

# COVID-19: Survival and Revival

*Call-in Forum for Airport Concessions Industry – No. 43*

**March 31, 2021, 4:00 PM EST**

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

**About this Session:** Steve Sisneros will provide an update on how Southwest Airlines has adapted throughout the pandemic and what steps the airline is now taking to attract travelers and rebound. With vaccinations increasing, businesses reopening and travelers anxious to return to the skies, how optimistic is Southwest about its future and a return to profitable passenger levels? We'll also explore Southwest's recovery and growth plans, what its future network will look like, and what it all means for airports and concessionaires.

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## Steve Sisneros

*Managing Director – Airport Affairs  
Southwest Airlines*

Steve is currently the Managing Director of Airport Affairs at Southwest Airlines where he is responsible for all activities involved in securing Southwest Airlines' airport and non-airport real estate needs to fulfill the Company's mission. Fundamentally, he leads a Team of industry experts who develop the strong relationships necessary to negotiate the business agreements with each airport Southwest Airlines serves.

Steve began his career at Southwest Airlines in February 1995 as an analyst in Revenue Management & Pricing—an exciting place to learn about the competitive makeup of the airline industry. After nearly two years, Steve was given an opportunity in Marketing, as the Area Marketing Manager for Southwest's first New England destination, Providence. In 1998, Steve became the District Marketing Manager for the Mid-Atlantic/New England area based in Baltimore/Washington, where he led local Marketing Teams as Southwest expanded its route map across the Northeast. In 2003, Steve joined the Airport Affairs Team as a Regional Leader. Over the next eight years, Steve was directly responsible for Southwest's airport relationships throughout the Northeast. In 2011, he transitioned to a Leadership role as Director of Airport Affairs, which led to Senior Director in 2017, and Managing Director in 2018.

Steve received a Bachelor of Science in Aviation Science from Parks College of Saint Louis University and a Master of Business Administration from Saint Louis University. Steve is also a Licensed Commercial Pilot and Certified Flight Instructor.

Steve lives in Dallas with his wife Nicole, children Charlotte, Sadie, and Shepard, and dogs Bow and Dodger.