

Salt & Pepper

August 2022 Year 7

GRILL EXPERIENCE BY THE BEACH

DREAMS PALM BEACH

MOLECULAR MIXOLOGY

SECRETS CAP CANA

AUTHOR SANGRIAS

DREAMS JARDÍN TROPICAL

POOL & BEACH EXPERIENCE

BREATHLESS CANCUN SOUL

GETTING TO KNOW YONI PÉREZ

DREAMS PUNTA CANA

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HELLO EVERYONE!

Summer has arrived and we continue with improvement projects in all hotels, already carrying out the **ASADO** and **FUSION** theme nights. In this new edition of Salt and Pepper, we bring many creative ideas to be applied in any of our hotels so that these theme nights are a success!



We have also had cocktail competitions in the different regions, which have brought impressive innovation. We hope you will share this edition with your colleagues and that it will be useful for everyone!

We are proud of what we do!
We Keep Cooking!!
Food and Beverage Committee

AMRCOLLECTION IN EUROPE

Author Sangrias

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AUTHOR SANGRIAS

BY SEBASTIEN DUFFOUR,
BARS MANAGER

Taking advantage of the conceptualization and pre-opening of the new “Pintxos” outlet, a typical Basque tavern, we have created a signature sangria menu. It is known that sangria is one of the most appreciated drinks of every tourist visiting our country, and we could not miss this opportunity to create something different and fun. Four recipes designed to provide an experience adapted to every taste:



THE TRADITIONAL

Made with Brandy, orange, and banana liqueur, mixed with orange juice and red wine. The most classic recipe, adding the personal touch of the banana, an iconic product in the Canary Islands.



WHITE TEQUILA

A surprising combination of tequila, orange liqueur, apple juice, and liqueur mixed with agave syrup and white wine. The most daring sangria with the aroma of agave distillate.



ROSÉ VERMOUTH

A refreshing blend of red vermouth, orange and peach liqueur, combined with cranberry juice and rosé wine. Very rich with a finesse touch provided by rosé wine.



CAVA & COCONUT

A tropical sangria based on coconut rum, an orange liqueur with vanilla syrup, coconut, and pineapple juice finished with cava. For bubble lovers; a subtle and refreshing sangria.



TACOYOTL

BY BAHÍA DE MITA

By FERNANDO PULIDO,
F&B MANAGER



The opening of our beautiful hotel has been a bit of a challenge. Positioning the hotel in a tourist hub like Punta Mita is an arduous task that requires reinventing itself every day.

To satisfy a growing request for typical regional food, we have created Tacoyotl, a very stylish Mexican taqueria, a project based on the purest street food of western Mexico.

The creativity and inventiveness of the team were immediate, from the engineering team to the entire food and beverage department, they were all involved in the design and elaboration of all the details, the top table, centerpieces, labels, mini huacales, covers for fresh water and chafers, sealed bags, and so on. Everything was designed and built in the house.



On the menu, we can find the typical torta ahogada, which is so popular in Guadalajara, and the famous tacos al pastor.



Today, Tacoyotl has become the favorite place for lunch in both Dreams and Secrets resorts and has significantly reduced the diners at knife and fork restaurants during lunchtime, which has helped us to reduce costs.





CREATIVITY

IN SETTINGS

By ANÍBAL BUENO,
FOOD & BEVERAGE MANAGER.

The ideal selection of crockery and utensils for settings is the basis and impetus where creativity rests.

To increase our income and prepare a suitable setting we must be very careful about how it is going to adapt to the environment. Create the moment, and define the services according to the schedule to determine the best offer goes hand in hand with the choice of crockery and the details. Choosing the environment, whether it is outdoors, indoors, or in a place with A/C, is always under the standards and with a variety of flavors, but above all oriented to a special sense: the sight.

Regarding the improvement of our income, we must consider themed events to generate a positive

impact and create loyalty by our guests, and stimulate the creativity of our chefs by providing them freedom of imagination, always hand in hand with sustainability and unpredictability. Themed settings are very important because they allow our guests to discover something new every day during their stay.

We must consider the exact rotation of themes to have diversity always focused on lunch and dinner. The most frequent specialty options are Mexican, seafood, and meat, always accompanied by salads and individual servings. We must also consider sweet options to complete the offer, always thinking of meeting the demand of our VIP clients of family resorts: the kids.

It is thought that breakfast does not

offer any challenge, which is why we must put our efforts so that the client is satisfied. Although we offer cereals and yogurt options, we can also offer fun specials to highlight the variety.



In short, stimulating the senses, using our spaces, and creating themes are the key to the fair evaluation of our guests and the hook that we are looking for to improve our surveys.



“Themed settings are very important because they allow our guests to discover something new every day during their stay”



At Dreams Onyx, we have different consumption centers but the main one is the Carnival buffet, which as its name says, is a carnival. Therefore, our food and beverage team is constantly looking for innovative



ideas to enhance this theme: striking dishes, show cooking, colorful and fun crockery, new products, decorations of all kinds, etc.

Our recent innovation is a wall of pickles in glass jars. We made it reusing brines of products we daily use olives, corn, pickles, capers, eggs, and even cheese or sausages, which are products we use to give life to our cold bar.

Among our main objectives are: to preserve our products, give our buffet more life and color, create the feeling of abundance and show a little of the great variety of products that arrive every day at our warehouse to later be processed and tasted by our guests.

JARS OF BRINE PICKLES

BY RENZO PAREDES CAMPOS,
EXECUTIVE SOUS CHEF



CREATIVITY IN **MOLECULAR MIXOLOGY**

BY FELIX A. PILIER/ DANIEL RAMOS
(F&B MANAGER / BARS MANAGER).

Over the years, the world of hospitality has developed many trends and innovations in the food and beverage area. The biggest challenge in our operation is always being up to date with the innovations in the world of mixology.



It is the reason why at Secrets Cap Cana we focus on maintaining creativity, innovation, and development to continue satisfying our guests, and especially to promote our tourist destination and our company.



WHAT IS MOLECULAR MIXOLOGY?

Molecular mixology is the practice of mixing drinks using science to modify ingredients at a molecular level. Its purpose is to create flavors, sensations, textures, and visual effects for the consumer. In molecular mixology, bartenders use elements such as liquid nitrogen, solidifications, and Co2 gases, which allow the transformations of the cocktails.

In the traditional cocktail mixology, the classic ingredients are fruit concentrates, syrups, coffee, and varieties of distillates. However, in molecular mixology, many different processes and ingredients make you feel like you are working in a laboratory instead of a bar.

The world of cocktails moves forwards very quickly day by day! Therefore, innovating, creating, and mixing is key.



PERSONALIZED WOODEN PLATES

BY GENARO GUILLEN,
F&B DIRECTOR



Creativity has to be the protagonist when creating a product to meet the unrivaled quality, image, and seal of identity that characterize our company. The food and beverage team decided to create a product to meet the standards of high-level service and excellent presentation for all our guests who visit us to enjoy the beautiful destination of Cozumel.

The product we decided to create was a rectangular dish made of wood with a rustic finish and two sections to present food with some additional garnish. To be able to make these wooden plates we relied on the carpentry department, who perform their daily operations with passion and creativity. We bought sheets of wood, we did the



cut, and the finishing was done using a router to make the divisions at the base to have two spaces to present the food. Then, our Executive Chef Jose Caballero contributed the great idea of engraving some symbols or letters that would identify us as a brand and that visually transfer our guests to our property. Analyzing and asking the team for ideas, we decided to capture the Secrets Aura Cozumel logo. We relied on a local supplier to print the logo using a laser to prevent the wood from deteriorating and to maintain an impeccable image at all times.



Subsequently, we applied a special food-grade varnish to give the wooden plates a fresher image, always complying with the monthly food and beverage audits carried out by the Cristal company.

Once the great teamwork was finished, we decided to use them for our well-known hamburger festival in June to give more

identity to each one of the 7 varieties, aiming to get publicity out of guests sharing photos of the dishes on social media.

This product is also used to assemble food in buffet service and to highlight our well-known fusion and roast nights. We have had many positive comments from our guests and collaborators; it is a great pride to have a team that is passionate about innovating and contributing ideas that involve low cost and that it is possible to bring to reality.

These wooden plates were made with a lot of passion and dedication by our team in three weeks for 80 USD spent on wood, varnish, and laser printing.





VIP ASSEMBLY FOR CANAPÉS EVENT

BY CHEF ANTONIO MARTÍNEZ BONILLA,
EXECUTIVE CHEF | SERGIO CALDERÓN,
F&B MANAGER

At Dreams Riviera Cancun we love to innovate in settings for our guests. The perfect moment was a VIP cocktail that we had for a super important group of 250 people, which meant a lot of work to create a whole lounge atmosphere on the wooden deck by the beach.

Starting with the “Sense of arrival” with a grass wall and the hotel logo for guests to take photos, and as they walked towards the event, the emotions increased with DJ music and some happenings by the entertainment team. On the beach, we made an assembly with tipis, lights, lounges, and mats, which helped a lot for the comfort of the guests and to create

an atmosphere according to the event.

Regarding the food setting, we made 27 varieties of tapas and canapés (cold, hot, and sweet). All the settings of cold canapés and desserts were on wooden tables and at different levels, while the hot canapés were coming out of the kitchen and delivered by the waiters.

We worked with attention to detail during the setting of the canapés. We combined and fused flavors from Mexico, Spain, Lebanon, and France. Some traditional flavors in combination with risky and innovative preparations.

On the canapés tables, we put goldfish bowls that simulated the sea and the sand. We add distinctive

touches such as dry ice to make smoke and natural flowers. We also placed bamboo slopes to give a more organic and eclectic feeling.

We offered a mixology bar, where the expert mixologist prepared various drinks based on tequila, mezcal, and gin in combination with herbs, infusions, tisanes, and roots, to the delight of our guests.

“We love to innovate in settings
for our guests”



COCOA FEST “AMONG FRIENDS”

By JOSÉ LUIS SÁNCHEZ,
FOOD & BEVERAGE MANAGER

At each festival we delight ourselves with unique dishes and the cacao fest could not be the exception. We have honored our Mexican roots, extolling culinary art with a very special evening “Among friends”.



Executive chefs Juan Tamay from Dreams Aventuras, Alan Juárez from Dreams Tulum, Amado García from Secrets Akumal, and Bernardo Franco from Sunscape Akumal, provided a unique experience to our guests with a four-course dinner, in which each one of them was in charge of the preparation of a dish, highlighting the flavors and aromas of cocoa. Thus, every Friday during April, four friends showed off their creativity and allowed diners to share their talent and the joy of cooking together.

Congratulations chefs!



MOBILE GIN BAR

BY OSCAR ZAPATA, BARS MANAGER

In search of offering more options to our guests and maximizing resources, the F&B team is given the task of looking for operational equipment that can be renewed and reused in consumption centers or special events.

Such is the case of this mobile bar that was not used since it was corroded by rust. With the support of the steward and maintenance team, we sought to give a new life to the restaurant and theme area.

The equipment was completely renovated and repainted, some new plywood boards were placed from previous projects.

It was conditioned as a gin station that is used as a welcome in the Seaside Grill Restaurant and Fusion theme night.

It has a variety of five gins, mineral waters and cinchona.

Being a mobile bar, it is easy to move around, gives our guests a sense of variety, and most importantly, guests like it.



MIXOLOGY TRICYCLE

By CARLOS NÚÑEZ, F&B MANAGER



Mixology is a term to refer to the mixing of drinks and cocktails. It is a specialty of cocktails and an evolution of the Bartender. The mixologist seeks to reinterpret classic drinks and create new ones.



Being able to make your drinks and recipes is becoming more and more normalized and is becoming a trend. So, preparing your healthy mixology recipes can be the perfect skill to delight our guests with exotic and innovative flavors. At Secrets Maroma, we have created the Mixology Tricycle, because there is nothing better than to spend the day enjoying incredible drinks prepared by our mixologists. They seek

to create a completely different bar concept in this tricycle, providing a unique experience to each one of our customers, combining aromas and flavors.

There are no limits to enjoying a cantarito as our mixologists will combine pineapple, lemon, grapefruit, and orange extracted naturally, preserving the delicacy of its juice, and an additional touch of passion fruit will revive the flavors of this drink. We cannot forget the mezcal and the unique touch of the acidulated powdered sauce.

Let's not forget the beer, which is represented by a liquid of sweet or fermented malt flavored with hops, brewed naturally. Within Secrets Maroma, we have created a rolling beer barrel which is our new platform to reach more people and offer a new variety of options. This has allowed us to keep our beverage costs healthy by directing the guest to drink the aforementioned beverages (*which are low in cost*).

INFUSED WATER CONTAINERS

By MANUEL HERNANDEZ,
FOOD & BEVERAGE MANAGER

During a review of the impacts on the cost, we realized the high consumption of bottled water in our hotel, since we offered them everywhere: bars, Coco café, concierge areas, reception, and so on. According to our standards, to only supply bottles of water in minibars, Sun Club, and Coco café by request. We reinforced the water supply by placing containers of infused water, a practice already being carried out in the hotels of our group.

Our expenses from January to March 2022 were \$228,372 (8,350 bottles of water).

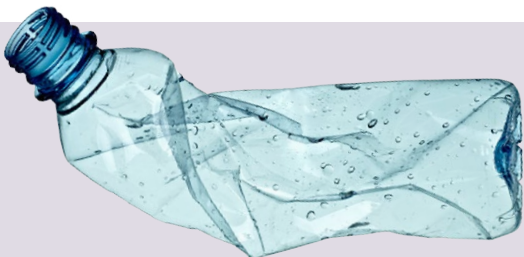
After the adjustments in our operations, from April to June 2022, the expenses went to \$157,129 (5,751 bottles of water).

With this action, we generated savings of \$71,082 in three months, which is 31%. Moreover, we did not hurt the satisfaction of our guests.

In addition to economic savings, the number of discarded plastic bottles was also reduced, reinforcing our policy and actions in environmental care. The departments involved in this strategy were F&B, head of bars, concierge, F&B management, and general management.



	JANUARY	FEBRUARY	MARCH	TOTAL	
UNITS	\$2,450	\$3,839	\$2,061	\$8,350	
COST	\$67,007	\$104,967	\$56,368	\$228,372	
	APRIL	MAY	JUNE	TOTAL	
UNITS	\$1,509	\$1,775	\$2,467	\$5,751	-\$2,599
COST	\$41,271	\$48,546	\$67,472	\$157,289	-\$71,082 31%



“In addition to economic savings, the number of discarded plastic bottles was also reduced, reinforcing our policy and actions in environmental care.”



This was achieved through a comparative analysis in the purchasing department by evaluating each one of our suppliers. From this analysis, it was determined that some of our suppliers were offering products of the same quality at a lower price.

With the savings derived from this strategy, we created a thematic section named “Costa Rican gastronomy” in our Market Café restaurant. We installed a station named the “Rinconcito del Tico” where guests will find delicious typical dishes to be delighted. These dishes are made with seasonal and local products. We are aiming to create an additional experience for our guests through the exhibition of our Costa Rican gastronomy, which has been satisfactorily received.

At the bar department, we have succeeded in maximizing the products used to make cocktails, using, for example, fresh fruit to make infusions, providing an

option with extraordinary flavor and quality for the drinks, which have been well received by guests.

Our commitment as a team is to analyze innovative options to maximize our operational results, without compromising the quality of the services and guaranteeing the satisfaction of our guests.



A CULINARY EXPERIENCE WITH LOCAL ESSENCE

BY JULIO DE LA TORRE, F&B MANAGER

At the Secrets Papagayo Costa Rica hotel, we have managed to reduce costs without compromising the satisfaction of our guests, our kitchen team has worked together with the purchasing department aiming to acquire local products of excellent quality at lower operating costs.





At Dreams Dominicus La Romana we are characterized by the practicality and creativity in our day-to-day, always focused on meeting the objectives and at the same time minimizing the costs of operation.

Seeking to reduce the expenses and costs of such an event, our engineer, Mr. Rosario, offered himself to create each utensil needed by the kitchen team to provide the atmosphere and authenticity to this great experience. From the swords to the grills and tripods for grilling meats, every tool was made by hand to provide greater moments.

The savings perceived by the creation of our utensils reflects that teamwork is the root of the growth of a company.

MATERIALS	QUANTITY	COST UNITARY	TOTAL DREDL	TOTAL EXTERNAL
1/2 Stainless steel bar	3	\$21	\$63	\$148.7
1x1 Steel profiles	2	\$14.6	\$27.3	\$64.4
Board of 2x10x16	1	\$41.5	\$41.5	\$97.9
Workforce	1	\$65.5	\$65.5	\$147.5
Total USD			\$194.3	\$458.6

The results of days of preparation and great effort were: zero expenses of the GOP in utensils from external suppliers, good income obtained from the sale of the event, and complete satisfaction of our guests.

GRILL EXPERIENCE

By TOMÁS SOLANO,
F&B MANAGER

Aiming to provide a different grill experience, each one of the AMR Collection hotels designed an experience adapted to its operation to carry out the *Asado Grill Experience*.



SALES PACKAGE IN THE CELLAR

BY JORGE CASTREJON / KELVIN JONES
(EXECUTIVE CHEF / F&B ASSISTANT).

Letting our imagination fly to develop our creativity and adapt it to new gastronomic and service trends, at Dreams Macao Beach Punta Cana hotel we have implemented a sales package in the cava, aiming to increase the non-package income at a low cost, but maintaining the quality of products and services. In this way, we can offer guests an unforgettable experience in a private and comfortable place, with a pleasant atmosphere that the tannins of the wines provide, flavoring the place. With this theme, you will be able to enjoy a personalized service, where you will have the opportunity to talk to and meet the Executive Chef and food and beverage Manager.

We created a package consisting of a tasting menu, made by our Executive Chef, with top-quality options, and a presentation in harmony with the flavors and colors, with the sole objective that our guests enjoy their food and services to the fullest. It should be noted that our Executive Chef uses modern techniques, which add value to create a perfect pairing with the menu and the wines on our list.

The experience is enriched by the assistance of our sommeliers through a previous interview with the guests to get to know the tastes and affinities of each one of them, to make the appropriate pairing according to their preferences. It fosters a relationship of direct interaction with the guest and creates an atmosphere of trust and comfort; then with all the information collected, the dinner is held. The sommelier in coordination with the maître is in charge of setting the dinner, accompanying the guests throughout the evening, attending to all their needs, and guiding them through the pairings of each dish.

*“you will be able to
enjoy a personalized
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Manager”*



With this package, we have increased the sale of wine and romantic dinners. Due to the high demand, we had to implement reservations to provide all of our guests an adequate, leisurely, elegant, and quality service.



WE CARE ABOUT RESULTS

BY RICARDO NAVARRO, F&B MANAGER

We are committed to delivering positive results.



Our values give us the guide to take advantage of our work and on this occasion, at Secrets Akumal, we are pleased to share a sample of the use of resources.

Over the years, the diet of the human being has evolved progressively, due to the industrialization of inputs. On the other hand, most popular raw materials can be a source of risk to the health of some people or they simply prefer to replace some products with new and better alternatives. Nowadays, new generations have developed an ideology where they look for a balanced and



healthy diet, based on natural ingredients, less processed, and of better nutritional value. This has caused people's lifestyles to change, increasing the demand for gluten-free dishes.

Some guests expect to try new flavors, recipes, and healthy cooking styles while vacationing. We have a gluten-free food station, where we serve options like sweet bread, pancakes, and waffles with a presentation focused on cereal varieties.

These dishes were previously prepared with a special flour (gluten-free) made from different cereals like beans and rice in a 20-kg presentation for \$3,223.00 Mexican pesos (an average price of \$116.15 Mexican pesos per kilo).

Since we use about 8 kg daily, our bakery replaced the gluten-free flour with oatmeal, which is processed internally to produce our flour. Oatmeal is a very versatile product, it costs \$28.00 Mexican pesos per kilo, generating a daily cost of \$224.00 Mexican pesos and making us save \$1,065.20 Mexican pesos per breakfast.



Continuous improvement allows us to continue to favorably optimize each one of the resources used for the satisfaction of our guests.





In the bakery, the surplus production of brownies and biscuits is used to create new desserts such as truffles dipped in chocolate and covered with sprinkles; the remaining sweet and salty bread is used to prepare pudding; and the fruit that is too ripe, such as red fruits, is used to make delicious sauces for desserts.

In the cold area, we use a wide variety of cheeses and cold meats, which make our buffet eye-catching. All the trimmings of cheese are collected to be melted or used in pastry to create ham and cheese puff pastries or to top the salty bread.

As for the butcher, we have several



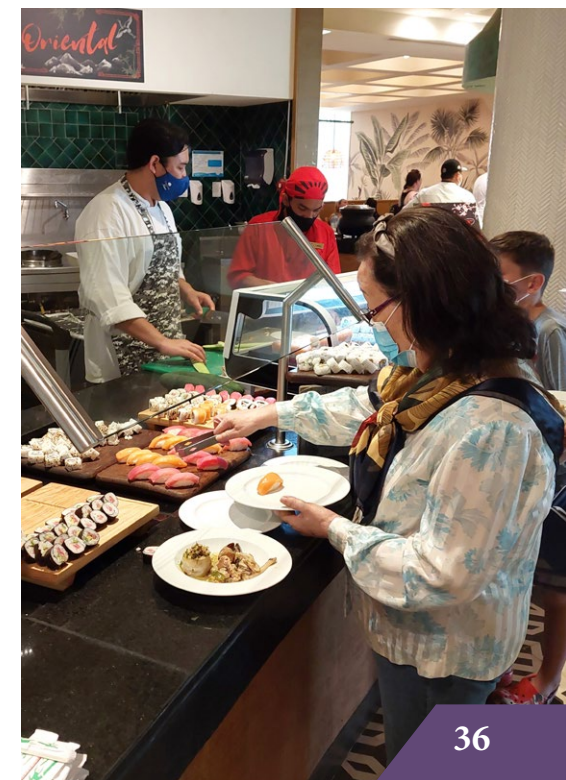
opportunities to make the most of food. For example, from the beef fillet cane, our butcher chef cuts the piece to obtain meat for beef fajitas and takes advantage of the leftover meat to grind it and use it to make meatballs or hamburgers. In the same way, we use the heads of the fresh fish to prepare bisque. At Dreams Natura we are aware that the proper use of each ingredient is part of our work and creativity together with all the chefs.

COOKING STRATEGIES

BY DIEGO PÉREZ, F&B MANAGER

Dear readers of Salt & Pepper, it is a pleasure as always to be able to share with you our theme for this issue “*Adding more water to the soup*”. We want to share part of the strategies used in the kitchen to make the most out of the ingredients, always considering keeping the quality and flavor that characterizes us.

Every day is a challenge and an opportunity to delight our guests with special dishes in the buffet. We always want to bring out the best recipes without forgetting that each ingredient can be used for different purposes.





NATURAL TREASURES OF THE YUCATAN PENINSULA

BY RICARDO CABEZA, EXECUTIVE CHEF

To give our buffets some flavor and color, we worked along with our fruit and vegetable supplier to select the natural treasures of the Yucatan Peninsula, always seeking quality and great prices; however, most of these products have a price per kilo of up to 40% less than traditional fruit.

Of course, we had a problem: the fear of our guests trying something new. So, we carried out two activities to satisfy our guests and get them to taste the fruits.

The first one: to offer them around the pool and explain their qualities; a wow moment!

And the second: to display a detailed explanation in the buffet area about these fruits, their region, season, etc.

Here are some examples of these treats.



PITAHAYA

It is the fruit of the cactus *Hylocereus cactus*, it is from southern Mexico and Central America, and there are different varieties of this tropical fruit. Among these varieties, there is one with pink skin that can have pulp of the same color and also has small black seeds inside. Despite having an exotic appearance, some say it has a similar flavor to kiwi and pear.



HUAYA

(*Melicoccus bijugatus*) also known as maco, mamoncillo, papamundo, and quenepa comes from the tropical zone of America, mainly from Colombia and Mexico. It is a round and small fruit, between 2 and 4 centimeters in diameter, with orange pulp, a bittersweet flavor, and thin green skin. It can be consumed fresh, or in salads and desserts.

Its sweet and refreshing flavor is ideal for ice creams, flavored water, and desserts, aside from an affordable price so that our cost remains healthy.

SOURSOP

It is also known as Graviola or *Annona muricata* and grows on a tree native to the tropical forests of southern Mexico. In addition to the fruit, other parts of the tree are used in natural medicine such as the bark, seeds, leaves, and roots.





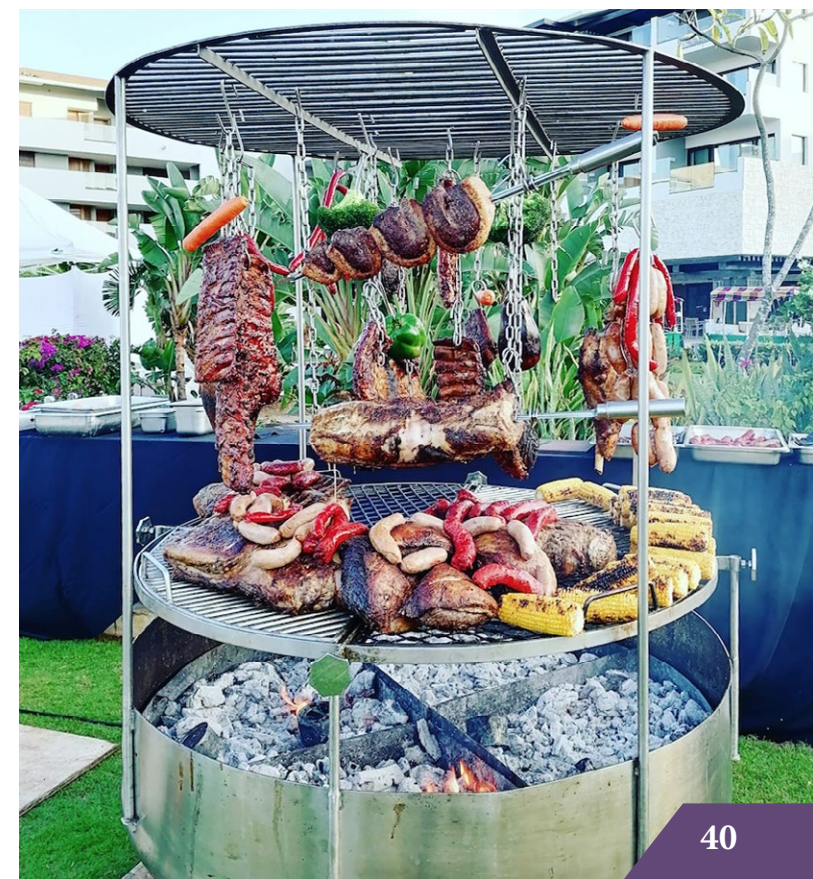
FUSION

BY PEDRO GARCÍA GALIANO,
F&B MANAGER



As for the settings, we use rustic tables and basic decorations which do not cost more than \$40 USD each. In addition, we use our creativity, including unique stations such as the Teppanyaki, a concept that is always in high demand. We turn vacation dreams into life-long memories.

FUSION



As part of the concept of the Fusion theme night, we have chosen to look for different options and settings that give us a different appearance than what our guests are used to seeing. From this idea, we looked for options that, without being expensive, can generate a WOW effect.

SEAFOOD DISHES

BY RICARDO G. MONDRAGÓN,
F&B MANAGER

To innovate is to be reborn every day, that is why Dreams Acapulco Resort & Spa supports and stimulates our chefs' creativity based on choosing high-quality genres, giving them a minimal and simple transformation, and providing a personal and unique touch.

These are not complicated dishes, we try to highlight the flavor of the seafood and it is part of its appeal. The importance of the seafood dishes lies in their power to evoke emotions, we are in a sea area so the scents of fine herbs, paprika, mint, and dill bring the touch of the breeze at the beach and the Sea to your table.

Chef Rubén García delights us on this occasion with:



GREEN CEVICHE

This delicious and refreshing ceviche is made with dorado fish, shrimp, and octopus fillet with a combination of spinach, parsley, and coriander. Additionally, a bit of mint, which provides a very fresh touch to this mixture of the sea with fruit flavors like coconut, mango, and the traditional guava from Guerrero; is simply amazing.

SPICY LOBSTER

Another gastronomic specialty is lobster, accompanied by a sphere of tuna marinated in soy sauce covered in avocado with a bit of frisé lettuce, and spinach wrapped in a crispy Pâte à Foncer; an incomparable experience for the most demanding palates.

These dishes are part of the specialties offered at the Portofino Restaurant, a mixture of seafood dishes with a Mediterranean touch, they are real works of art.

“The importance of the seafood dishes lies in their power to evoke emotions...”



WELLNESS BREAKFAST

BY JUAN CHAVEZ SOTELO,
F&B MANAGER

Based on the constant arrival of guests with healthy gastronomic needs in search of nutritious and good palate options, our Chef Julio Garcia decided to create a concept of blending natural flavors and textures which would satisfy a guest who seeks a healthy option to recover their caloric percentage.

"Our Chef Julio Garcia decided to create a concept of blending natural flavors and textures which would satisfy a guest who seeks a healthy option to recover their caloric percentage"



The juice flag is a mixture of green juice with enough fiber to help the digestive system, beet juice to regulate blood sugar levels and stimulates liver cells, and orange juice with vitamin C is required by the body to protect the respiratory system.



Egg whites in the vegetable mix provide the protein that the organism requires after a basic cardio-vascular exercise routine, burning

an average of 400 calories, thus facilitating energy recovery.

A shot of espresso, for those who love morning coffee, helps to generate regenerative antioxidants for the human body. And a basket with various options of gluten-free bread made of wheat, oats, barley, and rye (*grains and seeds allowed in a basic diet*).

The complements of breakfast are made available to the flexibility of each guest based on their exercise routine during their vacations.

With this, the kitchen team reflects an interest and passion to our guests, providing them the attention and variety which is expected in our resorts.



NEW GASTRONOMIC EXPERIENCES

BY ALBERTO VALENZUELA, F&B MANAGER

Creating new gastronomic experiences focused on creativity and its development to provide unforgettable moments to our guests from our area.

We implemented honeymoon dinners, repeat guests, birthday guests, grill night with show and ocean view, a recreation of the sushi area, a menu of healthy and energetic juices, and a themed grill area on the beach with ambient music for lunch. It has led to positive feedback and satisfaction from our guests.

Honeymoon dinner: a romantic dinner with background music and a directed menu based on the concept. This activity is currently carried out weekly with a maximum of 10 couples.

Grill night: corporate dinner with a grill and show concept, live music, fire show, and circus. Currently held every Friday on the beach.



With the same objective of achieving a gastronomic impact on our guests, we made a change in the set-up of the sushi area.

We introduced a healthy menu of natural and energetic juices (*a 100% healthy concept*), based on fruits, cereals, and vegetables. This implementation has a very positive acceptance.

After all these new gastronomic ideas, the satisfaction rates of our guests have improved considerably, this motivates us to continue creating more gastronomic projects to the delight of our guests.



HAMBURGER ECO-FRIENDLY FEST

By JOSÉ CABRERA, EXECUTIVE SOUS CHEF



“Our great team, made up of different departments, managed to make the setting of the festival eco-friendly by reusing materials”

.....
traditional, and mega burgers were the protagonists that provided a sensational gastronomic experience to everyone. Customers lined up, took photos, ate as many hamburgers as they wanted, and spent a pleasant evening with music and delicious food.

Our great team, made up of different departments, managed to make the setting of the festival eco-friendly by reusing materials such as wooden pallets, transforming them into bars for our event, as well as the swings, and our hamburger bun display, giving a very rustic atmosphere that captured everyone's attention.



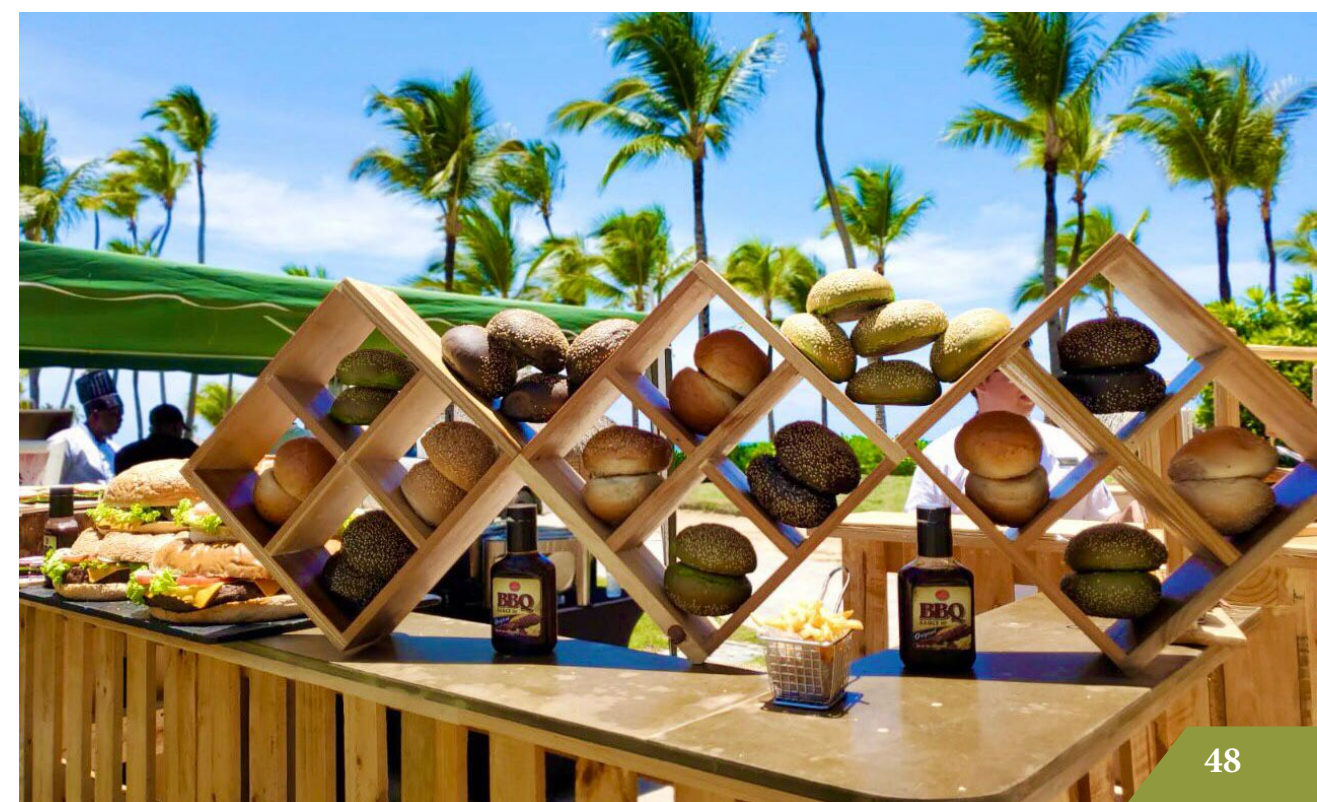
The setting perfectly complemented the smells and flavors that we know will remain in the memory of our guests.

We are very proud to have such a professional team that strives to innovate every day to satisfy our guests during their stay.

At Breathless Punta Cana we are always innovating for the satisfaction of our guests. On this occasion, we held the Hamburger fest at the hotel for the first time. We prepared a wide variety of hamburgers to satisfy every taste and to demonstrate our commitment to the environment by being a sustainable company with fresh products.



Vegan, brisket, crab, tuna, shrimp,



SPECIAL SETTING: NORTH AMERICAN CELEBRATION

By DAVID LÓPEZ, F&B MANAGER



"The bread was made from sourdough, with flavors of sesame seeds, oatmeal, cheese, and tarragon; whereas the grissini were made with the traditional and naturally crispy dough"



We are in an endless search for continuous improvement and this time we share with you this creative setting made by our pastry chef, who has recently joined this team of professionals with great impetus, new ideas, proactivity, and providing new proposals.

As you know, each corporate event is a good time and a good excuse to unleash the creativity

of a child that we all have inside, so our pastry chef took decided to create a unique setting where the visuals were the main attraction.

We created a special setting for the celebration of the Independence Day of the USA, which we believe is one of their most important celebrations.



LITTLE EXPLANATION OF THE ELABORATION:

The bread was made from sourdough, with flavors of sesame seeds, oatmeal, cheese, and tarragon; whereas the grissini were made with the traditional and naturally crispy dough.

The decoration bread was made with 50% water, 50% flour, 50% polenta, and 15% polich left to ferment at room temperature. Once fermented, we

used a stencil to place the flour decoration, then it was baked at 270°C for 8 minutes, and after that time the temperature was lowered to 150°C for 45 minutes.

The result is a softer crispy crust on the inside and a very attractive bread that goes well with anything.

Let's keep cooking...



CHEF'S SPECIAL

By RAÚL VALDOVINOS PEÑA

At Dreams Sands we know that creativity is part of the chef's skills and special dishes seek to increase the gastronomic offer of the restaurant. Day after day, chefs renew their ideas, inspired by shapes, flavors, and textures. This is motivational and it inspires our chefs to create dishes outside the menu, seeking to be at the forefront to exceed the expectations of our guests.



At Dreams Sands Cancun we have five specialty restaurants: Oriental, Italian, Mediterranean, Mexican, and steak.

Our guests may order from any menu, and additionally, each restaurant presents *"the chef's special"* to try something different.

This allows us to satisfy the majority of our guests and increase the variety in each of our restaurants.

To encourage them, we recognize the chef

who *"sells"* the most specials each week. It creates a healthy internal competition that motivates our chefs to exploit their creativity and keep up with gastronomic trends.

In Dreams Sands we move the paila... and see what comes out.



ALEBRIJE NIGHT

BY NOE MUÑOZ,
FOOD & BEVERAGE MANAGER



Theme nights are an experience that our guests live and enjoy during their vacations, which is why we always seek to surprise them. On this occasion, we decided to hold Alebrijes Night every Wednesday on the terrace, where our culinary team is in charge of surprising our guests with a wide variety of food.



The decoration used for the tables and buffet area is allusive to the parties that take place in the local towns, and the setting is composed of huacales, zarapes, rustic tables that are decorated with



piñatas, papel picado, pennants, and colored garlands, which together create a traditional atmosphere of celebration and fun.

Guests find in the buffet a wide variety of appetizers and an À la minute station where they may request any Mexican specialty. The tacos, esquites, and tamales station along with the large dessert station with churros, cotton candy, arroz con leche, dulce de camote, and the traditional café de olla with piloncillo and cinnamon, allow every guest to live a 100% Mexican culinary experience. We have received excellent feedback from guests who experience a true Mexican fiesta and enjoy a little of the world-renowned traditions.

At Dreams Vista we are waiting for everyone to visit us and live this beautiful Mexican experience.





GUERIDONS

BY ALEXIA ROMERO, FOOD & BEVERAGE
OPERATIVE ASSISTANT

The word we have all heard at some point, what is it, and where did it come from? Most people say it was the name of a very short French servant of King Louis XIV who held trays of food for the King's comfort. Today it turns out to be the best assistant for anyone who wants to perform table service, whether in a restaurant or a living room. What makes this service so remarkable is that the art of food preparation does



not end at the kitchen but is extended to the table and allows our customers to witness a culinary experience in the front row.

After being cataloged as *“old-fashioned”*, it has returned to show us the great variety of experiences to be offered, such as the creativity of the chef. The dishes served in the gueridons are usually emblems of the restaurant or the cover letter of a Captain of waiters who can turn a classic recipe into a true visual show with fine and detailed service.

At Secrets Moxché restaurants you may find at least one delicacy served in gueridon. It may be a traditional molcajeteadas sauce of the *“Dos Almas”* restaurant which can be based on your taste for spice; the most traditional pasta in Rome of *“Allora”*; one of our flagship cocktails that you won't find anywhere else; and the discovery of a treasure from our Wine Boutique. Everything will depend on how you allow us to surprise you and of course pamper you. A way of service that is enjoyed by the most demanding connoisseurs around the world, and that has been adapted in multiple ways without ceasing to be a hallmark of distinction. Wherever you find it or whoever provides you with the service, it will always be with quality and passion for service.





Hand in hand with the maintenance, we decided to make our grill at home and thus be able to offer a different and emblematic experience to our guests with something trending all over the world. What we intend is to do more interactive mealtime, and it can be formal or informal, depending on the client's choice.

When our guests enjoy new experiences, they always mention them on social media; so, we create life-long memories through our gastronomic offer and increase our guest satisfaction at the same time that we innovate. Technically speaking, the yakitori is a miniature grill that must be built of heat-resistant materials since the charcoal gets high temperatures; they can be made of cast metal, stainless steel, or diatomaceous earth.

On the inside, they must have a ceramic coating to produce enough heat and there are endless designs and sizes: small, big, round, rectangular, electric, easy to transport, and so on.

Our yakitori grill was designed in stainless steel,

with an interior lining of Cordovan mesh, a 15 cm deep ashtray for charcoal support, the heat concentrates in the inside of the grill, and the suspended mesh prevents the transfer of heat to the handles and grill edges. The skewers are made of stainless steel and there are special supports for them so that the cooking of the food is perfect.

The flavor provided by this style of the grill is very special, the smoky flavor of direct fire preserves the juices and flavors of the products which make it very pleasant to the palate, the atmosphere that is created with this type of food is generally special, which pleases the guest. The experience can be done indoors or outdoors as preferred.

At Dreams Las Mareas we seek to provide guests with new experiences and take every moment of their stay to another level.



THE YAKITORI GRILL

By MARTIN AGOSTO, EXECUTIVE CHEF

Yakitori grill is a fun way for customers to cook their food. Most of the time it is chicken in skewers cooked on a charcoal grill, but we are currently working on making them with shrimp, beef, chicken, and seafood.





MEZCAL-BASED COCKTAIL TASTING

By ALAN ARREVILLAGA PÉREZ, F&B MANAGER

In Oaxaca, mezcal is a unique drink that not only represents tradition and history but also encompasses the efforts of a large number of families that make this distillate, respecting each one of the processes which have been inherited from their ancestors.

At Dreams Huatulco, we endorse our commitment to promote the Oaxacan culture in all our activities, including the promotion of non-package sales, considering that in recent years mezcal has become one of the most popular distillates nationally and internationally. We created a culinary experience that combines Oaxacan cuisine, considered an Intangible Heritage

of Humanity by UNESCO, and a tasting of signature cocktails based on mezcal.

By purchasing a bottle of mezcal from our exclusive selection, our guests get to choose the location to enjoy this great experience, which could be either on the beach (*with views of the spectacular Bay of Tangolunda*) or in our magnificent cava.

After the creation of this package, we not only increased the sales of bottles of mezcal by more than



100% percent against the previous quarter, but we also became proud ambassadors of our culture by sharing with our guests this experience so they can taste a little bit of Oaxaca.

	2021		2022	DIF%
September	\$39,550	January	\$52,695	33%
October	\$22,550	February	\$61,010	171%
November	\$39,400	March	\$91,915	133%
December	\$58,950	April	\$91,480	55%

PAIRING DINNER WITH FINE CUTS



BY ALEJANDRO VARGAS, F&B MANAGER

At Zoëtry Casa del Mar Los Cabos we took on the task of promoting our non-package sales for all-inclusive guests with the wide range of our 200 labels of wines and champagnes, generating greater income productivity for Zoëtry Casa Del Mar and continue to position our resort as one of the best in Los Cabos.

More than a sale, we create a unique and different experience for our guests so that they would return to our hotel.

Thanks to our wide variety of labels in the cava we can offer a pairing dinner with our fine cuts: new york, rib eye, or tomahawk; or our exquisite Californian lobster which turns the night into an unforgettable experience to be repeated.





DRELC EXPERIENCES

BY DANIEL GUADARRAMA,
 F&B ASSISTANT

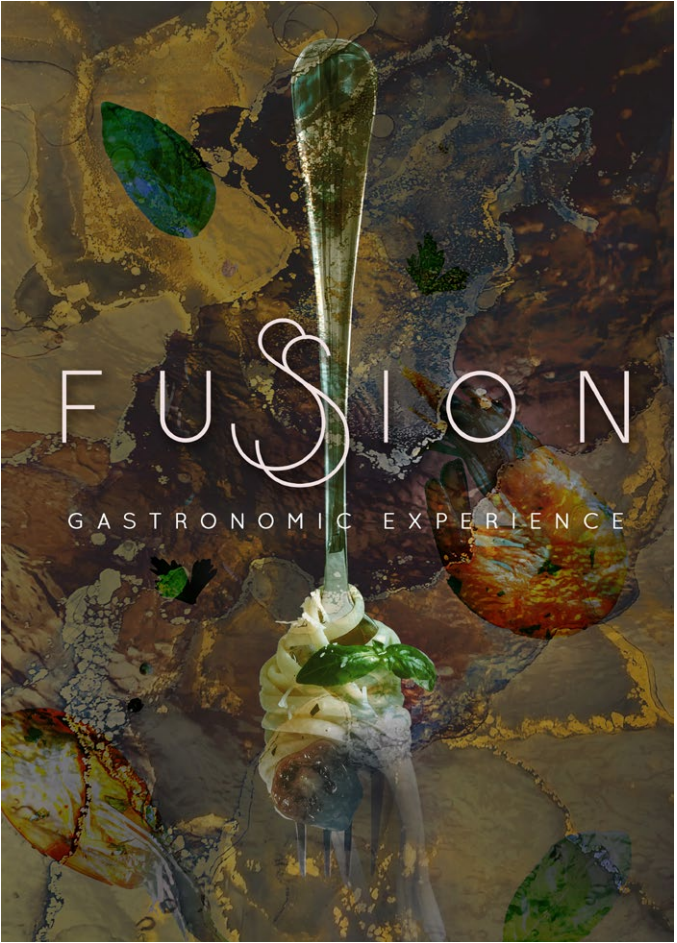
At Dreams Los Cabos, every event is unique and different for every guest. We are known for innovating and exceeding the expectations of our clients, and even more, if these are special requests that Dreams Los Cabos wishes to bring to life.

Each Wow moment carries a series of processes and one of the star departments is the steward, which with their great creativity and dedication makes spectacular bonfires. At an extra cost, our guests can enjoy various amenities like grilling sausages, fruit skewers, a variety of canapés, and of course marshmallows, to boost this wonderful evening. Also, these delicious complements may be accompanied by our select variety of wines from the cava.

And what to say about our unique and exclusive private cabanas, nothing better than enjoying the view of the Sea of Cortez from the deck, with a special private 4-course dinner accompanied by an excellent pairing with wine, making a unique experience and exceeding the expectations of our guests.

To improve their vacations, we created the new Fusion Night. All the departments, working together,

carry out an incredible sales job offering a spectacular 9-course dinner, prepared under the best techniques of our incredible chef and live music to liven up this incredible dinner.





GRILL EXPERIENCE

BY THE BEACH

By RAFAEL ESPINAR, F&B MANAGER



At Dreams Palm Beach, we are holding the Grill experience dinner by the beach, in front of our Seaside Grill restaurant, intending to offer our guests a “Grill & Show” dinner experience with music, show, meat, and fish on the grill.

To give our clients an experience to enjoy and remember for their entire lives, and at the same time to have the opportunity to increase our non-package income. We have created a menu that is accompanied by a bottle of wine that our guests can choose while making their dinner reservations. This is a dining experience that you can enjoy either as a couple or as a family.

It is having a very good acceptance from our clients and it is also helping us to meet our non-package income budget. So far, this event represents more or less 13-15% of our non-package income.



SEAFOOD FUSION

BY APOLINAR NUÑEZ, EXECUTIVE CHEF

“One of the greatest benefits of seafood is the high content of essential proteins for our body”



In Dominican gastronomy, it is common to find seafood throughout the different regions such as the north.

One of the greatest benefits of seafood is the high content of essential proteins for our body, in addition to providing an endless number of vitamins to our system such as vitamins A, B, D, E, and so on, depending on the species.

Olive oil and lemon are two very beneficial components for our system, since they provide a torrent of antioxidants due to their high levels of vitamin E, as well as being helpful to prevent numerous diseases.

That is why at Sunscape Puerto Plata we want to present one of our most exquisite preparations: our delicious “Seafood fusion” dish. Our chef has decided to mix shrimp, octopus, and squid with a delicious sauce made of olive oil, lemon, salt, peppers, and colors, decorated with cocoa pods and chocolate mousse.



With this innovative dish, we are aiming to improve our customer satisfaction and attract customers from different parts of the world and ensure that our region continues to resurface.

WE ARE HUNGRY FOR MORE

BY EDWARD SÁNCHEZ, SOMMELIER

In the Dreams Aventuras family, we always instill the lifestyle and share the AMRCollection philosophy with each one of our employees. This time we wanted to apply our value number 6 “*We are hungry for more.*”

Increasing revenue while complementing the guest experience is one of our main objectives which we always achieve thanks to our food and beverage team. At Dreams Aventuras we believe that we can always achieve more by working hand in hand with the rest of the departments. For this reason, we introduced Deluxe amenity packages for guests who want to turn their dream vacations into long-life memories.

We seek to expand the idea that an amenity, in addition to being for only couples, can also be enjoyed with friends or family. So, we created a system in which our guest can build their amenity choosing from a selected variety of Chef Joas: strawberries with chocolate, a birthday cake, some truffles, or a plate of cheeses and cold meats. Sommelier Edward selected 6 premium wine labels, from which our guest can choose their favorite one and complete the experience.



This dynamic gives us one more opportunity for non-package sales because we think that in this way it is easier to persuade the guest to live the experience.

catalog, and the guest selects the amenity of his preference. The sales opportunity is expanded by sharing this catalog with hostesses and restaurant supervisors.

These packages are accessible and are offered through room service. The team carries out sales work with the different options of the

Undoubtedly, by providing these amenities through a catalog, our food and beverage team gets the opportunity to increase non-package income and fatten the pig.



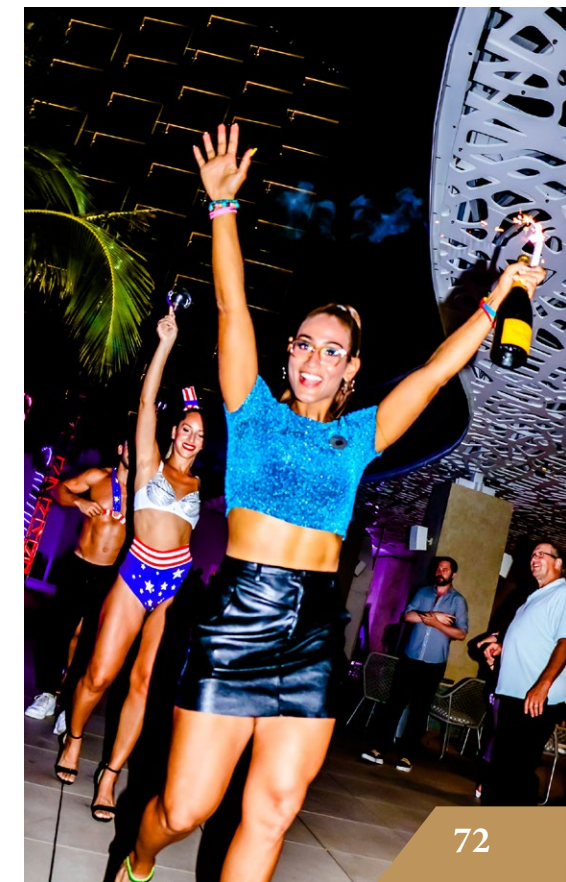
POOL & BEACH EXPERIENCE

POR ALAN OLIVO,
F&B MANAGER

At Breathless Cancun Soul we put a lot of focus on enriching and bringing to life our seven brand pillars. One of them is the “Pool & Beach experience”, and we took the opportunity to create unique and different experiences through the sale of champagne. For us, the important thing is not the “what”, but the “how”; a bottle is not only a product but a whole way to enjoy a vacation in our Fizz Iced Champagne Bar.

This has worked well for us to boost non-package sales during our daytime-themed events as well as dining experience nights like Grill and Silk City Club Restaurant.

Now, Fizz Bar represents 80% of the wine sales budget.



*“a bottle is not only a product but
a whole way to enjoy a vacation in our
Fizz Iced Champagne Bar”*

DINING EXPERIENCE

BY MAURICIO LARA, EXECUTIVE CHEF &
JESÚS MIRANDA, F&B ASSISTANT

carefully designed for the occasion. Moreover, our location evokes feelings of exclusivity surrounded by spectacular views of the Mexican Caribbean.

A welcome drink, 4-course dinner, pairing with premium wines during dinner, champagne toast, mixology bar during the event, happenings, lounge area, pyrotechnics, exclusive area.

\$80 USD PER PERSON

Limited to 30 people per event, held once a week.

The income it would represent is \$2,400 USD and it is planned to be held twice a week.

Dinner and happenings based on 4-course menus, premium wine pairing, and a taste experience while being in a privileged location with an exclusive atmosphere is our strategy.

Stimulate your senses in our dinner and happening, where the senses are tested. Starting with taste and smell, which are animated by trending dishes accompanied by drinks with classic and modern techniques in the bar area. Let us guide you in a visual and sonorous environment with elegant eclectic notes from performances



ROMANTIC DINNER AT TEMAZCAL ENTRANCE



BY LUIS I. HERNÁNDEZ L.,
FOOD & BEVERAGE MANAGER

At Zoëtry Paraíso de la Bonita we are fattening up the pig!

Romantic dinners on the beach are one of the experiences that our guests enjoy the most. For some of them, this is a thing to do while being on the Riviera. There's nothing like spending an evening feeling the sound of the sea, the light of the moon and the stars, and the cool sensation of the sand between the toes.

With the constant arrival of gulfweed during this season, we needed to resort to an existing space in Zoëtry Paraíso de la Bonita at the entrance of our temazcal: an area for these ceremonies which is



covered with sand and surrounded by a large garden, bushes, and palm trees.

This space has allowed us to offer our guests an alternative to the beach for romantic dinners since gulfweed is too much that does not favor the experience. Now, it is possible to carry out the experiences and prevent cancellations, and losing income as a consequence.

Our guests are pleased and very grateful to the whole team knowing that we have an alternative option to solve something that is out of our control.

If it is within your possibilities, create a space like this to make a difference and

fulfill your guests' desires. In addition, it will be beneficial to your non-package income objectives and take advantage of an unused place to create a spot for new experiences.

We are thankful to every department involved: Steward, Maintenance, and Service, for their creativity and hard work! Let's continue creating experiences for our guests despite the challenges sent by Mother Nature. TOGETHER WE CAN!



of a smoky but smooth flavor. We return to Jalisco and its *Angustifolia* agaves to try our already famous Raicilla. Flying above the desert we arrive at Sonora and its remedy for ills: the Bacanora from the *Agave Angustifolia* Haw. We continue the tour with Chihuahua and his *Dasylirium* agave, and the famous Sotol distillate. Then, we head to the state of Michoacán and its traditional Charanda distilled from cane. Finally, we finish with an ancestral drink born from the fermentation of corn from the beautiful state of Chiapas, the Pox or Posh.

It will be a pleasure to be able to offer you this extraordinary journey through our beautiful and beloved Mexico.

DISTILLATES

BY JESÚS ALEJANDRO TORRES,
BARS MANAGER

You will be able to discover the true Mexican flavor, beyond the wonderful Mexican cuisine and its complex dishes, witnessing history and tradition. Inside our Dos Almas restaurant, you will find a spot dedicated to our distillates, which make Mexico a unique country. You will learn about the most deeply rooted traditions of our lands, from the desert north of our country to our beautiful jungles and seas in the southeast.

Just like the good tequila of this land, you will be able to taste those distillates that through generations have been carefully and traditionally cared for. On this trip through Mexico, you will learn to taste different distillates from agaves, cane, and even corn distillates.



Our first stop is Jalisco with the Tequilana Weber blue variety agave, converted on this occasion into a white tequila. Then the Mezcal of Oaxaca and the Espadín agaves with notes



SUMMERTIME MOCKTAILS TO SHARE...

For a few years, mocktails have become a trend and are becoming more and more popular on the menus of bars and restaurants. They are usually fruit-flavored drinks, and the most outstanding are the exotic fruit drinks.

In the recent satisfaction report (SSH), our guests revealed that having an alcohol-free life will be a trend in health and wellness. This year, when reporting an increase in comments about non-alcoholic beverages, we opted for experimenting with an excellent option: the mocktail (*mock and cocktail*).



At Hotel Sunscape Akumal we have recipes to prepare them easily, from lemonades, fresh water, and infusions. It is worth mentioning that with the recent acquisition of a dehydrating machine, we can create a variety of decorative pieces that have made these mocktails more attractive to our guests.

Due to its demand, we currently have a station at the Windows Restaurant buffet during lunch and dinner, getting good results, especially because it is a new product for all kinds of audiences, including children. To create new experiences, at Bar Sun Club, the guest is given the option of creating their mocktail with the ingredients of their choice, which are on the menu.



CHEF'S HEALTHY CHOICE

BY TEANA PLOWRIGHT, F&B
MANAGER & LYNDON LAWRENCE,
EXECUTIVE CHEF

Zoëtry Wellness and Spa Montego Bay Jamaica is a beautiful luxury boutique property that focuses on our guests and ensuring they have a memorable experience. Every moment of our guest experience is designed to inspire and discover while allowing our guests to embrace art, nature, and wellness.

Our team have discovered unique locations on the property that takes your breath away. The atmosphere of these locations gives a sense of peace to our guests and have them feeling

relaxed while going through an amazing dining experience. They are being served by our most extraordinary Servers that are committed to serving the finest gourmet meals with holistic wellness cuisines.

The Executive Chef has created diverse signature dishes under the heading "CHEF'S HEALTHY CHOICE" on these nights. To maintain quality, the Chef's creation is presented to the team to gain knowledge of the dish. This allows our Servers to have an excellent knowledge of the

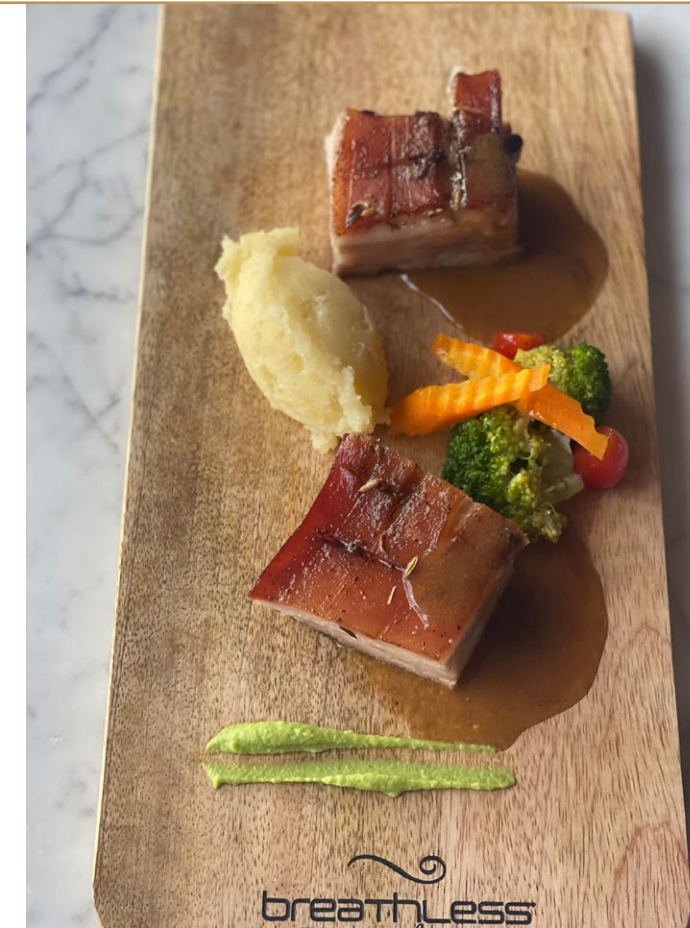


dish and be better able to explain the method of preparation, presentation, and flavor. Our most recent wellness creation is Baked Artichoke Hearts complimented by caviar, hollandaise sauce, crispy phyllo, pumpkin paste, and noodles. This was served as an entrée. Our guest was intrigued by the flavor and presentation.

On our amazing property, we have four dining locations to cater to our guest's needs. These locations are The Coyaba and Canoa Restaurants, the Polo Lounge and In-room dining. To influence our guest's memorable experience, we have organized creative setup ideas for our restaurants. Our passionate team members relocate one of our restaurant locations to an outdoor setting called Caribbean Soiree. This location is on the pool deck overlooking the ocean underneath the stars, encouraging a natural atmosphere with background

sounds of water flowing like a river. The pool area is cleared of all beds and umbrellas. The dining tables are fully set and dressed in colorful table linen to represent our Caribbean cuisine. A wine table is set up at the entrance of the restaurant featuring wines from the Cava. Tiki torches along the walkway to guide our guests to the restaurant. A chocolate buffet displayed with mouth-watering desserts and colorful lights and lanterns to enhance the beauty of the area. We elevate our guest experience by complementing the ambience with a Celloist performing live over the pool.

With our creative ideas and our amazing team offering exquisite service we will continue to exceed guest expectation with quality and teamwork in mind.



VARIETY IN OUR CAVA

BY ALEJANDRO VIRAMONTES, F&B DIRECTOR

WHAT MAKES A GUEST INTERESTED IN BUYING A BOTTLE OF WINE?

Generally, when I start a wine sales course with F&B colleagues, that is my opening question, and the most important for me is the reaction of each one of them. The funny thing is that everyone's answers are always: a premium cut of meat, a spectacular setting, celebrating a special occasion, and so on.

All of them are true because there are many reasons why our guests might be interested in buying a bottle of wine. But, what is also important is that the customer, depending on where they come from, will prefer a certain wine, or labels that are familiar to them.



That said, knowing the market helps a lot to improve our sales, and obviously, we must adjust our stocks depending on the season to anticipate our requirements. Having an adequate variety of wines helps us build confidence in our customers, minimize the non-purchase of wine because customers don't find what they look for, as well as it is a guarantee of generating extra income for the hotel.

It is also important to have wines of different price ranges, which allow the customer to guide their purchase towards something they like and can pay for. It is better to sell 4 wines for \$60 or \$70 USD than just 1 for

\$200 USD... In addition to the income, we will be saving a little on house wine, which is consumed if guests don't buy wines from the list.

So, let's take a look at our lists and keep them constantly updated as our customers like!

Together We Can!



ADDITIONAL EXPERIENCES FOR ROMANTIC DINNERS

BY OMAR GASCA, F&B MANAGER



In our corporate philosophy, innovation is one of the main actions to achieve the objectives, and of course, one of the most important factors that make our company successful. On this issue, we will share a project that will take you from a traditional romantic dinner with an exquisite menu and ocean views to a long-life experience that will add value to your up-sell.

The project consisted of creating 3 additional experiences besides the romantic dinners already being offered. The first part of this experience is to create a personalized menu, which is done by asking our guests about their preferences, allergies, and other dietary restrictions; getting as a result a variety

of options for starters, soups, main courses, and desserts that adapt to the tastes of the diner.

Once the menu has been selected, we proceed to choose the area where the diners want to spend the evening. It is necessary to take photos using a high-quality camera to show the different elements and look for the best angles. It would seem that the dinner is complete, but we still must detail the schedule, the drinks, and the WOW moment



that will make all the diners who participate remember the moment.

We always include a bottle of house wine, which is delivered with spark candles before dessert to almost conclude the dinner with this experience. The aggregated value of this dinner is the drinks that will be prepared in front of everyone from our selection of mixology. Let's remember to use all the tools that will make the preparation more attractive together with an explanation when preparing the drink.

We arrive at the moment where we will make the highlight of our dinner and that will make us different from others. Imagine all of the above accompanied by a mariachi or a saxophone, which will start playing after the dessert is

served. Or, maybe to close the dinner with fireworks programmed for that special occasion.

Remember to find an attractive name for each experience and use the format "experience _____" to catch the customer's attention.

To achieve the success of this project, do not forget to share every detail with the people in charge of sales. Perhaps, an invitation to live the experience will motivate them to promote the up-sell that we are looking for.

Together We Can!



“There is no history without taking risks”

BY ANÍBAL BUENO, F&B MANAGER

At Secrets Puerto Los Cabos, we are aware that an important factor in our lives is discipline and that anything we believe about ourselves can become real. For this reason, it is gratifying to recognize magnificent people in our team who have taken advantage of every opportunity to help and demonstrate true skills.

MARICRUZ VALENCIA PEREZ

Honoring us once again by being in this article. She arrived in Secrets Puerto Los Cabos in 2017 from the state of Puebla; she is 33 years old, single, and with a degree in tourism business administration. Due to her ability to overcome goals, she went from hostess to captain and from captain to sommelier. Maricruz demonstrates every day the importance of self-improvement, excellent performance, discipline, leadership, and self-taught knowledge to be able to work as a hotel sommelier. She is currently taking a course in French and Italian wines, which was recommended by her philanthropist university teacher to fully dedicate herself to the art of wine. Her passion has been reflected in her ability to achieve goals and for the food and beverage department, Maricruz is a great example of improvement.

“Maricruz demonstrates every day the importance of self-improvement...”

EDSON DE JESÚS RUIZ RODRÍGUEZ

Determination and perseverance define Edson, who at 27 years old got his degree in gastronomy at the UPM university. He is from Mexico City but decided to emigrate to Los Cabos in February 2020, where he got the opportunity to join the pastry area. In a very short period, he put into practice his knowledge in the hot kitchen, rotating and gaining experience. After spending 7 months and putting into practice everything learned, he managed to position himself as a cook in the Barefoot Grill restaurant. He did not lose enthusiasm to improve and achieved good results: he got the position of chef de partie in one of the most native restaurants for our American guests, the Seaside Grill, where he continues in charge and he puts into practice everything that he has learned at the resort.



CARLOS MAY

EXECUTIVE CHEF

With a degree in gastronomy from the Universidad de Oriente, he began his professional career in 2006 as a line cook in Quintana Roo for Iberostar. Later, and after many courses and learning, he became a specialty chef at another well-known hotel in the Riviera Maya. Carlos May is distinguished for being in constant training, he has taken training from wine culture to molecular cuisine.

In 2018, he did part of his career in the north of the country (*Hermosillo*), where he worked as Executive Chef, to later return to the Riviera Maya, as Sous Chef. In 2021, he joined the AMR Collection team at Dreams Riviera Cancun as Chef de Cuisine and at the end of the same year, in December, he joined the Secrets Huatulco Resorts & Spa family as Sous Chef. He held this position for 6 months and then, due to his professionalism and dedication, we decided to internally promote him to Executive Chef.



Chef Carlos May describes himself as energetic, persuasive, analytical, and highly committed in his field of work.

JAZMÍN VALDESPINO

ROOM SERVICE MANAGER

With a degree in tourism administration from the Universidad del Mar, she arrived at Secrets Huatulco in 2021. She began as an order taker at the Room Service department. Shortly after, Jazmín became a very supportive element in her area; therefore, the F&B Manager decided to test her for a few months as Room Service Captain, with the idea of eventually positioning her as the area manager.

Thanks to the constant work and positive changes that Jazmín brought to the department, in less than 2 months we decided to promote her to Room Service Manager, the position that she is currently performing.

Jazmín defines herself as a person with a lot of initiative, determination, and responsibility. She



believes that the best advice she could give to her co-workers is to be disciplined, dedicated, and take advantage of every opportunity for growth.

ANGEL LUNA

RESTAURANT MANAGER

Angel Luna, from Coatzacoalcos, Veracruz, arrived at Secrets Huatulco in 2014 and occupied the position of busboy. A short time later, he moved to specialty restaurants, where he discovered an interest in fine dining service. Thanks to his perseverance and interest, he learned everything about this type of service and started working at our themed restaurants.

With all the initiative that a good worker needs, he made his supervisors aware of his interest in

escalating positions. Later, he was promoted to Captain of waiters, a position that he occupied for approximately 10 months.

During this time, he was evaluated and prepared to be able to take one more step, and in 2022 he was finally promoted to Restaurant Manager.

Angel describes himself as empathetic with guests, helpful, and capable of carrying out a good job despite all the difficulties that may arise.



GETTING TO KNOW YONI PÉREZ RAMÍREZ

BY ONOFRE POL MATHEU, F&B MANAGER



In the F&B department of Dreams Punta Cana, We Do Everything with Passion. We are aware that in this industry there are values that we must respect: service, productivity, teamwork, and innovation. Many of our collaborators have shown that they are capable of giving their best every day, never giving up, and identifying themselves with the AMR™ Collection philosophy.

Yoni Perez Ramírez, from Las Matas de Farfán, San Juan de la Maguana, began his career and professional development in 1996. He began as a waiter and climbed positions until he became Maître due to perseverance, attitude, and determination.

In search of new challenges, he decided to explore and found the opportunity to join the AMR™ Collection family in May 2016 as Maître at Sunscape Punta Cana, where he made a great difference since his arrival in the department.

His constant and unconditional support to the food and beverage team placed him as a key player, and in November 2018 he was promoted to Director of Services at Dreams Punta Cana.

This new challenge and the opportunity to take a training course on talent management offered by the company and the Anahuac University were an injection of morale and energy for him. Yoni became a great trainer for new talents and focused on the continuous improvement of collaborators. In other words, he became a true leader in terms of supervision and support inside and outside the division, always seeking to give the best of himself.

As a result of the passion, dedication, and fidelity shown during all this time, he was recently promoted to F&B Assistant, a responsibility that he assumed with great enthusiasm and desire as if it was the first day of his journey in the hotel world.

.....

“As a result of the passion, dedication, and fidelity shown during all this time, he was recently promoted to F&B Assistant”



WHY LOOK OUTSIDE WHAT IS INSIDE ME?

BY ANA GARCÍA VERA, F&B ASSISTANT

Since I was little I have always heard the phrase “*why look outside what is inside me?*” Well, I apply this phrase every day at work. Why would I look for staff outside the company if maybe the person I need is already among us? Sometimes, a person just needs to be promoted, and sometimes they need training and then promotion. Keeping this phrase in mind, I approached one of our

collaborators, Luis Martínez, originally from Hato Mayor del Rey, a city located in the east of the island known for growing citrus fruits.

If you ask me why I chose Luis and not anyone else, I think my clear answer would be that Luis has always had a proactive, professional attitude, and has always anticipated the needs

of our guests, he is a good partner, and above all, a good person.

Luis’s story is not very different from others in the Dominican Republic. Raised in a humble family, a student of Education, and an employee in a car wash at the same time. He decided to change the course of his life and moved to Bávaro to start working for one of the hotel chains in the area, abandoning his city and studies. He started as a busboy and he managed to grow, becoming a waiter at a specialty restaurant. After 5 years, he found a job at the former Secrets Royal Beach hotel as a waiter in the Seaside Grill restaurant. Currently, after a three-month training, he was promoted to captain of said restaurant, being an example to his colleagues, who have seen how Luis Martínez took advantage of his opportunity.

One of Luis’s dreams is to go back to university, but this time to study tourism.

As we say here: “*Dreams Royal Beach: where dreams come true*”



DAYRÉN SOMMELIER

Sommelier, 10 years of experience in the hotel industry, and 7 years in the AMR family.

He started at 18 years old looking for an opportunity within the hotel industry in the maintenance department, where she began her journey in the world of food and beverage, starting as a hostess in May 2013 at the Royal Sunset Hotel.

Later, in 2014, during her stay at Dreams Puerto Aventuras, she would feel an interest in wines and such interest would not stop there. She continued her career at Hyatt, Dreams Riviera Cancun, and Breathless Riviera Cancun until 2017. By 2019 she graduated from the ONSOM (*National Sommeliers Organization in Mexico*), which allowed her to officially enter the world of wines as JR. Sommelier.



JOSÉ CANUL CHIEF STEWARD

Chief Stewart, 12 years at AMR.

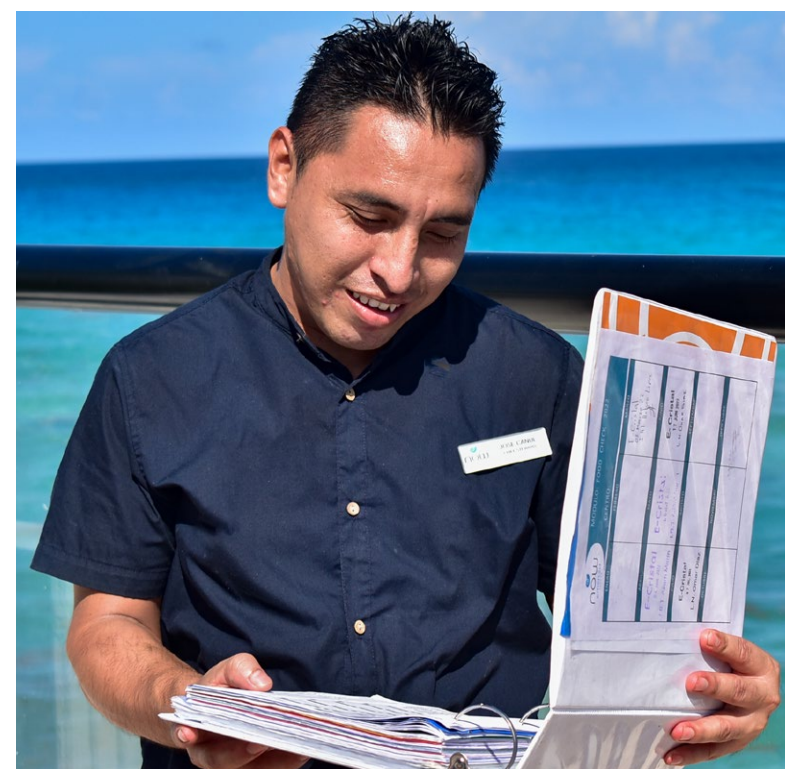
Jose Canul who, at age of 18, was in search of a job opportunity and had many options, decided to embark on his journey in the company in 2010. Going from steward to area manager with a series of challenges, fears, and mistakes that made him observe and develop his skills in organization and management, allowing him not only to see himself reflected in his direct work team but in the image and presentation of the hotel.

Jose Canul, entered Dreams Riviera Cancun where he stayed for 6 consecutive years, in which he obtained his first promotion from steward to supervisor. Later, in 2016, he would move to the Breathless Riviera Cancun, where he stayed for 5 years. Through knowledge and commitment, he was able to



In 2021, thanks to the trust of the people around her and due to her skills, attitudes, and excellent performance, she was able to grow within Now Emerald Cancun, where she is seeking to make an impact on her colleagues' lives and be an inspiration for them to seek their development.

Thanks to her commitment, passion, and trust during her 7 years at AMR family, she has achieved each one of her goals and set new ones. Her motto: *"if you don't like wine, it's because you haven't found the right one"*.



obtain the position of Assistant and get closer to his goal, which he set as a goal since the very beginning of his professional career. He only stayed 6 months in Breathless Cancun Soul and finally he moved to the Now Emerald Cancun as Chief Steward, being his greatest challenge and achievement to date.

Jose has been known for his perseverance, attitude, and skills that have led him to personal and professional growth, showing that dreams do come true.

LEVI RESENDIZ

BARS MANAGER

By JOSÉ LUIS SÁNCHEZ,
FOOD & BEVERAGE MANAGER

Cozumeleño by heart and with the blood of success running through his veins; is how we describe a person who has shown a passion for what he does. Graduated in Tourism from the University of Cozumel, he joined the Dreams Tulum family in December 2021 and after 3 months he did not miss the opportunity to climb to the next step and obtain the position of head of Bars.

He was promoted due to his perseverance and the continuous improvement reflected in the department, regarding the work environment, internal organization, creativity, planning, and familiarization with the brand and processes.

Jorge Levi Reséndiz Domínguez continues to show great development and potential, since his promotion in March 2022 he continued to drive his staff to achieve success while continuing to learn for his continuous professional development.

Congratulations, Levi, and may success always be with you!





BY ANA-ALICIA RAMSAMUGH,
FOOD & BEVERAGE ASSISTANT

A RISING STAR

On this occasion, we will use this wonderful space to honor our star in F&B:

LADONIA LLOYD

who has been with us at Secrets Resorts Jamaica since March 2015. She started her career in gastronomy as a waitress, and later, we had the honor of promoting her to banquet supervisor. Now, we are proud and pleased to share with all of you that she was recently promoted to Assistant Banquet Manager. She performs all of her duties with great enthusiasm and passion.

Ladonia is in charge of the operation of romantic dinners, cocktail parties, weddings, large group events for 500 people, and more. She has participated in many of our supervisory management programs where she began the process of preparing to become one of our next leaders.

What makes Ladonia unique is her passion for service, her keen eye for detail, and her personality that draws people to her. She is a born leader, she is always taking care of the needs of her staff and her department, and she goes above and beyond to meet the needs of our guests. She is an exemplary member of the team who stands out from the



rest because of the way she performs her daily tasks. She interacts well with her colleagues and superiors and her main objective is to improve her work area every day. She is very focused on guest service and ensures that the department consistently provides excellent service.

Why was Ladonia ready to be promoted? She was consistent with her service, she remained passionate about food and beverage, she was ready to meet challenges and adversities, and has the right attitude and personality to lead a team to success.

She wants to be remembered for her personality, her

dedication to her work, and for her role in making her team and guests with whom she finds herself happy and satisfied.

Congratulations to Ladonia for her job and a well-deserved promotion!

Together We Can!

RESORT	F&B MANAGER	EXECUTIVE CHEF
BREATHLESS & SECRETS RIVIERA CANCUN	Danielle Corradi	Mauricio Lara
BREATHLESS CABOS SAN LUCAS	Ciro García	Edgar Cervantes
BREATHLESS CANCUN SOUL	N/A	Charlie Paz
BREATHLESS MONTEGO BAY	Alejandro Viramontes	Antonio Valero
BREATHLESS PUNTA CANA RESORT & SPA	Emilio Punzano	Israel Gata
DREAMS ACAPULCO	Ricardo Mondragón	Francisco Sánchez
DREAMS AVENTURAS	Arturo Amador	Juan Tamay
DREAMS CALVIA	Xisco Lorenzo	Jaume Ferrá
DREAMS CURAÇAO	Julio Carrion	Wilmer Cuellar
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Omar Gasca	Arquímedes Bultron
DREAMS DOMINICUS LA ROMANA	Tomás Solano	José Hichez
DREAMS HUATULCO	Alan Arrevillaga	Antonio Elizalde
DREAMS JADE RIVIERA CANCÚN	David Lopez Ricardez	Luis Castellanos
DREAMS KARIBANA CARTAGENA	Felipe Bancelin	Rafael Suárez
DREAMS LAS MAREAS	Jorge Blancas	Martín Agosto
DREAMS LOS CABOS	Leonardo Gomez	Alejandro Canul
DREAMS MACAO BEACH PUNTA CANA	<i>Vacancy</i>	Jorge Castrejón
DREAMS NATURA	Diego Perez	Alejandro López
DREAMS ONYX PUNTA CANA	Emilio Punzano	Alejandro Tovar
DREAMS PALM BEACH	Rafael Espinar	<i>Vacancy</i>
DREAMS PLAYA MUJERES	Pedro García Galiano	Fernando Rivera
DREAMS PUNTA CANA	Onofre Pol Matheu	Pascual Salcedo
DREAMS RIVIERA CANCÚN	Ricardo Navarro Cisneros	Antonio Martínez Bonilla
DREAMS ROYAL BEACH PUNTA CANA	Francisco Jiménez - Maitre General	Mijail Nicle
DREAMS SANDS CANCÚN	Gregorio Vázquez López	Antelmo Limón Cabañas
DREAMS SAPPHIRE RIVIERA CANCÚN	<i>Vacancy</i>	Jose Luis Santos Novelo
DREAMS TULUM	José Luis Sánchez	Alan Daniel Juarez
DREAMS VILLAMAGNA	Miguel Romero	Sergio Acuña Morales
DREAMS VISTA CANCÚN	Noé Muñoz García	Erik Velasco
NOW EMERALD CANCÚN	Abraham Vázquez Poblete	Rosendo Corona Correa
SECRETS & DREAMS BAHÍA MITA	Fernando Pulido	Silvano Ramos
SECRETS AKUMAL RIVIERA MAYA	Denis Radoux	José Armando García Torres
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Genaro Guillen	José Caballero
SECRETS CAP CANA	Félix Pillier	Ibai Torres
SECRETS HUATULCO	Alan Arrevillaga	<i>Vacancy</i>
SECRETS MAROMA BEACH	Carlos Nuñez	Victor Arriagada
SECRETS MOXCHE PLAYA DEL CARMEN	Oscar Martínez	Mario Blanco
SECRETS PAPAGAYO COSTA RICA	Julio de la Torre	Joser Castro
SECRETS PLAYA MUJERES	Fidel Castañeda	Jose Mena
SECRETS PUERTO LOS CABOS	Lionel Piombino	Vladimir Domínguez
SECRETS ROYAL BEACH PUNTA CANA	<i>Vacancy</i>	Alejandro Alcántara
SECRETS ST. MARTIN	<i>Vacancy</i>	Bruno Brazier
SECRETS THE VINE CANCÚN	Xavier Mantecón Piña	Ricardo Cabeza
SECRETS VALLARTA BAY & DREAMS VALLARTA BAY	Juan Chavez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Alejandro Viramontes	Antonio Valero
SUNSCAPE AKUMAL	Raúl Antonio Castro García	Bernardo Franco Sánchez
SUNSCAPE CURAÇAO	<i>Vacancy</i>	Raul Miranda
SUNSCAPE DORADO PACÍFICO IXTAPA	Anibal Bueno	Daniel Pech
SUNSCAPE PUERTO PLATA	Manuel Núñez	Apolinar Nuñez
SUNSCAPE PUERTO VALLARTA	Manuel Hernández	<i>Vacancy</i>
ZOËTRY AGUA PUNTA CANA	Alberto Valenzuela de la Fuente	<i>Vacancy</i>
ZOËTRY CASA DEL MAR LOS CABOS	<i>Vacancy</i>	Juan David Velasquez
ZOËTRY MONTEGO BAY	Teana Plowright	Lyndon Lawrence
ZOËTRY PARAÍSO DE LA BONITA	Luis Hernández	Noé Mirón
ZOËTRY VILLA ROLANDI ISLA MUJERES	Felipe Vega	Felipe Vega