

Delaware North Companies Retail

Primary Business: Manage retail services in some of the most well-known sports venues, national parks, resorts and airports across the globe.

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Delaware North Companies creates and provides exceptional retail expertise in over 400,000 square feet of merchandise space in about 350 stores across all of our operations, with retail revenues in excess of \$250 million annually. At Delaware North, we offer retail strategies and operational expertise that are best-of-class in the industry. Our client list is impressive, as is the wide array of merchandise and products that we manage. From licensed sports merchandise to grocery and convenience store items, we develop product assortments designed to maximize revenue opportunities.

Delaware North follows its GuestPath® customer service platform at all of our retail locations, providing outstanding guest services. All locations also follow our proprietary GreenPath® environmental management program, providing reusable shopping bags for guests.

Interesting Facts

- Delaware North Companies Parks and Resorts has operated the Kennedy Space Center Visitor Complex since 1995. Plans are currently underway to create a new state of the art Space Shop that will focus on telling the NASA story with educational and interpretive design elements that will enhance the visitor's shopping experience.
- Delaware North Companies Parks and Resorts operates retail stores year-round in two of the United States National Parks - Grand Canyon and Yosemite. Each retail operation serves as the largest grocer in its respective park. Delaware North also operates seasonal retail stores at Sequoia and Yellowstone National Parks and three gift shops at Niagara Falls State Park.

- Since summer 2008, Delaware North Sportservice has taken over retail operations for the Buffalo Bills, Columbus Blue Jackets, Minnesota Twins, New York Red Bulls, Carolina Panthers, New York Giants and Jets at New Meadowlands Stadium.
- *USA Today* has highlighted Delaware North Companies Travel Hospitality Services store 'Everything ASAP' for its focus on providing customers with value and convenience by offering full-size toiletries, cosmetics and over-the-counter medications in addition to snacks and souvenirs.
- Delaware North Companies Sportservice is positioned to handle retail operations for many special large sporting events. Highlights include special events such as the NHL Winter Classic, all-star, playoff and championship events for the MLB, NBA, NFL, NHL and MLS.
- In 2010, Delaware North Companies Sportservice retail stores for teams such as the Minnesota Twins and the Cincinnati Reds have offered overnight hours to give fans extended hours to purchase fan memorabilia as teams entered their respective Division Series.
- Delaware North Companies Sportservice retail operations at New Meadowlands stadium earned seven awards. Three were from the Association for Retail Environments, two from the Chain Store Age, one from Retail Design Institute and one was an Award of Excellence from the Columbus (Ohio) Society of Communicating Arts at its Creative Best Awards. The store is one of the largest team stores in the NFL and can transform overnight to fit for the both home teams- the NY Jets and NY Giants.
- Delaware North Companies Sportservice Retail will build on its 65 year-long relationship with the Chicago White Sox by opening a multi-million dollar retail store in November 2011. The two-story, 13,000-square-foot flagship team store will display illuminated stairs that lead to a second level, vertical monitors displaying live game coverage and an array of college and professional sports team items, including the Chicago Blackhawks, Bears, Bulls and the Chicago White Sox.