

# COVID-19: Survival and Revival

*Call-in Forum for Airport Concessions Industry – No. 67*

**November 3, 2021, 4:00 PM ET**

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

**About this Session:** This week we continue our series of calls themed “The State of the Business.” Nikki Harland, Chief Operating Officer of Paradies Lagardère, and Kevin Westlye, President and Chief Operating Officer of High Flying Foods, join us to share the operations state of the business. We will be discussing the effect of ongoing labor shortages, supply chain disruptions, inflation, and other operations challenges on concessionaires from the depths of the pandemic, through our ongoing recovery, and into 2022. We hope you can join us.



**Nikki Harland**  
*Chief Operating Officer*  
*Paradies Lagardère*

As the Chief Operating Officer for leading airport restaurateur and retailer, Paradies Lagardère, Nikki oversees the general operation and customer service initiatives for the company’s Retail and Dining divisions.

Over the past seven years with the company, Nikki has successfully led various departments and initiatives, from leading the 2018 integration efforts for the organization’s new Dining Division and being a founding member of Paradies Lagardère’s Diversity and Inclusion Council. Additionally, she has served on ACI North America’s Human Resources Committee and was recently named to the Atlanta Business League’s 2021 list of “Atlanta’s Top 100 Women of Influence.”

With a unique a passion for people and a focus on mentoring and training, Nikki’s career began in human resources for some of the most well-known retailers in the world including Gap, Inc., Toys“R”Us and Turner Broadcasting System. She earned her undergraduate degree from Spelman College and her MBA from Clark Atlanta University.

**Kevin Westlye**  
*President and Chief Operating Officer*  
*High Flying Foods*



Kevin joined High Flying Foods in February 2011 as President and Chief Operating Officer. He leads the operations and human resource teams managing menu and concept development, strategic initiatives, policy development, and daily company operations.

Kevin is a 40-plus-year veteran in the restaurant/hospitality industry, organically rising through the ranks of restaurant operations as an employee through college and into management upon graduation. From director-level positions at Borel Restaurant Group and the restaurant division of Kimpton Hotels to managing partner of the iconic Franciscan Restaurant to executive director at the Golden Gate Restaurant Association, Kevin is a highly seasoned restaurateur and hospitality executive. Kevin received his B.A. from the University of California at Berkeley.

Born in Oakland, Kevin has spent virtually all his life in the Bay Area. He is married and has two children and one granddaughter.