

COVID-19: Survival and Revival

Call-in Forum for Airport Concessions Industry – No. 60

September 15, 2021, 4:00 PM ET

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

About this Session: With Labor Day behind us we now enter an uncertain fall travel season. What is the outlook for concessionaires and airports as cautious travelers weigh the risks of the Delta variant, record-setting infection rates and new variants on the rise? Concessions program leaders from two of the largest hub airports will discuss what airports and concessionaires must do to weather the fall traffic downturn and adapt to an ever-changing health and travel climate. They will also debate and discuss key issues in the airport-concessions relationship identified in ARRA's Facing Facts III report: MAGs and the future business model, capital investment requirements, operational flexibility and the labor shortage and rising wages.

Eric Johnson, CCIM

Director, Commercial Management & Airline Affairs
Metropolitan Airports Commission
Minneapolis-St. Paul International Airport



Eric is the Director of Commercial Management & Airline Affairs at the Metropolitan Airports Commission - MSP. With over 30-years of aviation commercial management experience his role at MSP includes the oversight of Terminal Concessions Programs, Airline Affairs, Rental Auto Concessions and Real Estate/Business Development at MSP as well as the MAC's six Reliever Airports.

Starting in 2015 through early 2020, Eric oversaw the redevelopment of 80% of MSP concessions program. Recent MSP concession program accomplishments include the awards for 2019 ACI's Richard A. Griesbach Award for Excellence in Airport Concession, 2018 MSP won Best Concessions Management Staff by ARN, Minnesota Real Estate Journal 2018 – Best Retail Redevelopment, 2017 Best Retail Program – Large Airports by ACI, and in 2015 Eric was named Concessions Person of the Year by ACI.

Zenola Campbell

Vice President
Concessions at Dallas Fort Worth International Airport



Zenola serves as Vice President of Concessions at Dallas Fort Worth (DFW) International Airport. She develops strategies that focus on maximizing revenues in passenger-related concessions, advertising, rental cars, sponsorships and related revenues within the Airport terminals, including passenger services enhancements and telecommunications. Prior to DFW Airport, Zenola's extensive knowledge and background earned her key executive positions with companies including McDonald's Corporation and Director of Customer Segments for Blockbuster Inc.

Zenola most recently was awarded "Property Manager of the Year" by AX Magazine, formally ARN. Her work in the industry has been recognized both nationally and internationally. In 2017 received the Industry Contributor award from the global Food and Beverage Airport Conference. As an award-winning advertising executive, her professional memberships include The Greater Denton County Chapter of the Links, Women's Food Service Forum, The Dallas Theatre Center Trustee Board, Las Colinas Chamber of Commerce and STEP Up. International Marketing from the University of Dallas as well as a 2010 International Airport Professional graduate.