



# DEN Q3 2021 QUARTERLY CONCESSIONS MANAGER MEETING

SEPTEMBER 15, 2021



# AGENDA



- Welcome & Extension Update - Penny May
- DEN Operating Expectations and JMF Marketing Resource – Pam Dechant
- Air Service Update – Laura Jackson
- 2021 Q3 Financial Results – Loren Kennedy
- Food Donation Program – Rudean Richardson
- Snow Season Reminders – James Kim
- Operational Reminders – Branden Sowers
- Questions? – Katie Halbert

# WELCOME



Penny May, Chief Commercial Officer

# OPERATING EXPECTATIONS AND JMF UPDATE



Pam Dechant, Senior Vice President

# PASSENGER TRAFFIC & AIR SERVICE UPDATES



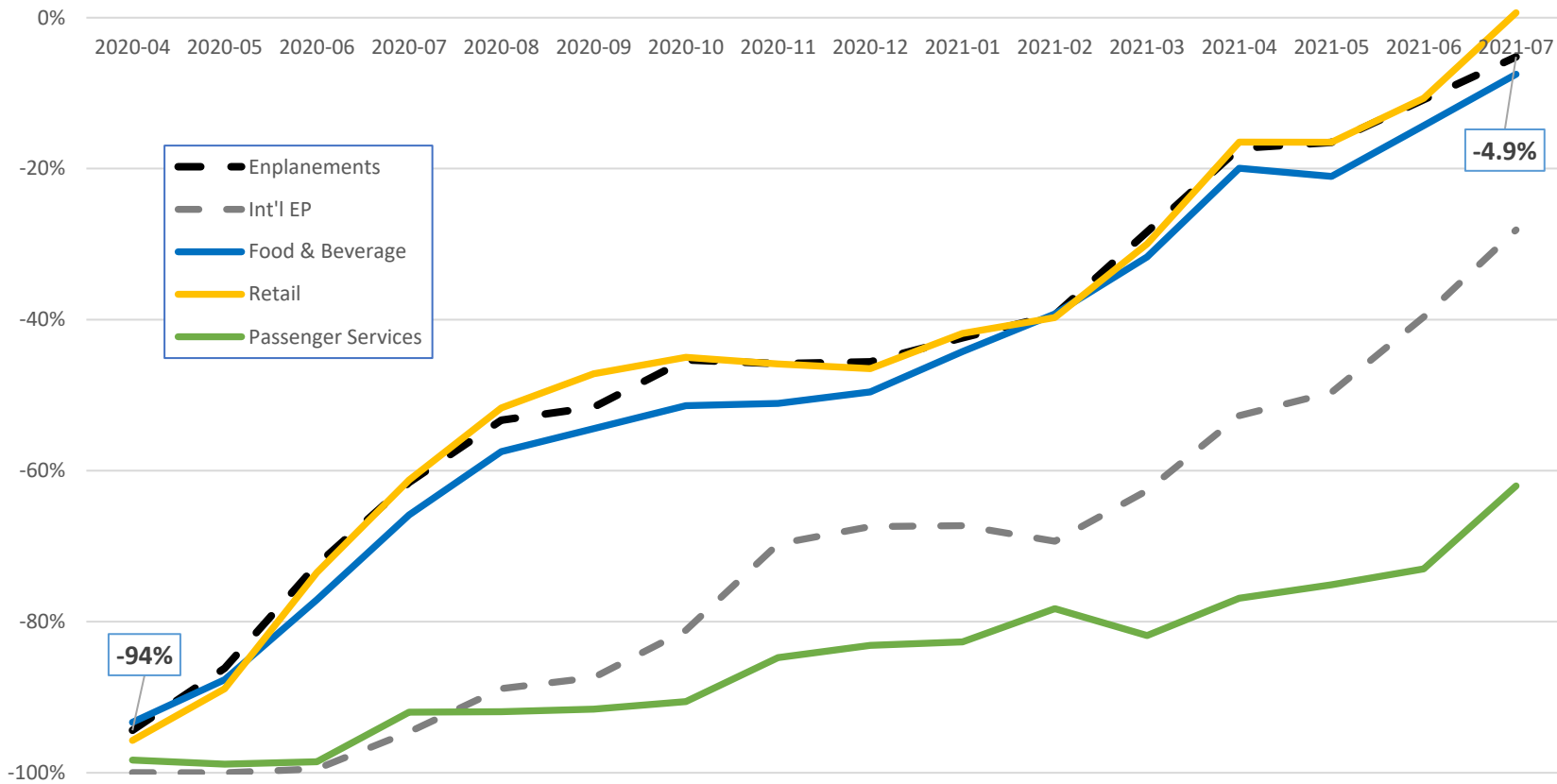
Laura Jackson, Vice President, Air Service Development

# FINANCIAL RESULTS



Loren Kennedy, Manager, Financial Analysis

# Year-Over-2019 Percent Change



# FOOD DONATION PROGRAM



Rudean Richardson, Concourse Manager



# FOOD DONATION AT DEN – “WE DON’T WASTE”



- DEN's partner is **We Don't Waste**
  - Rescues 25 million servings (6.2 million pounds of food) each year
  - Distributes food to non-profit organizations engaged in food and meal preparation

# SNOW SEASON REMINDERS



James Kim, Concourse Manager

## Snow Alerts and Concessionaire Responsibilities

- There are four (4) levels that indicate the severity of snow at DEN.
  - 1. **Cautionary:** Snow fall is in the near forecast and concessionaires should advise to FIDS and PAX flow;
  - 2. **Level A:** Snow fall is occurring, and delays/cancellations may occur. Depending on weather forecast, concessionaires shall extend hours of operations to serve passengers and employees;
  - 3. **Level B:** Snow fall is occurring, and weather is most likely creating delays/cancellations. Concessionaires shall extend hours of operations to serve passengers and employees.
  - 4. **Emergency:** Severe weather is affecting flights in and out of DEN. Concessionaires shall extend hours of operations to serve passengers and employees.

## Notifications from DEN and Contact Information

- Notification from DEN will be sent to each concessionaire's General Manager or Operations Manager. Should you have a specific contact for Snow or Irregular Operations, please send contact information to James Kim, [james.kim@flydenver.com](mailto:james.kim@flydenver.com).
- Questions regarding the Everbridge system (DEN's emergency notification system), please contact [ENSAdministrators@flydenver.com](mailto:ENSAdministrators@flydenver.com).
- Notifications will include the following pertinent information:
  - Level of Snow Alert;
  - Weather conditions and forecast;
  - Instructions and guidelines to extend hours of operations
  - Contact Information for questions/concerns.

# OPERATIONAL REMINDERS



Branden Sowers, Senior Director

# F&B MAINTENANCE REPORTS



- All Food & Beverage locations are required to submit their Monthly Maintenance Reports to [DENConcession.Maintenance@flydenver.com](mailto:DENConcession.Maintenance@flydenver.com)
  - Jetting, Pest Control and General Preventative Maintenance
- Back Flow Device Test Maintenance Report
- Exhaust System Cleaning Form
- Shutdown Requests shall be submitted to Linda Nedved with a minimum of 5 business days notice

# SUPPRESSION SYSTEMS



- Denver Fire will renew inspections of all tenants with cooking operations, specifically those with kitchen hood and suppression systems.
- NFPA 17 Sec. 7.3 and NFPA 96 Sec 11.2 mandates that all Kitchen Suppression Systems be inspected at intervals of no more than 6 months by a third-party inspector.
- Separate from and is not included in routine cleanings of hoods, grease removal devices, fans, ducts, and other appurtenances.
- An inspection report shall be generated by the third-party inspector for each inspection identifying all examined components and all found deficiencies, deterioration, and disrepair.
  - [Roman.Red@denvergov.org](mailto:Roman.Red@denvergov.org)
  - [Thomas.Perry@denvergov.org](mailto:Thomas.Perry@denvergov.org)
  - [DENConcession.Maintenance@flydenver.com](mailto:DENConcession.Maintenance@flydenver.com)
- All such conditions shall be remedied within 30 days of the third-party inspection.

# OPERATIONAL REMINDERS



- Contact Information
  - FlyDenver Website Store Phone Number
  - Organizational Contacts
- Signage
- Violation Notices
  - Health and Safety
  - Excise and Licenses
  - Security
- Pallet Dropoff Locations
  - A38, A41, B36, B39, C38, C29
- Food Courts
  - Food courts are serviced by two (2) custodians per shift on each concourse from 6:00am to 11:00pm
  - Cleaning or service issues should be directed to DEN Maintenance Control at (303) 342-2800 or reported on the SEE SAY APP.







QUESTIONS?