

# COVID-19: Survival and Revival

*Call-in Forum for Airport Concessions Industry – No. 46*

**April 28, 2021, 4:00 PM EST**

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

**About this Session:** This week we continue the conversation with airport concessions leaders and will learn how the Phoenix International Airport and its concessions program are recovering, and what airport terminal concession leases and operating agreements will look like after COVID-19? Assistant Aviation Director Charlene Reynolds will offer her assessment of current and future concession programs and trends in the role of terminal concessions, financial and operating requirements, and the solicitation process. Where does the concession industry go from here?



## **Charlene Reynolds**

*Assistant Aviation Director*

*Phoenix Sky Harbor International Airport*

Charlene Reynolds is the Assistant Aviation Director and oversees the Business and Properties, Contracts and Services, and Design and Construction divisions. Reynolds has served the city for 15 years, beginning her career as a Contracts Specialist II. She has also held the roles of Management Assistant II, Management Services Administrator, and Deputy Street Transportation Director prior to joining the Aviation Department. She was most recently the Interim Director of Aviation Services and Deputy Aviation Director for Contracts and Services.

During her employment with the city, Reynolds has been awarded two Employee Excellence Awards for her work on the Take Back Your Neighborhood, Prevent Gun Violence and the Community and Engagement Task Force projects. In 2015, Reynolds was awarded the Jerome E. Miller Award which recognizes a single employee each year for their overall contributions to the city and role as a mentor to others. Reynolds holds a Bachelor of Arts in Management from the University of Phoenix and a Master of Business Administration degree from Keller Graduate School of Management of DeVry University. In her spare time, Reynolds is involved with the prevention of poverty and as an advocate for mental health.