

# PVC Customer Service Report

CY 2017



Below are the peer airport benchmark scores that a Concession must exceed in order to win the external points

Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Bar	Cru Winebar	B-OUTER-E	score	86	100	no data	86	91	87	90	95	91	85	94	79	89.5	
			int points	0	1	no data	0	1	0	1	1	1	0	1	0	0	6
			ext points	0.5	0.5	no data	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0
	Lounge 5280	B-MEZZ	score	93	100	no data	81	85	80	85	96	91	73	84	85	85	86.6
			int points	0	1	no data	0	0	0	0	1	1	0	0	0	1	4
			ext points	0.5	0.5	no data	0	0.5	0	0.5	0	0.5	0.5	0	0.5	0.5	0.5
	Vino Volo	A-INNER-E	score	83	84	no data	73	88	81	84	85	90	63	84	78	81.2	
			int points	0	0	no data	0	0	0	0	0	0	0	0	0	0	0
			ext points	0.5	0.5	no data	0	0.5	0	0.5	0	0.5	0.5	0	0.5	0	3.5
		C-INNER-E	score	89	94	no data	90	79	63	64	84	88	88	85	74	81.6	
			int points	0	0	no data	1	0	0	0	0	0	1	0	0	0	2
			ext points	0.5	0.5	no data	0.5	0	0	0	0.5	0.5	0.5	0.5	0.5	0	3.5
	Tapas Sky Bar	C-OUTER-W	score	96	96	no data	85	89	90	85	87	75	83	86	68	85.5	
			int points	1	0	no data	0	1	1	0	0	0	0	0	0	0	3
			ext points	0.5	0.5	no data	0.5	0.5	0.5	0.5	0.5	0	0.5	0.5	0	0	4.5
Coors Silver Bullet	C-OUTER-W	score	98	100	no data	87	85	90	86	89	87	89	98	88	90.6		
		int points	1	1	no data	1	0	1	1	0	0	1	1	1	1	8	
		ext points	0.5	0.5	no data	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	5.5	
Casual Dining Bar	Aviator's BBQ	B-MEZZ	score	100	92	no data	92	81	90	86	80	84	79	87	87	87.1	
			int points	1	0	no data	1	0	1	0	0	0	0	1	0	4	
			ext points	0.5	0.5	no data	0.5	0	0.5	0	0	0	0	0	0	0	2
	Cantina Grill	B-MEZZ	score	99	90	no data	85	91	92	92	92	85	85	76	91	88.9	
			int points	0	0	no data	0	1	1	1	1	0	0	0	1	5	
			ext points	0.5	0.5	no data	0	0.5	0.5	0.5	0.5	0	0	0	0	0.5	3.5
	Colorado Sports Bar & Grille	B-INNER-W	score	95	100	no data	84	85	76	90	89	63	79	86	95	85.6	
			int points	0	1	no data	0	0	0	1	1	0	0	1	1	5	
			ext points	0.5	0.5	no data	0	0	0	0.5	0.5	0	0	0	0	0.5	2.5
	Denver Chop House & Brewery	A-CENTER-W	score	100	86	no data	87	91	87	84	87	81	85	84	76	86.2	
			int points	1	0	no data	1	1	0	0	1	0	0	0	0	4	
			ext points	0.5	0	no data	0	0.5	0	0	0	0	0	0	0	0	1
	Elway's	B-CENTER-W	score	96	100	no data	84	85	88	83	87	89	100	88	92	90.2	

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Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Casual Dining Bar	Elway's	B-CENTER-W	int points	0	1	no data	0	0	1	0	1	1	1	1	1	7	
			ext points	0.5	0.5	no data	0	0	0	0	0	0.5	0.5	0	0.5	2.5	
			score	100	95	no data	77	92	87	81	86	85	81	79	86	86.3	
	Jimmy's Bistro	A-CENTER-W	int points	1	1	no data	0	1	0	0	0	0	0	0	0	0	3
			ext points	0.5	0.5	no data	0	0.5	0	0	0	0	0	0	0	0	1.5
			score	93	89	no data	82	65	90	84	78	83	82	85	90	83.7	
	Lefty's Colorado Trail Grille	A-INNER-E	int points	0	0	no data	0	0	1	0	0	0	0	0	0	0	1
			ext points	0.5	0.5	no data	0	0	0.5	0	0	0	0	0	0	0.5	2
			score	86	90	no data	86	80	86	66	84	86	92	83	82	83.7	
	Mesa Verde Lounge	A-MEZZ	int points	0	0	no data	0	0	0	0	0	1	1	0	0	0	2
			ext points	0	0.5	no data	0	0	0	0	0	0	0	0.5	0	0	1
			score	94	94	no data	76	87	82	90	81	87	64	83	85	85	83.9
	New Belgium Hub	B-RJF-E	int points	0	0	no data	0	0	0	0	1	0	1	0	0	0	2
			ext points	0.5	0.5	no data	0	0	0	0.5	0	0	0	0	0	0	1.5
			score	96	94	no data	92	88	83	86	79	79	83	83	92	86.8	
	Pour La France	B-CENTER-W	int points	0	0	no data	1	0	0	0	0	0	0	0	0	1	2
			ext points	0.5	0.5	no data	0.5	0	0	0	0	0	0	0	0.5	0	2
			score	89	94	no data	85	91	73	86	87	86	90	62	82	84.1	
Rockbottom Brewery	C-INNER-W	int points	0	0	no data	0	1	0	0	1	1	1	0	0	0	4	
		ext points	0.5	0.5	no data	0	0.5	0	0	0	0	0	0.5	0	0	2	
		score	100	99	no data	88	85	87	90	86	95	78	88	83	89.0		
Root Down	C-CENTER-E	int points	1	1	no data	1	0	0	1	0	1	0	1	0	0	6	
		ext points	0.5	0.5	no data	0	0	0	0.5	0	0	0.5	0	0	0	2	
		score	89	94	no data	no data	69.5	87	80	84	84	85.5	84.5	90	83.4		
Smokin' Bear / Timberline / Einstein's	C-CENTER-W	int points	0	0	no data	0	0	0	0	0	0	1	0	0	0	1	
		ext points	0.5	0.5	no data	0	0	0	0	0	0	0	0	0.5	0	1.5	
		score	88	82	no data	88	91	61	83	70	85	75	51	88	78.4		
Convenience Retail	Hudson	A-INNER-E	int points	0	0	no data	0	1	0	0	0	1	0	0	1	3	
			ext points	0.5	0	no data	0.5	0.5	0	0	0	0	0	0	0.5	2	
		B-OUTER-E	score	93	84	no data	79	87	78	84	86	70	75	79	86	81.9	
			int points	0	0	no data	0	0	0	0	0	0	0	1	0	1	

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Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals		
Convenience Retail	Hudson	B-OUTER-E	ext points	0.5	0	no data	0	0	0	0	0	0	0	0	0	0.5		
			score	82	90	no data	74	88	79	85	90	83	71	76	82	81.8		
		B-OUTER-W	int points	0	0	no data	0	0	0	0	1	0	0	0	0	0	1	
			ext points	0	0.5	no data	0	0.5	0	0	0.5	0	0	0	0	0	1.5	
			score	89	90	no data	80	75	64	88	85	79	77	53	74	77.6		
			int points	0	0	no data	0	0	0	0	0	0	0	0	0	0	0	
	SaySiBon/Auntie Anne's	C-OUTER-W	ext points	0.5	0.5	no data	0	0	0	0	0.5	0	0	0	0	0	1.5	
			score	96	93.5	no data	89	89	86	88.5	76	78	88	73.5	87	85.9		
		C-OUTER-W	int points	1	1	no data	1	0	1	1	0	0	1	0	0	0	6	
			ext points	0.5	0.5	no data	0.5	0.5	0	0.5	0	0	0	0.5	0	0	3	
Newsstand	CNBC	C-OUTER-W	score	98	85	no data	94	81	78	96	81	87	81	88	88	87.0		
			int points	1	0	no data	1	0	0	1	0	1	0	0	1	5		
		Connections Made EZ	B-CENTER-E	ext points	0.5	0	no data	0.5	0	0	0.5	0	0	0	0	0	1.5	
				score	91	76	no data	79	77	75	81	77	76	0	0	0	79.0	
			B-INNER-E	int points	0	0	no data	0	0	0	0	0	0	0	0	0	0	0
				ext points	0.5	0	no data	0	0	0	0	0	0	0	0	0	0	0.5
	C-CENTER-W	B-INNER-E	score	62	81	no data	65	83	52	85	84	0	0	0	0	0	73.1	
			int points	0	0	no data	0	0	0	0	0	0	0	0	0	0	0	
		C-CENTER-W	ext points	0	0	no data	0	0	0	0	0	0	0	0	0	0	0	
			score	98	65	no data	85	92	68	72	93	63	0	0	0	0	79.5	
	C-INNER-W	C-CENTER-W	int points	1	0	no data	0	1	0	0	0	1	0	0	0	0	3	
			ext points	0.5	0	no data	0	0.5	0	0	0.5	0	0	0	0	0	1.5	
		C-INNER-W	score	88	98	no data	65	79	83	55	91	0	0	0	0	0	79.9	
			int points	0	1	no data	0	0	0	0	1	0	0	0	0	0	2	
	Connections Newsstand	B-RJF-E	ext points	0	0.5	no data	0	0	0	0	0.5	0	0	0	0	0	1	
			score	91	98	no data	94	86	91	97	86	84	95	96	79	90.6		
		B-RJF-E	int points	0	1	no data	1	1	1	1	1	0	1	1	0	0	8	
			ext points	0.5	0.5	no data	0.5	0	0.5	0.5	0	0	0.5	0.5	0	0	3.5	
	Newsstand (Peak Concepts)	B-INNER-W	score	96	91	no data	88	91	86	87	65	86	68	83	77	83.5		
			int points	1	0	no data	0	1	1	0	0	1	0	0	0	0	4	
B-INNER-W		ext points	0.5	0.5	no data	0	0.5	0	0	0	0	0	0	0	0	1.5		
		score	96	91	no data	88	91	86	87	65	86	68	83	77	83.5			

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Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

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Newsstand	Peak News & Gifts	A-CENTER-E	score	91	98	no data	85	81	76	87	81	84	75	92	85	85.0		
			int points	0	1	no data	0	0	0	0	0	0	0	0	1	1	3	
			ext points	0.5	0.5	no data	0	0	0	0	0	0	0	0	0	0.5	0	1.5
		C-CENTER-E	score	83	81	no data	89	77	86	90	78	82	87	81	76	81	76	82.7
			int points	0	0	no data	0	0	1	0	1	0	0	0	0	0	0	2
			ext points	0	0	no data	0.5	0	0	0.5	0	0	0	0	0	0	0	1
		B-CENTER-W	score	96	91	no data	90	71	73	86	78	83	0	84	67	84	67	81.9
			int points	1	0	no data	1	0	0	0	0	0	0	0	0	0	0	2
			ext points	0.5	0.5	no data	0.5	0	0	0	0	0	0	0	0	0	0	1.5
Quick Serve	Heidi's Brooklyn Deli	B-RJF-E	score	94	96	no data	54	99	85	79	83	90	100	90	66	85.1		
			int points	0	1	no data	0	1	0	0	0	0	0	1	1	0	4	
			ext points	0.5	0.5	no data	0	0.5	0	0	0	0	0	0.5	0	0	0	2
	KFC / Pizza Hut	A-CENTER-E	score	96	98	no data	77	93	64	86	86	82	88	91	89	89	86.4	
			int points	1	1	no data	0	1	0	0	0	0	0	1	1	1	6	
			ext points	0.5	0.5	no data	0	0.5	0	0	0	0	0	0	0.5	0	0	2
	McDonald's	A-CENTER-E	score	88	78	no data	93	84	81	78	74	91	86	81	88	88	83.8	
			int points	0	0	no data	1	0	0	0	0	0	1	0	0	0	2	
			ext points	0	0	no data	0.5	0	0	0	0	0	0.5	0	0	0	0	1
		B-CENTER-E	score	94	87	no data	84	87	81	72	94	92	84	74	71	71	83.6	
			int points	0	0	no data	0	0	0	0	1	1	0	0	0	0	2	
			ext points	0.5	0	no data	0	0	0	0	0.5	0.5	0	0	0	0	1.5	
	C-CENTER-W	score	96	91	no data	85	99	76	89	93	93	89	74	85	85	88.2		
		int points	1	0	no data	0	1	0	1	1	1	1	1	0	0	6		
		ext points	0.5	0.5	no data	0	0.5	0	0	0.5	0.5	0	0	0	0	2.5		
	Mod Market	B-CENTER-E	score	96	94	no data	95	83	80	89	88	78	78	81	93	93	86.8	
			int points	1	0	no data	1	0	0	1	0	0	0	0	0	1	4	
			ext points	0.5	0.5	no data	0.5	0	0	0	0	0	0	0	0	0.5	2	
		C-OUTER-W	score	81	92	no data	83	86	84	88	85	89	92	78	85	85	85.7	
			int points	0	0	no data	0	0	0	0	0	0	0	1	0	0	1	
			ext points	0	0.5	no data	0	0	0	0	0	0	0	0.5	0	0	1	
Panda Express	A-CENTER-E	score	0	94	no data	69	76	92	81	81	86	85	79	77	82.0			

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Below are the peer airport benchmark scores that a Concession must exceed in order to win the external points

Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Quick Serve	Panda Express	A-CENTER-E	int points	0	0	no data	0	0	1	0	0	0	0	0	0	1	
			ext points	0	0.5	no data	0	0	0.5	0	0	0	0	0	0	0	1
			score	98	98	no data	90	75	89	86	65	88	81	82	78	84.5	
	Pizza Hut Express/Haagen Daz	B-OUTER-W	int points	1	1	no data	0	0	1	0	0	0	0	0	0	0	3
			ext points	0.5	0.5	no data	0	0	0	0	0	0	0	0	0	0	1
			score	90	94	no data	86	85	82	95	94	78	76	76	95	86.5	
	Sara Lee / Colombo Frozen Yogurt	B-OUTER-E	int points	0	0	no data	0	0	0	1	1	0	0	0	1	3	
			ext points	0	0.5	no data	0	0	0	0.5	0.5	0	0	0	0.5	2	
			score	85	98	no data	78	88	71	92	76	99	73	72	88	83.6	
	Schlotzsky's	A-INNER-E	int points	0	1	no data	0	1	0	1	0	1	0	0	0	4	
			ext points	0	0.5	no data	0	0	0	0.5	0	0.5	0	0	0	1.5	
			score	98	94	no data	94	89	89	89	80	81	81	83	92	88.2	
	Villa Pizza	C-CENTER-W	int points	1	0	no data	1	1	1	1	0	0	0	0	1	6	
			ext points	0.5	0.5	no data	0.5	0	0	0	0	0	0	0	0.5	2	
			score	96	96	no data	84	87	84	86	92	85	81	89	79	87.2	
	Woody Creek Bakery & Café	C-INNER-E	int points	1	1	no data	0	0	0	0	1	0	0	1	0	4	
			ext points	0.5	0.5	no data	0	0	0	0.5	0	0	0	0	0	1.5	
			score	98	92	no data	91	71	90	90	91	92	94	90	89	89.8	
Big Bowl Magic Pan	C-OUTER-W	int points	1	0	no data	1	0	1	1	1	1	1	1	1	9		
		ext points	0.5	0.5	no data	0.5	0	0	0	0.5	0.5	0.5	0	0	3		
		score	94	0	no data	no data	86	86	89	91	73	86	88	92	87.2		
Chick-Fil-A	B-CENTER-E	int points	0	0	no data	0	0	1	1	1	0	0	1	1	5		
		ext points	0.5	0	no data	0	0	0	0	0.5	0	0	0	0.5	1.5		
		score	100	92	no data	92	66	86	82	89	87	92	84	81	86.5		
Quick Serve Alcohol	City Wok	B-MEZZ	int points	1	0	no data	0	0	0	0	1	0	0	0	2		
			ext points	0.5	0.5	no data	0.5	0	0	0	0	0	0.5	0	2		
			score	98	97	no data	94	97	89	92	86	88	74	84	88	89.7	
	Etaï's Café	B-OUTER-W	int points	0	0	no data	0	1	0	0	0	1	0	0	2		
			ext points	0.5	0.5	no data	0.5	0.5	0	0.5	0	0	0	0	2.5		
			score	94	90	no data	81	88	94	79	86	93	89	81	80	86.8	
Que Bueno! Mexican Grille	B-OUTER-E	int points	0	0	no data	0	0	1	0	0	1	0	0	2			

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Below are the peer airport benchmark scores that a Concession must exceed in order to win the external points

Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Quick Serve Alcohol	Que Bueno! Mexican Grille	B-OUTER-E	ext points	0.5	0	no data	0	0	0.5	0	0	0.5	0	0	0	1.5	
			score	86	92	no data	96	86.5	86.5	0	73	87.5	86.5	86	90	87.0	
	Quizno's / Blue Sky Bar / Lavazza	A-INNER-W	int points	0	0	no data	0	0	0	0	0	0	0	0	1	1	
			ext points	0	0.5	no data	0.5	0	0	0	0	0	0	0	0	0	1
	Steve's Snappin' Dogs	B-OUTER-W	score	92	98	no data	98	83	94	93	89	87	91	88	93	91.5	
			int points	0	1	no data	1	0	1	1	1	0	0	1	1	7	
			ext points	0.5	0.5	no data	0.5	0	0.5	0.5	0	0	0	0	0	0.5	3
	Tamales by La Casita	C-CENTER-W	score	92	98	no data	99	93	87	92	100	83	91	86	87	91.6	
			int points	0	1	no data	1	0	0	0	1	0	0	0	0	0	3
			ext points	0.5	0.5	no data	0.5	0.5	0	0.5	0.5	0	0	0	0	0	3
	Wolfgang Puck	B-MEZZ	score	100	100	no data	84	95	83	93	85	86	95	91	85	90.6	
			int points	1	1	no data	0	0	0	1	0	0	1	1	0	5	
			ext points	0.5	0.5	no data	0	0.5	0	0.5	0	0	0	0.5	0	0	2.5
	Woody Creek Bakery & Café	B-MEZZ	score	98	94	no data	92	100	86	93	81	0	93	77	83	89.7	
int points			0	0	no data	0	1	0	1	0	0	1	0	0	3		
ext points			0.5	0.5	no data	0.5	0.5	0	0.5	0	0	0	0.5	0	0	3	
Snack	Dunkin Donuts	A-CENTER-W	score	91	98	no data	81	89	81	87	73	89	94	93	86	87.5	
			int points	0	1	no data	0	0	0	0	0	0	0	1	1	4	
			ext points	0.5	0.5	no data	0	0.5	0	0	0	0	0.5	0.5	0.5	0	3
	Hope's Country Fresh Cookies	A-CENTER-E	score	95	98	no data	88	85	85	85	93	84	89	89	82	88.5	
			int points	0	1	no data	0	0	0	0	0	0	0	0	0	0	2
			ext points	0.5	0.5	no data	0.5	0	0	0	0.5	0	0.5	0.5	0	0	3
	Jamba Juice	B-MEZZ	score	100	100	no data	93	89	92	76	86	88	91	87	86	89.8	
			int points	1	1	no data	1	0	1	0	0	0	0	0	1	5	
		C-INNER-W	ext points	0.5	0.5	no data	0.5	0.5	0.5	0	0	0.5	0.5	0	0	0	3.5
			score	98	95	no data	86	100	100	96	99	90	86	79	83	92.0	
	Rocky Mountain Chocolate Factory (East)	B-OUTER-E	int points	0	0	no data	0	1	1	1	1	1	1	0	0	0	5
			ext points	0.5	0.5	no data	0	0.5	0.5	0.5	0.5	0.5	0.5	0	0	0	3.5
			score	93	91	no data	88	85	83	73	85	91	93	90	80	86.5	
				int points	0	0	no data	0	0	0	0	0	1	1	1	0	3
ext points				0.5	0.5	no data	0.5	0	0	0	0	0	0.5	0.5	0.5	0	3

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Below are the peer airport benchmark scores that a Concession must exceed in order to win the external points

Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Snack	TCBY Yogurt	B-CENTER-E	score	100	100	no data	92	83	85	95	88	93	89	80	85	90.0	
			int points	1	1	no data	1	0	0	1	0	1	0	0	0	0	5
			ext points	0.5	0.5	no data	0.5	0	0	0.5	0.5	0.5	0.5	0.5	0	0	3.5
		C-CENTER-W	score	100	93	no data	90	84	93	83	92	82	94	90	86	89.7	
			int points	1	0	no data	1	0	1	0	1	0	1	1	1	1	7
			ext points	0.5	0.5	no data	0.5	0	0.5	0	0.5	0	0.5	0.5	0.5	0	3.5
	The Candy Shoppe	B-INNER-W	score	91	88	no data	89	92	88	91	90	84	82	93	93	89.2	
			int points	0	0	no data	0	1	0	0	0	0	0	1	1	3	
			ext points	0.5	0.5	no data	0.5	0.5	0.5	0.5	0.5	0	0	0.5	0.5	0.5	4.5
	Wetzel's Pretzels	B-OUTER-W	score	91	88	no data	80	96	77	92	84	74	91	77	61	82.8	
			int points	0	0	no data	0	1	0	1	0	0	0	0	0	2	
			ext points	0.5	0.5	no data	0	0.5	0	0.5	0	0.5	0	0.5	0	0	2.5
Specialty Coffee	Ben & Jerry's / Caribou Coffee	A-CENTER-E	score	89	88	no data	92	83	87	88	77	86	97	90	85	87.5	
			int points	0	0	no data	1	0	0	0	0	0	1	0	0	2	
			ext points	0	0	no data	0.5	0	0	0	0	0	0.5	0	0	1	
	Caribou Coffee	C-INNER-W	score	100	100	no data	99	90	91	83	96	96	80	96	96	93.4	
			int points	1	1	no data	1	1	0	0	1	1	0	1	1	8	
			ext points	0.5	0.5	no data	0.5	0	0.5	0	0.5	0.5	0.5	0	0.5	0.5	4
		B-MEZZ	score	98	100	no data	92	90	93	91	96	93	91	96	93	93.9	
			int points	1	1	no data	1	1	1	1	1	1	1	1	1	1	11
			ext points	0.5	0.5	no data	0.5	0	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	5
	Dazbog Coffee	C-INNER-E	score	96	86	no data	88	83	88	96	87	84	89	87	76	87.3	
			int points	1	0	no data	0	0	0	1	0	0	0	0	0	2	
			ext points	0.5	0	no data	0	0	0	0.5	0	0	0	0	0	1	
	Happy Cakes & Allegro Coffee	C-OUTER-W	score	94	90	no data	87	70	95	83	90	88	82	81	88	86.2	
			int points	0	0	no data	0	0	1	0	0	0	0	0	0	1	
			ext points	0.5	0	no data	0	0	0.5	0	0	0	0	0	0	1	
	Rocky Mountain Café	B-OUTER-W	score	94	75	no data	87	88	79	86	86	88	77	76	90	84.2	
			int points	0	0	no data	0	1	0	0	0	0	0	0	0	1	
			ext points	0.5	0	no data	0	0	0	0	0	0	0	0	0	0.5	
Starbuck's (in-line)	B-RJF-E	score	92	94	no data	74	76	91	86	89	89	91	84	92	87.1		

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Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Specialty Coffee	Starbuck's (in-line)	B-RJF-E	int points	0	1	no data	0	0	0	0	0	0	1	0	0	2	
			ext points	0.5	0.5	no data	0	0	0.5	0	0	0	0	0.5	0	0.5	2.5
	Starbuck's (kiosk)	B-RJF-E	score	92	86	no data	90	86	92	83	92	90	93	91	93	89.8	
			int points	0	0	no data	0	0	1	0	1	1	1	1	1	1	6
	Coffee Bean & Tea Leaf	C-OUTER-W	ext points	0.5	0	no data	0	0	0.5	0	0.5	0	0.5	0.5	0.5	0.5	3
			score	94	92	no data	100	87	88	94	84	78	90	84	83	83	88.5
Specialty Retail	Body Shop	C-CENTER-E	int points	0	0	no data	1	1	1	1	1	0	1	1	1	8	
			ext points	0.5	0.5	no data	0.5	0	0	0.5	0	0	0	0	0	0	2
			score	92	85	no data	97	96	97	94	95	84	96	97	93	93	93.3
	Brookstone	B-CENTER-E	int points	0	0	no data	1	1	0	0	1	0	1	1	1	6	
			ext points	0	0	no data	0.5	0.5	0	0	0.5	0.5	0.5	0.5	0.5	3.5	
			score	81	81	no data	91	99	79	79	91	84	100	88	87	87.3	
	Earth Spirit	B-INNER-E	int points	0	1	no data	0	0	0	0	0	0	1	0	0	2	
			ext points	0.5	0.5	no data	0.5	0	0.5	0	0.5	0	0.5	0	0.5	3.5	
			score	92	94	no data	87	71	87	70	86	78	89	77	85	83.3	
	Esavvy	C-INNER-W	int points	0	0	no data	1	0	1	0	1	0	0	1	0	4	
			ext points	0.5	0.5	no data	0.5	0.5	0.5	0.5	0.5	0	0	0.5	0	4	
			score	84	86	no data	96	85	100	86	99	71	69	90	0	86.6	
	Gifts in Flight	C-CENTER-E	int points	0	0	no data	0	0	0	0	0	1	0	0	0	1	
			ext points	0	0	no data	0	0	0	0	0	0	0.5	0	0	0.5	
			score	81	81	no data	65	69	75	74	75	87	0	0	0	75.9	
		B-INNER-E	int points	0	0	no data	0	0	0	0	0	0	0	0	0	0	
			ext points	0.5	0	no data	0	0	0	0.5	0	0	0	0	0	0	1
			score	93	65	no data	73	52	76	88	64	0	0	0	0	0	73.0
Greetings from Colorful Colorado	A-CENTER-W	int points	0	0	no data	0	0	1	0	0	0	0	0	0	1		
		ext points	0.5	0	no data	0	0	0.5	0	0	0	0	0	0	1		
		score	87	81	no data	61	74	97	75	81	73	84	79	56	77.1		
Harley Davidson	B-MEZZ	int points	0	0	no data	0	0	1	1	1	0	0	0	0	3		
		score	94	87	no data	76	89	92	93	93	67	0	0	0	86.4		



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Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Specialty Retail	Harley Davidson	B-MEZZ	ext points	0.5	0.5	no data	0	0.5	0.5	0.5	0.5	0	0	0	0	3	
			score	100	100	no data	93	91	100	75	86	99	97	87	83	91.9	
	In Motion Entertainment	B-MEZZ	int points	1	1	no data	1	1	1	0	0	1	1	1	1	0	8
			ext points	0.5	0.5	no data	0.5	0.5	0.5	0	0.5	0.5	0.5	0.5	0	0	4.5
			score	100	89	no data	96	95	96	89	92	87	94	90	95	93.0	
		B-CENTER-W	int points	1	0	no data	1	1	1	0	1	1	1	1	1	1	9
			ext points	0.5	0.5	no data	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	5.5
			score	100	85	no data	100	100	88	93	91	100	100	78	94	93.5	
	Johnston & Murphy	B-CENTER-E	int points	1	0	no data	1	1	1	1	1	1	1	0	1	9	
			ext points	0.5	0.5	no data	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0	0.5	5	
			score	92	92	no data	89	58	87	90	84	76	74	82	71	81.4	
	Kazoo Toys	B-MEZZ	int points	0	1	no data	0	0	0	0	0	0	0	0	0	1	
			ext points	0.5	0.5	no data	0.5	0	0.5	0.5	0.5	0	0	0	0	3	
			score	95	98	no data	76	98	93	92	84	63	85	85	87	86.9	
	MAC	B-CENTER-W	int points	1	1	no data	0	1	1	1	0	0	0	1	1	7	
			ext points	0.5	0.5	no data	0	0.5	0.5	0.5	0.5	0	0.5	0.5	0.5	4.5	
			score	95	89	no data	93	74	88	95	61	89	69	81	88	83.8	
	Mosaic Gallery	B-CENTER-W	int points	1	0	no data	1	0	1	1	0	1	0	0	1	6	
			ext points	0.5	0.5	no data	0.5	0	0.5	0.5	0	0.5	0	0	0.5	3.5	
			score	82	100	no data	98	77	80	92	86	73	53	80	92	83.0	
	Radio Road/Fly Babies	A-CENTER-W	int points	0	1	no data	1	0	0	1	0	0	0	0	1	4	
			ext points	0	0.5	no data	0.5	0	0	0.5	0.5	0	0	0	0.5	2.5	
			score	84	89	no data	75	79	69	80	75	85	73	64	79	77.5	
	Spirit of the Red Horse	A-CENTER-E	int points	0	0	no data	0	0	0	0	0	0	0	0	0	0	
ext points			0.5	0.5	no data	0	0	0	0	0	0.5	0	0	0	1.5		
score			95	89	no data	86	92	74	93	79	76	80	83	82	84.5		
Sunglass Hut	B-MEZZ	int points	1	0	no data	0	1	0	1	0	0	0	0	0	3		
		ext points	0.5	0.5	no data	0.5	0.5	0	0.5	0	0	0	0	0	2.5		
		score	92	93	no data	68	95	77	68	77	74	84	91	95	83.1		
Tags Evolution	B-INNER-W	int points	0	1	no data	0	1	0	0	0	0	0	1	1	4		
		ext points	0.5	0.5	no data	0	0.5	0	0	0	0	0.5	0.5	0.5	3		

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Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Specialty Retail	Tattered Cover Bookstore	A-CENTER-E	score	47	87	no data	85	79	76	82	80	95	82	71	55	76.3	
			int points	0	0	no data	0	0	0	0	0	0	1	0	0	0	1
			ext points	0	0.5	no data	0.5	0	0	0	0	0	0	0.5	0	0	0
		B-CENTER-W	score	89	89	no data	63	79	80	69	64	60	81	68	87	87	75.4
			int points	0	0	no data	0	0	0	0	0	0	0	0	0	1	1
			ext points	0.5	0.5	no data	0	0	0	0	0	0	0	0	0	0	0.5
	C-CENTER-E	score	80	68	no data	81	78	54	81	57	73	83	55	74	74	71.3	
		int points	0	0	no data	0	0	0	0	0	0	0	0	0	0	0	
		ext points	0	0	no data	0	0	0	0	0	0	0	0	0	0	0	
	Tuleh Ruche	B-CENTER-E	score	67	73	no data	75	0	85	62	67	66	85	58	62	70.0	
			int points	0	0	no data	0	0	0	0	0	0	0	0	0	0	
			ext points	0	0	no data	0	0	0.5	0	0	0	0.5	0	0	0	1
	Flight Stop	A-INNER-W	score	95	79	no data	77	87	79	75	93	84	93	80	86	84.4	
			int points	1	0	no data	0	0	0	0	1	0	1	0	0	3	
			ext points	0.5	0	no data	0	0.5	0	0	0.5	0.5	0.5	0	0.5	0	3
	Time Travel	B-MEZZ	score	89	85	no data	74	66	91	90	50	93	87	0	0	80.6	
			int points	0	0	no data	0	0	1	0	0	1	0	0	0	2	
			ext points	0.5	0.5	no data	0	0	0.5	0.5	0	0.5	0.5	0	0	0	3
	Victoria's Secret	B-MEZZ	score	93	85	no data	95	88	57	81	92	61	87	70	85	81.3	
			int points	0	0	no data	1	0	0	0	1	0	0	0	0	2	
			ext points	0.5	0.5	no data	0.5	0.5	0	0	0.5	0	0.5	0	0.5	0	3.5
No Boundaries	C-OUTER-W	score	81	98	no data	67	59	74	83	84	88	87	79	81	80.1		
		int points	0	1	no data	0	0	0	0	0	1	0	0	0	2		
		ext points	0	0.5	no data	0	0	0	0	0.5	0.5	0.5	0	0	0	2	
Kiehl's and Urban Decay	C-CENTER-E	score	98	92	no data	100	89	95	83	87	86	90	89	89	90.7		
		int points	1	1	no data	1	0	1	1	0	1	0	1	1	8		
		ext points	0.5	0.5	no data	0.5	0.5	0.5	0.5	0	0.5	0.5	0.5	0.5	0.5	5	
Misura, Crislu, Tumi	B-CENTER-W	score	87	91	no data	79	78.33333333	83.33333333	100	88.5	84	86.5	80.5	74	84.7		
		int points	0	1	no data	0	0	0	1	1	0	0	0	0	3		
		ext points	0.5	0.5	no data	0	0	0	0.5	0.5	0.5	0.5	0	0	3		
Out West	C-CENTER-E	score	100	86	no data	86	75	87	69	87	100	89	72	72	83.9		

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Bar	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0
Casual Dining Bar	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3	88.3
Food Court	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Newsstand	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6	88.6
Quick Serve	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4	90.4
Quick Serve Alcohol	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2	91.2
Snack	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7	87.7
Specialty Coffee	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0	90.0
Specialty Retail	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6	83.6
Convenience Retail	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9	87.9
Duty Free	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5	94.5

New Category	Reporting Name	Merchant Zone	Score	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average & Totals	
Specialty Retail	Out West	C-CENTER-E	int points	1	0	no data	0	0	0	0	0	1	1	0	0	3	
			ext points	0.5	0.5	no data	0.5	0	0.5	0	0.5	0.5	0.5	0.5	0	0	3.5
	Sky Market	B-MEZZ	score	0	0	no data	76	93	79	94	89	81	88	71	73	82.7	
			int points	0	0	no data	0	1	0	1	1	0	1	0	0	0	4
Duty Free	Duty Free	A-CENTER-W	ext points	0	0	no data	0	0	0	0	0	0	0	0	0	0	0
			score	86	82	no data	82	78	83	80	83	100	87	88	73	83.8	
			int points	1	1	no data	0	0	0	0	1	1	0	1	0	0	5
		B-MEZZ	ext points	0	0	no data	0	0	0	0	0	0	0.5	0	0	0	0.5
			score	72	82	no data	86	80	84	87	80	89	92	83	98	84.8	
			int points	0	1	no data	1	1	1	1	0	0	1	0	1	0	7
			ext points	0	0	no data	0	0	0	0	0	0	0	0	0.5	0.5	