



The Club SJC at Norman Y. Mineta San José International Airport Wins USA Today's 10Best Readers' Choice Award for "Best Airport Service/Amenity"

Airport Lounge Development's The Club SJC was voted the No. 1 airport service and amenity by USA Today readers in the 2018 Reader's Choice.

[Pictures of Award and Recognition Ceremony Here.](#)

DALLAS, April 11, 2018 – [Airport Lounge Development Inc.](#) (ALD), the global provider of premium shared-use lounges, today announced that The Club SJC at Norman Y. Mineta San José International Airport has been recognized by USA Today's 10Best Readers' Choice Awards for providing the "Best Airport Service/Amenity." This prestigious award is given each year to the airport amenity or service that has been recognized by travelers as the most sought after airport experience. It was announced and presented during the annual Airport Revenue Awards that celebrated the Best Airports & Concessions winners (see results [here](#)).

The Club SJC first opened in 2013 and is one of ALD's most awarded shared-use lounges. It was named the Priority Pass North America Lounge of the Year in 2016 and was also recognized by the Priority Pass Lounge of the Year Awards for Best Attitude and Service from Lounge Staff in 2015 and Best Service in 2014. The Club SJC provides a relaxing environment with natural lighting in a spacious setting that offers travelers a respite from the concourse. It features different zones that cater to the specific needs of each guest: a replenish zone with a complimentary buffet that includes oatmeal, a variety of cold cereals and a yogurt bar with fresh fruit and granola during breakfast hours. Fresh cut sandwiches, an antipasto deli bar, hot soups, gourmet popcorn and Jelly Belly jelly beans are a few of the items offered outside of breakfast. A premium selection of alcoholic and non-alcoholic beverages is part of the complimentary offering; a productivity zone with work stations and printing capabilities; a refresh zone with shower facilities and a relax zone with a variety of comfortable seating options with convenient electrical outlets.

"We are proud of the exceptional hospitality that The Club SJC team delivers to our guests. The Club SJC staff embrace ALD's Brand Standards and Service Values," said Nancy Knipp, Senior Vice President at ALD. "They strive to leave a lasting impression on guests through exemplary service and genuine hospitality."

"The Norman Y. Mineta San José International Airport team is proud that our award-winning partner The Club SJC received *USA Today's* Readers' Choice Award for Best Airport Service/Amenity," continued Director of Aviation John Aitken. "Our successful six-year partnership with Airport Lounge Development is apparent with this recent award, and most importantly, through the excellent customer service and relaxing environment the lounge staff offer our travelers. The Club experience is just one example of how SJC is transforming how Silicon Valley travels."

(more)

Since opening its first lounge in 2006, ALD has expanded The Club network to include 17 independent shared-use lounges, working with over 25 airline partners. At The Club SJC, airline partners include Air China, ANA, British Airways, Hainan and Lufthansa. Every ALD lounge, including The Club SJC, is designed to capture the spirit and culture of its city. Guests are also given in-lounge opportunities to rate service, cleanliness, and quality of food and beverage. This enables ALD managers to regularly engage with guests and incorporate ideas into future operations.

"We take guests' feedback very seriously and use insight gained from guest comments to continually improve our Club offering and guest experience. ALD congratulates The Club SJC for receiving recognition for providing the best airport amenities and services in the country," concluded Knipp.

About Airport Lounge Development Inc.

Operating since 2006, ALD is the U.S. leader in independent shared-use lounges offering an affordable hospitality experience for travelers on any airline and traveling any class of service. ALD specializes in the design, construction, operation, management and marketing of independent shared-use airport lounges. ALD is a global lounge operator with an experienced leadership team known for delivering a turnkey lounge solution tailored to the airport's needs and supported by an established customer foundation.

ALD is part of the Collinson Group, a global leader in shaping and influencing customer behavior to drive revenue and value for its clients. It offers a unique blend of industry and sector specialists who together provide market-leading experience in delivering products and services across four core capabilities: Loyalty, Lifestyle Benefits, Insurance, and Assistance. The Collinson Group has 25 years of experience, with 28 global locations, servicing over 800 clients in 170 countries, employing 1,500 staff, and managing over 20 million customers.

SJC: Transforming How Silicon Valley Travels

Norman Y. Mineta San José International Airport (SJC) is Silicon Valley's airport, a self-supporting enterprise owned and operated by the City of San José. The airport serves 13 million passengers annually, with 210 peak daily departures on 16 international and domestic carriers to 54 nonstop destinations. SJC has been America's fastest-growing major airport over the past two years, based on percentage increase in passenger seat capacity. For more airport information, visit flysanjose.com.

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