

COVID-19: Survival and Revival

Call-in Forum for Airport Concessions Industry – No. 44

April 7, 2021, 4:00 PM EST

Phone Number 408-418-9388; Access Code 791-700-478#

About this Session: Airport concessions program leaders from SeaTac and ATL will discuss how COVID-19 has impacted concessions at their airports and the current state. What they've had to do to sustain their concessions programs and how they have assisted concessionaires during this crisis will be among the topics. They will also offer their outlook on recovery at their airports and for the industry.

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Marlene Coleman,

*Director of Concessions Management,
Hartsfield-Jackson Atlanta International Airport*

Marlene Coleman is the director of Concessions Management at Hartsfield-Jackson Atlanta International Airport (ATL). In her role, she directs the overall Concessions and Car Rental operations including strategic and business plans development, contracts and lease administration, and service delivery.

An accredited airport executive, Ms. Coleman has over 20 years of extensive city government and aviation concessions management experience at ATL. She manages a staff of professionals to facilitate program development, brand/concept mix analysis, lease management and maintaining strong tenant relations for over 332 concessions locations that include retail, duty free, food and beverage and business services. Ms. Coleman holds a Bachelor of Arts in business management and economics from North Carolina State University.



Dawn Hunter

*Director of Aviation Commercial Management,
Seattle Tacoma International Airport*

Dawn Hunter is the Director of Aviation Commercial Management at Seattle Tacoma International Airport (SEA). As Director, Dawn is responsible for generating non-aeronautical revenue and leading a team of skilled managers. Her scope includes Concessions, Parking, Ground Transportation, and Airport Building Facilities Management.

Joining the SEA team in 2017, Dawn was originally recruited to serve as the Sr. Manager over the Airport Dining and Retail program. In this role she successfully managed the program through a concessions master plan and construction challenges. Prior to joining the SEA team, Dawn spent more than 10 years at Los Angeles World Airports in the Commercial Management Group on the Concessions Team. She holds dual master's degrees in Public Administration and Policy.