

COVID-19: Survival and Revival

Call-in Forum for Airport Concessions Industry – No. 55

July 28th, 2021, 4:00 PM ET

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

About this Session: In addition to the labor shortage, rising construction costs are a mounting challenge for airport concessions. Our expert panel will discuss what is driving the escalation of capital costs, post-COVID trends, and strategies for airports and concessionaires to control rising costs.

Nick Baker

President & CEO

SmartDesign Group



CEO and Creative Director of Smart, Nick holds over 25 years of experience working in the transportation and hospitality industries. Specializing in the generation of revenue from non-aeronautical or core sources, Nick has had instrumental impact on creating some of the most commercially enviable airports across the globe. With a focus on passenger experience, the results of implementing his commercial strategies have resulted in record-breaking sales for operators and revenue to landlords.

A recognized speaker and visionary within the industry, Nick has managed to implement changes on operating models and standards throughout the world and continues to strive for the day when airports will lead retail innovation for the industry. Nick remains loyal to his roots as a creative and believes in the sanctity of community and humanity, and aspires to improve the relationship between landlords, developers, operators, and brands.

Damon Mann

Senior Estimator

Hensel Phelps Construction



A Senior Estimator with over 25 years of industry experience, Damon has spent the last eight years focused on the aviation sector as the lead estimator on large terminal, concession and airport lounge projects at LAX. He is experienced in all aspects of procurement for hard bid, conceptual, and Design-Build projects; as well as preconstruction cost controls involving cost estimating, cost analysis, and value engineering. He performs cost estimates for all phases of design and assists the total team (owner, designer, builder, and user) in achieving the common goal of completing projects within budget and without sacrificing quality.