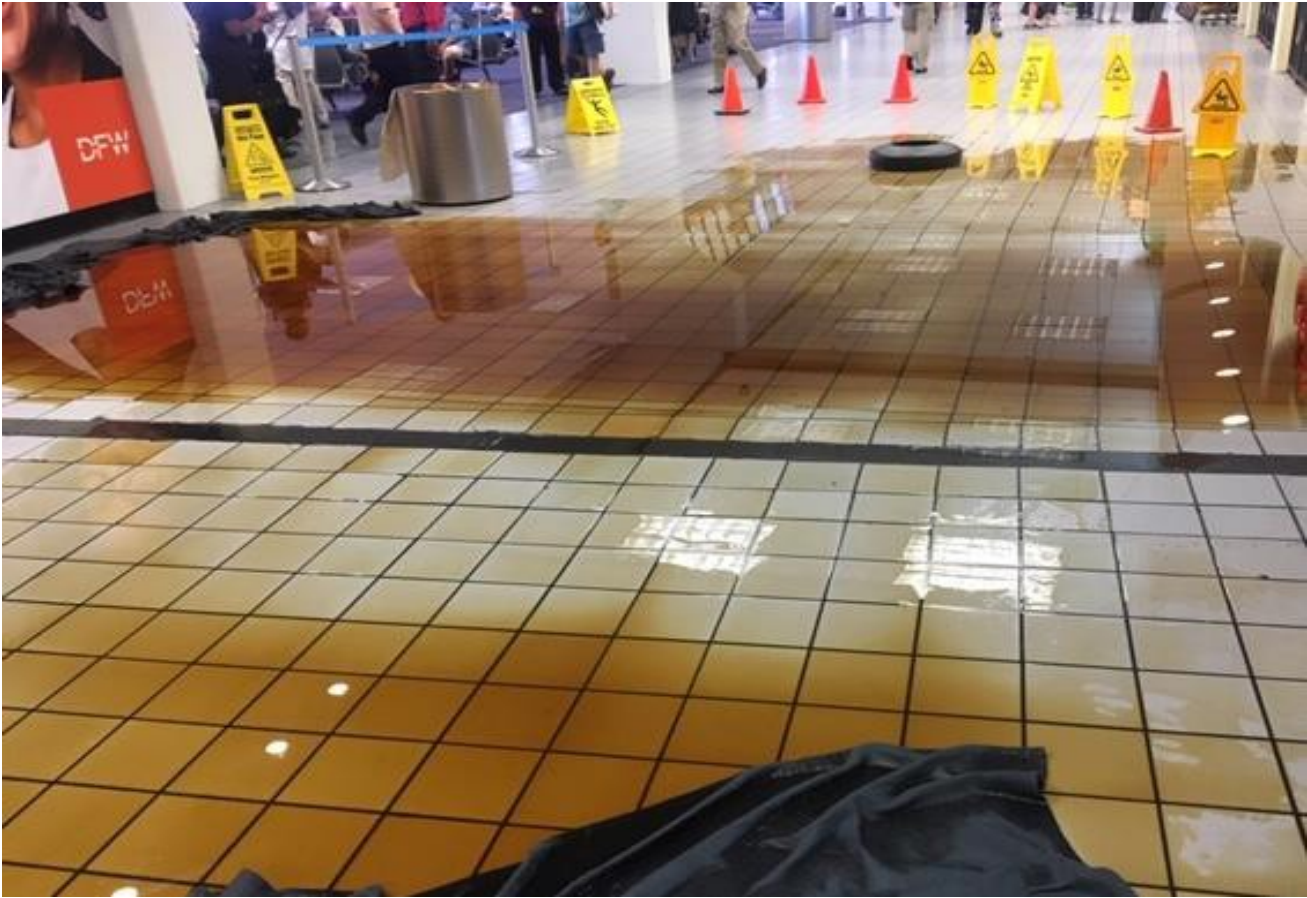


Grease Handling and Disposal

- Use the caddy.
- Use the filter in the caddy and keep it clean.
- Concessionaires are responsible for keeping the caddy clean.
- Caddys are to be stored in your unit (square footage). They should not be left in a shared space or grease room.



Grease Handling and Disposal



Turbo Chef



Burn & Grease



Grease/dirt/debris



Double stacking on top of each unit

- If you decide to have a Turbo Chef, you would need to install a vent hood and a permit will be required.
- The vent hood is required by the DFW Fire Department.
- An Ansul System will also be required for the vent hood.
- Turbo Chef Oven Cleaning Video https://www.youtube.com/watch?v=HQucHsl_DCI (7 minutes)

Turbo Chef Cleaning

Step 1: Remove and clean the wire rack and lower jetplate. Remove the rack from the cavity, then loosen the thumb screws that hold the jetplate in place to remove it. Wash, rinse, and sanitize both components. If your oven has a lower air diverter, you can also remove and wash, rinse, and sanitize that component.

Step 2: Remove and clean the air filter. The air filter, which is located on the back of the unit, is one of the most important parts to clean. Blocked air vents are not covered under the oven's warranty, so keeping them clean is essential. Simply rinse the air filter under hot water, and allow it to dry completely before installing it again. **Do not operate the oven while the air filter is removed.**

Step 3: Wipe out the oven interior. The purpose of this step is to remove large particles and loose debris from inside the oven. You can use a food vacuum or a damp cloth to dislodge and remove any debris.

Step 4: Use a non-caustic degreaser to clean oven interior. Spray the cleaner onto a rag or nylon scrub pad, then scrub the sides and bottom of the oven's interior and door. Clean the top of the oven interior gently; the upper jetplates are made of glass and breakage is not covered by the warranty. Also, **do not spray oven cleaner onto the back of the oven interior.** If cleaner penetrates the holes on the back wall, critical damage to the oven's essential components can occur.



Turbo Chef Cleaning

Step 5: Soak any stains. If there are stains on the inside of the oven, spray cleaner onto the stains and allow them to soak for five minutes. **Do not spray cleaner on the back wall of the oven.** After the stains have soaked for five minutes, use a nylon scrub pad to wipe them away.

Step 6: Wipe and dry the oven interior. Use a damp cloth to wipe away any excess cleaner, then follow with a dry cloth. **Do not use a hose or water jet to rinse the interior of the oven.**

Step 7: Apply Oven Guard. If you are using Oven Guard, a silicone-based liquid from TurboChef that can help prevent future stains, spray it onto a clean towel. Then, wipe it on the interior walls and inside of the oven door.

Step 8: Reinstall all removed components. Replace the air diverter, if applicable, then reattach the jetplate by positioning it in place and turning the thumb screws. Slide the wire rack into place. If you removed the air filter for cleaning, replace that as well.

Step 9: Clean oven exterior. Use a clean, damp towel to clean the exterior of the oven. Depending on the model of your TurboChef rapid cook oven, you can choose to use a mild cleaner or a stainless steel cleaner. Do not spray any cleaner on side louvers or rear vents; instead, spray the cleaner onto the cloth.

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)** from DPS and Concessions Compliance Analysts



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

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



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





See Say App

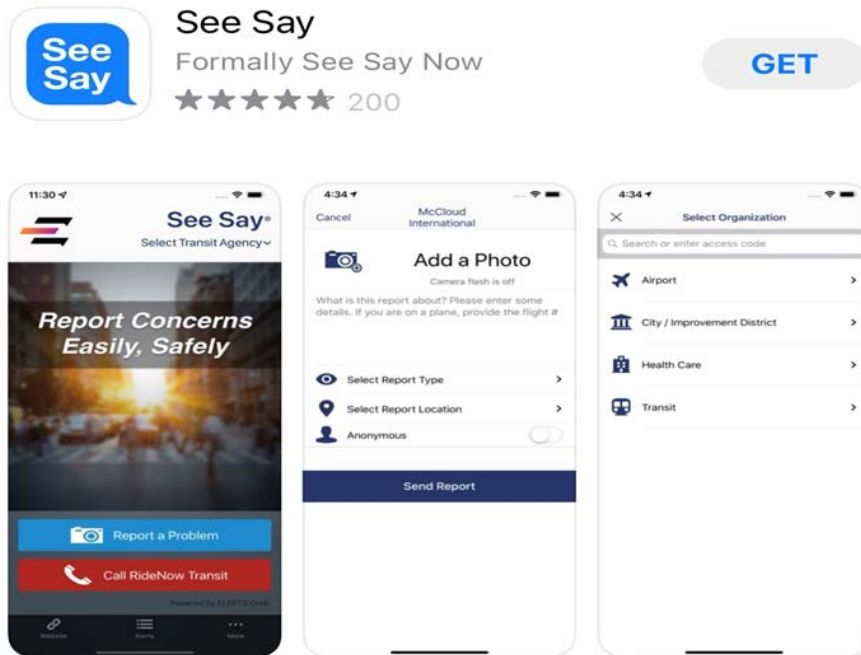
A see something say something tool for reporting concerns. Help make the airport safer by reporting safety and security concerns.

It can be downloaded on iPhone and Android.

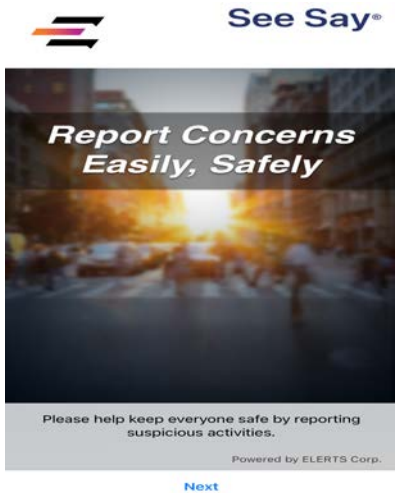
Able to send photos, videos, a description of the problem, and the incident location.

Additional Features:

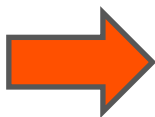
- BOLO (Be on the Look Out Alerts) – alerts form security or police about specific persons of interest.
- Maintenance issues can be reported to increase awareness and expedite the repair.



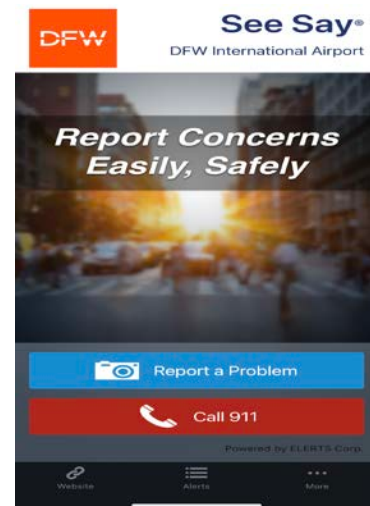
See Say App



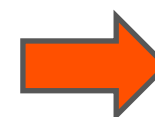
Downloaded App - Next



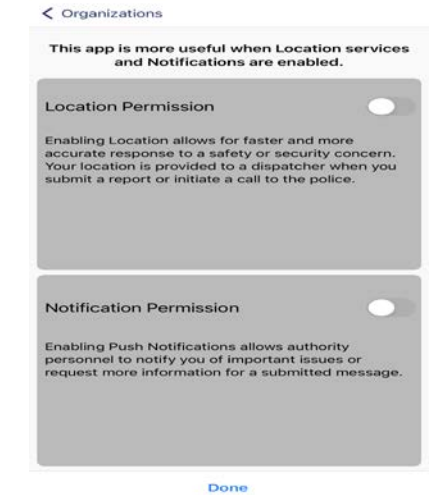
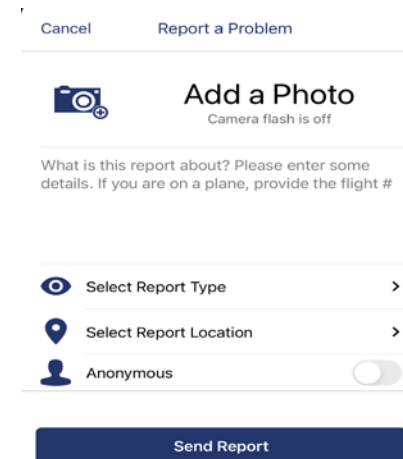
My Info - Personal Information



Report a Problem



Organization – DFW International Airport



Location and Notification Permission

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

Skylink Carts, Concessions Product Deliveries & Loading Dock Information

Kim East, Concessions Tenant Logistics Manager

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.)
- **No beverage deliveries** of any kind shall be moved on Skylink. (alcoholic or non-alcoholic)
- Beverage delivery companies must deliver their product through Concessions Loading Docks (AOA delivery access only available to limited vendors with written DFW Airport approval)
- 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)

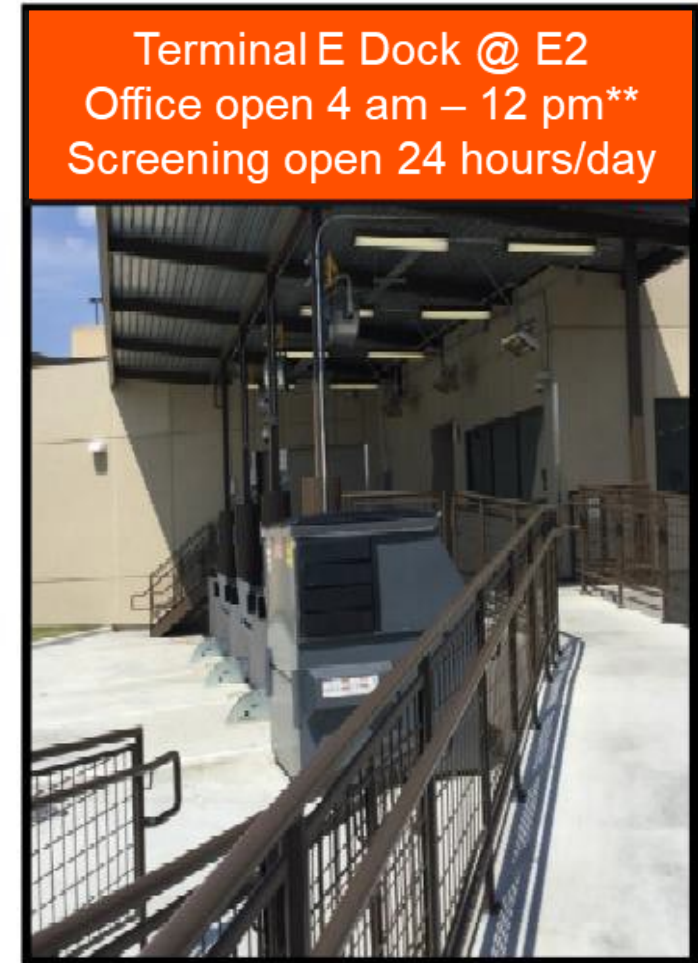
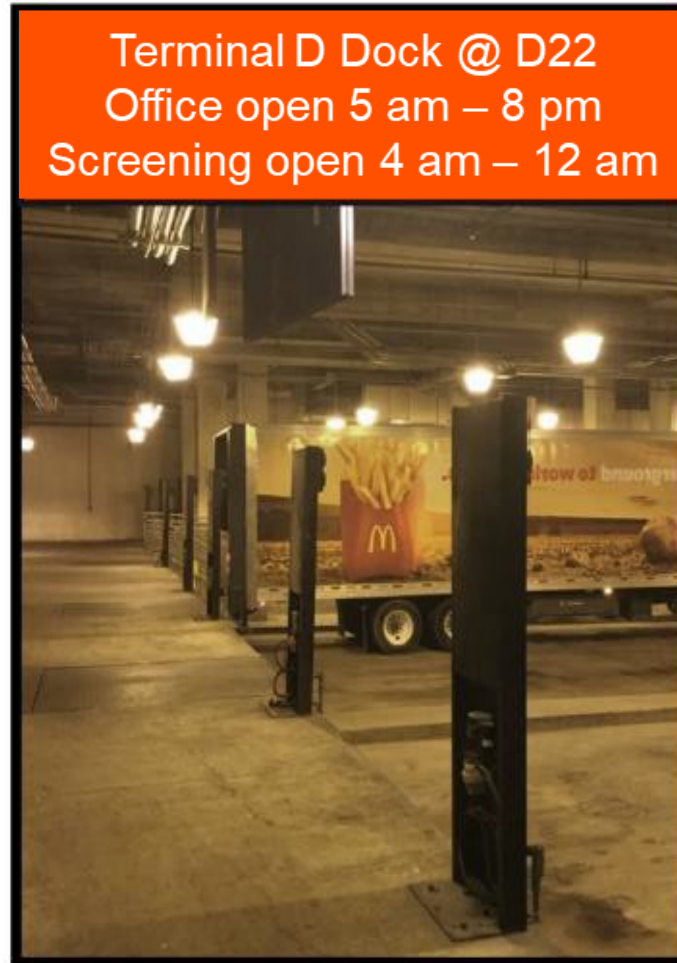
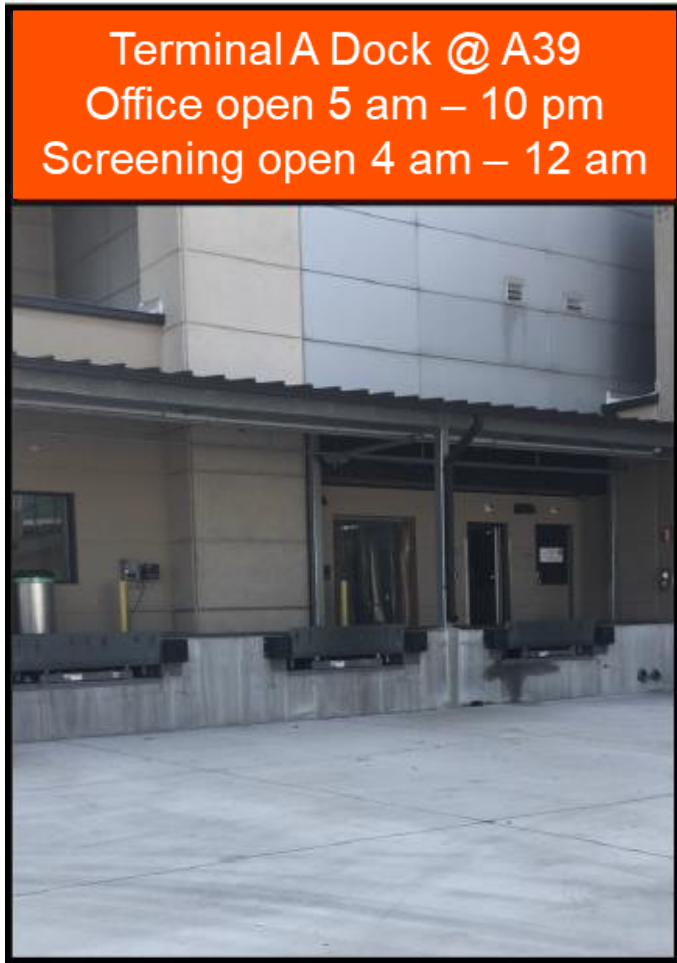
Skylink Carts – Safety Requirements

- **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)
- No delivery carts may board a highly occupied Skylink car
- 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



Concessions Loading Dock Locations

- All deliveries must enter by one of these locations:



****Soon Expanding to 8 pm**

Terminal Delivery Information

- 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 encouraged to occur between flight banks to minimize passenger disruptions
- Temporary storage (dry storage as well as refrigerated and frozen storage) is available at all three docks for a **maximum of three (3) hours**; products must be picked up before Dock Master office closes

AOA/Ramp Level product/merchandise/food deliveries of any kind 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

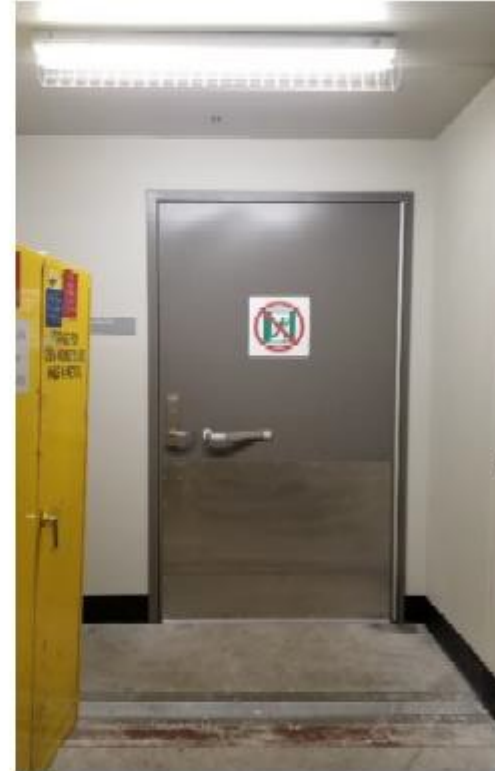
Terminal Dock and Delivery Information (continued)

- All delivered goods are security screened at Docks
 - Tools **are** allowed
 - Professionally packed products **are** allowed
 - Pallets **are not** allowed
 - Powered pallet jacks and scissor lifts **are not** allowed on any terminal elevator (except those at D Dock)
 - Purple (non-SIDA) and Blue (SIDA) badged employees **are** allowed to use docks as portals
 - 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
- Full delivery instructions found on DFW Concessions website at:
https://sites.dfwairport.com/cs/groups/webcontent/documents/webasset/p3_105130.pdf (dfwairport.com)

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

Terminal A Dock access from the Concourse (near gate A39)

- Go through door at the end of the Concourse to access Dock elevator (access code is 123456)
- Enter door to the right
- Take elevator down to the Lower Level (LL) to access Concessions Loading Dock



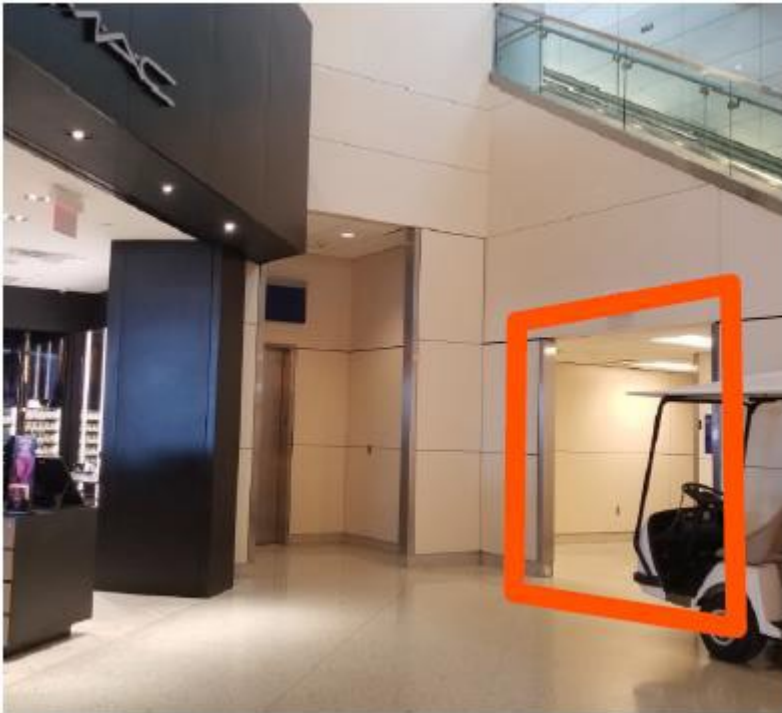
Terminal D – Dock access from the Concourse (Gate D20)

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



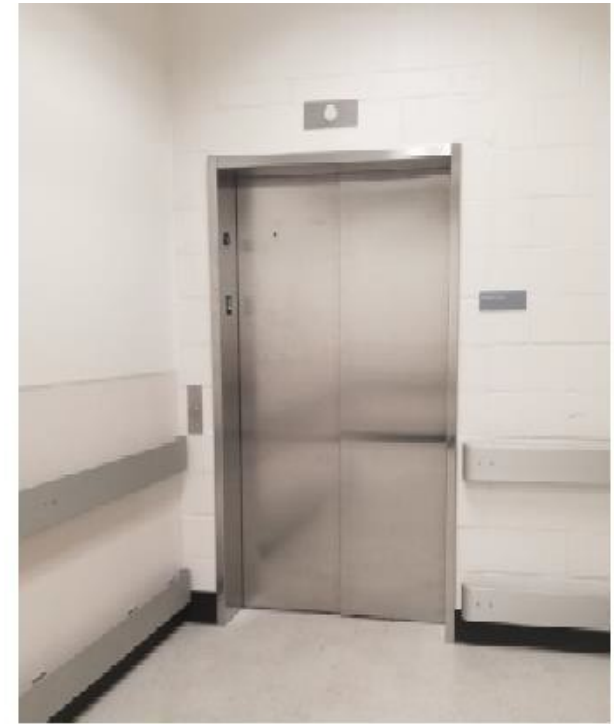
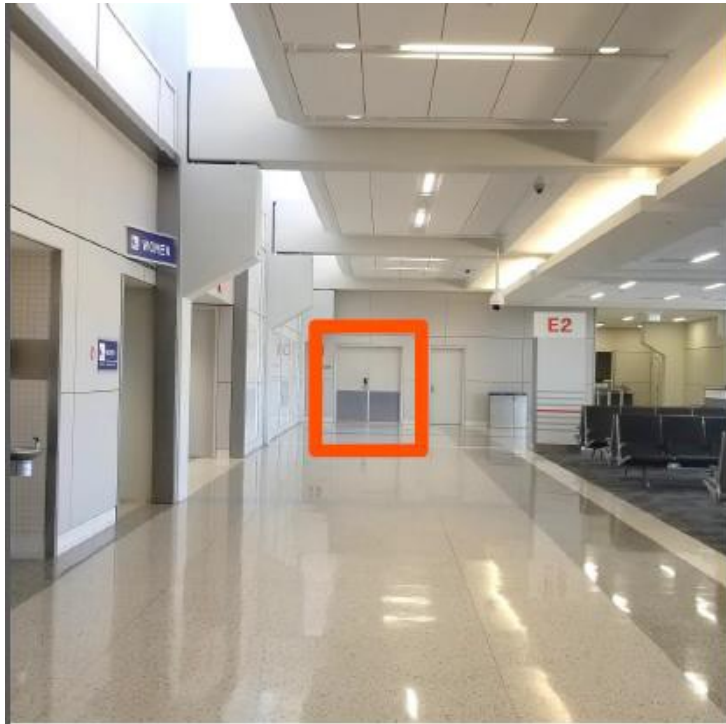
Terminal D – Dock access from the Concourse (Gate D24)

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



Terminal E – Concourse access to Concessions Loading Dock

- Go through double doors at the end of the Concourse, gate E2, to access Dock elevator (door access code is 12345)
- Take elevator down to the Lower Level (LL) to access Concessions Loading Dock



Concessions Awareness and Advertising

Mike Spears

Advertising Project Planner



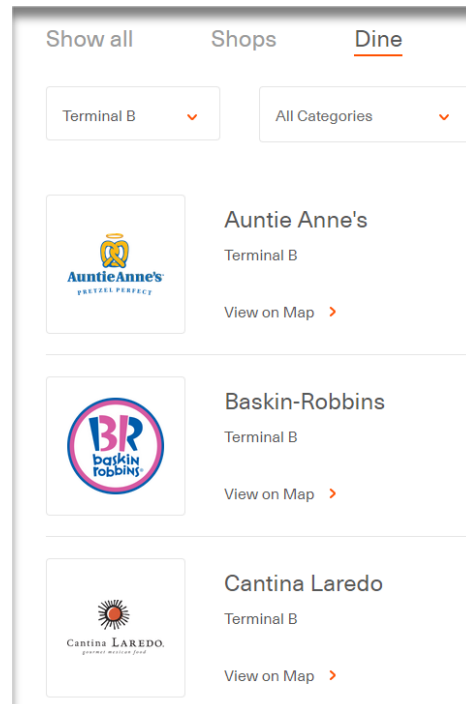
Concessions Awareness

One Database supports:

- Touchscreen Directories
- Mobile App
- DFW Website

To list your location:

- Send to Channin Griffin (cgriffin@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:

Stacey Kodak

Chief Development Officer

JCDecaux Airport

646-221-8027

Stacey.kodak@jcdecaux.com



Composting & Catering

Luis Yadaicela

DFW Concessions Compliance Analyst



DFW Airport Food Composting

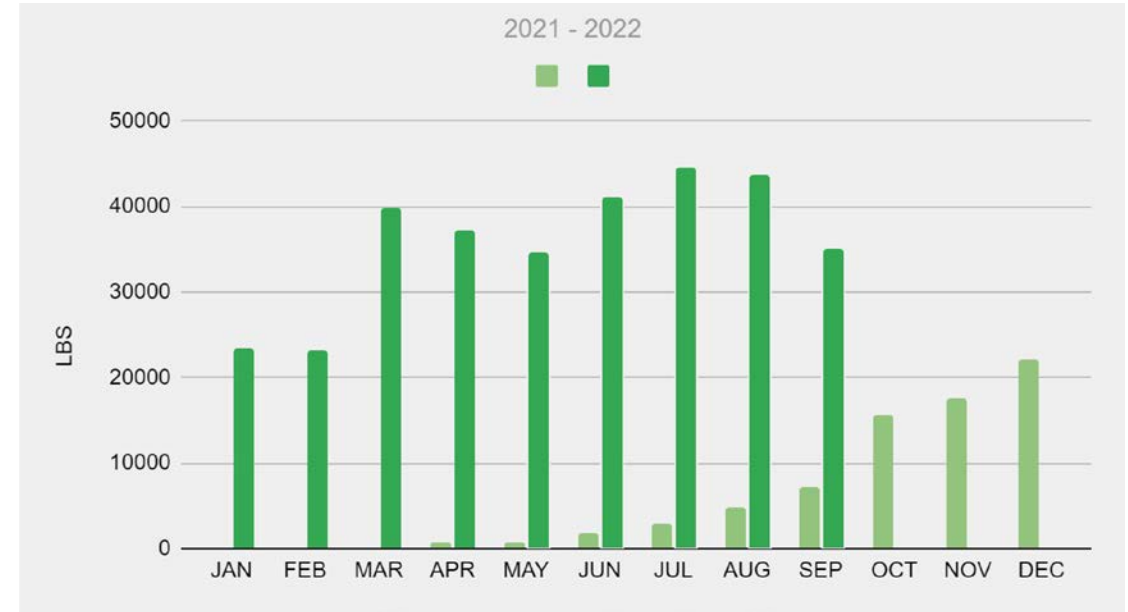
Rethink. Reuse. Repeat.

Turn has diverted 396,796 lbs of food waste from restaurants in Terminals A, B, C, E, & D since program inception on 3/31/2021; equivalent to 721 metric tons of avoided CO2 emissions

Turn is currently servicing 31 locations across all five terminals.

- Terminal A: 12 locations
- Terminal B: 3 locations
- Terminal C: 1 location
- Terminal D: 6 locations
- Terminal E: 9 locations

Turn Program Impact to Date



In September 2022, all five terminals diverted a total of 35K lbs, nearly 18 tons of food waste from the landfills.



Catering Program

By joining the DFW catering program, you can increase your revenue up to \$50,000

Catering Guidelines

- Offer breakfast, lunch, and dinner
- Provide a delivery option
- Meal price point average \$12/ person
- Be prompt and professional

To participate in the catering program please reach out to Luis Yadaicela

LYadaicela@dfwairport.com



Catering locations provided over 6,500 catered meals to DFW Airport during February 2022's Winter Event





DFW Airport Food Donation & Employee Recognition

Lindsay Krasniqi
Concessions Compliance Analyst

DFW Airport Food Donation Overview

Executive Summary



Development of a food donation program strengthens community impact, benefits the disadvantaged, reduces cost and eliminates waste.



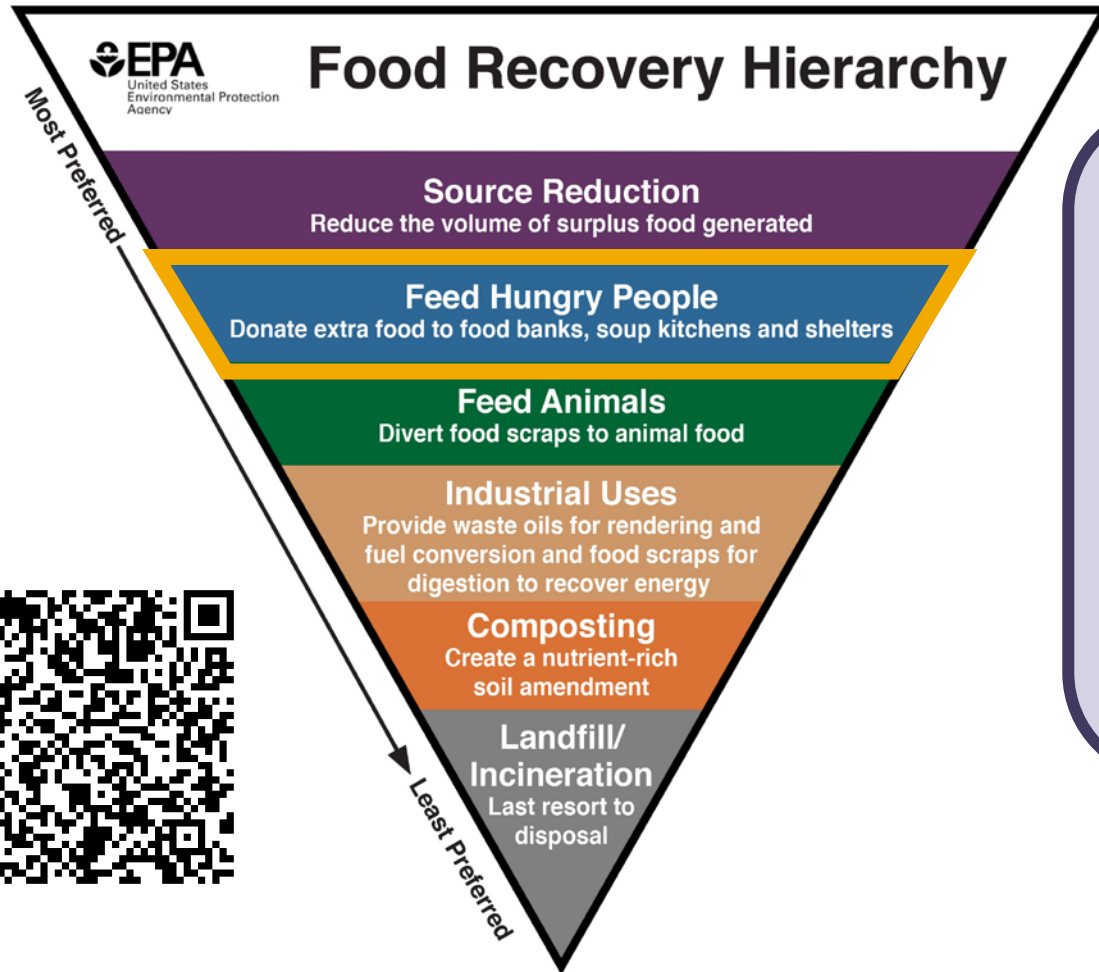
The Environmental Protection Agency estimates that in 2018, about 63 million tons of wasted food was generated in the United States.



Recovering and moving consumable food to hunger relief organizations has proven to reduce these numbers and positively impact the lives of millions of people of all ages across America.

DFW Airport Food Donation Overview

Food Recovery Hierarchy



In 2020, DFW Airport conducted a study of waste in the terminals and 24% was found to be organic/compostable waste.

DFW Airport is committed to reducing food waste and strengthening the community through food donation.

DFW Airport Food Donation Overview

FAQ's

What can be donated?

- ✓ Ready To Eat Foods (Grab and Go)
- ✓ Cooked proteins, vegetables, and pasta
- ✓ Bread and other baked goods
- ✓ Pre-cooked refrigerated or frozen items
- ✓ Retail (Food and non-food items)
- ✓ Verify with charitable group the acceptance of foods past the "Best By" date



What are the risks?

The Bill Emerson Good Samaritan Food Donation Act – Public Law 104-210, signed in 1996. Liability protection, **except** in cases of gross negligence or intentional misconduct

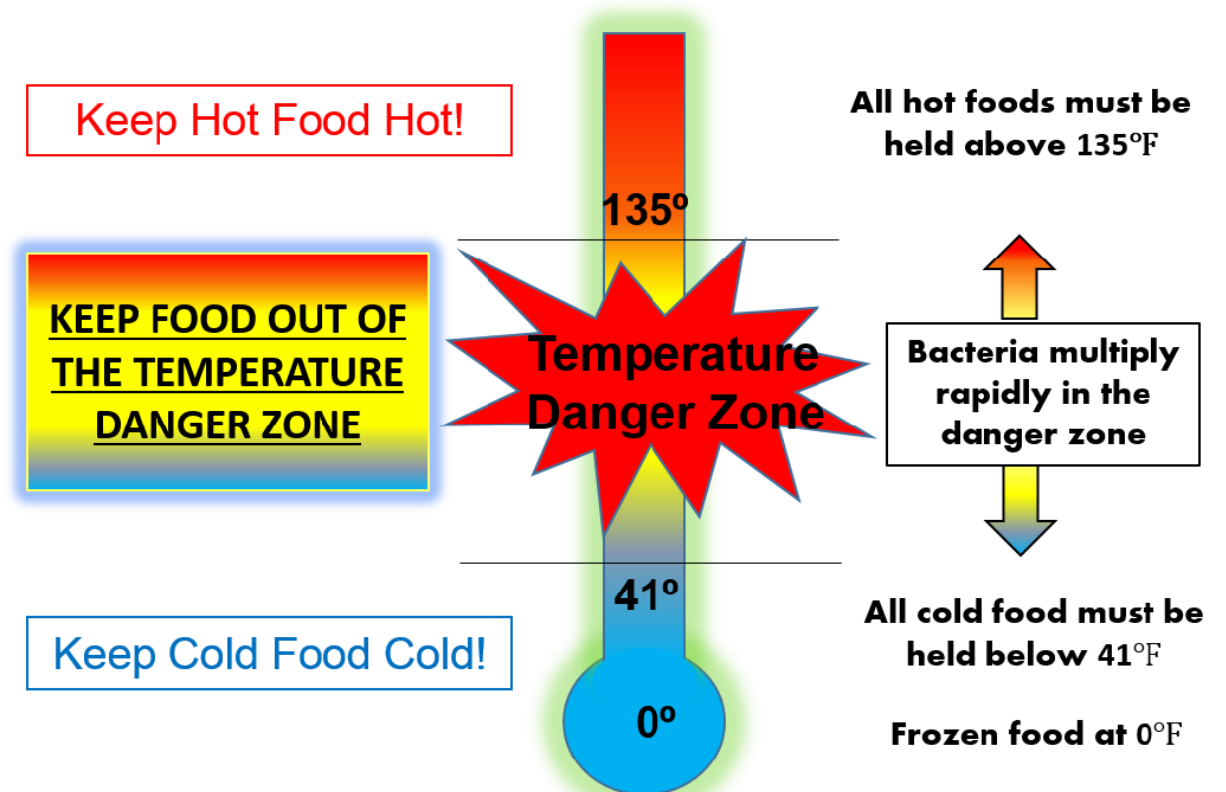


DFW Airport Food Donation Overview

FAQ's

What steps can I take to ensure donated food remains safe?

- ✓ Must not have been served for consumption; i.e buffet.
- ✓ Must be rapidly cooled and maintained at 41 degrees until it reaches its final destination.
- ✓ Must be labeled with name, source, date of preparation and **any major allergens**.
- ✓ Maintain time/ temperature food safety.
- ✓ Must not have a food recall.



Ark of Hope Partnership

DFW Airport Donation Partner

DFW Airport has partnered with Ark of Hope to pick up food donations from the Terminals A, D and E docks on Monday, Tuesday and Thursday.

- ✓ Founded in 2010, and headquartered in Dallas, TX
- ✓ Provides a clean and comfortable living environment
- ✓ Services for 60 clients in multiple facilities in the Oak Cliff area of Dallas
- ✓ Receives no federal or state funds and has no debt beyond basic operating expenses. 501c3 nonprofit status
- ✓ Owned and operated by Etho Pugh

Start donating to Ark of Hope today by contacting:

Lindsay Krasniqi

lkrasniqi@dfwairport.com

(469) 386-0887

Food Donation Connection Partnership

Harvest Donation Program

Surplus Food Donations

*A socially responsible and
simple alternative
to throwing away surplus food*



What are the advantages?

- ✓ **Proven program**
- ✓ **Variety of food**
- ✓ **Local availability**
- ✓ **Immediate impact**
- ✓ **Positive impact on environment**
- ✓ **Free to hunger relief organizations**
- ✓ **Tax incentives encourage donations**

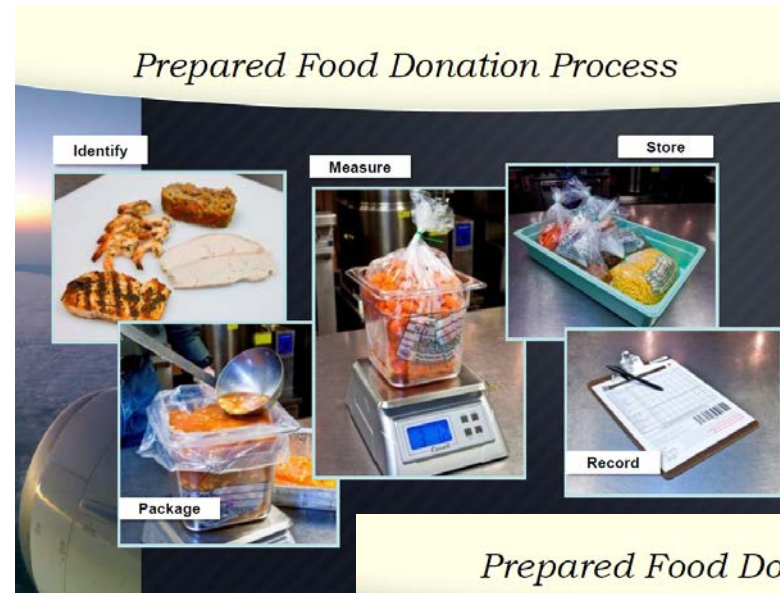


Food Donation Connection Partnership

Harvest Donation Program

Services:

- 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



Food Donation Connection Partnership

Harvest Donation Program

The Donation Process
6 Simple Steps

- 

1 Identify the food to be donated
- 

2 Safely package and label food
- 

3 Carefully weigh donated product
- 

4 Properly chill, then freeze product in provided Cambro® pans
- 

5 Document quantity of product on log-hold for pick up
- 

6 Submit logs to FDC for processing

Submit to FDC:
Fax Mail
email FTP
Web Browser

Get started with FDC by contacting:

Steve Dietz

Steve.dietz@foodtonate.com

(865) 771-1243

OR

David Sink

David.Sink@foodtodonate.com

(865) 777-2572



www.foodtodonate.com

DFW Airport Food Donation Process

Getting Started

1. Identify which donation option best suits your operation.
2. Set up any necessary logins (FDC) or manual tracking logs for successful tracking of food donation.
3. You will be provided with a red bin to label with your location name and to maintain cleanliness.
 - Please reach out to Lindsay Krasniqi to obtain your bin.
4. Ensure your team is familiar with the route to access the A, D or E docks.
5. Be sure the team is fully trained on how to properly handle food for food safety.

Donating Food

1. Identify the food to donate.
2. Be sure to follow the guidelines for packaging and labeling the food.
3. Take the food down to the dock and inform the dockmaster that you are donating food.
 - The dockmaster will sign any paperwork if needed.
4. The dockmaster will contact the charitable organization for pick up and place the food within the cooler or freezer.
5. The charitable organization will pick up the food.

Employee Recognition and Mystery Shop

Mystery Shop (Front of House)

Back of House Recognition

Special recognition (All)

#OneDFW Nomination (All)



Concessions Employee Recognition

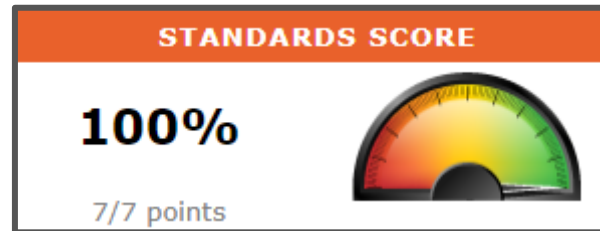
Mystery Shop

Recognition Guidelines

Front of House Employees who receive a 90% or above on their mystery shop Standards Score.

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

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



Concessions Employee Recognition

Back of House Recognition

Recognition Guidelines

Receiving zero violations on an inspection conducted by the health department.

We recognize that it takes team effort and determination to maintain and clean, working and friendly environment.



Concessions Employee Recognition

Special Recognition

Recognition Guidelines

Any employee who has gone above and above their job duties.

Occasionally, Concessions will open the nomination form for extra efforts during holidays.

Nominate your employees for a chance to receive an award from Concessions



Concessions Employee Recognition

#OneDFW

Recognition Guidelines

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 details.

www.dfwairport.com/onedfw



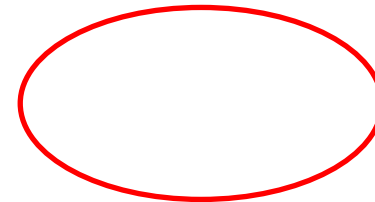
GRE, Sales Reporting & Finance

Syed Ashraf, Business System Administrator



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 reports (**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 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 Concessionaire User Manual.pdf](#)

TEST Environment

HOME INSPECTIONS GROSS RECEIPTS POS INTEGRATION

Gross Receipts

SHOW REPORT

Search Dashboard

Location Brighton - B33 To Date 05/01/2021 RESET FILTERS

Gross Receipts Summary

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							
Total Gross Receipts	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Gross Receipts (Adjusted) - Refer to Agreement for Specifics

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
Alcohol Sales	\$563.00	\$4,654.00	\$6,548.00	\$354.00	\$654.00	\$6,541.00	\$654.00
Allowances							4
Category 14 Sales	\$5.00	\$6.00	\$5.00	\$4.00	\$5.00	\$55.00	\$436.00
Category 2 Sales	\$654.00	\$65,487.00	\$321.00	\$5,843.00	\$157.00	\$654.00	\$654.00
Other Gross Receipts							
Total Transactions	156	209	9054	365	635165	543	543

Daily Gross Receipts Comments

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
Comments							5
Deselect All	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 6

IMPORT POS DATA 7 SAVE GROSS RECEIPTS REVIEW AND SUBMIT

DFW

Gross Receipts Entry (GRE)

For any assistance related to GRE portal feel free to contact

Syed T Ashraf

Concessions Business System Administrator

Phone: (972) 973 4871

Email: sashraf@dfwairport.com

Finance

Sheila Turner

Accounts Management Supervisor

(972) 973-5410

sturner1@dfwairport.com

Christina D'Adamo

Collections Specialist

(972) 973-5415

cdadamo@dfwairport.com



**Business Diversity ACDBE Compliance
Vendor On-Boarding Training**

**Tamela Lee
Vice President**

**Cathy Jackson
Business Development Manager**



On-Boarding Agenda

BDDD

- Goal vs. Commitments
- BDDD Approval Requirements
- Substitution/Termination
- Tenant Finish Out
- Site Visits
- Non-Compliance



Goal vs. Commitment

Goal

Pre-Award Determination

Commitment

- Post Award Lease Commitment:
- Monitored and Enforced
- Goals/Commitments cannot be adjusted or changed without prior approval from BDDD.

BDDD Approval Requirements

BDDD Must Approve

- The ACDBE/SBEC or ACDBE/SBEC Joint Venture seeks a material change to the joint venture ownership, concept and/or operations.
- The ACDBE/SBEC Joint Venture seeks to change the roles and responsibilities from what was originally proposed and submitted in its joint venture agreement, including but not limited to, in altering the concept for the concession.
- The ACDBE/SBEC or ACDBE/SBEC Joint Venture seeks to sublet the concession space to another ACDBE/SBEC or non-ACDBE/SBEC.
- The ACDBE/SBEC or ACDBE/SBEC Joint Venture seeks to sell all or a portion of its equity interests to another ACDBE/SBEC or non-ACDBE/SBEC.
- The ACDBE/SBEC or ACDBE/SBEC Joint Venture voluntarily terminates or returns the concession space before the end of the lease term.
- The ACDBE/SBEC or ACDBE/SBEC Joint Venture intends to assign the lease in whole or in part to another ACDBE/SBEC or non-ACDBE/SBEC.
- The ACDBE/SBEC Joint Venture dissolves before the end of the lease term.



Substitutions or Terminations

Prime Concessionaire **cannot terminate** or otherwise change the terms of its ACDBE prior to or after lease award without the prior written consent of BDDD.

Prime Concessionaire must **demonstrate good cause** to terminate the ACDBE partner to the satisfaction of BDDD.

Prime Concessionaire must **give the ACDBE partner notice in writing, with a copy to BDDD**, of its intent to request to terminate and/or substitute, and the detailed reasons for the request.

Prime Concessionaire and the ACDBE partner **must attempt to negotiate a resolution** of the situation, and if the negotiation is unsuccessful, the Prime Concessionaire must document this effort before the Prime Concessionaire seeks BDDD's approval to substitute or terminate.

Business Diversity Compliance Vendor On-Boarding Training

Sandra Garcia

Business Specialist – Tenant Finish Out

Concessions Tenant Finish Out M/WBE Program Requirements

Pre-award



- Obtain M/WBE Commitment forms for **Design & Construction** prior to Official Board Action

Post-award



- Attend Kick-Off meeting
- Confirm M/WBE Commitments
- Review milestones & required M/WBE documentation
- Obtain **PSOS-Design**

Design Phase



- Attend 95% Design Meeting, obtain **FSOS-Design** and **payment support documentation**

Construction Phase



- Attend Pre-Construction meeting
- Review M/WBE Commitment and obtain **PSOS-Construction**
- Perform Sit Visits
- Attend 50% construction-completion meeting and obtain **FSOS-Construction**

Substantial Completion



- Project close out, obtain **FSOS-Construction** if not on file
- Obtain **payment support documentation**
- Determine M/WBE Commitment is Satisfactory or Unsatisfactory
- Send **Close Out** Letter to Concessionaire and Concessions

With respect to a Concessionaire/Contractor not meeting the design and construction commitment, BDDD may regard any future proposal or competitive selection process proposal received that includes the Concessionaire/Contractor as non-responsive.



Airport Concessions Disadvantaged Business Enterprise (ACDBE) Site Visits

Amber Davis
Regulatory Compliance Specialist





Site Visits

Purpose

- To determine if the ACDBE Ownership and Control is real, substantial and continuing with the day-to-day control requirement of 49 CFR, Part 23.
- To review Company/Ownership Information and Capital Contributions.
- To review Overall Management and Day to Day Management.
- To observe Physical Environment including Materials.

Type of Site Visits

- Scheduled
- Unscheduled



Monitoring Activities

Ongoing monitoring is required by the FAA Monitoring activities include:

- Annual verification of ACDBE certification eligibility
- Periodic review (usually quarterly) of meeting minutes, capital contributions, loans and loan repayments, distributions, activity reports, etc.
- Periodic interviews (usually annual or more frequent if issues are identified) with managers, participants, and employees
- On-site visits to the operation (announced and un-announced)
- Review of any other documentation necessary to ensure compliance

Non-Compliance with ACDBE Programs

The DFW Board may exercise any of following remedies:



TERMINATION OF
THE LEASE
AGREEMENT/
CONTRACT



SUSPENSION/
DEBARMENT

in accordance with applicable
law, of the Contractor from
participating in any solicitations
issued by DFW for severity of
breach of Lease/Contract



NON-RESPONSIVE
DETERMINATION

on future bid, proposal or
competitive selection process
proposal received that includes the
Concessionaire/Contractor as a
Prime or sub

*These remedies are in addition to any other remedies available to the Board under this Lease/Contract or at law or in equity.

Contact Information

General: bddd@dfwairport.com or 972-973-5500

Cathy Jackson

Business Development Manager

ACDBE Program

972-973-5507

cjackson@dfwairport.com

Amber Davis

Regulatory Compliance Specialist

ACDBE & DBE Programs

972-973-6391

adavis@dfwairport.com

Sandra Garcia

Business Specialist

M/WBE Program – 3rd party Contracts

SBE Program – ITS

972-973-4706

sgarcia@dfwairport.com

Lillie West

Administrative Assistant

General Questions

972-973-5500

lwest@dfwairport.com

Miscellaneous

Pam Housley, Concessions Manager

Recruiting and Hiring



Concessions Now Hiring!

This takes time!

Have you completed your hiring?

Are you aware of the challenges in attracting qualified employees?

Do you have enough staff in place?

Have you submitted your Staffing Plan and Training Plan to your respective business unit team (Retail, F&B, and PAX)?

Are you aware of the challenges with working at the airport?

Forums, Training & Awards





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.

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.



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 [GRE](#) (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

Closing and Questions

Cristen Mosley, Concessions Manager

Thank You