

AUGUST | 23

Salt & Pepper

Special Moments Corner

DREAMS HUATULCO

Food in Real-Time

ALUA TENERIFE

“Kibra Hacha” Wood

SUNSCAPE CURAÇAO

Slow Food Philosophy

DREAMS ROYAL BEACH

Cristel Méndez, Janeth Rivas and Luisa Jacomé

DREAMS NATURA

WORLD
OF
HYATT

Inclusive
COLLECTION

The aroma of freshly made coffee, or the smell that the bread spreads when it comes out of the oven, the drops of fresh orange juice going down a glass, the comfort of a perfectly made bed, and the generous and infinite view of the Caribbean Sea can leave such an indelible mark on our guests. Our challenge is precisely to provide, at every step and moment, the most unforgettable experience.

The Food and Beverage (F&B) department is a considerable gear for delivering experiences. Dozens of people work together and in joint efforts so that the moment a guest decides to come to one of our restaurants, they begin to live the experience: a hostess with a big smile who guides the guest to the table, background music that blends in with the environment; the hustle and bustle of people who are already seated and enjoying their food. Our team does everything possible so that each step serves to cheer up the diner and leads him to discover the value of a welcoming light; of a table with shiny and organized service; the spectacular, well-written, and strategically designed menu to make you fall in love while the waiter helps you choose the best experience, and then it's time for the food and drink party.

Our work goes beyond heating a frying pan, breaking an egg, or serving a cocktail. With years of knowledge on this simple task, we have determined the exact moment to put the egg in the hot pan or use the precise measure of Gin without having to measure it. Many creations were achieved, even by accident, in our constant quest to impress our guests. Yes, that is precisely what we want: to impress and excite. We tirelessly seek new ways to surprise our guests daily, either with novelties or with the nostalgia of remembering an emotion at the moment of the first bite, always with the satisfaction that this effort of hours of work is devoured in minutes.

This edition of Salt & Pepper is primarily aimed at the experiences offered by our F&B creators. Their entire careers in the hotel industry have been put at the service of creativity, which has no limits. And it is a source of particular pride to see and share the contribution of women, innovators, and entrepreneurs who are already part of this legacy. Our F&B creators are and will continue to be the magazine stars.

Juan Salgar

Corporate Director of Food & Beverage
Hyatt Inclusive Collection

Getting to Know

Mara Carrillo 7-8
Secrets Moxché & Secrets Impression Moxché

Great Ideas

Aguas frescas Station 9-10
Sunscape Puerto Vallarta

Coffee Station 11-12
Secrets Maroma Beach

Revive Bar 13-14
Dreams Sapphire

Knowledge Does not Take Place 15-16
Dreams Macao Beach Punta Cana

Spice Station in Central Kitchen 17-18
Breathless Cancún Soul

Special Moments Corner 19-20
Dreams Huatulco

Innovation at the Service of Flavor 21-22
Secrets Huatulco

Standardizing the Birthday Celebration Decoration 23-24
Secrets The Vine

WOW Moments, Great Ideas in Assemblies, Gastronomics Trends 25-26
Dreams Puerto Aventuras

Europe

Focusing on Sustainability 27
AluaSoul Costa de Málaga

Native Product 28
AluaSun Doble Mar

Coulis in Lunch and Dinner Desserts 29
Alua Illa de Menorca

Blue Hawaiian Cocktail of the Day 30
Alua Boccaccio

In Search of Efficiency 31
Alua Calas de Mallorca



Europe

Poke Bowls Alua Leo	32
Daniel Álvarez Beltrán Jardín Tropical	33
Menorcan Lobster Rice with Aguachile and Papaya Alua Soul Menorca	34
Josep Vives Viva Alua Soul Carolina	35-36
Optimizing Costs Alua Soul Ibiza	37-38
The Value of Small Things Alua Soul Mallorca	39-40
Buffet with Different Themes Alua Soul Palma	41-42
Enjoy the Canary Islands Alua Suites Fuerteventura	43-44
Majorcan Gastronomy Alua Suites Las Rocas	45-46
A Cocktail of Stars Hotel Parque San Antonio	47-48
Tableware for Restaurant Mare Nubium AluaSoul Zakynthos	49-50
Eat with Your Eyes! AluaSun Lago Rojo	51-52
Fruit as The Star Alua Village Fuerteventura	53-54
Dinner with Canarian Gastronomy AluaSoul Orotava Valley	55-56
Specific Sales Packages AluaSun Continental Park	57-58
María Isabel Pulido Muñoz AluaSun Lago Park	59-60
A Gala Night AluaSun Torrenova	61-62



Europe

Food in Real-Time Alua Tenerife	63-64
Closing Dinner Summit Management 2023 Dream Calvia	65-66
Explore the Opportunities in Majorca Hotel Oberoy	67-68
Gala Dinner-Buffer “Canary Islands Day” Secrets Bahía Real	69-70
From Chanita´s Inn	
“Kibra Hacha” Wood Sunscape Curaçao	71-72
Eat Healthy, Rich, and Like a Tico Secrets Papagayo Costa Rica	73-74
Recycled Pallets Dreams Las Mareas	75-76
4th of July Celebration Secrets Royal Beach	77-78
Did You Know? Breathless Cancun Soul	79-80
Coffe Break Wellness Dreams Playa Mujeres	81-82
New Gastronomic Trends Dreams Sands Cancun	83-84
Mixology Cart Dreams Vista Cancun	85-86
Preparation of Oils Secrets Moxché & Impression Moxché by Secrets	87-88
Furniture Design Secrets Akumal	89-90
Whole Raw Octopus Shake in Flower Secrets Playa Mujeres	91-92
Tequila Tasting Dreams Acapulco	93-94



From Chanita´s Inn

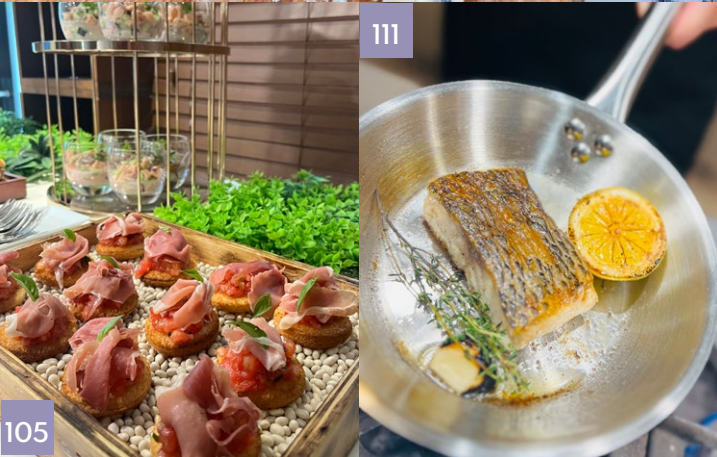
Dinner at La Cava Secreta Secrets Huatulco	95-96
Wine & Cheese Zoëtry Casa del Mar Los Cabos	97-98
Innovations Zoëtry Agua Punta Cana	99-100

Adding More Water to the Soup

Maximize Beef Tenderloin Breathless Montego Bay	101-102
Slow Food Philosophy Dreams Royal Beach Punta Cana	103-104
Charcuterie, Cheeses, and Wines Now Emerald Cancun	105-106
Electric Candle Dreams Jade	107-108
Pop-Ups Zoëtry Paraíso de La Bonita	109-110
Food Cost Reduction and Labor Productivity Sunscape Dorado Ixtapa	111-112
Hydration Stations and Yetis Dreams Los Cabos	113-114

Stir the Pot... Lets see What Happens

Coffee Break and Working Lunch Dreams Playa Bonita Panamá	115-116
Let´s Do it at Home Dreams Flora	117-118
Give a Sophisticated Touch Dreams Macao Beach	119-120
Passion Fruit Ceviche Sunscape Puerto Plata	121-122
Tasting at Dragons Restaurant Secrets The Vine	123-124
Ocote Restaurant Dishes Breathless Cabo San Lucas	125-126



Fattening the Piggy

Romantic Dinners on the Beach Secrets St. Martín	127-128
Partnership with SELECT BRANDS Secrets Wild Orchid & Secrets St. James Montego Bay	129-130
Meraki Restaurant Zoëtry Marigot Bay	131-132
New Gastronomic Trends Dreams Karibana Cartagena	133-134
Exploring The Flavors of the Future Dreams Dominicus La Romana	135-136
Wet Dinner Dreams Onyx	137-138
Full Moon Dinner Breathless & Secrets Riviera Cancún	139-140
Photogenic Dishes Dreams Huatulco	141-142
Personalized Coconuts & “La Mesa del Patrón” Secrets Puerto Los Cabos	143-144
Coffee Break in a Mexican Setting Sunscape Puerto Vallarta	145-146

Step by Step

Ryan Cope Zoëtry Montego Bay Jamaica	147-148
Víctor Cedano Breathless Punta Cana	149-150
One Step Away from the Giant Step Secrets Cap Cana	151-152
Cristel Méndez, Janeth Rivas & Luisa Jacomé Dreams Natura	153-154
Chef Pedro López and Carlos Hernández Dreams Riviera Cancun	155-156
Chef José Luis Secrets & Dreams Bahía Mita	157-158





GETTING TO KNOW

Mara Carrillo

By: Yuli Puerto. Photography: Arturo Alcalá

Name: Mara Carrillo

Position: Pastry Chef

Hotel: Secrets Moxché & Impression Moxché by Secret

Place of Birth: Mexico City

Studies: Universidad del Caribe

Favorite Dessert: Ice-Cream

Tell us about your professional development

I started working at the Zoetry Paraiso de la Bonita hotel; I had just graduated and was working as a pastry assistant. Later, I applied for a scholarship from the Turquoise Foundation in Monaco, wholly focused on it. In 2014 I returned to Mexico City and started working at the Cordon Bleu restaurant, where I was a chef instructor for two years. In 2016 I was invited to return to the Secrets The Vine Hotel, and there I started as a pastry assistant, and later I spent four years as a pastry chef at said hotel. Recently, I had the opportunity to be part of the staff at Secrets Moxché & Impression Moxché by Secret.

Is there a woman in the sector who inspires you? If so, why?

Monica Patiño, since it was in her restaurant that I had my first gourmet experience. The quality of food and service that I experienced inspired me to want to do the right thing.

Likewise, Elena Raygada is recognized as the best female chef in Latin America. What has inspired me about her is her entrepreneurial mindset, but especially her attention to detail in the quality and service of her restaurants. Working in this sector, I recognize the difficulty of keeping the rhythm, and despite the years, she continues to do so.



What advice did you get early in your career that has helped you a lot and may help others?

I had my first experience as a leader at the Cordon Bleu in Mexico City. One day, Mr. Cointreau, the president of Le Cordon Bleu, visited us; I had just changed the dessert menu, and when he tasted my dessert, he called me and asked me to leave his restaurant. Then, he told me I had potential and would not grow in his restaurant. This helped me to interpret better the job opportunities presented to me. It is essential to look for spaces where one can develop and project themselves to better opportunities.

What do you think are essential characteristics that a leader should have?

The main one for me is knowing how to motivate your team to make a permanent change; the second would be respect; and finally, discipline and consistency.

What message is essential to convey to women who want this career?

Recognizing that it is not easy, it is vital to identify and understand the characteristics of this industry. If you disagree with it, it is essential that you know how to decide if that is what you want.



"Passion for what we do is vital to reach our goals and be successful"

Aguas Frescas Station



By: Alejandra Morales Ramírez

In our Tiki Taco Mexican restaurant, we implemented a station of aguas frescas made with local seasonal fruits. Our servers promoted them as the first option, highlighting each ingredient of this deliciously refreshing drink. Its impact was reflected in decreasing consumption of alcoholic beverages and soft drinks, positively impacting our guests and the cost of beverages.

- Client:** Guests
- Indicator:** Budget expenses
Food and beverage department
- Implementation Cost:** USD 24 .00 Weekly
- Results:**
 - Saving 1.5 beer barrels weekly, USD 28.30
 - Saving one bag in box (soft drink) weekly USD 48.03
 - Total savings = USD 76.33 per week.



"Its impact was reflected in decreasing consumption of alcoholic beverages and soft drinks"



Coffee Station

By: Urickz Leal & Diego Gómez,
F&B Operative Assistant.

"The end of the trip is not the destination, but the setbacks and memories that are created along the way," says the writer Penélope Riley and it is precisely the reason that we are passionate about and unites us, the memories that we create in travelers who honor us with their preference, whether they are vacationing guests or part of a group.

A growing segment of guests who visit us come in groups seeking to satisfy their needs with the utmost luxury and distinction, attending business meetings, congresses, conventions, incentive groups, social groups, or special events like weddings. We are constantly searching for new alternatives while being at the forefront to generate value in every way since the visual impact for our guests, *"tour leaders,"* and potential clients is as essential as the operability and adaptability we have with our colleagues to serve these events.

As is tradition, **Secrets Maroma Beach Riviera Cancún** is in great demand by the Groups and Weddings segment, gathering a significant number of groups each year in our Convention Center. For this reason, our F&B and Steward department sought to integrate our famous Coco Café station as an element that adds additional value to the sessions and, keeping with the theme, a coffee station made from recycled plywood tables, which was treated and rehabilitated individually to ensure the finish, durability, and superior quality.



In the same way, the implementation was considered integral with its lighting, contacts, and eye bolts, which helped us make spaces more efficient and work as an additional decorative element, positively impacting the satisfaction of our groups and internal courses. All the decoration was done with the handmade pyrography technique by our experts in the Stewards carpentry workshop.

The assembly is carried out very efficiently due to the low weight of the wood's structure, shortening times, and movements of our colleagues seeking the well-being of our human talent of Banquets.





Revive Bar

By: Roberto Marin, F&B Manager.



Focusing this concept on our guests' well-being has given us the guideline to satisfy those who have a diet restriction or need to take care of their diet.

The acceptance of this concept has been extraordinary since guests can enjoy their vacations to the fullest without limiting their diet. Likewise, our repeat guests were pleasantly surprised with this implementation upon their return.



Revive Bar offers service from 7 am to 10 pm from Monday to Sunday, having an influx of approximately 400 people daily.



At Dreams Sapphire Resort and Spa, we seek continuous improvement to offer our guests unforgettable experiences focused on the well-being philosophy. Therefore, we have integrated a new consumption center into our gastronomic offer, Revive Bar, expanding the offer of gluten and lactose-free, low-sugar, vegan and vegetarian food; in presentations such as sorbets, natural fruit smoothies, juices, sandwiches, salads, and a wide range of healthy options.





Knowledge Does Not Take Place

By: Onofre Pol Matheu,
F&B Director.

At Dreams Macao Beach Punta Cana, we are passionate about continuous improvement, a key concept in many areas of life, including personal development, business, and learning. It implies the belief that there is always room for improvement and that we can take constant steps to reach the highest level in pursuit of excellence. Confidence in continuous improvement also implies being willing to get out of our comfort zone and try new things, which means an attitude of perseverance and resilience.

It all started one morning at the buffet restaurant when a colleague shared her experience in a hotel where she had previously worked. *"She told the story of Ana, a guest who suffered from gluten intolerance, and how her stay was ruined due to the lack of celiac options. She also shared the story of Carlos, a guest with a nut allergy who reacted due to the lack of information about the ingredients in a dish."*

After hearing these stories, the idea of materializing a strategy that would allow us to prevent this type of incident arose. Therefore, creating a dynamic, didactic, and easy-to-assimilate process took

place so that our colleagues could understand the characteristics of the food restrictions that have been increasing in society recently.

Therefore, the first decision was to leave the training room and conduct the training in a restaurant. The next step was introducing game elements into the training to give it a fun and motivating touch, with friendly competitions and token prizes for the most active participants. And finally, we provided colleagues with practical tasks during the training that allowed them to apply the concepts learned, with the understanding that if you keep doing the same things in the same way, you are likely to get the same results over and over again. If you want different results, you need to do something different or change your approach.

The positive impact of learning became evident. Colleagues noted higher guest satisfaction and positive feedback about the dining experience, including HSS. In addition, this contributes to Hyatt's well-being strategy.

The success of the training translated into tangible and measurable improvement in performance and results. Our colleagues feel more confident and empowered to address dietary restrictions, leading to higher guest satisfaction and a more collaborative work environment.





Spice Station in Central Kitchen

By: Yennifer Jerez González



The objective of this project was born to optimize the inputs and spaces of the central kitchen.

The order of condiments is centralized and made available to the cooks in a spice rack in a specific area; each cook takes from the station the number of spices necessary for his operation, returning the

boat with the remaining product. This station has a container of the spices used in the kitchen.

In this way, a reduction in the purchase of species is generated, and waste is reduced because it is shared among the different kitchens. Thanks to this, on average, 4,500.00 Mexican pesos are spent per week using this product for all kitchens since there is better control for the supply and PEPS of each product.

This is achieved thanks to a job role where there is a responsible chef who, every week, continuously verifies that the PEPS is being carried out correctly, as well as reporting on the rotation of condiments and requesting supplies when needed.

With this activation, shrinkage is reduced, the PEPS is controlled, and more precise cost control is achieved since the flow of money that goes to condiments is not distributed in the different kitchens. It allows us to always have a complete variety of spices within reach of our cooks.

The cost of this implementation is minimal since it can be manufactured with reusable products.

In addition, an unquantifiable impact is achieved on the productivity and organization of the work team.





Special Moments Corner

By: Guadalupe Herrera



At Dreams Huatulco, we use creativity to pamper all our guests and are always looking for different proposals, so the bar team set out to implement the “*Special Moments Corner*” in the Lobby Bar. Each week is dedicated to a classic mixology cocktail and its different versions creatively.

The objective of this proposal was to give a twist to our regular offer at the Rendezvous Bar to delight our guests by tasting delicious cocktails specially prepared by our bartenders’ team. At the same time, they enjoy the view from the terrace of the lobby.

With this initiative, we have received excellent comments from our guests about the quality of the drinks and the service received by the Rendezvous Bar staff, in addition to reducing the impact of consuming more expensive beverages.

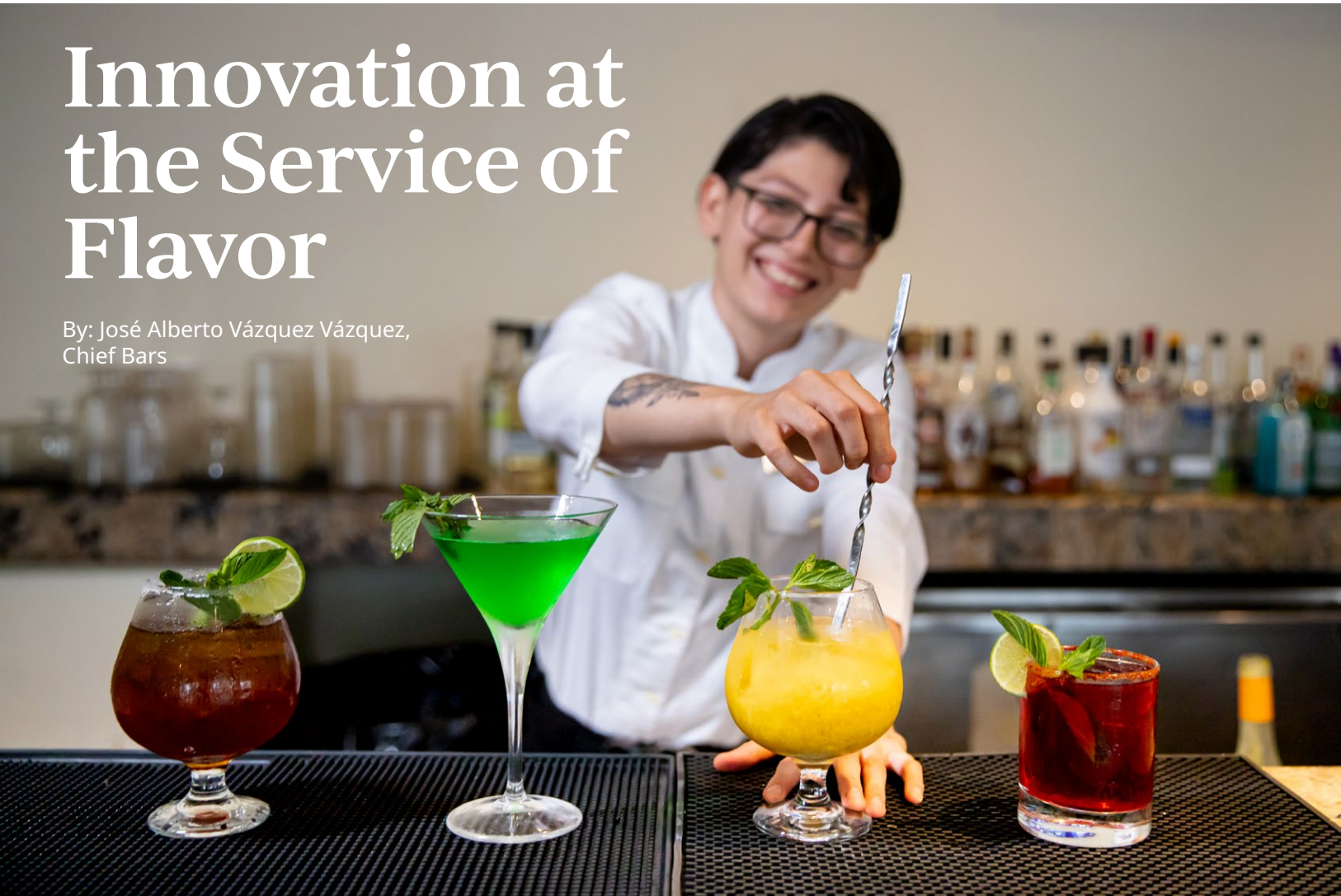


“Each week is dedicated to a classic mixology cocktail and its different versions creatively”



Innovation at the Service of Flavor

By: José Alberto Vázquez Vázquez,
Chief Bars



This summer, 2023, at Secrets Huatulco Resort & Spa, we are relaunching our drinks of the day, reinterpreting our recipes. Everything influences when thirst reaches our palate; the aroma, the color, the glass or cup, and the attitude of the person who prepares and offers them to us, making a simple sip a pleasure.

INNOVATION AT THE SERVICE OF FLAVOR

Committed to offering refreshing and quality drinks to our guests, we are focused on contributing to the sustainability of the organization and the environment, from the use of fresh products instead of canned or preserved ones, substituting, for example, fruit concentrates, with natural fruits of the region like passion fruit, guava, mango, strawberries, pineapple, and kiwi, thus reducing packaging and the use of processed products in their preparation.



We create a virtuous circle because, in addition to supporting local producers, we also reduce our raw material costs by including chili peppers, flowers like bougainvillea, lemon tea, hibiscus, ginger, honey, and spices in our recipes.

We seek the correct waste separation in its preparation since most of it is organic, facilitating its degradation.

We are convinced that, through the knowledge of our bartenders and their new recipes, our cocktails will be capable of transmitting ideas, feelings, and emotions, generating a better connection with new and frequent guests. Our guests will have a great travel experience along with our warm service, which creates a differentiating factor in choosing us again on their next vacation.





Standardizing the Birthday Celebration Decoration



By: Claudia Hernández

At Secrets The Vine, we implemented an internal Contest to standardize the decoration of tables in specialty restaurants on birthday celebrations to improve our guests' experience, using resources that can be reused, such as a blackboard and figures with service napkins.



Region: MXCAR NORTE

Client: Guests

Indicator: HSS

Implementation Cost: USD \$5.00

Results: In the two-month implementation period, we increased 3% in the Restaurant Service category.



WOW MOMENTS
Surprise Cake

It is well said that “small moments leave a mark and good memories in our lives,” for the colleagues of this property, it is a maxim to which they aspire every day and in their interactions with guests.

This is why our Sous Chef, Joas Ríos, created a detailed birthday cake for a guest with a vegan diet. The cake was made from watermelon, seasonal fruits, mint leaves, and sweet tofu cream; with this attention, the objective of creating a memorable experience during their stay was achieved.



GASTRONOMIC TRENDS 2
Special Fruit Bowl

One of the main objectives of Dreams Aventuras is to generate a feeling of familiarity with the environment and, as mentioned above, to give an empathetic presentation of nature, applying it in the assembly of unique fruit bowls; the aim is to generate a memorable experience for the guest. However, it has been decided to go further and promote care for the environment and responsible use of resources.



G R E A T I D E A S I N
A S S E M B L I E S
Wooden
Cooler

As part of the strategies to contribute to caring for the environment, the kitchen and maintenance teams created wooden coolers that do not need electricity and are used for assembly.

With this action, we expect to contribute to energy savings and, at the same time, take



advantage of the available materials, giving them a beneficial use not only for the hotel but also for the guest since it helps to maintain the ideal temperature of the drinks.

GASTRONOMIC TRENDS 1
Barbecue

Over time, trends in the culinary field show an evolution; many become fashion, and others transcend into something else.

Currently, the planet is in a critical state derived from different problems over the years. That is why, as a socially responsible company, we seek to reduce the environmental impact by maximizing our resources. Renewable materials have been implemented, betting on “rustic” settings for special events without neglecting the quality and presentation of food.

By: Irma Golib, Manager Assistant.
F&B Team, Ana Ramírez

Focusing on Sustainability

By: Samuel Leira, Junior Vice Principal



It is a growing concern in today's civilization. Restaurants and hotels are adopting measures to reduce environmental impact and promote more sustainable practices among guests and employees.

USE OF LOCAL AND ORGANIC INGREDIENTS

We choose to use local and organic ingredients on our menus. Not only do we fulfill our social commitment to local farmers and merchants, but we also guarantee the freshness of ingredients and reduce the carbon footprint associated with long-distance food transport.



VEGETARIAN AND VEGAN OPTIONS

With the increasing demand for this type of food, we try to adapt our menus to meet the expectations of all our guests. It increases their satisfaction and promotes responsible and environmentally conscious consumption from a gastronomic point of view.

UNIQUE CULINARY EXPERIENCES

At AluaSoul Costa Málaga, we are constantly learning from all our guests to adapt our menus to meet the most demanding and sophisticated palates without losing the essence and standardization of the Alua model. Always open to listening to new suggestions regarding gastronomy/pairing.

VITICULTURE

We also find new trends in the consumption of fresher wines, where the wood is practically not perceptible, giving way to wines in which the flavor of the fruit predominates and with which a younger audience can be reached. The wineries are also betting on more environmentally sustainable wines, with environmental or vegan certifications, recyclable materials, and a reduction in the carbon footprint of their productions, all resulting from the demands of an increasingly responsible consumer with their environment.



Native Product

By: José Vicente Yerbes García

The AluaSun Doblemar hotel in the Mar Menor sleeve stands as an idyllic place where our clients can celebrate their events in a space bathed by the Mediterranean with its light and flavor.

In AluaSun Doblemar, the protagonist is the native product of our sea, salty lagoon, and orchard. Its quality acquires prominence in dishes based on the care of raw materials, design, fusion, and sustainability, together with traditional and contemporary techniques, to highlight the flavor and offer our customers



an authentic and unforgettable experience. Due to flexibility and personality, our menus for events are adapted to the characteristics and needs of our clients, respecting the seasonal and local products and highlighting our wide variety of Mediterranean rice dishes.



Coulis in Lunch and Dinner Desserts

By: Antonio- Chef Complex and Jaime Rojas, Alua Illa de Menorca Chef.

At the Alua Illa de Menorca hotel, we have implemented a practice to transform leftover fruit from the buffet into a coulis and use it in desserts for lunch and dinner. This is a simple way to save a product that is offered daily.

The recipe for making strawberry coulis is as follows:

First, you need three ingredients: cut strawberries, white sugar, and lemon juice. Strawberries are placed in a saucepan along with the sugar and cooked over medium heat for 10 minutes. Then, add three tablespoons of lemon juice. Once the time has elapsed, it is removed from the heat, allowing it to cool a bit, and then passed through a strainer, crushing the strawberries with a spoon.

With this new *"syrup,"* we can now decorate our desserts. A peach coulis has been made to add to the natural yogurt shots in the photo.



Blue Hawaiian Cocktail of the Day

By: Maria del Mar Llabrés and Maria Belén Soria. F&B Team and Direction.

Thanks to the spectacular location of the Alua Boccaccio Hotel, we can offer our clients magical moments on the shores of Lake Esperanza and its unforgettable sunsets, tasting our cocktails in the hands of our experienced bartenders.

At Bar Luna, we have our central cocktail station where guests and clients outside the hotel can taste the wide variety of handmade cocktails in a relaxed atmosphere.

On this occasion, Claudio Conti, an expert bartender of the house, has delighted us with his excellent taste and delicacy with a tasting of various cocktails, highlighting the Blue Hawaiian as the cocktail of the day.

In another corner of the hotel, enjoying the sunset, our star drink is the spectacular cava sangria prepared by Maria Belén Soria with fresh fruit and pampering every last detail, leaving no one indifferent.

We take advantage of every space in our complex to create unique experiences and amaze our guests by creating unforgettable moments.





In Search of Efficiency

By: Manuel Navarro.

The tilting pan is one of the great forgotten in the hospitality industry. Over time, it has lost much presence in kitchens.



But what advantages does a tilting pan bring us in our establishment?

Mainly this machinery allows us multiple cooking procedures. Multifunctionality is a feature of this great tool. This will enable us to transform into a griddle, fryer, frying pan, or kettle by integrating the appropriate elements into the machine.

Sautés, soups, stews, funds, sauces, fried foods, plates, everything looks good in the tilting pan. In addition, it has a capacity of 120 liters, allowing you to prepare several portions simultaneously.

The production volume is precisely one of the advantages of using a tilting frying pan, ideal for high-volume establishments such as Alua Calas de Mallorca.



For us, it represents our faithful travel companion in the contribution of resources strictly in terms of efficiency.

Don't stop believing in the magic of the moment.



is placed on a bed of rice and garnished with fresh vegetables.

Finally, a selection of toppings, such as sesame seeds, chili peppers, and additional soy sauce, are added to enhance the flavors.

The poke bowl is more adaptable to different dietary preferences. You can customize it to meet specific requirements, such as vegetarian, vegan, or gluten-free.

Poke Bowls

By: Miguel Angel Tenza.

The hotel culinary industry constantly evolves, and new trends emerge every year. At Alua Leo, we have decided to replace the sushi with the poke bowl as they are two popular dishes that are similar; each one has its distinct advantages and characteristics.

The poke bowl helps us with versatility since it allows a greater variety of personalized combinations and a greater quantity of fresh ingredients, especially vegetables, rice, and sauces.

The preparation of a poke bowl is relatively simple. First, the fish is cut into small pieces and marinated in soy sauce, sesame oil, and other seasonings according to personal taste. Meanwhile, cook the rice and cut the vegetables into thin slices. Once the fish is marinated, it



Plus, choosing fresh ingredients and lean protein options is healthy. The result is a visually appealing and delicious dish.

It is important to note that the poke bowl and the sushi are delicious dishes, each with its charm. The advantages mentioned above highlight some of the distinguishing features of the poke bowl compared to traditional sushi.

Daniel Álvarez Beltrán

AREA MANAGER, BABBO AMERICAN GRILL RESTAURANT

By: Guillermo Nieto, F&B Assistant.

The spirit of improvement and professional growth are skills that clearly define our employees.

Commitment and effort prevail in the face of day-to-day adversities. One of the figures that best represents these values is Daniel Álvarez Beltrán, Manager of our Babbo American Grill restaurant.

At age 20, he began his professional career as an assistant waiter in various hotels in Tenerife. After running his restaurant, he returned to the island to be part of what is now his family: **Dreams Jardín Tropical**.

During the years he has been with the hotel, he has passed through our World Cafe buffet, where he gained the responsibility and knowledge necessary to be promoted to waiter. After working in à la carte restaurants, he realized that effort and involvement in his work are the best tools for growth. For this reason, he began a promotion plan in 2022, and since January 2023, he has been the head of the sector in the restaurant mentioned above.

His figure as leader represents progress and recognition for a well-done job. This is reflected in the importance given to each of his colleagues, creating a contagious atmosphere that provides customers with an excellent experience during the service. His family is proud of who he became professionally, which drives Daniel's desire to continue overcoming new challenges.



The reunions with his family in Badajoz and traveling with his partner are the best examples of personal success.

Daniel's attitude and persistence are the best tools to build his limits and make his professional career the goal he has always pursued.

Menorcan Lobster Rice with Aguachile and Papaya

By: Aaron Garcia, Hotel Chef
and Antonio Cueva, Complex Chef.
F&B Team.

Our Executive Chef, Mr. Aaron Garcia, and our Executive Chef Complex, Mr. Antonio Cueva, present us with their new Menorcan lobster rice with aguachile and papaya recipe, a Menorcan Asian fusion.

Menorcan lobster is a classic of Balearic gastronomy fused with Asian touches.

This creation introduces our clients to Asian gastronomy and fresh seasonal seafood from Menorca—a fusion of extraordinary flavors where you can enjoy an explosion of textures and freshness.

The recipe has sweet, spicy, and crunchy touches, where the natural and fresh essence of the zero-kilometer products predominates.





Josep Vives Vila

PASTRY CHEF AND DESSERT MANAGER
ALUASOUL CAROLINA

By: Miguel Jaime Mateu (Chef). F&B Team.

He was born in Capdepera, Majorca. He belongs to his family's fourth generation of traditional pastry chefs and is our pastry chef at Alua Soul Carolina. He will now tell us about his work experience and how he has experienced the transition from a family business to a hotel.

My first contact with the hotel was in the summer of 2021; after the pandemic, I started as a kitchen assistant doing all kinds of tasks, cutting fruit, working on the grill, tidying up the fridge, cleaning, and helping the pastry chef—that time in all functions.

At that time, there was pastry chef Isabel, whom I admire very much, and one day she told me that she was going to retire; thanks to the fact that I was supporting her in the pastry shop that year, she identified my skills and proposed to the hotel manager that I be the relief person. That was the beginning of my work as a pastry chef. Being from a family of pastry chefs, adapting to a new field such as hotel catering has implied several challenges, one of which is everything that corresponds to setting up the buffet; it has constituted a new world to me because in traditional Majorcan pastry, it is not required many colors, combinations, distribute the space, put the furniture and learn to show the appetizing product. Another challenge that was presented to me and where I am gaining more experience is the presentation in glasses. After the pandemic, this was accepted



as a regulation, which motivated me to study, review books, follow pastry chefs on social media, and take courses. Now it is one of the things I like to do the most, and I do best by innovating in the combination of flavors.

Finally, working as a team is the biggest challenge on this new path. Going from a family business to a hotel company has required me to be in contact with many other people, directors, managers, chefs, and assistants; this has meant much learning that I would not have been able to achieve without the support of the director who trusted me for this position; but I feel delighted to be here because now that time has passed I feel that it was the step I had to take.



Optimizing Costs

By: José Antonio López, F&B Team.

Here, we will comment on some actions that we carry out and that can help us to optimize costs:

- In our beloved Alua Soul Ibiza hotel, at the food and beverage department, we reuse the cuts of bread not used by customers and transform them into croutons and montaditos during the Spanish night to reduce the amount of waste in our kitchen.
- We have reduced energy consumption by 5% and saved on personnel costs by offering the All-Inclusive. Snack service and the Kentia from the same production center. Both hot and cold food are served from the food truck at the pool. visibilidad al menú del Kentia con la ubicación del foodtruck.
- At the end of last season, we increased income from food sales by giving the Kentia menu greater visibility with the food truck's location.
- We reuse the granita left over from the previous day to offer the day's cocktail, adding the necessary ingredients and serving it frozen.



- The Food and Beverage team, in coordination with the animation team, carries out an activity that includes a live cooking demonstration and a paella tasting. With this activity, we got closer to the customers, who participated in preparing the paella and enjoyed it when finished. This allows us to reduce the influx to the buffet and reduce costs.



- We use herbs from our garden for the cocktails we serve at our different points of sale and for some decorations on theme nights in the restaurant or on the bar tables.

The Value of Small Things

By: Alba Chaves. F&B Team. Gonzalo Rei, Executive Chef.

At AluaSoul Mallorca Resort, we welcome the concept of *“the value of small things.”* This concept arises from highlighting that element that, at first glance, seems to have the most negligible value of the set and elevating its simplicity to make it the absolute protagonist. It is about valuing the product without altering its properties in a minimalist approach.

We know that with this product that can go unnoticed, we achieve harmony in this magical dish.

This creation, prepared by the executive chef of our theme restaurant, Gonzalo Rei, is a reinterpretation of the classic dish cod with tomato. We wanted to highlight the prominence of the simplest ingredient, the vine tomato, and give a 360-degree turn to the dish we all know.



The *“Cod with Tomato”* comes to life through a vine tomato soaked in a marinade of vinegar, sugar, salt, water, and xanthan gum, thus creating a deep and unique flavor with fresh notes that evoke the authentic taste of the Mediterranean. At the same time, it is completed with a cold cod confit brandade on a pil pil base, which becomes our great dressing, providing an explosion of flavors from our land and a touch of freshness.

Without a doubt, it is an experience full of nuances and textures, with the crunchiness of the tomato and the creaminess of the brandade, which add value through surprise and elevate the simplicity, creating an organic vision of the dish.

At AluaSoul Mallorca Resort, we are committed to sustainability by using local products. With our *“Cod with Tomato,”* we managed to make the most of the raw materials since the cod brandade is made using all the cuts and taking advantage of this beautiful ingredient’s qualities. At the same time, we managed to reduce costs by including this dish in a tasting menu due to the simplicity and humility of the ingredients. In addition, we collaborate with local businesses and their products.





Buffet with Different Themes

By: Pedro Jaume, Chef.

At AluaSoul Palma, we have a buffet with different themes every night. In our buffet, we care a lot about color, joy, and variety. Every day we carry out a different assembly looking for better ergonomics for the client and greater visibility. We add the maximum number of zero-kilometer and vegan products to facilitate the inclusion of all types of customers.



carte restaurant, which has a menu specially designed for clients looking for an elegant and relaxed dinner while enjoying a cocktail or a good wine. The first block of the menu is made up of dishes designed to be shared, and the kitchen team carefully prepares the second block of main dishes.



In our buffet, we vary colors, heights, and textures. All this is combined with the smile of our friendly show-cooking and restaurant team members. Altogether, we work to achieve the satisfaction of our guests. This year, for the dinner service, we combine our Terra buffet with the Gastro Kentia à la

Enjoy the Canary Islands

By: Thomas Fehrs. Public Relations.

At the Alua Suites Fuerteventura, we like to pay homage to the traditions of the Canary Islands and share them with our guests.



Once a week, at the Terra Café Restaurant, we dedicate the entire theme night to the Canarian gastronomy buffet. In addition, every day, we offer an exclusive space called “*Rincón Canario*,” where a selection of typical dishes from the Canary Islands is served.

During that night, we treat our guests to a wide range of traditional dishes made with ingredients and flavors typical of the area, giving Canarian food its personality and taste. Among the most outstanding dishes, we want to mention some of the most popular:

The “*Papas arrugadas con Mojo*” are potatoes of a Canarian variety characterized by their small size and must be cooked with their skin on. They are explicitly cooked so the skin is wrinkled and adheres to the pulp, forming a thin layer of salt. On the palate, they have a firm, buttery texture, slightly salty. Mojo, spicy red or green, is its traditional accompaniment—a true delight for the palate.

The delicatessen fish of the Canarian culinary tradition is the old fish or parrot fish. It is a white fish with



exquisite flavor and delicate texture. As with all fish, it is best eaten fresh. The easiest and most appreciated way to prepare it is grilled with garlic, parsley, and olive oil.

The gofio is a symbol of Canarian culture. It is flour made from toasted cereals, mainly corn (*known in the Islands as millet*) or wheat. For the ancient inhabitants of the islands, the Guanches, it was a fundamental and essential food in their diet. For its high nutritional value, gofio is a superfood in sweet and savory preparations. It is present in desserts such as mousses, ice creams, nougats, and even liqueurs. In daily home cooking, it is used for breakfast and lunch.

In addition, once a week, we hold a cooking show in which we invite our guests to make their own gofio Pella; we teach them the entire process and provide them with local ingredients. It is a unique experience.

Cheese is another standout item. Fuerteventura, in particular, has several cheeses that have won international prizes for their excellent quality. These



cheeses are made with the milk of free-range goats and are produced by hand in different varieties. Our objective is to enrich our visitors with the gastronomic culture of the islands so that they can fully appreciate their holiday destination. We look forward to your visit!



drink and the social classes and civilizations that have passed through this territory throughout history.

Majorcan cuisine is a perfect example of Mediterranean cuisine based on the main products grown, fished, or raised in Majorca, such as cereals, vegetables, legumes, fish, pork, and lamb. Majorcan cuisine shares some commonalities with Catalan and Valencian gastronomy, paella being the best example. Still, it also has very distinctive characteristics, many of which are due to its insular nature.

At Alua Suites Las Rocas, we strive so that all clients who visit us, regardless of their nationality, have



the opportunity to try some of our products at least once a week: pa amb oli, tumbet, Majorcan soups, cod a la mallorquina, lamb, roast pork leg, cocarrois, cocas de trampó and, for dessert, rubiols, as well as the typical ensaimada. Bon profit!



Majorcan Gastronomy

By: Gregorio Fernández Cebrian, Chef.

The history of Majorcan gastronomy is marked by the geographical situation of the island, which has led to its evolution being later in comparison with other territories. This history comprises ingredients, preparations, customs, and traditions linked to food and





A Cocktail of Stars

By: Zaira Gómez, Deputy Director and Roberto Hernández, Maître

It is nothing new throughout cinema history; numerous directors have delighted us with unforgettable scenes in which actors or actresses share the spotlight on the screen with their favorite cocktail. It's impossible to forget James Bond's *"Shaken not stirred"* Vesper Martini, Carrie Bradshaw's Cosmopolitan in *Sex and the City*, and Jeffrey Lebowsky's White Russian, to name just a few from the long list.

It is also undeniable that cocktails are associated with glamour. Who has not felt like a true movie star savoring a delicious French 75, just like Ingrid Bergman and Humphrey Bogart in *Casablanca*?

In Parque San Antonio, where our guests are our



stars and have also witnessed some recordings, we have chosen an exceptional cocktail of which we are very proud: the Banana Daiquiri. This cocktail has inspired us not only because, like many others, it had its moment of glory in the movie *The Godfather II* but also because it is made with local products that fully identify us: bananas and rum.

This is the most Canarian recipe for our favorite cocktail for this summer:

BANANA DAIQUIRI

- ½ Canarian banana
- 2/4 Arehucas white rum
- 2/4 Canarian banana liqueur
- Juice of ½ lemon
- One teaspoon of sugar
- One teaspoon of coconut milk
- Ice

Preparation: Add all the ingredients in a blender with ice until you get a homogeneous mixture. Serve in a tall cold glass and garnish with a banana palm tree, a slice of lemon, and mint.

It is not Daiquiri's most *"commercial"* version, but we encourage you to try it. We are sure that you will be surprised!





Tableware for Restaurant Mare Nubium



At AluaSoul Zakynthos, we strive to provide our clients an authentic and unique experience while visiting this wonderful Greek island. For this reason, we carefully considered the hotel's location when acquiring the new kitchenware for our Mare Nubium restaurant.

We opted for two-color tableware, each representing the distinctive natural attributes of the island of Zakynthos. On the one hand, we choose earth brown dishes, which symbolize the mountainous and rocky part of the island, such as Porto Limionas or Mizithres. These places stand out for their natural beauty and impressive scenery. The brown dishes reflect this facet of the island and connect us with its geographical environment.

On the other hand, we incorporate turquoise plates, representing the Ionian Sea and, in particular,

the fantastic "Blue Caves" located northeast of the island. These caves are a true visual marvel, with an intense turquoise color that evokes the beauty of the Zakynthos seabed. Turquoise plates allow us to transport our clients to the coast and convey the feeling of enjoying the island's crystal-clear waters.

With this choice of tableware, we seek to provide an exceptional dining experience and immerse our guests in Zakynthos's natural beauty and unique landscapes. We want them to feel closer to the island and to be able to appreciate its essence even during their meals in our Mare Nubium restaurant.

At AluaSoul Zakynthos, we are proud to offer a complete experience beyond food, allowing our clients to connect with their surroundings and enjoy the true essence of Zakynthos. We look forward to welcoming you and making your stay unforgettable!





Eat with Your Eyes!

By: Ruben Barreales, Chef

There is no second chance for a first impression. At AluaSun Lago Rojo, we know this well, which is why we take care of every detail in the presentation of our dishes. We understand this dedication as fundamental to achieving excellence before our clients.

We always bet on the consumption of local products, especially fruits, and vegetables grown in Andalusia. We enhance presentations by giving them a unique look. Under our motto, *"less is more,"* we take care of details



as simple as the symmetry and the grouping of the product in trays, thus achieving a more attractive visual effect for the client.

In our section of desserts, most of them homemade, we also opt for a clean and careful presentation, showing the product in the most organized way possible. We add elements such as toppings or decorative fruits, enhancing their appearance.

These elements guarantee the guaranteed success in the presentation of our products.





Fruit as the Star

By: David Moraga Lorenzo, Chef.

At Alua Village Fuerteventura, we love to innovate in assemblies and presentations to our guests, a taste shared by our chefs recently incorporated into our team: David Moraga Lorenzo, Chef, and Fernanda Perez Ravelo, sous chef.

Our employees have been working hand in hand in various prestigious establishments and hotels for thirty years, always looking for the best culinary version. Throughout their professional careers, they have won several awards for their work and



dissemination of Canarian products. David and Fernanda pay great attention to detail in the assemblies to make each presentation an unforgettable souvenir. It is with this motto in mind that, together with the entire kitchen team, they decided to make seasonal fruits and vegetables from the Canary Islands stars in their gastronomic creations. Canarian corner, hot dishes, buffet areas, cheese boards... in each setting, there is a fruit detail because gastronomy always passes through the eyes first.

It is in our buffet of desserts and sliced fruit dishes that the art of our chefs shines the most. To celebrate the summer, several passionate team members dedicated themselves to the sculpture of some pieces of fruit to set up a special buffet, where the guest, in



the image of a gala dinner, was surprised and lived an actual WOW moment. From then on, they decided to make the same fruit montages as individual dishes or to share poolside. Guests who wish can celebrate their special events, such as anniversaries or Mother's Day, in a very personalized way.

The fruit montages can be infinitely declined to embellish each meal and surprise guests, and our team is already looking for the next challenge!





folkloric group. The typical costumes' color and the vibrant and energetic sound of Canarian music encouraged attendees to immerse themselves in the festive atmosphere and enjoy the unique experience of island dances.

of the team of bars, which once again delighted American palates with island flavors in the form of cocktails in an exhibition full of surprises and making them fall in love again with liquid gastronomy as the perfect finishing touch for a memorable night.

The end of this festival of the senses was the participation of the Barabéré troupe, which, with its contagious rhythms, raised the event's energy to a new level. The drums resounded in the air, inviting them to get carried away by the music and the dance, creating a link between the attendees and the local culture and demonstrating why the Carnival of the Canary Islands is a claim for the islanders and those who visit us.



At the end of the party was in charge

Dinner with Canarian Gastronomy

By: F&B Team.

On June 15, the Alúa teams in the north of Tenerife had the pleasure of organizing an exceptional dinner. Our objective was to give the event a local character that would make this dinner a unique experience in which the Visitors could immerse themselves in our culture, savor Canarian gastronomy, enjoy the music and folklore of the islands, and take a look at the chicharron carnival.

Dinner was held on the patio of the Mare Nubium restaurant, which was transformed for the occasion into a typical Canarian market, decorated with elements, colors, flavors, and smells of the Tenerife culture, in which the local product was highlighted: potatoes, mojos, cheeses, fish, meats, wines, and fruits.

In the market, our kitchen team delighted the group's taste by preparing to live the different dishes that made up the menu, showing and explaining the particularities of local cuisine. The culinary journey of our guests led them to try traditional dishes and contemporary creations in a visual and gastronomic feast that they gave a good account of.

Of course, all these delicacies had to be

watered, and for this, we had the good work of a wine expert who advised, showed, and fell in love with his selection of white, red, sparkling, and sweet wines from the islands.

The sense of hearing was satisfied thanks to the sounds of the temple and the guitar of Pedro and Dani, who welcomed our guests by interpreting traditional melodies and accompanying them during the first moments of this Canarian immersion.

To the ear and the taste, the sense of sight was united with the Guayacsanta



Specific Sales Packages

By: Alexia Chamorro, Head of Reception.

At the AluaSun Continental Park Hotel, we are committed to the satisfaction of our clients from the moment they arrive at our establishment, and we strive to make their vacations a unique and memorable moment, taking advantage of our excellent location and resources.

With the collaboration of the entire human team, always attentive to the needs and desires of our guests, regular or occasional, to organize an event making their experiences unique and personalized. To this end, we created specific sales packages (*romantic dinner, honeymoon, groups*) for every occasion, adapting to the chain's standards and achieving our objectives and thus improving the “*all-inclusive*.”

We personalize each event, using reserved areas for greater privacy, and we have a table decoration



according to the event: flowers, lighting, candles, champagne, sweets, fresh fruit, and cocktails. Our gastronomic offer, due to its variety and uniqueness, is highly appreciated



and can be enjoyed in our Tierra buffet restaurant, where, to meet and exceed the expectations of our guests, we have created themed dinners: Spanish, Majorcan, Italian, Mexican, etc. with a large selection of fresh Majorcan products: sobrasada, Camaiot, selection of cheeses, cocarros, empanadas, ensaimadas, etc. As well as a selection of fish and meat of recognized quality. Without forgetting an offer of international cuisine. That is why we strive to be at the forefront and offer healthy alternatives, implementing a variety of food suitable for all tastes and exceptional clients, including vegetarian, vegan, and ideal for people with intolerances and allergies.

contributing creativity and dedication to achieving our sales and improvement objectives. Over the years, we have learned that all our goals are achievable with a great human team, a good organization, and much will.



We offer our guests to discover new flavors and textures and combine this explosion of flavors with a perfect pairing thanks to our selection of red, rosé, or white wines. Our main objective is to please our guests, so we continue working on continuous improvement in all our areas,

Maria Isabel Pulido Muñoz

By: Miguel Angel Serrano (In charge of commissary) and Mario Alonso (Director)



At Alua Sun Lago Park, we are proud to recognize and value the talent of our team, as we consider it to be a fundamental element in keeping our staff motivated and engaged. We are pleased to present a colleague who stands out for her enthusiasm, commitment, self-confidence, sense of humor, excellent client relationship, and constant desire to learn.

Maria Isabel Pulido Muñoz, affectionately known as Mabi, joined our team in June 2022 as an assistant waitress at the bar restaurant. Throughout the season, she demonstrated that she was no ordinary helper but went above and beyond. She took small steps each day, showcasing her talent both behind the bar and interacting with customers at the tables in the restaurant. Her joy and energy are contagious, quickly becoming a benchmark for her co-workers. Her outstanding performance did not go unnoticed by the Maître and Director, who decided to reward her with a promotion, which will surely be only the beginning of her professional growth.

Mabi has proven to be a professional,



competent person with great potential within the sector. She has improved both in her personal and professional life thanks to her dedication and the support of numerous training courses, which she continues to take even during the high season and with the hotel fully occupied.

We want to congratulate Mabi for her admirable work and commitment. Her determination and her effort will take her far in her career. We are sure that she will continue to grow and reach new achievements. Keep up the excellent work, Mabi!





WIDE SELECTION OF THEMED DISHES

During the gala evening, we offer a wide selection of dishes inspired by the chosen theme. Our expert chefs in national and international cuisine take great care to prepare a variety of authentic and creative culinary specialties. From appetizers and main courses to dessert, each bite takes diners on a gastronomical journey through the country, culture, or specific theme. We create surprising and delicious flavors using fresh, high-quality ingredients and traditional and innovative culinary techniques.



impact that is complemented by the exceptional flavor of each creation. A touch of authenticity and fun immerses diners in the dining experience.

COMPLETE SENSORY EXPERIENCE

At AluaSun Torrenova, we strive to provide a complete sensory experience during the gala night. In addition to the delicious flavors, the themed setting, and the artistic presentation, we pay attention to other sensory aspects, such as ambient music, characteristic aromas, and interaction with our buffet staff. Every detail is taken care of so diners are immersed in the chosen theme and enjoy a unique multisensory experience.

In summary, at AluaSun Torrenova, we proudly offer a themed gala night that transports our diners on an unforgettable culinary journey. From the captivating themed setting to the wide selection of dishes, the artistic presentation, and the complete sensory experience, we strive to create unforgettable moments for our guests. We hope to have your visit and offer you a unique gastronomic experience in Majorca!

A Gala Night IN ALUASUN TORRENOVA

By: Alvaro Hernandez, Simon McVeigh, José Soldado, F&B Team

At the AluaSun Torrenova Hotel, located in the beautiful enclave of Majorca, we are recognized for our culinary innovation and the variety of traditional flavors we offer. One of our highlights is the themed gala night held every Thursday, transporting diners to a world of unique culinary experiences. This article will explore the impressive staging and exquisite presentation that make this gala evening an unforgettable culinary journey.

CAPTIVATING THEMED SETTING

During the gala evening, our buffet is transformed into a captivating space that reflects the chosen theme. Whether it's a trip to a particular country, a cultural celebration, or a unique culinary experience, we ensure the setting is perfect. The decoration, lighting, and carefully selected details create an atmosphere that immerses diners in a specific context, awakening their curiosity, emotion, and senses.



ARTISTIC AND SURPRISING PRESENTATION:

On our gala evening, the presentation of the dishes is an actual work of art. Our chefs and their team strive to present visually appealing food carefully. Creativity unfolds in every detail, from artistic aspects to decorative elements. The carefully designed presentation enhances the culinary experience, generating a visual





Food in Real-time

By: F&B Team

In the exciting world of gastronomy, new currents constantly delight our senses and invite us to explore flavors and unique culinary sensations. One of the most exciting trends is food in real-time and making products on the spot. This practice not only captivates our palates but also immerses us in an interactive experience and connects us with the freshness and authenticity of the ingredients.

Food in real-time and fresh produce have grown in popularity in recent years, and it's not hard to see why. These current ideas allow us to witness the process of creating dishes in front of our very eyes. From haute cuisine restaurants to street stalls, more and more establishments

are adopting this practice to surprise and captivate their guests to establish a connection with the diner and the product they will taste.

One of the main advantages of food in real-time is enjoying the freshness of the ingredients. The products are prepared at the moment and preserve their quality and natural flavor. Thus, in addition to enjoying the product in its purest form, we can also appreciate the mastery and skill of the chefs in transforming these elements into exquisite dishes.

Additionally, food in real-time adds an element of entertainment to the dining experience. Watching the ingredients being mixed, flambéed, or artistically laid out on the plate adds excitement and anticipation to the meal. It is like attending a concert where the flavors and aromas are the protagonists, awakening our senses and creating a memorable memory.



At Alua Tenerife, we are changing our preparation system, relying on this concept and being more proactive in our Terra Café Buffet, where we give much more importance to preparing dishes for the customer, from salads to sushi or pizza.

As support and with the help of maintenance employees, we have built a cart with recycled elements, which imitates street food stalls and thus can offer food points



outside the buffet lines and create differentiating gastronomic offers.

Again, thanks to the involvement of the maintenance team, another multipurpose cart has been made, like the one shown in the picture, which became a popcorn cart at the last circus-themed dinner.





Closing Dinner

SUMMIT MANAGEMENT 2023

By: Xisco Lorenzo, F&B Manager

At Dreams Calvia, we had the great pleasure of organizing the closing dinner of the Summit Management 2023 Emea. This event allowed us to show the full potential of our Food and Beverage department at the hotel, led by our executive chef Jaume Ferrá.

We started with a reception in which we offered two zero-kilometer cocktail proposals using typical Majorcan products. One of them was the “stick,” a traditional liquor rooted in the 16th and 17th centuries, made from cinchona

and gentian. The second proposal was an orange liqueur made in Sóller, known for being one of the leading orange producers on the island. For this occasion, we created a version of Spritz using this liquor.

During the reception, we serve two appetizers. One was a beef tartare on a wafer of fried rice and nori seaweed, accompanied by soy mayonnaise. The second appetizer was a local version of the classic Spanish croquette called “pica pica.”

During the aperitif, attendees could enjoy a photo booth, where they could immortalize moments and immerse themselves in the Gatsby theme of the evening. The attendees then enjoyed a four-

course tasting menu. We started with a warm lobster cannelloni and a cube of sea bass paired with Albariño wine. We continue with smoked lamb with rosemary, candied onions with sobrasada and creamy potato, and Ribera del Duero wine. To finish, our pastry chef delighted us with a citrus dessert in different textures on a crunchy ground of Majorcan almonds, accompanied by a sweet Majorcan wine.

After this great evening, it was time for fun. Our 360° space entertained all attendees, and our DJ provided music. It was a night in which we all enjoyed our work and marked a beautiful end to these days of coexistence.



Explore the Opportunities in Majorca

By: Susana Galiana, General Manager



María Aurora Romero Pareja, known as “Auri” among friends and colleagues, came to Majorca at 18 from her beloved land, Andalusia. Her brothers were already working in the hotel

sector in Ca’n Picafort. Although she had finished her Higher Graduate studies in Personal Image before coming to Majorca, she realized that her true passion was the hotel business. She enjoys dealing with clients and practicing languages, putting much effort into it, as she has recently completed the official French A1 course. She is also fluent in English and German, which is especially helpful since some of her classmates don’t speak Spanish.

She started working at the Roc Hotels International SL chain in Alcudia, where she met her current husband, of whom she speaks with great pride. She says that thanks to this company, she met the love of her life. Eight years ago, she requested a transfer to a hotel closer to Palma de Mallorca and was offered to be part of the Hotel Oberoy team, where she continues to work today. She comments that she feels part of the family with her colleagues and director, Susana Galiana, and loves working here. She points out that the Oberoy Hotel has allowed her to learn and rise in position, and she is now

the head of the department. Auri boasts of the human quality of the entire team at the Oberoy Hotel, both towards her clients and colleagues, and she recommends everyone to come and see this hotel.

She would like to express her gratitude for the excellent treatment she has always received from the staff since she considers it the most important thing always to stay happy and motivated at work, reflected in offering top quality customer service. She always goes above and beyond the call of duty and is unafraid to take responsibility. She also considers it a priority to be able to continue training and learning.

She enthusiastically welcomes the arrival of the new company, WORLD OF HYATT INCLUSIVE COLLECTION, and sees it as a challenge to prove her professional worth. She hopes to continue giving her best and learn the new work methodologies and values of the new company.

In summary, Auri is a person who is enthusiastic about her work, kind, polite, and very responsible. We wish her much success; we are sure she will do well!





Gala Dinner Buffet “Canary Islands Day” AT MARKET CAFÉ

By: Javier Tello, General Manager

May 30, 2023, is the Day of the Canary Islands, a holiday in all the Canary Islands. On this day, in all the cities, towns, and families of the Canary Islands, a festive day is celebrated showing their traditions and gastronomic culture, as well as the folkloric dances of the islands, which make a day of fraternization among all the Canaries. In the case of **Secrets Bahía Real**, taking advantage of the fact that practically all of our staff is of Canarian origin, we take the opportunity to prepare a unique Canary Islands Day buffet for our



clients that we celebrate on the night of May 30. Our staff dressed up in traditional costumes that, over the years, have been passed down from father to son, generation after generation. Our executive chef, originally from Fuerteventura, prepared an extensive buffet with recipes from all over the Canary Islands, such as wrinkled potatoes, fish with onions, roasted leg, gofio pella, a variety of local cheeses, all an explosion of flavors for the palate that could not miss the typical Canarian desserts such as bienmesabe, trout or roscos, in addition, our public relations team received the client with a welcome drink accompanied by a traditional Canarian painting made in openwork by a Majorera artisan, which represents the image of the island of Fuerteventura.

On this day, in addition to surprising our guests with a buffet and a traditional party, we managed to attract them mainly to the Market Café buffet, achieving cost savings in the product, as well as in staff, since we concentrated more than 70% of the F&B staff in the facilities of a single restaurant. In addition to these savings, we also achieved that part of the F&B staff could enjoy this familiar Canarian party with their family because we could give the staff more days off than on a typical day. We have met the objectives of saving costs, saving personnel. Still, we have also made our clients aware of the Canarian culture and tradition and the family conciliation of part of the staff.





“Kibra Hacha” Wood

By: Alfonso Razo (Executive Chef)



“Yellow Poui blooms after the first rains on our island and adorns the entire western part with a yellow mantle”



At Sunscape Curacao Resort & SPA, we use the wood of the traditional “*kibra hacha*” tree, which translates as “*axe breaker*,” alluding to the strength of its wood.

Its scientific name is *Tabebuia Billbergi*, also known as Yellow Poui. It blooms after the first rains on our island and adorns the entire western part with a yellow mantle. Its flower only lasts three days on the tree and then falls and leaves traces of yellow mats.

This tree is believed by tradition, that when it blooms, it brings luck, as it must go through a long drought before blooming. It is abundant not only in Curacao but also on the other ABC islands (*Aruba, Bonaire, and Curacao*). This has become popular over the years, and



more and more high-end restaurants and prestigious hotels use its wood for different purposes, although we wanted to take it to a different level.

On this occasion, we took advantage of its wood to create discs that served as a platform for exquisite dishes at romantic dinners, thus bringing a topic of conversation with its history to the table. The orange colors inside the shell assimilate the sunsets on our island.

These create a WOW moment for our guests; they always pause to take a photo of the innovative presentation; we are sure that it will later be shared on social media or their closest ones.

This is how our kitchen team, led by Chef Alfonso, delights our guests by bringing a bit of our island to the table.



Eat Healthy, Rich, and Like a Tico

By: Joser Castro, Executive Chef



At **Secrets Papagayo**, we know that gastronomy is like the world of fashion: trends come and go, motivated not only by the demand for new and fresh techniques and products; but also by the evolution of lifestyles and the need to better relate to the planet and our own body. Thus, representing a sustainable and natural food option. We seek this by offering a national menu of our land, as they say, EAT

HEALTHY, RICH, AND LIKE A TICO. Costa Rican gastronomy can become an ally for the national tourism sector and become an independent attraction for visitors, thus giving our guests a positive experience; further promoting and strengthening our national roots and products, and giving strategic value to the guests who visit our property. If we have already developed a solid tourism industry, why not expand



it to the maximum? Based on the national gastronomy, you can take a tour in Costa Rica, where the tourist is shown the culture through food and thus enjoy dishes from the region, and making known the great variety of products that contains our country.

The diner yearns to recall past flavors through gastronomy, so we invite you to taste our Costa Rican gastronomy.

Each chef will present and prepare a special dish focused on Costa Rican gastronomy with the added value of technical knowledge, taking traditional Costa Rican food to its highest level. The menu consists of famous Costa Rican dishes with a more gourmet technique, creating a representative experience of local food, exploiting local, fresh, and healthy ingredients. A very sensory lunch, a live show where each of the diners will live together with the chef in the assembly of each one of their dishes; each chef on stage presents the composition to the Public as the presentation of such, while their colleagues are preparing the delicacies for all diners, a live dinner of six courses carrying out a pairing with wines carefully chosen by our Sommelier.

Then, for the sweet part of the experience, they will taste the delicious Costa Rican desserts, taking them to a high gastronomic level. They will try a sampler with small portions of different desserts with recipes from our grandmothers, which have been passed down for generations. Each bite will transport them to a childhood full of sweetness and joy.

Leaving this incredible experience on their palate and sight, hoping they enjoy and appreciate the greatness produced and consumed in Costa Rica.

PURA VIDA





Recycled Pallets

By: F&B Team DRELM

The world is increasingly aware of the environmental impact of our actions; for us at Dreams Las Mareas, this motto is part of our work philosophy; being the only hotel in Costa Rica to hold the Preferred by Nature certification, the commitment to sustainability is more significant.

As part of our actions, using recycled materials has become a trend, including designing displays and manufacturing furniture. An exciting and versatile option is the use of recycled cargo pallets. These wooden structures, commonly used in the logistics industry, have found a new purpose by being transformed into beautiful and functional furniture and tables.

This wood offers a solid and resistant base for creating furniture and tables; thanks to its robust construction, it can be disassembled



and reconfigured in various ways, allowing a wide range of personalized designs adapted to different needs.

In addition, this recycled wood adds a rustic and authentic look to furniture and tables, giving spaces a unique and



original character. Pallets are inexpensive and often available for free or at a minimal cost. Using them as a basis for manufacturing furniture reduces the cost of materials, so our expenses are significantly reduced.

With this, we encourage creativity and the ability to transform everyday objects into unique pieces. We bring out our colleagues' creative and artistic side since they can enjoy transforming and personalizing the pallets and adapting them to their needs. The use of recycled materials like pallets in the manufacture of furniture and tables offers several significant benefits. In addition to promoting environmental sustainability by reducing resource consumption and minimizing waste, this practice offers design versatility, affordability, and opportunities to express creativity.





as beef, pork, lamb, chicken, and turkey, marinated and cooked on the coals. We complement these dishes with side dishes and roasted vegetables to provide a unique dining experience for our guests. Our talented pastry team also created various desserts typical of this holiday, delighting everyone with traditional and sweet flavors.

To close the night, our entertainment team and bars continued the celebrations in our square. We offered a wide variety of themed drinks alluding to the date, allowing our guests to enjoy a complete experience. In addition, we presented an exciting Rock show that enlivened the evening and provided a festive and fun atmosphere for everyone.

4th of July Celebration

REUSING FURNITURE AND DECORATIVE MATERIALS

By: Fernando Sánchez (Executive Sous Chef).

At Secrets Royal Beach, we are happy to celebrate special commemorative events, such as American Independence, on the 4th of July. We recognize the importance of this holiday to our American guests and strive to provide them with an authentic and memorable experience. We kicked off the



At Secrets Royal Beach, we take pride in creating unique events and experiences that reflect the importance of cultural celebrations and promote connection and enjoyment for our guests during their stay with us.



celebrations in the morning by raising the flag in our plaza, where our staff and guests came together to honor this historic day. This ceremony creates a patriotic atmosphere and sets the tone for the rest of the festivities.

At our Riviera restaurant, we prepare a 4th of July-themed dinner that highlights the traditional flavors of this celebration. One of the main dishes was the roast, where we offered a variety of proteins such

Did you Know?

By: Charlie Paz, Executive Chef,
Exequiel Ramadori, Sous Chef and
Máximo Trujillo, Specialty Chef.



In **Breathless Cancun Soul's** kitchen, we are convinced that the basis of a good job is knowledge, the reason for being, and thus being able to apply it to our kitchen with avant-garde trends. That is why we talk about cooking techniques in our continuous practical training.

The know-how in the kitchen can save you effort and money. While cooking, heat spreads to the food in 3 different ways: conduction, convection, and radiation.

Conduction occurs by direct contact between the heat source and the food. It happens, for example,

when we light a frying pan, and it transmits the heat to the fish.

In convection, heat is transmitted through a liquid or gas as a consequence of the actual movement of the heated particles. An example is when grilling a Chamorro or using the sous-vide method, where the ingredient can even be cooked in its juices.

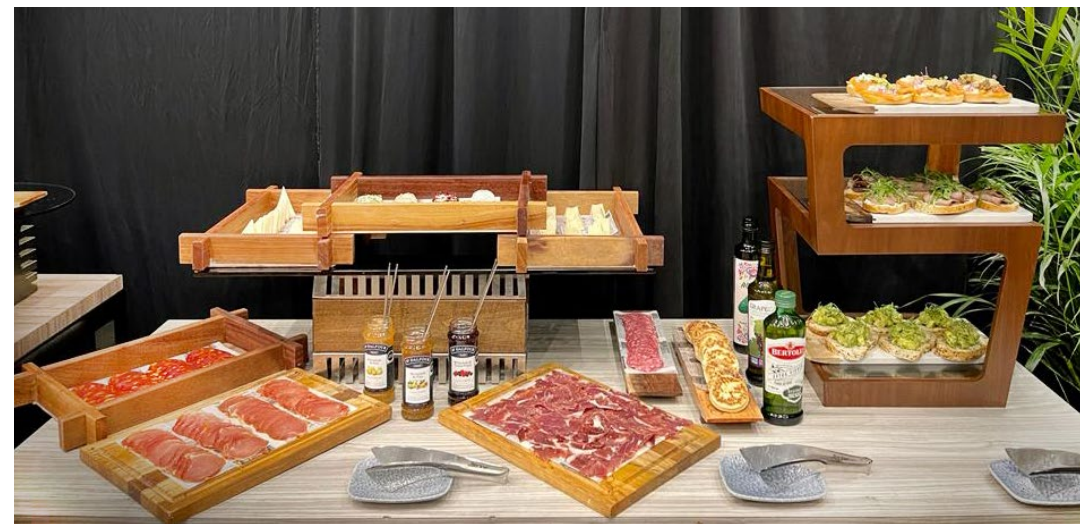
In radiation, heat is transferred by energy waves from the hot object to the food. An oven, for example, contains a heating element. When the salmon is placed in it, it absorbs the heat waves emitted by said element and cooks.



INFORMATION TO HIGHLIGHT!

When cooking a steak on the grill (*placing the meat on the metal of the hot grill*), the method that would be acting is the conduction method; the lit embers of firewood or charcoal emit the heat that reaches the meat by radiation, and the juices that the fillet releases when applying temperature fall on the embers, transform and arrive to the fillet in the form of gas, which is convection. The three ways of heat transmission occur on a grill, attracting our customers due to the flavor it brings to our preparations.





Coffee Break Wellness

By: Julio Agurto, F&B Manager



At our Dreams Playa Mujeres hotel, we have included a “Coffee break wellness” taking trends into account, focusing on the well-being and requirements of our guests, using selected products (*superfoods*), natural fruit and vegetable extracts and juices, sugar-free Greek yogurt, seasonal fruits, berries, quinoa muesli, a variety of sandwiches, and more; creating bonds, making our guests feel listened to and pampered, resulting in happy and frequent guests.

Taking advantage of the beautiful turquoise sea that we have as a view from any point of our hotel, our romantic dinners and family dinners on the beach have a new and fresh setup, blending in with the surrounding nature, respecting textures, light and other factors that manage to create a comfortable and elegant setting for dining.





New Gastronomic Trends

By: Antelmo Limón (Executive Chef) and Jorge Poot (Sous Chef)

Innovating is part of our essence: the experience based on an artist's inspiration is the first impression that a diner perceives when contemplating a dish on their table. It is essential for the gastronomic team of a hotel and especially for the chefs, who carry out this beautiful work to represent creativity; I would say it is what we are passionate about, which makes us reinvent ourselves daily, exposing different specials in our restaurants, offering dinners with experiences unique and personalized to please the most demanding palate.

Our chefs are dedicated daily to encouraging innovation in each dish, taking inspiration from other national and international Chefs, working with different techniques and concepts, which are taken from the life experience, career, or motivation of each of them, to diversify exceptional gastronomic knowledge.

Our team is also strengthened by organizing special events, where gastronomic creativity is a point of reference that distinguishes us by adapting our knowledge and experience to operational needs, seeking the satisfaction of our customers. In this way, we develop our ability to achieve more experiences, and we encourage the continuous improvement of the team: special dinners with diverse themes such as international cuisine and avant-garde Mexican.



Creativity is free; this allows us to enrich our hotel's gastronomy and take different directions, depending on our type of diners, considering their preferences, restrictions, and gastronomic tastes.

Guests want to try memorable dishes with unique flavors, which is why the room service is also essential, from how the dish is served and the explanation given to the guest about it; everything together will make it a unique and unrepeatable gastronomic experience when enjoying the dishes to the delight of our guests and satisfactory for the culinary team for being able to please our diners.



Mixology Cart

By: Noé Muñoz, F&B Manager



At Dreams Vista Cancún Golf & Spa, we are focused on guest satisfaction while we create unforgettable experiences; for this reason, the room service, kitchen, and Sommelier team organized themselves to carry out a new activity; the main idea is to propose sales techniques taking advantage of the Wonderful Cancun weather.

The team realized that one of the most-requested drinks by the guest during sunny afternoons was beer, so they promoted craft beers for sale. To make it attractive to the guest, a mixology cart was prepared with snacks, sweets, and delicious seasonal fruits to accompany them. During the activity, the Sommelier tours the pool and the beach, promoting them and giving a striking explanation to interested guests.

The activity significantly impacted and was reflected in the up-selling; even some wedding groups requested pieces for their events.



cocktail, both for the quality of its ingredients and for the imagination of the mixologists to continue surprising their diners with this new cocktail trend.

This is how we got to our stellar part with our mixologist Salvador Zepeda, who passionately prepares "oleos." Although his name may sound very complex, it is just a simple technique that has allowed us to give the skins a second use. of fruits that are reduced from preparing food and beverages in the different centers of consumption. All this taking care of the high standards of food safety, sugar is added to this process and left to rest, thus obtaining the essential oils of citrus fruits that serve as an input for the preparation of shrubs. Finally, we use vinegar as a natural preservative.

With applications like these, we have created awareness among our colleagues regarding using inputs, reducing waste, and lowering costs. At the same time, our guests are delighted with an experience that mixes aroma and flavor.

Preparation of Oils

By: Carlos Núñez, Food & Beverage Manager

Do you like innovation, creation, and trying new flavors?
This article is for you!

It is about mixing drinks, alcohol, emotions, and much more. In the complex world of mixology and cocktails, there are various ways to make the most of the ingredients to prepare drinks; we have done so at Impression Moxché by Secrets and Secrets Moxché.

The factors that matter when mixing a cocktail are, to mention a few, the hospitality that the Mixologist offers to his diner, the way of preparation, the delicacy and care that must be taken when designing it, since for the diners their cocktail is the most precious thing at that moment, and depending on the way it is handled, the experience will be much better.



But we will stop a bit in the way of preparation; the important thing is the hygiene and quality of the ingredients; this is where the concept of preparation of the "oleos" comes in. The greatest respect that one can have for nature is to use 100% natural ingredients without modifications and the least possible waste. And this is what we try to capture in the creations of shrubs; everything is summed up in respect for nature through a perfect



Furniture Design FOR WEDDINGS AND BANQUETS

By: Marleni Dzib, F&B Administrative Assistant



The heart follows the eyes. We want to show our best image to each of our guests at all times through an excellent presentation, living up to and exceeding expectations in unique settings, as well as sharing our identity, culture, history, and gastronomy by living unique experiences at our resort.

We seek to captivate our guests through the creation of pieces in unique designs of our property made by our colleague Eleazar, carpentry operator, making unique creations with elegance and synergy between our image, landscape, drinks, and dishes, allowing us to expedite projects that, in a purchasing process would be in long terms.

The contributions of Eleazar Arjona have been carried out for six years; his disposition and

creativity have allowed us to give our presentations an identity of their own, managing to minimize the purchasing processes and therefore reducing costs, maintaining our brand with high standards of production and quality. Upon detecting a need, furniture is designed with the following procedure: the function to be covered is identified, we define the design and the operational requirements for which it will be used, present



the options, and focus on meeting the needs of the service. Later we consider the budget to allocate; the raw material must be of high quality so that the lifetime is prolonged; having the project landed, we get to work to create the equipment on the property. An example: The creation of tables for Weddings and Banquets takes a time of two to three months, unlike buying them that takes an acquisition time of up to 4 months.

When obtaining the final equipment, we work in collaboration with Banquets and Stewards for the assembly, who are in charge of giving the final touch according to the theme of the event to be held, achieving phenomenal results by making each look attractive, elegant, and dazzling. one of our events on the property.

Secrets Akumal Riviera Maya not only seeks to exceed guests' expectations, but it also seeks to share Mexican crafts made by Mexican hands like our colleague Eleazar Arjona, captivating and leaving a mark on each one of them, not only creating furniture for events, weddings, and banquets, but also for the Bars department, has devised equipment giving them a touch of originality, such as the Mezcalita cart, which allow our guests to appreciate and enjoy visual harmony, marking personalization, constant innovation, and evolution.



Whole Raw Octopus Shake in Flower

By: Rafael Cervantes, Senior Executive Chef

At Secrets Playa Mujeres, we continually seek better quality products for our guests.

We started with the consumption of octopus; without a doubt, we have had incredible results, such as a soft, tasteful octopus that, in the hands of our chefs, is exquisitely prepared for our guests. This octopus is served in our Oceana restaurant and has become the place's flagship dish.

Also known as Mayan Octopus, caught in the seas

of Yucatan from sustainable fishing using artisanal traps, the fishermen steal the octopus specimens and return to the sea those that do not meet the requirements for their capture, taking care of the times and capture areas, avoiding with them an imbalance in fishing for this.

Raw octopus retains the typical appearance of fresh octopus in terms of consistency, texture, color, smell, and flavor.

The process takes less than 24 hours after being captured in a salt tank and deep-frozen at -40°C.

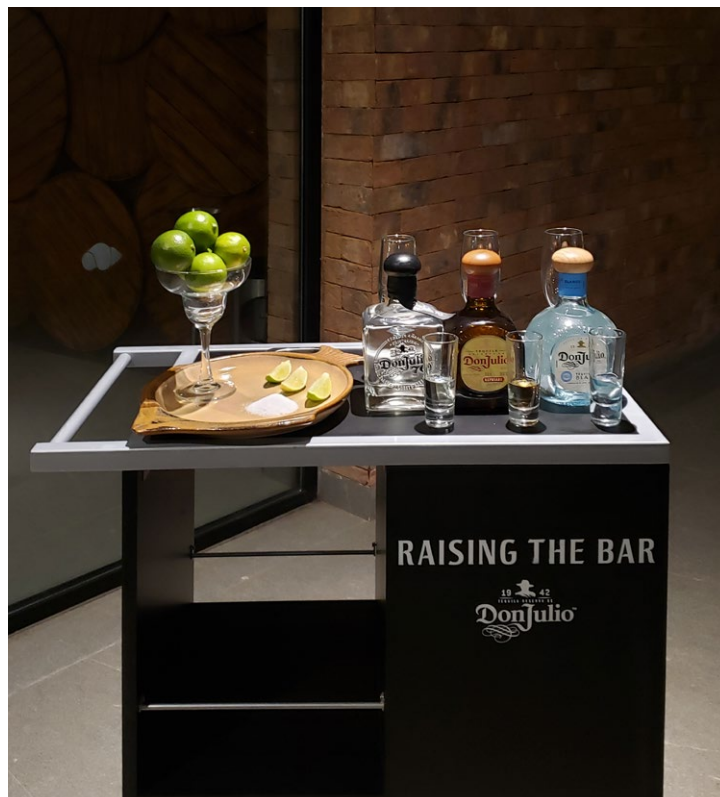


To cook the frozen octopus is recommended to follow the next steps.

- Defrost and wash
- Fill the pot with water, enough to cover the entire octopus
- The water has to reach its boiling point; once it starts to boil, introduce the octopus inside and cook over low heat for 25 minutes.
- We put out the fire and let it rests in the water for another 25 minutes
- The octopus will be ready for consumption. Prepare to taste.

Tequila Tasting

By: Juan Carlos Soberanis, F&B Manager



Brief History of Tequila

Tequila is an ancient drink that has been produced since the 16th century. Since pre-Hispanic times, an exceptional value was given to the maguey or agave plant, taking advantage of practically all plant parts.

Legend has it that tequila was discovered during an electrical storm when lightning struck an agave field, causing a fire. The vapors generated by the heat in the center of the agave piñas create a sweet-tasting honey with a pleasant aroma. They discovered that, when fermented, it had intoxicating properties.

With the colonization of the Spanish, the distillation process in stills was introduced. For a long time, the product obtained with this process was known as "Tequila Mezcal Wine."

What is tequila?

Tequila is an alcohol distillate obtained exclusively from the blue agave, specifically from the pineapple of the agave. Unlike mezcal, which can be made from any agave, tequila is produced only with blue agave. The name "tequila" comes from the name of the region where this agave is produced, which is why it has been granted the Denomination of Origin.

Tequila is made with blue agave, and its distillate mix must contain at least 51% blue agave, while the rest can be from any other distillate, such as sugar cane, rye, corn, etc. The best tequilas are those that contain 100% blue agave.

According to the Mexican Standard, there are four types of tequila:

White/silver: once the distillation process is finished, it matures in wooden barrels for 12 months.

Reposado: they are generally the same whites that are put to rest in select wooden barrels, either oak or oak, for 2 to 12 months.

Añejo: it is left to mature in these barrels for 1 to 3 years.

Extra aged: like the previous ones, it matures in barrels, but with a maturation time of at least three years or more, depending on the producer.



Cristalino (not an official category): a fifth variation of tequila obtained by purifying rested tequilas.

What is the difference between sampling and tasting?

Although the terms are similar in Spanish (*degustación*), sampling is a tiny tequila sample. This differs from a tasting, where all the participants sit at a table with the appropriate elements to appreciate the tequila in all its tasting phases: visual, olfactory, and gustatory. We get a more profound experience in a tasting, where sight, smell, and palate are involved. These are the primary senses that come into action when tasting tequila.

At Dreams Acapulco, we focus on increasing dining options to contribute to our guests' non-package income.



Dinner at La Cava Secreta

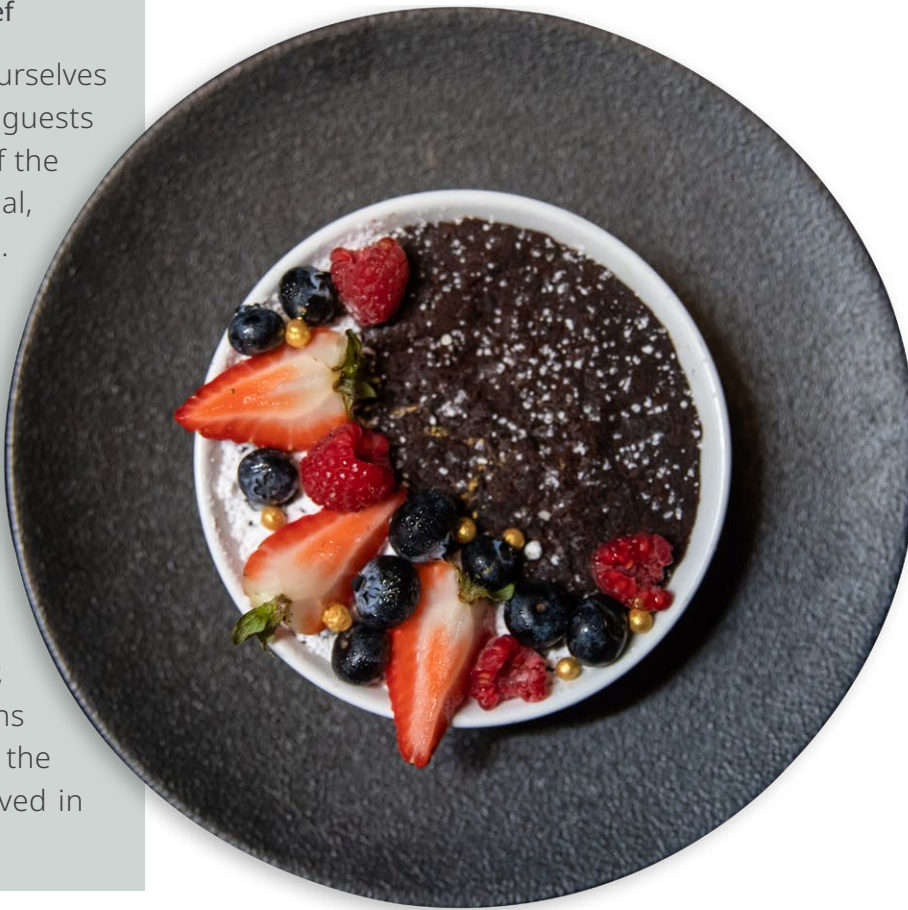
By: Juan Carlos May Cauich, Executive Chef

At **Secrets Huatulco**, we have aligned ourselves with the glocal trend, in which our guests are increasingly aware of the origin of the products they consume and their social, environmental, and economic impact. As part of our sustainability efforts, we have implemented a responsible food proposal encouraging local producers, artisans, and entrepreneurs.

Thanks to our privileged location, we can integrate a wide variety of local, organic, and artisan food and products into our culinary offer, providing our guests with options that take care of their well-being, the environment, and all the actors involved in

our value chain.

An exceptional experience that we offer is dinner at the La Cava Secreta, where the synergy of talents between the Food and Beverage Manager, the Executive Chef, and the Sommelier has resulted in delicious dishes that fuse innovative gastronomic techniques with fresh and endemic ingredients



At **Secrets Huatulco**, we are proud to be able to highlight the native flavors and products of the region, promoting the local economy and highlighting the culinary diversity of the area. Our gastronomic proposal seeks to surprise and delight our guests, offering them a unique and authentic experience that reflects the richness of local cuisine and contributes to the community's sustainable development.

of the region. These ingredients include grasshoppers, chicatanas, costeño chili, chilhuacle chili, tusta chili, pitona, chepil, ancestral corn, and an infinity of local products, such as coffee, chocolate, quesillo, seasonal mushrooms, honey, pineapple, mango, papaya, and lemon, to mention a few examples.

Chef Carlos May carefully designs the menu, highlighting local elements, their origin, properties, and preparation techniques, while Sommelier Jorge Trejo offers the perfect pairing to complement each dish.



Wine & Cheese

By: Juan José Salazar Acosta, F&B Manager

At the Zoëtry Casa del Mar Los Cabos hotel, we strive to provide our clients with a unique and welcoming experience that makes them feel at home. To achieve this, we have implemented a unique "Wine & Cheese" experience to offer our guests moments of delight and satisfaction.

The "Wine & Cheese" event is held weekly on Wednesdays in a climate-controlled patio from 5:00 to 7:00 pm. This activity is available to our all-inclusive guests at a special price, while our condominium owners and timeshare owners have different costs.



During the event, we offer a careful selection of wines, using the Vinos Don Silvestre brand for our timeshare clients and wines from our menu by the glass for our All-Inclusive guests. We have reduced the costs of our wine selection by integrating a new wine list from our supplier HBS Delli, eliminating intermediaries and allowing us to offer more competitive prices.

Our sommelier provides a personalized tasting to each diner at their table, explaining the history and characteristics of each wine served. The combination of wines and cheeses is one of the most exquisite that gastronomy offers us, and our objective is to create a memorable experience where our clients can enjoy the perfect harmony of flavors and textures produced by combining a good wine with a delicious cheese.

At the event, we invite our guests to visit an assembly station where they will find various wines, cheeses, and bread. Assembly is done with low-cost market-style equipment, in tune with the setting of the location. We take advantage of the season to exhibit attractive wines to our customers and generate more income.

We also have a home bakery station, following the trend of sourdough bread. Sourdough is a leaven made



of flour and water, giving our bread a unique flavor and texture.

The third station offers various mature and soft cheeses and charcuterie. Each type of cheese has its own identity and character, and when paired with the right wine, a symphony of flavors is created. In addition, at this station, jams and pickles are assembled using homemade products such as rosemary, tomatoes, and beets, among others. This allows us to rotate our products and use ingredients available in our kitchen.

It is essential to mention that the equipment used in



these assemblies is easy to disassemble, with folding bases that allow us to save space in our warehouses, mainly due to the size of our property.

Finally, we offer live classical music by a violinist to create a warm and memorable atmosphere. This contributes to an unforgettable experience for our guests, complementing the harmony of flavors and the setting of our "Wine & Cheese" event.

At Zoëtry Casa del Mar Los Cabos, we proudly offer gastronomic moments and unique experiences that exceed our client's expectations and make them feel at home.

Innovations

By: Alberto Valenzuela De La Fuente (F&B Manager).



Thinking about our innovations and the creation of new gastronomic experiences, at Zoëtry Agua Punta Cana, we have acquired rustic banquet tables and cocktail tables, which is the style of our hotel. This gives us a more profound image of decorations and presentations for groups and weddings.

In addition, we have implemented new dishes with different tableware, highlighting the presentation and providing our guests with a unique experience. We use organic products and fuse flavors and colors,



achieving the desired gastronomic impact on those visiting us. Following our innovation plan and taking advantage of the fact that we offer classic Italian food in our Olena restaurant, we have created a cold meat and cheese rack in the best Neapolitan style, which we later included in our menu as part of the entrees. In addition, adapting to the Zoëtry style, we have modified the designs of birthday cakes and group and wedding events.

After implementing these improvements, we have noticed our guests' remarkable acceptance, welcome, and satisfaction. We can confirm this based on our guest satisfaction indicators. These results challenge us and help us maintain quality and innovation in our daily service.



Our food and beverage team's philosophy is innovation and the creation of gastronomic experiences focused on the needs of our guests and on the new trends that emerge every day in the gastronomy universe.



Maximize Beef Tenderloin

By: Carmelino Perez Juarez, Sous Chef and Omar Gasca, F&B Operations Manager



In the hospitality industry, finding creative ways to maximize resources and optimize costs without compromising quality is essential. One of the critical areas to achieve this goal is the efficient management of ingredients in hotel restaurants.

In this article, we'll focus on maximizing the yield of fillet steak, a versatile and delicious meat, to benefit hotel costs and provide guests with an exceptional dining experience.

The beef tenderloin is used wisely and efficiently in **Breathless Montego Bay Hotel** restaurants. Let's see how different parts of the steak are used to create unique and delicious dishes.

Beef Center for Altitude Restaurant Diners:

The center of the beef, known for its marbling and tenderness, is reserved for the Altitude Restaurant during dinners, where hotel guests are served.

The hotel demonstrates its commitment to providing an exceptional dining experience to guests and its staff by offering high-quality cuts to guests.

Beef Head for Carpaccio in the Culinary Restaurant at Dinner:

With its tender texture and intense flavor, the fillet head finds its place in the Culinary restaurant during dinner. Here, expert chefs create exquisite

carpaccio that combines thin meat slices with fresh, flavorful ingredients. This innovative use of beef fillet guarantees a unique and attractive culinary experience for diners.

Cutouts from the Steak for Dinner Tacos at Sofrito Restaurant:

Resource savvy continues at Sofrito Restaurant, where beef fillet trimmings are the star of taco dinners. Bursting with rich, succulent flavors, these tacos delight diners with their combination of juicy meat and various toppings and sauces. This initiative helps reduce food waste and makes it possible to offer a popular and profitable dish.



Smaller Pieces of Beef for Making Seasonings:

Lastly, we use the smaller pieces of beef to create flavorful and aromatic seasonings. The **Breathless Montego Bay Hotel** has perfected the art of turning every part of the steak into a culinary opportunity, using these trimmings to enhance flavors and complement various dishes.

Maximizing the yield of beef steak in hotel restaurants demonstrates a smart cost-benefit strategy for the hotel. By using different parts of the steak in various dishes, from carpaccio and tacos to sauces, the hotel reduces food waste and offers diners a varied and delicious dining experience.

"The beef tenderloin is used wisely and efficiently in Breathless Montego Bay Hotel restaurants"





Slow Food Philosophy

ZERO-KILOMETER PRODUCTS

By: Francisco Javier Hidalgo (Executive Chef).



At **Dreams Royal Beach Punta Cana**, we have committed to the slow food philosophy and incorporated dishes highlighting zero-kilometer products into our gastronomic offer. This trend prioritizes natural and local foods over processed foods and promotes a closer connection between local producers and consumers.

The zero-kilometer products are produced and elaborated in the same locality or region. They are characterized by transport from the garden



to the plate that does not exceed a kilometer distance. By prioritizing these products, we foster local gastronomy and the region's economy, unlike large producers who often rely on longer supply chains.

In the Dominican Republic, more and more chefs use zero-kilometer products, obtaining raw materials from small local producers. This lowers costs and guarantees the freshness and quality of



the food that reaches the consumer. We have incorporated 70% of zero-kilometer products in our dishes, such as cassava and sweet potato crunch, thus highlighting the region's authentic flavors.

By promoting zero-kilometer products, we provide tastier and fresher dishes to our guests, support local producers, and contribute to the community's economic development. At **Dreams Royal Beach Punta Cana**, we proudly offer an authentic and sustainable dining experience that values and highlights the highest quality local ingredients.



Some of the dishes that represented this tendency are:

- Beef Tataki flavored with truffle oil and ponzu sauce.
- Classic gazpacho with frozen tomato, cucumber, and olive oil air.
- Crunchy tapioca.
- Vegetarian ceviche with celery leche de tigre and zero-kilometer vegetables and citrus.
- Egg confit in olive oil at low temperature, accompanied by local vegetables pickled with licorice.



Charcuterie, Cheeses, and Wines

By: Fabian Salinas Castro, Executive Chef.

Innovating creatively with what is available is to produce experiences based on the inspiration of an artist, the basis for the F&B department, mainly for chefs who are the ones who present many alternatives to show off an assembly and, with it, food that strengthens the body and rejuvenates the soul. We offer a straightforward way to increase expectations and help generate non-package income in different assemblies at a low cost.



Our hotel is one of the busiest venues for wine tastings and pairings; for this reason, we have focused this section on implementing new ideas; with the work of all our colleagues, we have improved day by day the concept for this type of event where we can carry out various activities such as pairings, coffee breaks, blind tastings, etc. And we take



advantage of the moment to make each of them unforgettable and theme it.

Each event is necessary, and the creativity of our F&B team, who together plan and contribute our bit to make it a reality, from the assembly by stewards, maintenance, cooking, and service, this time the theme was Nature and sustainability for what we carry out this idea.

Together with the F&B team, we took advantage of some wood and dry trees that we found in the areas to create new bases, wine bottles, and some tree trunks; using all these materials that were no longer used, we supported ourselves with maintenance to give it a touch of magic, some details and polish them to make them more aesthetic; in this assembly, we also use wooden wine boxes as slopes to make the theme more personalized.

We have a charcuterie and cheese station where our participants can enjoy trying the one that best suits the wine that is presented and thus pairing each wine during the tasting. The idea is to take advantage of our recycled and natural resources, do something different, and motivate our colleagues to get involved and bring out their best version.

In addition to being a low-cost investment using recycled materials, we add more personality to the setting with each presented wine house. Due to the success obtained from this project, we use it for setting up special events, weddings, and groups, also generating non-package income and giving outstanding results to our guests and colleagues.





Electric Candle

By: David López Ricárdez

Using candles in different contexts, sizes, colors, and flavors is essential in the hospitality industry to create mostly pleasant, romantic, aesthetic, or simply lighting environments for a specific place.

In restaurants, endless models can be used. However, the best known are the famous wax tealights, which are not always the best option.



WAX CANDLE

We have analyzed the use of wax candles vs. electric candles that, although it requires energy, the amount it needs is minimal due to the voltage and amperage it uses.

The test was carried out for a continuous year with the use of the first year of wax and the second year of electric; if it is necessary to mention and say that the first investment is substantial due to the cost that rechargeable candles represent; however, in half-year, this investment would have already been recovered.



ELECTRIC CANDLE

We leave you a breakdown of the costs of both products so that you can see your savings when making this operational change in supplies.

*Taking as a reference a restaurant with 37 tables
The cost of the wax candle box is MXN 1,455.33 / the price per piece is MXN 1.46 / the average daily use of 2 pieces = MXN 2.91 / the price per table per month is MXN 107.69 / per year MXN 39,308.46

The cost of 12 electric candles is MXN 6,120.60 / the price per piece is MXN 517.55. This candlelight is guaranteed for one year; the annual price would be MXN 19,149.35 for 37 tables.

The saving in cost by using electric candles is MXN 20,159.11 per year.

The brand we use in Dreams Jade is Lummys visual comfort, flame-free candles, waterproof, flicker effect for a more natural appearance, easy lighting with a remote-control timer, and more than 14 thousand hours of warm light.

An excellent option to enhance our restaurants and at the same time save.





“Pop-Ups”

By: Luis I. Hernández L., F&B Manager

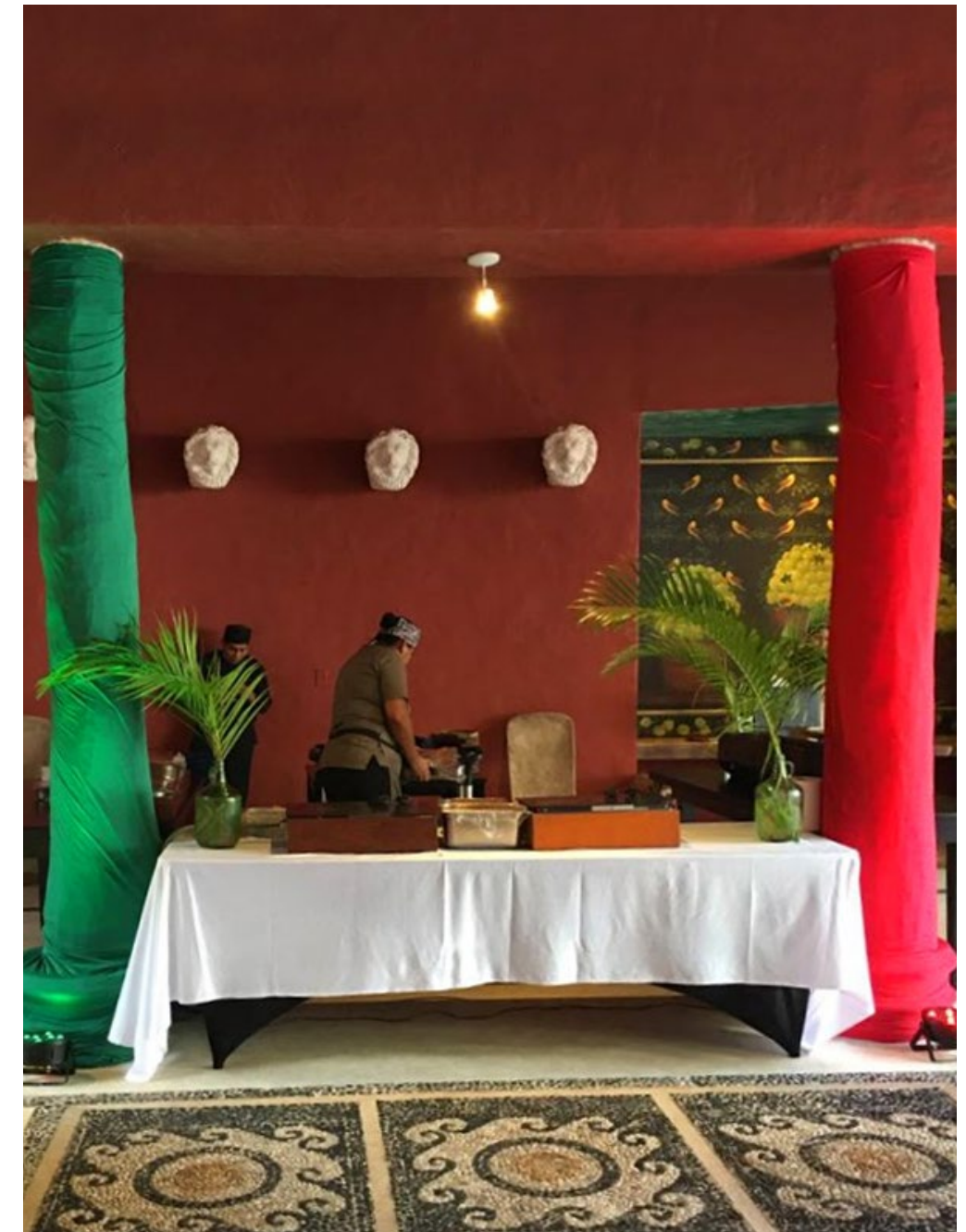
At Zoëtry Paraíso de la Bonita, we add more water to the soup and create a new experience making the most of resources!

We had the opportunity to create temporary consumption centers located in guest areas with enough space that we call “Pop-Ups!” they have been an excellent alternative for restaurants.

Chef Rubén León and Team thought of different themes for each night that would complement the gastronomic experience and allow us to take advantage of both the spaces, the Kitchen and Service colleagues, and the raw materials available to impact the cost as little as possible.

In such a way that, from having four consumption centers, we managed to implement three more in our areas of Palmar, Lounge de Pájaros, and Jardín La Canoa, offering pasta and risotto stations, a small Thai restaurant, a taquería, a Caribbean night, an Asian restaurant and a trattoria.

This implementation not only brought as a benefit the recognition of the guest to the



creativity of the Stewarding team, directed by our Chief Steward, Florencio Chan, but it was also reflected in our HSS by increasing the variety of food at dinners, the opinion about our system of no reservations at dinners and the speed of service at dinner restaurants.

With this, we demonstrate once again that whenever there is creativity, resources can be used to the maximum with excellent results for our guests, the service of all our colleagues, and our monthly budgets and goals.

TOGETHER WE CAN!



Food Cost Reduction and Labor Productivity

By: Ricardo G. Mondragon, Food & Beverages Manager

We focus our actions and strategies on achieving better financial results in this savings stage, reducing and looking for better production options, and maximizing products and ingredients to impact and reduce food and beverage costs.

We know that expenses matter greatly and that well-spent money grants operational capacity. We obtain better yields and results by taking advantage of and maximizing the ingredients. In coordination with the kitchen and administration department, we looked for alternatives on how to take advantage of and reuse processed products to avoid waste and shrinkage, taking advantage of active ingredients to transform them into new products and offers for our guests.

BANANA BREAD

In the case of this bread, winner in our variety of sweet bread in the morning, we take advantage of the bananas that we can't use and get very ripe. Our Pastry Chef uses them to avoid losses or cost losses, making this delicious banana bread with other ingredients.

.....
"We know that expenses matter greatly and that well-spent money grants operational capacity"



COCOA TRUFFLES

Undoubtedly, this product has a high acceptance in our unique amenities. This amenity is made with the cuts from all the pastry we have left when they are presented at our stations and buffet lines, as well as in our à la carte presentations, transforming them into cocoa and chocolate truffles.

HOMEMADE GROUND BREAD

Another measure that allows us to maximize our ingredients and avoid an additional cost in preparing the ingredients for our buffet dishes is to make the most of our white flour bakery left in production. Cut, worked and turned into ground bread to prepare milanesas or breaded dishes.

As a team, we continue to seek to reduce costs in other products or actions, holding meetings with the head of purchasing, executive chef, warehouse manager, Food and Beverage manager, and Quality manager. In these meetings, we analyze the monthly consumption,



establish orders, know the problems with some articles, and propose alternatives. These meetings have been very productive and have helped us find solutions as a team, achieving the common goal of controlling food and beverage costs without affecting the quality and service of our guests.



Hydration Stations and Yetis

By: Adrian Mundo, Food & Beverages Manager

At our hotel, we are committed to reducing the consumption of bottled water as much as possible, both with our colleagues and guests. To achieve this, we have implemented several measures.

We provide our guests with hydration stations and Yetis, so they can replace bottled waters with varieties of tea and flavored waters and then refill their thermos in designated areas. This allows us to reduce the consumption of water bottles, reduce the environmental impact of plastic and contribute to improving the environment. In addition,



the sale of the Yeti thermos also generates additional income for the hotel.

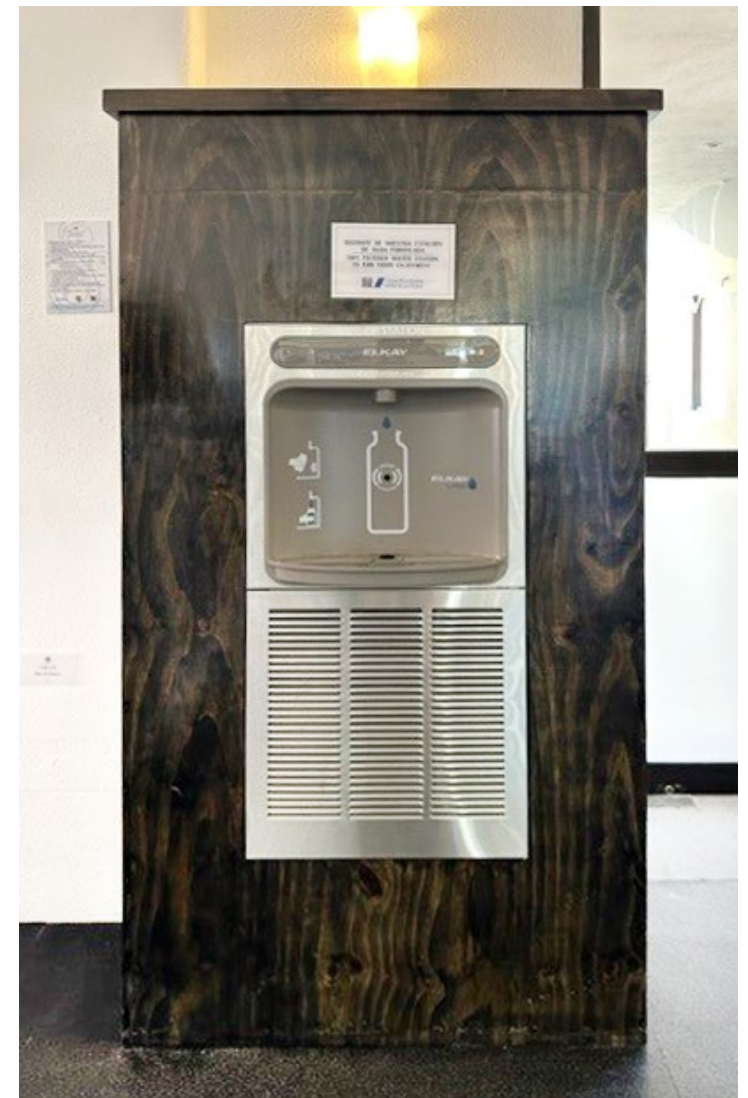
On a financial level, the daily consumption of bottled water represents a significant part of food and beverage costs. The solution we have found is to offer our customers adequate and quality alternatives in the form of iced teas (*ginger, peach, or berries*), flavored waters, and high-quality non-alcoholic beverages. All these options are available in our bars, within sight and reach of our guests.

Our gym has installed a purified water fountain so guests can refill their thermos. We have also provided thermoses to all hotel

colleagues, as their well-being is essential to us. In addition, we have placed water fountains in every corner of the hotel to avoid using bottles. In general, we promote care not to use plastic bottles, and this initiative has been implemented in all aspects of the operation, from the transportation of colleagues to the dining room.



These actions allow us to avoid unnecessary expenses and water waste produced by not using plastic bottles. By reducing our consumption of bottled water, we improve and reduce our waste and trash.



This has several benefits, including:

- Lower the cost of food and beverages by not consuming bottled water
- Less waste of water and plastic.
- Reduction of the garbage that must be removed from the hotel.
- Improvement of the INP with the sales of the thermos.
- Improvement in customer satisfaction by offering them better options in the beverage area.

We are improving the hotel environment, reducing costs and expenses, and getting closer to people's needs.

Coffee Break and Working Lunch at DRPBP

By: Nicolas Prager (*Executive Chef*) and Daniel Moreno (*F&B Manager*)

At Dreams Playa Bonita Panama, we strive to provide unique and memorable experiences for our guests. This time, we want to share with our colleagues from the HIC family a special assembly that has conquered the palates of our customers.



It is a Coffee Break that, at the same time, becomes an exquisite Working Lunch. Through the combination of heights of wood, flowers, natural plants, and an innovative presentation of the dishes, we managed to create a gastronomic experience that our diners love.

Aesthetic and sophisticated assembly: We have used wooden heights to give the space an elegant and cozy touch. The natural flowers and plants add freshness and life to the decoration, creating a pleasant and relaxing atmosphere for our guests. We played with heights to present individual servings of desserts, salads, and ceviches, providing a visually appealing and easy-to-enjoy experience.

Presentation of the food as the protagonist: To highlight the quality of our dishes, we decided to move away from the conventional chafing containers and opt for a different presentation. The food is served on Shabbat plates, allowing each diner to appreciate the freshness and flavor of the food. This approach brings the food to the fore, making each



bite a unique and delicious experience.

Details that make the difference: We believe in the importance of more information. To complement the coffee experience, we have placed mini donuts in the cups, providing a sweet and delicious accompaniment. In addition, we include healthy elements in our assemblies to satisfy the preferences of those who seek healthy and balanced options.

Cozy and warm atmosphere: For our guests to feel comfortable and relaxed, we use dim lights that create a friendly and pleasant atmosphere. We ensured the lighting was soft enough not to burn out guests, allowing them to enjoy a distraction-free dining experience.

Get inspired and create your settings! At **Dreams Playa Bonita Panama**, we proudly offer unique dining experiences that delight our guests. Following our



example, we invite all the brand's hotels to explore the versatility of combining a Coffee Break with a Working Lunch.

In summary, the Coffee Break and working lunch setup at **Dreams Playa Bonita Panama** has succeeded among our guests. Combining wooden heights, flowers, and natural plants creates a sophisticated and welcoming atmosphere. Playing with the individual portions, we highlight the aesthetics and facilitate the enjoyment of each dish. The plated presentation gives the food center stage, while little details like the mini donuts in the coffee cups add a sweet and surprising touch. With healthy options, we please those who seek balanced alternatives. We invite the brand's hotels to be inspired by our proposal and create similar setups, providing exceptional gastronomic experiences to their guests. Explore, innovate, and let your diners enjoy a delicious and versatile experience!



Let's Do it at Home

By: José Ernesto Cabrera García (Executive Chef).

At Dreams Flora Resorts & Spa Punta Cana, we value and encourage creativity in our Food and Beverage team. On this occasion, we organized a Dominican party for tourists who want to try local gastronomy. To do this, we created innovative and creative assemblies with the help of our Steward and Maintenance departments, who were in charge of manufacturing mobile tables and bars for the event.

Our decorations integrate harmoniously with the nature surrounding us, creating authentic spaces that broaden our guests' experience. We always seek to work with local products since we are a company committed to sustainability. At this event, we decided to offer the following canapés:

Mini mofongo de chicharron: Delicious fried green plantains mashed with garlic and chicharrones, served with a garlic sauce. This Caribbean dish will become your favorite.

Mini yucca empanada stuffed with beef: The catibía is a dough obtained by grating, pressing, and kneading the yucca. These empanadas are a delicious and representative snack of Dominican gastronomy.

Mini Yaniqueque: It is a flatbread made from cornmeal and fried until obtaining a crunchy texture. It is one of the country's oldest staple foods and is often served with ketchup and mayonnaise.



Mini ripe plantain yaroa: Consists of a layer of boiled and mashed ripe plantains, covered with shredded or ground meat and cheese and drizzled with mayonnaise and ketchup.

Our department's satisfaction lies in seeing our guests' surprised expressions when they see our assemblies and enjoy the food. These moments motivate us to continue working on new gastronomic projects to delight our guests.

At Dreams Flora Resorts & Spa Punta Cana, we strive to offer memorable culinary experiences and maintain high satisfaction rates. We will continue to innovate and create gastronomic proposals to continue surprising and delighting our guests during their stay at our resort.





Give a Sophisticated Touch

By: Onofre Pol Matheu (F&B Manager).

"Following our philosophy of continuing to innovate and improve, at Dreams Macao Beach, we focus daily on creating experiences so that our guests feel at home."

In our constant quest to improve the experience at our hotel, we have made significant changes to the service and coffee presentation at our Coco Café and Sunset Tea.



a consistent and high-quality experience. We have invested time and effort into learning proper preparation and presentation techniques, including creating designs with milk on lattes or cappuccinos. These visual details add an artistic and aesthetic touch to the coffee, delighting not only the palate but also the eyes of our customers. In addition, we make sure that each cup of coffee is prepared with dedication and precision, maintaining an exceptional quality standard in each service.

Through thoughtful details and exceptional attention to aesthetics, we have created a sophisticated and welcoming environment that delights coffee lovers and tea enthusiasts alike. In this article, we'll highlight the key enhancements we've implemented to provide our guests with an unforgettable experience.

The first step towards excellence in coffee and tea service is the choice of high-quality cups and utensils. We have chosen to use porcelain mugs. By holding a stylish and well-designed mug, our guests are immersed in a complete sensory experience, bringing out the beauty of coffee and tea.

We have integrated coffee-related elements into the decor to create a charming and welcoming atmosphere in the service area. In addition, we have selected soft and relaxing music that contributes to the cozy atmosphere and allows our visitors to enjoy their sunset coffee and tea experience in a calm and pleasant environment.

The presentation of the coffee is a fundamental aspect of guaranteeing

In conclusion, the improvements made to the service and presentation of the sunset coffee and tea at **Dreams Macao Beach** have transformed the experience for our guests. From the thoughtful presentation of the coffee, the variety of accompaniments and additional options, and the focus on etiquette and customer service, we strive to offer a delicious and personalized experience. We invite you to enjoy our continuous improvement in the service and presentation of the coffee and afternoon tea at sunset, where every detail has been carefully taken care of to provide an unforgettable experience.

To achieve this, remember to surround yourself with the best, be inspired by classic fairy tales, and, above all, follow your heart.

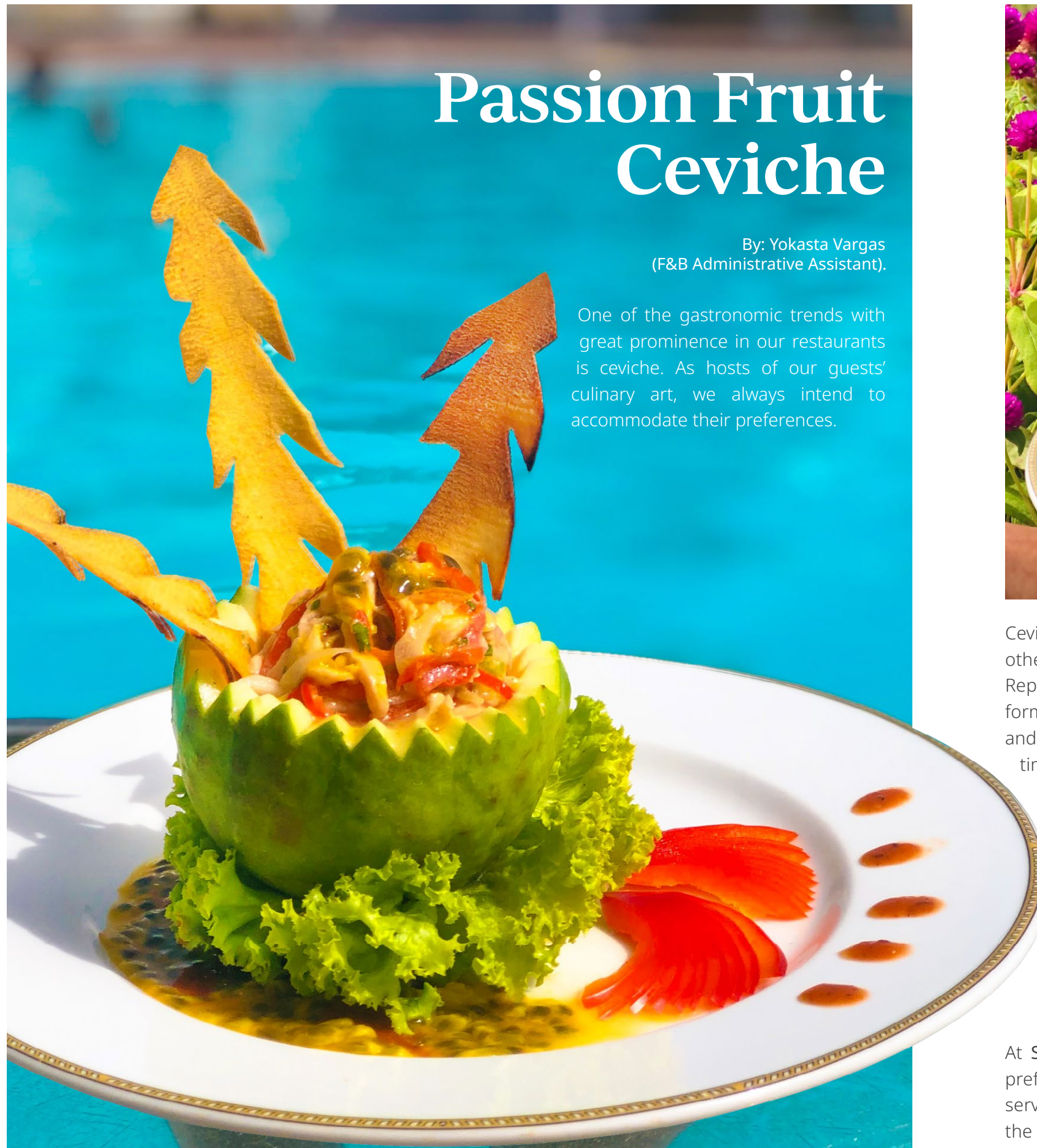
TOGETHER WE CAN!



Passion Fruit Ceviche

By: Yokasta Vargas
(F&B Administrative Assistant).

One of the gastronomic trends with great prominence in our restaurants is ceviche. As hosts of our guests' culinary art, we always intend to accommodate their preferences.



Ceviche is a traditional Peruvian dish adapted to other Caribbean cultures, like ours in the Dominican Republic. It is widely consumed and highly valued, formally considered a delicacy in its country of origin and ours. Its history dates back to pre-Columbian times. During the time of the Mochica Culture, two thousand years ago, this dish was prepared based on fresh fish cooked with the fermented juice of tumbo, a fruit of local origin. During the Inca Empire, the fish was macerated with chicha. Various chronicles report that fish was eaten with salt and chili along the Peruvian coast. Later, with the Hispanic influence, two ingredients of the Mediterranean culinary custom were added: lemon and onion.

At Sunscape Puerto Plata, we take the tastes and preferences of our guests very seriously. When serving a dish, we always keep in mind that it is up to the task and meets the demands of our customers.

Ceviche is one of the most demanded recipes and has evolved a lot.

For this reason, we are pleased to present one of our most requested dishes: the "Passion fruit ceviche." It is made with fish, salmon, chili, onion, lime, coriander, peppers, parsley, fine herbs, and a delicious passion fruit sauce to improve and increase our guests' satisfaction.





"The experience consists of offering them a tasting of dishes of their choice with a small light show"

Tasting at Dragons Restaurant

By: Cesar Germain Arroyo, Executive Chef

To innovate is to reborn every day; at the **Secrets The Vine Cancun hotel**, we are in a continuous search to achieve the satisfaction of our guests, as well as the creation of unforgettable moments...

On this occasion, the Dragons Restaurant hosted this beautiful idea, hand in hand with the culinary team; we seek to surprise our guests on their last night for

closing with a flourish. The experience consists of offering them a tasting of dishes of their choice with a small light show that accompanies the plate and food; this is possible thanks to the fact that the gastronomic team approaches guests during their stay to learn about their tastes and preferences, being able to share it with the team to have extensive information thanks to teamwork.

This initiative is carried out to give our guests a pleasant experience and be able to take part of **Secrets The Vine Cancun** in their hearts.

OCOTE RESTAURANT Dishes

By: Hugo Magaña, Executive Chef, Alberto Juárez and F&B Team

At Breathless Cabo San Lucas, we stand out for being innovative and staying ahead of the curve. Our food and beverage team, made up of chefs, cooks, mixologists, bartenders, servers, captains, and stewards, strives daily to create memorable experiences for our guests. We collaborate to develop detailed dishes and drinks with the most remarkable accuracy, allowing high-level assemblies.

Our Executive Chef, Hugo Magaña, has inspired our chefs and his team to take the initiative to not only create dishes but to create unique moments for our guests.



IDEAS REPRESENTED:

At Ocote, our Mexican restaurant, run by Chef Wilfrido Mejía and his fantastic team, presents a wide variety of Mexican dishes with a modern approach.

Lobster ceviche is a dish highly appreciated by our customers. Beyond its presentation is its flavor that leaves us speechless. The lobster is cooked with Mexican spices and served with lime mousse and black avocado, accompanied by tomatillo carpaccio with hints of vinegar, smoked with cilantro and pickled red onion.

One of our most requested dishes is the short rib, accompanied by organic vegetables from the San José region and traditional pumpkin seed mole. A veil of rice previously cooked with red wine and wildflowers is placed as an added touch. This dish is specially presented to the guest: the rice veil is lit to amaze the view of each diner, leaving an aroma of its previous cooking, which creates an extraordinary moment.



Creating exquisite moments and flavors, our star dessert is a sphere of dark chocolate with a melted cake made of handmade chocolate and cocoa beans, accompanied by a quenelle of vanilla ice cream. Arriving at the table, our serving colleague pours hot chocolate scented with wildflowers, forming chocolate flower petals.

We have implemented amenities with the touch of our Pastry Chef, Francisco Guerrero. These amenities have become famous on the hotel's social media as our guests share their amazement at the wonders our pastry team performs.





Romantic Dinners on the Beach

By: Myrlaine Carmont, F&B Manager



A romantic dinner on the beach is like a long-awaited dream for many couples who stay with us. When it comes to this organization, many departments collaborate in harmony for its realization; here, we will detail how each one plays a vital role in creating an unforgettable experience.

It all starts in the heart of the house: Check-in with our colleagues at the reception and concierge. In the lobby, we have a photographic frame where we show the beautiful beaches with the spectacular setting of our romantic dinners; the receptionists take advantage of this opportunity to promote them with the guests who celebrate: BIRTHDAYS, ANNIVERSARY, HONEYMOON, as well as MARRIAGE PROPOSALS. Then while the housekeeping department is performing their cleaning services, they take the opportunity to inform and promote the romantic dinner to the guest. Lastly: All the bars! In all of them, we placed promotional displays of romantic dinners.

The entertainment department advertises the special romantic dinner on our sundial and promotes it throughout their daily activities and entertainment shows. In the towel hut is our famous pool manager, full of life, called "SUNSHINE." Rest assured that when the guest comes to receive their towels, he will convince them that this experience will not be missed.

Restaurants = All the podiums with advertising romantic dinners!



When the menu is delivered to the guest, they are also given a wine list with the special and a menu for the romantic dinner. Every day on the beach and the Roof Top, we set up a fabulous table with a different centerpiece created by the service staff. The table is covered with a turquoise tablecloth, a golden table runner, a base plate, and candles. You must look at the fantastic view to make it a perfect moment. With the sun setting right over the tip of our neighboring island of Anguilla, the catamarans in the bay, pulling into the marina, and the turtles coming almost to shore at sunset. Simply amazing!

Finally, the Kitchen department. The culinary team plays a vital role in creating an exceptional dining experience. Adapt the menu to meet dietary restrictions and ensure timely delivery of dishes to create an unforgettable dining experience.

To finish, we add the most crucial part: the SERVICE to provide an invaluable experience for our guests.





Napa, France, and Italy. The wine menu is available to guests in various formats, such as QR codes, hard copies, and in-room tablets, giving guests a physical view of the bottle before purchasing.

Our restaurant hostesses also provide guests with a tablet upon seating, allowing them to see first-hand the bottle they wish to purchase.

Our resort hosts many incentive and social groups, and our wine sommelier presents wines and champagne for your dinner parties and special occasions. Our sommelier reviews your menus and recommends that the wines and champagne best complement your dinner selections.

Wine displays are arranged at the entrance of each restaurant each night to entice diners to inquire about our unique wines for that particular night.

To improve the delivery of wine service, our colleagues are trained to

use decanters and aerators. This adds a special touch as viewers see different decanter designs used at a guest's table, attracting others to want the same service or show.

Fenton James, our sommelier, uses his skill and flair to grab guests' attention as they watch him open a bottle of premium champagne for a special occasion. This, in turn, increases the guests' interest and encourages them to buy one or many bottles.

In addition to the strategies mentioned above, our restaurant team works hard to meet their nightly sales targets. Competitiveness and internal camaraderie are encouraged when they meet or exceed their nightly goals. They congratulate and applaud each other, which motivates them to keep striving to achieve their goals.

In summary, thanks to staff training, menu updates, personalized recommendations, attractive displays, improved service delivery, and a motivated team, wine sales revenue has increased in the Food and Beverage department.

Partnership with SELECT BRANDS

By: Juliet Ker- Gray & Ana-Alicia Ramsamugh

The Food and Beverage department has managed to increase revenue from wine sales by implementing strategies to improve our sales and maximize revenue. In addition, we have partnered with SELECT BRANDS, a local beverage and spirits provider, which send a representative to conduct wine training that includes sales techniques. This helps increase

staff awareness and knowledge, giving them more confidence and a better ability to sell wine.

The wine menu has been updated to reflect more popular and trending wines known to our guests, steadily driving sales. Our wine selection includes varieties from regions such as South Africa, Chile,

"Fenton James, our sommelier, uses his skill and flair to grab guests' attention as they watch him open a bottle of premium champagne for a special occasion"





Meraki Restaurant

By: Desney Pamphile, F&B Manager and Juan Martinez, Executive Chef



Meraki restaurant in this way; we are based on the mobilization of people and how this trip opened up a world of flavors and new products, conservation techniques, and mixing of cultures, knowledge, and tastes.

In conclusion, this is the concept of our restaurant Meraki; it is a journey starting in Europe, going through the Middle East, and ending in Asia, touring the world of

spices, European techniques, and the Eastern world, with its curries, rice dishes, arriving in St Lucia, with the interpretation of the Caribbean curry heritage of this Indian past.

It is an interactive concept where the chefs present the dishes on the table; with this dynamic, we make the client feel like they are traveling with the flavors and smells and trying an excellent virgin olive oil that travels through food.

We experiment in our liquor menu with dehydration, and different textures, taking classic recipes with a touch of irreverence and imagination.

The pairing of liquors with classic touches and avant-garde techniques, a complete wine cellar, and sparkling wines will round off this beautiful trip.

We want to travel and experience through time and sensations.

Bon appetit and happy journey.

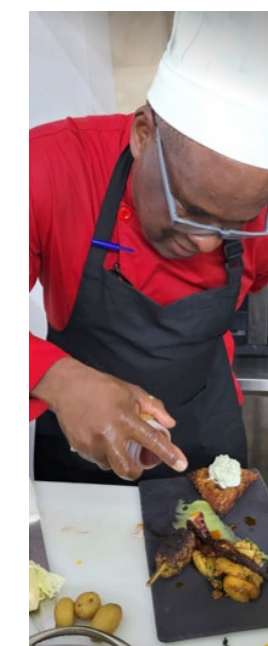


Today in the kitchen, we see a new concept every day; it can be a table presentation or dishes never imagined; we work with stones, nitrogen, chemicals, and textures that we never imagined.

For us at Zoëtry Marigot Bay, the concept of the new kitchen is to look at the past and adapt it to the table. Considering

concepts such as minimalism, the return of presentations at the table, that the chefs and service are the ones who lead the show, and that the product and its quality take on their fundamental importance.

Clients want to know not only about the recipes but also where the products come from, their quality, understand the concept, how we work it and want to do it at home. That is why we thought of our





New Gastronomic Trends

By: Rafael Suarez, Executive Chef.

In gastronomy, as in fashion, trends come and go.

Motivated not only by the demand for new and fresh things but also by the evolution of lifestyles and the need to better relate to planet Earth and our own body, we are seeing new ways and means of feeding ourselves, now thinking of a healthy and sustainable future, which has led us to reevaluate classic gastronomy with great strength of butter, milk cream, flour, concentrated juices from different discarded proteins, and lead it to find potent flavors with fresh products and without adding fats and flours, but with the taste of good cooking.

Back to our roots

Diners yearn to remember the flavors of yesteryear through gastronomy. Home cooking has been reduced in current generations, and traditional recipes must be recovered. Fortunately, professional cooking has taken over, and more and more restaurants offer us the opportunity to re-experience the dishes of our childhood, but with the updated presentation, cooking, ingredients, and textures. In our Oceana restaurant, we have incorporated a soup that represents the tradition of the Manzanillo fishermen, with aromas of parsley, potato croutons, yams, cassava, green plantains, and oven-roasted pumpkin.



Menus for different food needs

We would never have imagined seeing so many food restrictions on kitchen orders. Still, the world constantly changes and often follows fads or diets that are applied without considering the consequences. That is why we have taken steps with our team to meet the needs of our guests and create unforgettable experiences that allow our business to grow. At our Sea Side restaurant, we offer an arroz a la huertana, a classic with coastal flavors, made with traditional coconut rice, fresh vegetables, vegetable broth, natural coconut milk, achiote, chives, and coriander to give it nuances and flavors from the coast. It is served with plantain, lemon, and salt that combine well with any dish.

Sustainability

Although the term may sound complicated and sometimes out of context, sustainability



is all about consuming local products to give back to the communities that grow them and engaging our kitchen and service team in using ingredients that highlight the added value of local products. In this sense, quality makes it worth committing to sustainability and helping to change how we consume today.



of flavor, so they make perfect complements when served with good wine.

Let's be prepared to open our minds and palates to future flavors, where creativity and innovation intertwine to delight our senses and nurture our passion for food.



Exploring The Flavors of The Future

By: Robinson Pereira, F&B Manager

Gastronomy, as a cultural and artistic manifestation, has evolved over the centuries, adapting to the trends and demands of each era. Today, we find ourselves in an exciting moment where culinary innovation and experimentation take flavors to unknown horizons.



In an increasingly globalized world, where flavors merge and mix, a growing appreciation for native ingredients is emerging. The search for identity and preference for biodiversity lead chefs to rediscover local products and create dishes that pay homage to their roots. From ancestral grains to native plants. These ingredients connect us with our land and invite us to explore new flavors.

Food will be more than just a taste experience. The chefs will seek to stimulate all

our senses, creating dishes that are a visual and olfactory feast. Music, lighting, and the dishes' theatrical presentation will create unforgettable dining experiences. In addition, virtual and augmented reality will transport us to exotic places while we enjoy our meals, further expanding the sensory dimension of gastronomy.

These dishes are composed of a series of vegetables and vegetables which are grown in our region, it should be noted that these products have become a sensation for our guests, being frequently selected in the essential activities of our complex, they are products that have a unique blend





Wet Dinner

By: Kelvin Santana (Banquets Manager).

At Dreams Onyx Punta Cana, we strive to offer unique and memorable experiences to our guests while we seek to increase non-package income from the Food and Beverage department. One of the innovative proposals that we have added to our catalog is the romantic dinner called Wet Dinner, which takes place once a week.

The Wet Dinner offers our guests an exceptional culinary experience. It comprises a four-course tasting menu carefully prepared with top-quality ingredients, following the new gastronomic trends. In addition, we offer a perfect pairing with our selected wines.

The setting inside our beautiful Adults Preferred Pool makes this dinner even more attractive. Guests enjoy dinner with their feet in the water, illuminated by moonlight and caressed by the cool Caribbean breeze. Romantic music creates an intimate atmosphere, and personalized service from our Food and Beverage team ensures that every detail is attended to.

This experience has been very popular with our guests and has brought us an average of 14 monthly Wet Dinner sales. Guests value the originality and exclusivity of this romantic

dinner, making it an unforgettable experience during their stay at our resort.

At Dreams Onyx Punta Cana, we are committed to offering innovative gastronomic proposals and unique experiences that exceed our guests' expectations while contributing to the financial success of the Food and Beverage department.





Full Moon Dinner

By: Jose Ignacio Saucedo Abundis,
Food and Beverages Manager



Intending to create new experiences for our guests and guests, the Hotel Secrets Riviera Cancun launched its exclusive dinner in July: Full Moon Dinner. In which the full moon is our guest of honor, and

amid a magical environment of nature, music, lighting, colors, and flavors, we live the magical experience where the delight of the menu that our culinary team designed for such an important event could not be missing.

As is a tradition, the food and beverage team works with some hotel departments to create these experiences that remain etched in the memory of our guests.

This time the culinary team prepared a three-course dinner consisting of a marinated pineapple salad with passion fruit vinaigrette, followed by a spectacular beef medallion glazed with mushroom sauce, and for the final act, a spectacular Crème Brûlée.

The magic of the music and the spectacularity of the moon allowed us once again to be in the firmament of the stars.



This experience is planned to be repeated every day of the full moon since it adds value to the options of our guests by staying with us, creating, innovating, and being at the forefront; we place ourselves in a niche that offers new experiences to your guests. In addition, to generate a significant income in non-package sales.



Photogenic, Attractive, and Colorful Dishess

By: Antonio Elizalde Chef & Rafael Balam Chef

Currently, millennials represent a significant segment of our industry, and for them, sharing food-related content on social networks has become a common practice. Before eating, many have an unwritten rule to take a photo and post it online. Food has become a relevant topic on social

media, and videos and viral posts accompany new gastronomic trends.

At Dreams Huatulco, we are aware of this need for connection on the part of our guests, and we strive to create dishes that are not only delicious but also photogenic, attractive, and colorful. We pay special attention to the plating, using innovative techniques to create a complete gastronomic experience worth sharing on social networks.

Social media has been around for over a decade, providing a stage where the visual and the social converge. However, its influence on our decisions is stronger than ever. For this reason, when a guest expresses



his satisfaction with our service, we encourage him to share his experience on social networks using the hashtag #DreamsHuatulco. We understand that the presentation of the dishes is essential to capture attention in online publications. Through our culinary proposals and careful production, we seek to create

impressive visual moments that inspire our guests to share their experiences on social media. We encourage online interaction and value social media's power to amplify our culinary creations' reach.

At Dreams Huatulco, we are proud to be a part of our guests' digital lives, and we constantly work to exceed their expectations and offer culinary experiences that are not only delicious but also visually appealing and memorable.



Personalized coconuts and “La Mesa del Patrón”

By: Paola Galán, F&B Administrative Assistant

“It is no longer enough to satisfy guests; now, we must leave them delighted”

At Secrets Resort Puerto Los Cabos, we are pleased to share unforgettable experiences with our guests.

In the pool area, we have implemented strategies that make a big difference in the service. Carlos, one of our new Secrets Resort Puerto Los Cabos members, stands out for his unmatched smile and commitment. He is in charge of preparing and selling personalized coconuts, using a variety of distillates and natural juices in their preparation. This adds added

value to the service in the Balinese beds and provides a unique experience for our guests. In addition, they can enjoy coconut meat, which gives them double satisfaction on the palate. This activity has been very well received by our guests since, in addition to enjoying a delicious drink, they can take home a beautiful souvenir of their stay at the hotel. As a result, we have seen an active increase in sales and have strengthened our brand.

Taking advantage of the opportunities that the resort offers us, we have implemented “La Mesa del Patrón.” This gastronomic experience aims to create an environment where guests can taste dishes our Executive Chef prepares with care and dedication. These dishes are representative of El Patio restaurant, which offers contemporary Mexican food and is



accompanied by an excellent selection of high-quality Mexican wines, tequila, and mezcal. The feedback has been fantastic, and we have seen increased sales. The cozy atmosphere in which the table is located invites you to enjoy an exquisite dinner with friends and family. In addition, we can carry out personalized tastings at the guests' request.

At Secrets Resort Puerto Los Cabos, we make the most of opportunity areas to create unique culinary experiences and leave our guests delighted. We are proud to offer exceptional service and a high-quality gastronomic offer in an unbeatable environment. We will continue to work hard to exceed our guests' expectations and provide them with unforgettable memories during their stay at our resort.





Coffee Break in a Mexican Setting

By: Anibal Bueno, Food & Beverages Manager

It is always rewarding to return to our roots!

The classic setup of a tailor-made Coffee Break completely themed with the vibrant colors of one of the most influential cultures in the world is a

unique experience. In the hotel world, colors and creativity are essential to implement attractive sales systems and stay ahead of the most demanding tastes. That's why many of our hotels offer sales options for guests looking for accommodations and those who need a private meeting space to shape their future and goals.

When guests request meeting space, we offer several setup options to meet their expectations.

Whether you're looking for something colorful and themed or want to enjoy a variety of snacks and appetizers, all of our hotels offer a themed setup that begins with a classic Mexican flair.

This assembly is complemented with blankets and hats, with allusive colors, and is the perfect decoration to cover the spaces and capture the participants' attention. Customers know they will be greeted with delicacies reminding them of their customs, flavors, and childhood.

It is an honor to offer our guests an experience that connects them with their roots and allows them to enjoy moments full of nostalgia and flavor. In our themed shows, we seek to create a welcoming and authentic atmosphere that reflects the cultural richness of Mexico and makes your stay an unforgettable experience.



Ryan Cope

FOOD & BEVERAGE OPERATIONS CAPTAIN

By: Ryan Cope, Food & Beverage
Operations Captain & Ainsley Lambie,
Executive Chef



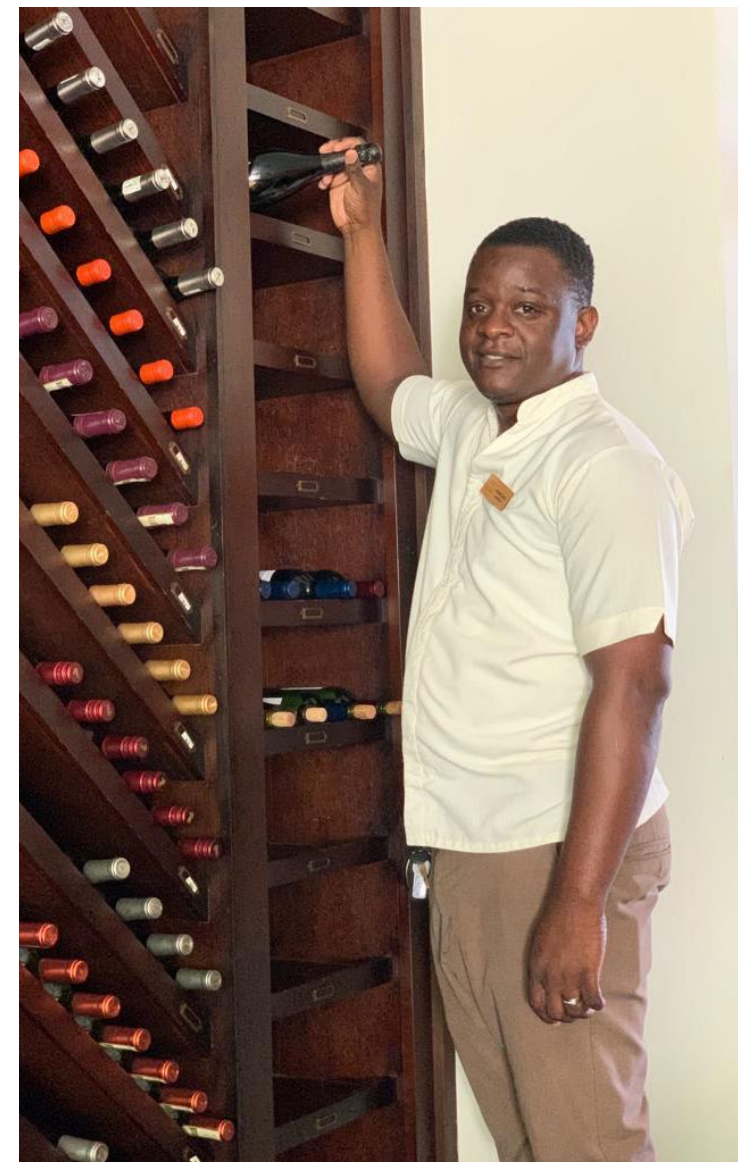
My years of experience in the Food and Beverage industry and my passion for my work have pushed me to reach different levels in the Food and Beverage department. In 2017, my journey at Zoëtry Montego Bay Jamaica began when I arrived as an occasional employee, waiting to be called upon to specifically cater for special events, such as romantic dinners, group events, or weddings.

In March 2022, I was offered an offer to be a restaurant team leader, and I happily accepted it as the hotel has a great deal for all colleagues. This is when I officially became part of the Zoëtry family, where I managed to improve myself and become a good leader thanks to the training programs that the company has for its employees. There are times when the pressure is intense on one as a leader. However, this motivates me to try harder to reach the level I want to be at. Getting my current position takes hard work, dedication, and determination.

Our Food and Beverage Manager resigned in May 2023, and that's when it became clear to

me that as the restaurant team leader, I would have to step up and show that I am capable of running the department. However, this was a challenging task; having a passion for what you want should put you in the right frame of mind to excel toward your goals.

My dream is to one day become a Food and Beverage Manager, and on June 1, 2023, I was one step closer to achieving it. I have been promoted to Captain of Food and Beverage Operations, and my journey will continue. Through my endless passion, hard work, and dedication, I know that my dream will come true someday.



Victor Manuel Cedano Torres

SERVICE IS MY PASSION

By: Patricio Guerrero (F&B Assistant).



Víctor Cedano is originally from Higüey, located in the eastern part of the country. He is one of our most distinguished colleagues and currently holds the position of Maître, where he provides our clients with the best service, showing great passion for his work.

With almost 20 years of experience in the hotel sector, Víctor began his career as a waiter in the Food and Beverage department, showing an excellent attitude and willingness to carry out the required activities.

Víctor has leadership and communication skills, which has allowed him to stand out in various positions in the Restaurants and Room Service area, always focused on exceeding the expectations of our guests and meeting the company's objectives.

Training is integral to his professional development, as he has sommelier, distillery, quality and service standards, and inventory management certifications.

Víctor is currently training to obtain the Food and Beverage Assistant position, and shortly he aspires to become F&B Manager.

Throughout his career, his personality and professional skills have driven him to excel at every new opportunity that has come his way.

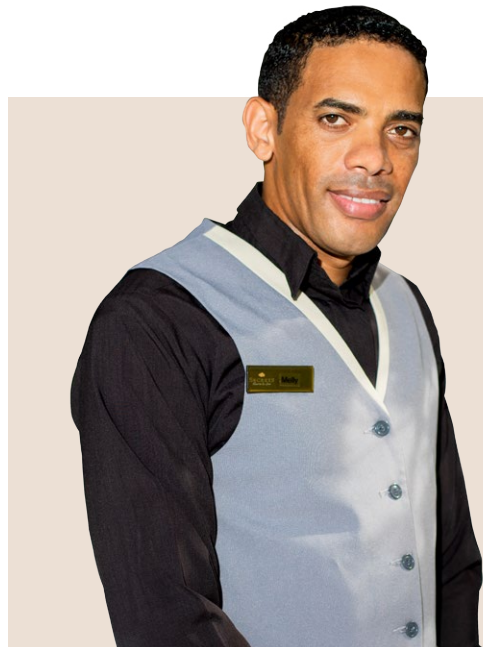
Víctor is happy to be part of the Hyatt Inclusive Collection family, as it has allowed him to grow, develop, and help train the new colleagues under his responsibility.

At **Breathless Punta Cana**, we care about the well-being of people so that they can reach their best version.

One Step Away from the Giant Step

By: Felix Alberto Pilier (F&B Manager).

At **Secrets Cap Cana**, we value the growth and development of our employees. We recognize that the hospitality industry requires a high level of service, and we are committed to training and fostering the professional growth of our team within the company. Training our employees has given numerous positive results since it has allowed us to promote our talents internally and maximize their potential. By providing development opportunities and empowering our associates, we are building a solid and committed team capable of delivering exceptional service to our guests. Our focus on professional growth benefits our employees and contributes to the success and excellence of **Secrets Cap Cana** as a tourist destination.



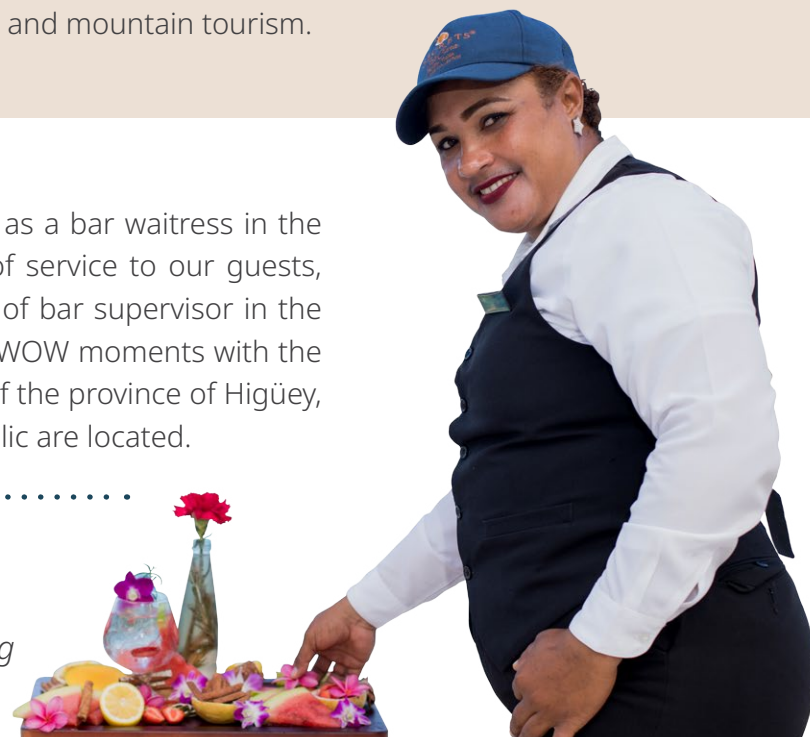
Melly Ogando Ogando

Melly joined the company on December 23, 2016, working as a waiter at the Portofino Restaurant; he rose to the position of captain at the Seaside Restaurant and was later promoted to the position of Manager of the Himitsu Restaurant, he is a source of pride for the other employees since over the years he has shown a lot of discipline, character, and responsibility in his duties. Melly is from the San Juan de la Maguana province, located in the southern part of the country. Although there is no beach tourism in this province, it is rich in coffee cultivation and mountain tourism.

Elizabeth Reyes Then

Elizabeth joined the company on May 25, 2017, as a bar waitress in the beach area; she has stood out for the quality of service to our guests, which is why she was promoted to the position of bar supervisor in the Preferred Club, she is also in charge of creating WOW moments with the employees she supervises. Elizabeth is a native of the province of Higüey, where 80% of the hotels in the Dominican Republic are located.

"By providing development opportunities and empowering our associates, we are building a solid and committed team capable of delivering exceptional service to our guests"



Cesar Antonio de la Rosa

Cesar joined the company on July 11, 2018, as starting chef at El Patio restaurant; he was promoted to Junior Sub Chef. Cesar was promoted for his dedication and care in everything he does; he has also participated in gastronomic competitions representing **Secrets Cap Cana** nationally and internationally. Cesar is a native of the Seibo province, the oldest province in the eastern region, dedicated to livestock and bullfighting.



Denis Cerema Deiso

Denis joined the company on November 14, 2017; he is a native of the neighboring country of Haiti, nationalized Dominican. It should be noted that Denis has been working in the company for five years, starting as a Stewart and then climbing to another three positions: cook B, cook A, and then chef de partie of the French restaurant. We are proud to have employees who inspire their colleagues, and Denis is the one who inspires others to keep striving to achieve goals.





Cristel Méndez

Originally from Cancun, Q. Roo began her career in the hotel industry in 2020, joining the **Dreams Natura** hotel, occupying the position of Hostess at the World Café restaurant; she is always charismatic, attentive, and accommodating, demonstrating good performance and perseverance in her area, even which motivated her to start her internal practices in the year 2023 as an Administrative Assistant for Food and Beverages. Developing rapidly resulted in her great dedication recently achieving her move to this position.

She is thrilled and grateful, commenting that her daughter is her great inspiration and that it is only necessary to want to achieve great things; for this reason, Cristel will continue preparing and aspiring for new successes.

Her favorite quote is: *"Small steps also lead to huge goals."*

Luisa Jacomé

Originally from the Port of Veracruz. Her career in the hotel industry began in 2005 as a garrotera, beach waitress, and hostess. She arrived at the CIA in 2010, being in other sister hotels such as Secrets Maroma and Dreams Sapphire; her job growth was as a bar captain at Dreams Riviera,

Dreams Silversands, Dreams Tulum, and Disco Gte at Breathless Riviera. On March 4, 2022, she started working at the **Dreams Natura** Hotel, taking on the challenge as a restaurant captain. She stood out for her consistency, discipline, and tenacity, resulting in her promotion to restaurant manager. We are sure her performance will lead her to continue climbing the steps and reaping the fruits of her work, which she enthusiastically carries out.

She is a sports fan and a certified instructor in spinning and aerobics classes by CONADE.



Janeth Rivas

Initially from the State of Mexico, she joined the Dreams Natura hotel as a bar waitress on August 26, 2022. She begins his internal practices to be Captain of bars in 2023, by the hand of Omar Paredes, head of bars, and Lucas Pool, bar assistant. She concludes satisfactorily and takes charge of the position where she currently works, giving her best. She stands out for wanting to learn something different every day to transmit her knowledge to each of her colleagues in the Bar area.

Janeth tells us that she is very excited and happy to be able to dedicate herself to what she likes the most, customer service and that she identifies a lot with the quote

"Challenge yourself; it is the only path that leads to growth."

She currently continues training, attending a Sommelier diploma.

Her favorite quote is: *"Why do I need my feet if I have wings to fly."*

By: Cristel Méndez, F&B Administrative Assistant





Chef Pedro López

By: Antonio Martínez Bonilla, Executive Chef
and Alfonso Ruiz, F&B Assistant

CHEF DE PARTIE - CHEF CUISINE

Chef Pedro has a comprehensive and well-known career in different kitchens in Mexico. Born in Palenque, Chiapas, he began working at Fiesta Americana hotels as a kitchen assistant very early. From a very young age, he had passion and love for his profession, demonstrating excellent quality of work and speed in learning gastronomic techniques.

His first contact with the company was when he entered the Now Sapphire Riviera Cancun Hotel (*currently Dreams Sapphire Riviera Cancun*), working there for ten years. He was in virtually every kitchen in the hotel, and during that time, he was promoted from Cook A to Chef de Partie to Chef of Specialties.

For three years, we have had the pleasure of having Chef Pedro at **Dreams Riviera Cancun**; with his extensive experience, passion for what he does, and dedication, he has forged a path of leadership that currently has him in the position of Chef Cuisine, in charge of the kitchens of the Resort.

To say that Pedro is an extraordinary leader, talented in the kitchen, tireless, and always proactive; he seeks continuous improvement, transmits his knowledge to colleagues and extensive experience in various areas, is remarkable and highly valued by us.



Carlos Otoniel Hernández Merlin

COOK B - GARROTERO

At age 20, he arrived in Cancun for leisure; he came on vacation and got a job offer at a hotel as a Steward.



He was pleased to meet many colleagues and lasted four years in the position. However, a hunger arises in Otoniel for self-improvement, and he is motivated to practice as a kitchen assistant. Not satisfied, he went for the position of cook B, which is how he arrived at **Dreams Riviera Cancun**.

After almost nine years in the back, he decides to "*breathe new air*" and requests internal practices as a restaurant garrotero. He stood out from his peers with outstanding performance and was promoted to garrotero. He continues his training and learning English to one day become a specialty waiter.



Chef Jose Luis

ATTITUDE + SKILLS = CAREER SUCCESS

By: Fernando Pulido, Food and Beverages Manager



Chef José Luis De La Cruz, originally from Villaldama, Tabasco, is an outstanding professional with over 20 years of culinary experience. Since the late 90s, his passion for cooking led him to the state of Quintana Roo, where he discovered his true vocation and had the opportunity to develop his skills in the Company.

From the beginning of it, José Luis demonstrated a positive attitude, constant effort, and a smile on his face. He tried his best and continually sought to learn new culinary techniques. He quickly rose in his career, obtaining his first supervisory position at the Secrets Capri Hotel,

where he demonstrated his leadership skills. This allowed him to be considered for the position of Executive Sous Chef at the Dreams Puerto Vallarta Hotel and later at the Secrets Vallarta Bay Hotel.

Always searching for new experiences, José Luis ventured into the Dominican Caribbean, working at the Secrets Cap Cana hotel. Thanks to his outstanding performance, he was selected to manage the kitchens of the Secrets Puerto Los Cabos hotel. After this adventure, he returned to his home away from home in Puerto Vallarta, where he joined the culinary team at **Secrets and Dreams Bahía Mita**, working closely with Chef Julio García. Together, they have been redesigning and leading the kitchens of this beautiful property for the past eight months.

Chef José Luis De La Cruz's career exemplifies success, standing out for his perseverance, dedication, and culinary skills. His career demonstrates his passion for cooking and his ability to lead teams in renowned tourist destinations. We are proud to have his talent on our property, and we are confident that he will continue to leave a memorable culinary mark on each of our guests.

A M E R I C A S

Resort	F&B Manager	Executive Chef
BREATHLESS & SECRETS RIVIERA CANCUN	José Ignacio Saucedo	Daniel Cruz
BREATHLESS CABOS SAN LUCAS	Julio Cesar Aguilar	Hugo Magaña
BREATHLESS CANCUN SOUL	N/A	Carlos Galván
BREATHLESS MONTEGO BAY	Alejandro Viramontes	Antonio Valero
BREATHLESS PUNTA CANA RESORT & SPA	Ranier More	Adrian Fernández
DREAMS ACAPULCO	Juan Carlos Soberanis	Francisco Sánchez
DREAMS AVENTURAS	Antonia Araos	Vacante
DREAMS CURAÇAO	Diego Espadas	Wilmer Cuellar
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Daniel Moreno	Nicolas Prager
DREAMS DOMINICUS LA ROMANA	Robinson Pereira	José Hichez
DREAMS HUATULCO	Alan Arrevillaga	Antonio Elizalde
DREAMS JADE RIVIERA CANCÚN	David Lopez (Gte Residente)	Luis Castellanos
DREAMS KARIBANA CARTAGENA	Felipe Bancelin	Rafael Suárez
DREAMS LAS MAREAS	Rafael Pastor	
DREAMS LOS CABOS	Adrian Mundo	Abraham García
DREAMS MACAO BEACH PUNTA CANA	Onofre Pol Matheu	Pascual Salcedo
DREAMS NATURA	Xavier Mantecón (Gte Residente)	Alejandro Tovar
DREAMS ONYX PUNTA CANA	Ranier More	Manuel Mesias Miño
DREAMS PLAYA MUJERES	Julio Agurto	Rafael Cervantes
DREAMS RIVIERA CANCÚN	Sergio Calderón	Antonio Martínez Bonilla
DREAMS ROYAL BEACH PUNTA CANA	Joaquin Alcaraz	Francisco Javier Hidalgo
DREAMS SANDS CANCÚN	Gregorio Vázquez López	Antelmo Limón Cabañas
DREAMS SAPPHIRE RIVIERA CANCÚN	Roberto Carlos Marin	Jorge Ku
DREAMS TULUM	Isaac López	Fernando Cervantes
DREAMS VISTA CANCÚN	Noé Muñoz García	José Antonio Yam
DREAMS FLORA RESORT & SPA	Joel Gómez	José Ernesto Cabrera
NOW EMERALD CANCÚN	Abraham Vázquez Poblete	Fabian Salinas
SECRETS & DREAMS BAHÍA MITA	Fernando Pulido	Julio García
SECRETS AKUMAL RIVIERA MAYA	Ricardo Navarro Cisneros	José Amando García Torres
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Salomón Cocom	“Secrets José Caballero • Dreams & Sunscape José Chan”
SECRETS CAP CANA	Félix Pillier	Ibai Torres
SECRETS HUATULCO	Alan Arrevillaga	Carlos May
SECRETS MAROMA BEACH		Denis Radoux
SECRETS MOXCHE PLAYA DEL CARMEN	Carlos Nuñez	Orlando Trejo
SECRETS PAPAGAYO COSTA RICA	Julio de la Torre	Joser Castro
SECRETS PLAYA MUJERES	Fidel Castañeda	Rafael Cervantes
SECRETS PUERTO LOS CABOS	Isaac Ortega	Vladimir Domínguez
SECRETS ROYAL BEACH PUNTA CANA	Joaquin Alcaraz	Israel Gata
SECRETS ST. MARTIN	Myrlaine Carmont	Bruno Brazier
SECRETS THE VINE CANCÚN	Felix Jijon	César Arroyo
SECRETS VALLARTA BAY & DREAMS VALLARTA BAY	Luis Vicencio	José Mejía
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Alejandro Viramontes	Carmelino Pérez
SECRETS ST. JAMES CLUB MORGAN ST. LUCIA	Vacante	Vacante
SUNSCAPE CURAÇAO	Vanessa Venturini	Alfonso Razo
SUNSCAPE DORADO PACÍFICO IXTAPA	Ricardo Mondragón	Daniel Pech
SUNSCAPE PUERTO PLATA	Kelvin Jones	Amadeo Parra
SUNSCAPE PUERTO VALLARTA	Anibal Bueno	Hector Moreno
ZOËTRY AGUA PUNTA CANA	Alberto Valenzuela de la Fuente	Giuseppe Imperato
ZOËTRY CASA DEL MAR LOS CABOS	Juan José Salazar	Juan David Velasquez
ZOËTRY CURACAO	Diego Espadas	Josafath Alvarado
ZOËTRY MONTEGO BAY	Ryan Cope	Ainsley Lambie
ZOËTRY PARAÍSO DE LA BONITA	Luis Hernández	Rubén León
ZOËTRY MARIGOT BAY ST. LUCIA	Desney Pamphile	Juan Martínez
ZOËTRY VILLA ROLANDI ISLA MUJERES	Felipe Vega	Felipe Vega

EUROPE

Resort	F&B Manager	Executive Chef
ZOETRY MALLORCA		Salvador Lara
SECRETS BAHÍA REAL RESORTS AND SPA		Gustavo Guerra
SECRETS SUNNY BEACH	Krasimir Markov	Kiril Markov
SECRETS MALLORCA VILLAMIL RESORT & SPA		
SECRETS LANZAROTE RESORT & SPA		Emilio Lopez
DREAMS JARDÍN TROPICAL	Dimas Agut	Richard González
DREAMS CALVIA MALLORCA	Xisco Lorenzo	Jaume Ferrà
DREAMS CORFÚ RESORT & SPA	George Lampropoulos	Victor Grammenos
DREAMS LANZAROTE RESORT & SPA		
DREAMS LANZAROTE PLAYA DORADA		
ALUASOUL ZAKYNTHOS		Giorgio Dimitriadis
ALUASOUL PALMA		Pedro Jaume
ALUASOUL MALLORCA RESORT		Antonio Garcia / Javier Morillas
ALUA SOUL MENORCA	Conrado Pajuelo	Salvador Lara
ALUASOUL COSTA MALAGA		Luis Garcia Garcia
ALUASOUL IBIZA		Angelo Pellegrino
ALUASOUL CAROLINA		Miguel Jaume Mateu
ALUASOUL OROTAVA VALLEY		Gurmensindo Abel Del Rosario Cedres
ALUASOUL ALCUDIA BAY		Antonio Chincoa
ALUA CALAS DE MALLORCA		Manuel Navarro
ALUA ATLÁNTICO GOLF RESORT		Juan Carlos Gil & Antonio Sierra
ALUA HELIOS BAY	Darin Dimov	Valentin Slavov
ALUA SUITES FUERTEVENTURA		Allal Zarioh
ALUA LEO		Miguel Angel Tensa
ALUA BOCCACCIO		Esteban Sanblas
ALUA SUITE LAS ROCAS		Fernandez Cebrian Gregorio
ALUA GOLF TRINIDAD		Ocar Juve Quiles
ALUA GRAN CAMP DE MAR		Francisco Piqueras
ALUA VILLAGE FUERTEVENTURA		Francisco Javier Marco
ALUA ILLA DE MENORCA	Conrado Pajuelo	Salvador Lara
ALUA TENERIFE		Gurmensindo Abel Del Rosario Cedres
ALUASUN LAGO ROJO		Ruben Barreales
ALUASUN LAGO PARK		Damián Chirivella
ALUASUN OASIS PARK MENORCA		Vacante
ALUASUN MEDITERRANEO	Conrado Pajuelo	Salvador Lara
ALUASUN FAR MENORCA		
ALUASUN COSTA PARK		Aurelio Paulauskas
ALUASUN CALA ANTENA	Diego Miñarro	
ALUASUN HELIOS BEACH		Krasimir Noev
ALUASUN TORRENOVA		José Soldado
ALUASUN CONTINENTAL PARK		Juan Carlos
ALUASUN DOBLEMAR		Yerbes Garcia Jose Vicente
ALUASUN MARBELLA PARK		
PARQUE SAN ANTONIO		Alberto Muro
HOTEL OBEROY		
HOTEL LINDA		Rúben Cabrera