

Dallas Fort Worth International Airport Presents

# July 2016 Training Classes

Register early! Limited seating.

## Concessions Operations and Management

**July 14, 3:00 – 5:00 p.m.**

- Best Practices in Retail Operations
- Best Practices in Food & Beverage Operations
- Overview of Passenger Amenities and Services

## Tenant Finish Outs for Concessions

**July 21, 3:00 – 5:00 p.m.**

- Comprehensive Overview
- Various trades required
- Timing and steps to completion

## Dispute Resolution

**July 26, 3:00 – 6:00 p.m.**

- Best practices for resolving project conflict
- Arbitration ... what is it and when do you use it?
- Mediation ... what is it and when do you use it?

## Doing Business with DFW Orientation

**July 28, 9:00 – 10:30 a.m.**

- Airport Overview
- Organizational Structure
- Operations
- Goods & Services Procured
- Procurement Methods
- Vendor Registration
- Business Diversity Programs
- Safety & Security
- Insurance & Bonding Requirements

Business Diversity & Development Department  
DFW Airport Headquarters Multi-Purpose Room – 1B1002T  
2400 Aviation Drive, DFW Airport, Tx 75261  
bdd@dfwairport.com • (972) 973 5500

**DFW  
DFW**