

Salt & Pepper

August 2019 Year 4

HOW TO MAKE YOUR OWN JERK CHICKEN

SUNSCAPE COVE &
SUNSCAPE SPLASH
MONTEGO BAY

2° CONCURSO DE COCTELERÍA

amRESOR'S®

FRENCH FRIES OR SALAD

REFLECT KRYSTAL GRAND CANCUN

CREATIVE ASSEMBLIES

SECRETS AKUMAL RIVIERA MAYA

PRACTICAL CLASS OF MIXOLOGY WITH MEZCAL BASED COCKTAILS

DREAMS HUATULCO

amRESOR'S®



ARE YOU READY? WE HAVE ANOTHER SALT AND PEPPER ISSUE!

The world is changing rapidly and our guests are becoming more demanding every day. They are harder to impress, which makes our business more competitive and exciting.

We are constantly looking for new ideas to change how we do things; to give a different detail with grace and luxury. Most of the times, the simplest thing surprises with its essence and its fragility, so there is no need to struggle in order to amaze our guests.

Keep It Simple, Stupid! Sometimes we forget about the famous K.I.S.S. Principle. This principle creates the foundation on which we can build and develop standards to stand out from our competitors. We must continue creating along with these foundations so that our company and brands may grow strong and solid.

After all, what makes the difference? The smile and authenticity of each one of our teams. Our goal is to take care of our guests, that's why we love this business and what we do!

We hope that you find in this Salt and Pepper issue some fresh ideas and the necessary motivation to continue creating that magical experience for our guests and our staff.

F&B team.



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2ND AMRESORTS COCKTAIL CONTEST 2019.



Gilberto Rivera Rodríguez, from Secrets Akumal Riviera Maya, won the first place of this competition with his Coctel México:

INGREDIENTS	QTY	UNIT
Mezcal	1	OZ
Gin	1	OZ
Apple Sidral	1 1/2	OZ
Apple juice	1 1/2	OZ
Lime juice	1	OZ
Agave nectar	1	OZ
Pineapple juic	1	OZ
Tonic water	1	OZ
Worm salt	FROST	

The second AMResorts bartender contest Mexico-Caribbean zone 2019 took place on June 21st.

The winners of the different internal contests gathered to participate and represent their hotels in this contest that took place in the Breathless Riviera Maya Cancun Resorts & Spa hotel.





2nd

The second place was for Jaime Dzul Cia, from Now Sapphire Riviera Cancun, with Costa Roja:

INGREDIENTS	QTY	UNIT
Yellow lina	1	OZ
Sweet pepper (red)		Gr
Honey	1	OZ
Ginger	piece	Gr
Mezcal	1 1/2	OZ
Worm salt		Gr



3rd

Linber Ricardo Puc Chan, from Dreams Tulum Resorts & Spa, won the third place with his cocktail named *Sueño en la nube*:

INGREDIENTS	QTY	UNIT
Mezcal	1	OZ
Gin	1	OZ
Apple Sidral	1 1/2	OZ
Apple juice	1 1/2	OZ
Lime juice	1	OZ
Agave nectar	1	OZ
Pineapple juice	1	OZ
Tonic water	1	OZ
Worm salt	frost	



An additional prize was given to Ricardo Mendoza Tegoma, the most charismatic barman of the competition and representing our host hotel, who presented his cocktail *Tego-Mango*:

INGREDIENTS	QTY	UNIT
White Bacardi	1 1/2	OZ
Malibu rum	1/2	OZ
Passionfruit pulp	1	OZ
Mango extract	1	OZ
Mint leaves	6	PZ
Pineapple	1	Gr
Mineral water	1	

Moreover, we were delighted with a flartending show performed by barmen Miguel Yam, Cesar Chávez and David Muñoz, which are part of the flair crew of the Breathless Riviera Cancun Resorts & Spa. They amazed the audience with their show while the judges were deliberating the aforementioned results.

We want to congratulate all the barmen who were part of this yearly competition and also those who were cheering our competitors.





*“World-class
certification
program and
equal to the
best schools in
the area and
the country”*

In 2009, along with Mr. Daniel Navarro, the company’s first course took place at the Secrets Maroma Beach hotel. Back then, we had a few participating hotels, and our sole intention was to provide more knowledge to our employees regarding this beautiful world that flourishes more and more every day.

For the next 8 years we have been following this working line which has a lot of benefits, and today, most of the sommeliers working for the company hotels have been certified by this program.

By the eighth year, Carlos Miramontes and David López, wanted to create a new design to change this course into a world-class certification program and equal to the best schools in the area and the country. This is how the AMResorts certification program was born.

Moreover, this certification program is currently drawing the attention of employees from other companies who want to participate, which leaves us an open door to discover new talent.

We want to specially thank the administration of the Secrets Maroma and Secrets Akumal hotels for the support provided for 10 years in the fund management!



GRADUATION CEREMONY OF THE AMRESORTS SOMMELIER CERTIFICATION PROGRAM 2018





For 2019, we start with the 3rd generation of the program with an extended schedule and with subjects that are relevant to AMResorts.
Congratulations to the graduates!



The 2nd generation of the AMResorts sommelier certification program started on June, 2018, endorsed by the Escuela Española de Sommeliers.

In this certification program we were visited by Mauricio Millán, sommelier of Monte Xanic; Ever Nakawé, mezcal master of mezcal Nakawé; MS Iván Guevara, director of the Escuela Española in America; and the local talent of the sommeliers Jaime Basauri, Jonathan Verduzco, Petrus Coenders, Jaqueline Jiménez and Carlos Miramontes.

Some of the subjects of this certification program were enology, viticulture, wine geography, additionally to a pairing class, visit to Cervecería Artesanal Pescadores, administration of a wine program and the responsibilities of a sommelier.

On April 12th, at Secrets Silversands, in the company of their families, 36 students received their sommelier certificate from the hand of VP Erick Freudenthaler, VP Gino Auterio, David López, managing director and Carlos Miramontes, director of the certification program.



DREAMS RIVIERA CANCUN

CLUB PREFERRED
CANDY BASKET FOR
CHILDREN’S BIRTHDAYS

REGION
SOUTH MXCAR

BENEFITED CUSTOMER
Guests

INDICATOR
Guests’ satisfaction and CRM.

TIME
1 week

COST
\$140.00 Mexican pesos

RESULTS
The unforgettable experience of children on their birthday.

DESCRIPTION
To identify families whose children are celebrating their birthday to put a candy basket in their bedroom. We reuse the baskets from the remodeled rooms to put the candies and a little turtle in.

SECRETS PLAYA MUJERES

CONCIERGE
SCOOTERS FOR RENT

REGION
NORTH MXCAR

BENEFITED CUSTOMER
Guests / owners

INDICATOR
Improvement in guests’ satisfaction / non-package income.

TIME
1 month.

COST
\$28,800 Mexican pesos each one.

RESULTS
The investment is estimated to be returned after 32 days of rent.

DESCRIPTION
We decided to purchase two electric scooters to fulfill the needs of some of our guests with disabilities and avoid mediators. It is reflected directly in the property income and a very fast investment return. Since it is very feasible, these scooters will be also available for rent in Dreams Playa Mujeres.

ZOETRY AGUA PUNTA CANA

POOL & BEACH CONCIERGE
WATER SHOES

REGION
Dominican Republic

BENEFITED CUSTOMER
Guests, beach concierge and lifeguards.

INDICATOR
Guests’ satisfaction, ReviewPro, VSQ and TripAdvisor.

TIME
2 semanas.

COST
\$ 25 USD

RESULTS
It improves the beach rating in guests’ satisfaction and other indicators.
It prevents injuries by rocks and reefs.

DESCRIPCIÓN
Our beach concierge has water shoes available for guests that want to explore the reefs. These water shoes are later sent to laundry for washing and drying.



DREAMS LOS CABOS

FOOD & BEVERAGE
SCREENS IN RESTAURANTS
DISPLAYING INFORMATION

BENEFIT
Guests’ satisfaction / the image of the restaurant / standards compliance.

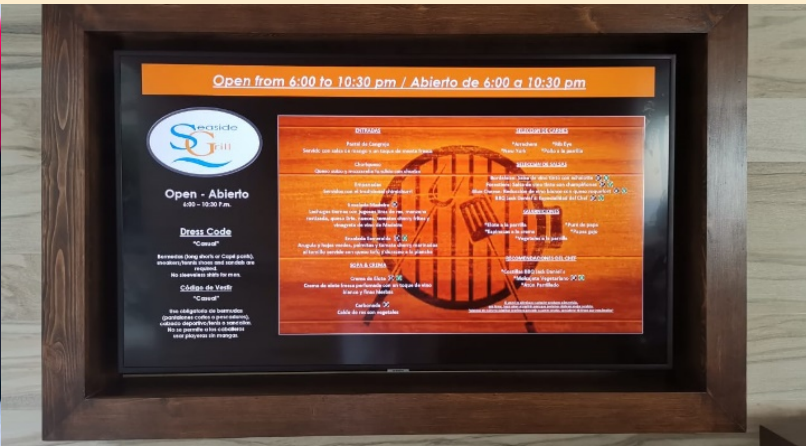
COST
\$ 10,000.00 each screen.

DESCRIPTION
In order to improve the image of our consumption centers, to innovate and to comply with our brand standards, we placed some interactive screens that display the restaurant schedules, dress code and menu.

HOW IT WORKS
We placed screens in the restaurants that display the menu and dress code.

DEPARTMENTS INVOLVED
Food & beverage / maintenance.

TIME
1 month



DREAMS LAS MAREAS

FOOD & BEVERAGE
LOW-SUGAR POPSICLES

BENEFIT
To improve our guests’ satisfaction by providing the option of low-sugar popsicles in the pool areas.

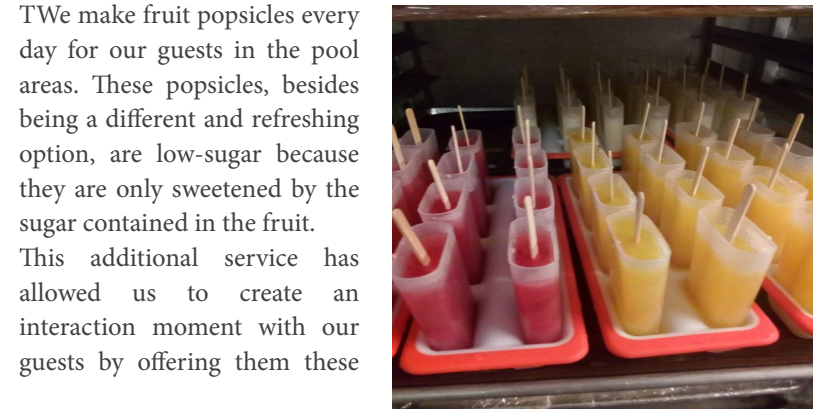
COST
\$0.2 USD each popsicle.

DESCRIPTION
TWe make fruit popsicles every day for our guests in the pool areas. These popsicles, besides being a different and refreshing option, are low-sugar because they are only sweetened by the sugar contained in the fruit. This additional service has allowed us to create an interaction moment with our guests by offering them these

HOW IT WORKS
We made fruit popsicles for guests in the pool area.

DEPARTMENTS INVOLVED
Kitchen / bars.

TIME
1 hour/day.





CORPORATE FESTIVALS **FULL ENTERTAINMENT**

BY: JENNIFFEN VIOLA BURDIER
F&B ADMINISTRATIVE COORDINATOR.

In order to improve and implement more options for our guests, we have been offering gastronomic festivals implemented by our corporate during all these periods. These activities have been complemented with artistic groups to give more emphasis to the festival and at the same time offer more than a gastronomic experience, a completed entertainment.



In addition to creating satisfactions moments to our guests, we also care about reducing costs to the maximum level. That is why we look for alternatives to balance these two factors.

Being a hotel with only 96 suites, we are limited to offering options due to the cost of food and beverages. That is why instead of offering a corporate set menu of the gastronomic festivals in one of our restaurants, we look for the alternative of making them buffet style, with bands or ballet, in areas most

visited by our guests such as the pool area.

This option allows us to avoid losses of “*Mise in place*”, generating at the same time an extra activity to the guests and, above all, generating less flows in the lunch restaurants. Our customers enjoy it to the fullest, since it is another special gastronomic option in their place where they found it comfortable.



HOW TO MAKE YOUR OWN JERK CHICKEN AND JERK SAUCE STATION.

BY: CARLOS SORIANO, F&B MANAGER
RAMON SANTANA, EXECUTIVE CHEF.

With the intention of creating another space to enjoy the gastronomic offer at Sunscape Montego Bay, we implemented a Jerk Station where we grill this traditional and exquisite dish: JERK CHICKEN.

Our Jerk Station is made of a barrel that we cut and transformed into a grill and a mobile work table, courtesy of our maintenance department, decorated with the colors of the Jamaican flag by our animation team. In this way we saved money by not purchasing an industrial grill and the result was a traditional

and folkloric Jerk station. In this way, our guests live a true Jamaican experience every day, near the beach and the pool areas without having to go to the buffet.

To obtain this great and traditional flavor we mix: garlic, scallions, thyme, soy sauce, vinegar, salt and

black pepper to season the chicken. We also add a “magic” touch by adding a variety of hot peppers. For a better flavor, we marinate the chicken one day before.

The main secret of this grilled dish is to use natural coal, which our suppliers supply directly from the countryside.

We serve the jerk chicken with the famous jerk sauce. The ingredients of the original jerk sauce are from the country and our purchasing department works with one of the largest and most prestigious companies that produce jerk sauce: Grace Kennedy, established in Kingston. This sauce is surely the one with better value-cost relation and also has the best customer satisfaction for its natural flavor “this sauce is just like momma used to make it”. Moreover, this sauce can now be purchased internationally, due to an agreement between Grace Kennedy and Amazon.

This famous dish is also served along with one of the most traditional garnishes in Jamaica: the festival. To prepare it, we mix wheat flour, cornmeal, baking powder, salt and a pinch of sugar to form a soft dough, then we cut it into small pieces and these are fried until they get a golden color.



Our bar manager proposes to combine jerk chicken and festival with a tradition drink with the colors of Jamaica: the “Bob Marley shot”, made of syrup of grenadine, banana liqueur, mint liqueur and white rum.

Our Jerk Station is also a meeting place where our chefs interact with our guests; they tell them about the secrets of traditional Jamaican cuisine and share gastronomic experiences. We also take advantage of this opportunity to invite our guests to participate in our cooking classes that we offer together with the entertainment team. The favorite class is the preparation of the ackee and cod, another exquisite and original Jamaican dish.

We received a lot of positive comments about this Jamaican experience that started as a team project to improve our guests’ satisfaction and also help to reduce the costs of the buffet.



WINE-BASED SUMMER COCKTAILS

Summer arrived with days full of sun and beach for our guests. It is the perfect excuse to prepare fresh cocktails ideal for this season. In Secrets the Vine, we found a way to give a twist with cooler drinks. Our proposal is an author's cocktail bar where the main ingredient is wine.

THE STYLE OF A WINE-BASED COCKTAIL

The variety of aromas and flavors that we can find in the wine make this a protagonist of great interest for our bars. We seek to mix it with herbs, spices, citrus and bitters as well as with light liquors where the combination of these result in a fantastic and ideal cocktail to drink before dinner.

BALANCE IS THE KEY

While using wine in cocktails, you need to find the harmony in sourness and tancity with the structure and the use of liquors. The spices must also add scents and complexity to our cocktail.

For this season, we suggest to use light red wines, Sauvignon blanc, rosé and sparkling wines mixed with gin, tequila or mezcal.

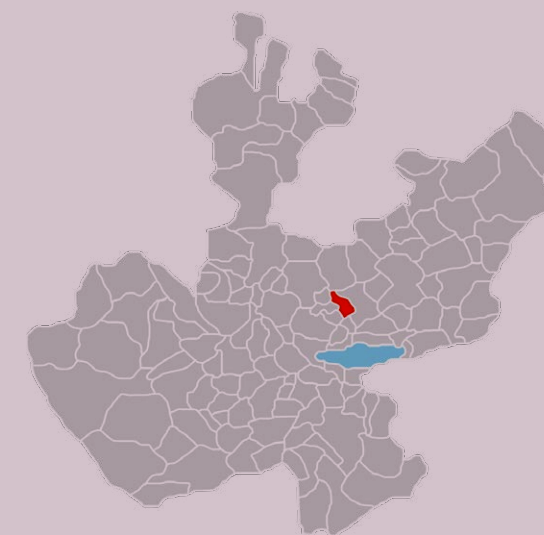


ART IN GLASS

TO EXHIBIT IN THE BUFFET

Looking for different options for assemblies of our Mexican restaurant and buffet we found a supplier that has the best quality artisanal products and has also the option to customize a design, which is always very attractive (*specially to foreigners*).

The tradition of glass came to our country from Europe. The first glass factory named “El Crisol” opened in 1749 in the city of Puebla, where began a tradition that would be later recognized worldwide.



“Arte en vidrio” is a workshop in Tonalá, Jalisco was founded more than 15 years ago. There we can find blown, thermoformed and cold-worked glass pieces, which are very colorful and very Mexican-style, perfect for food exhibition in a buffet, amenities and different service settings.



THEMED EVENTS

Our guests prefer to pay for events that are different, distinctive from their friends' and family. In SUDIX we decided to focus our efforts on creating different environments and carry out themed events, always seeking to execute our clients' dreams.

Additionally, we proposed ourselves to find ideas and learn about avant-garde and popular ideas in the world, aiming to create the appropriate settings and atmospheres for a social event and make the dreams of customers come true.

We needed support from experts, so we looked for alliances with specialized suppliers, and coordinating efforts with our sales and banquet service team we got the following ideas:



The movie "Coco" for children's birthdays, "Mis XV años son color rosa" for our quinceañeras and "Rock & Love" for birthday parties. The result has been very flattering, since the

comments we have received are most of amazing experiences, and these have inspired other clients to book their events, resulting in an increase in revenue and promotion to our hotel.

We will continue exploring new themes, conquering more guests and customers, innovating and creating events totally different from the traditional ones.

We are always creating unforgettable experiences. SUNSATONAL!



ALUMINUM CHOPSTICKS

BY: MR. ABRAHAM PEREZ
F&B OPERATIONAL ASSISTANT.

To replace the traditional wooden sticks, that besides being non-reusable and a frequent expense with no return, we decided to purchase an item that can be reused and made of a completely harmless material such as aluminum. In addition, it has a luxury appearance that mixes well with the assembly of the tables.

Even if it seems like an expense, it will result in a good investment since they are durable, and in a medium term the results will be the cease of purchasing single-use items. In addition, we will see results in the improvement of comments of our guests' satisfaction since the presentation cannot be compared with the wooden sticks.

Chopsticks are dining utensils that consist in pairs of sticks of equal length that have been used in all of Eastern Asia for more than two millennia. They were first invented and used by the Chinese during the Zhou dynasty. The chopsticks later spread to other countries throughout the East, South and Southeast Asia including Taiwan, Japan, Korea, Vietnam,



Cambodia, Laos, Nepal, Malaysia, Myanmar, Singapore and Thailand and to a lesser extent: the Philippines.

The sticks are soft and often conical. They are commonly made of bamboo, plastic, wood or stainless steel. Other materials less common may be titanium, gold, silver, porcelain and ivory. Chopsticks are held in the dominant hand, between the thumb and fingers, and are used to collect pieces of food.

The standard Chinese term for chopsticks is kuàizi. In Japanese, the chopsticks are called hashi but they are also known as otemoto. In Korean, it is jeotgarak which is composed of jeo that means "chopsticks" and garak that means "stick". The word jeo cannot be used by itself, but it can be found in other compound words such as sujeo, which means "spoon and chopsticks". In Vietnamese, chopsticks are called đũa which is one of the oldest Chinese terms. In Filipino, chopsticks are called sipit ng intsik, which is a compound word where sipit means "grip" or "tweezers" and intsik which means Chinese.

The average monthly expense in wooden chopsticks was \$6,456.00 pesos. In March, 120 stainless steel sets were purchased with a useful life of one year making an investment of \$39,128.00 pesos. With this purchase, we will have an average annual saving of \$38,344.00 pesos, besides helping the environment at the same time.





CREATIVITY NEEDS TO BE PRACTICED

BY: EDUARDO AYALA TORRES



In Secrets Aura and Sunscape Sabor Cozumel Resort & Spa we exercise the constant practice of our values where innovation and creativity are part of our day to day.

We have been working with the use of recycling materials to contribute to the planet and the best management of our resources. In the search for new ways to present our dishes we found an original way to serve diners by making the dishes look unique. Working by the hand of the maintenance department, who worked very hard to help us in the creation of the designs that make the amenities and dishes look great at our consumption centers and special events.

The wood was polished, then we marked the edge for decoration and then we inked it to finally finish

with transparent varnish resulting in the basis of room amenities and presentation of dishes in cocktails or special events. We have also integrated organic touches such as halves of coconuts, which may be used to present a Caribbean ceviche and the juice to make a delicious coconut cocktail with avocado. Our pastry chef inspired by the famous reefs of Cozumel also created a presentation of a nightly amenity with these materials. This amenity is mostly used to thank guests for their visit to the Swallows Island and to ensure their return by giving them the opportunity to taste a great selection of pastries.

Subsequently, we wanted to follow the same rustic details to present the main dishes at the Steak House. To achieve this, we got some hardwood logs, which were cut very precisely to shape the bases in which the chef's proteins look spectacular, giving a very special touch when it arrives to the table.

After seeing the result of these creations, the wit and the quality of work of our colleagues, we asked



them for some chests to put some amenities inside them for our guests. These amenities will make the difference when arriving at the room after dinner and find a sweet detail before going to sleep.



MAXIMIZATION OF THE RAW MATERIAL OF **POTATO AND CARROT**

BY: ALBERTO TORRE,
FOOD & BEVERAGE MANAGER.



“We cannot allow a third of all the food we produce to be lost or wasted due to inadequate practices.”

Jose Graziano De Silva

Reusing leftovers in the kitchen is more than an action, it is the value of the responsibility to maximize resources. What do we ask ourselves when we hear the word waste? A small but powerful word when it comes to numbers, these decreases can be naturally generated as part of the transformation of a product such as moisture loss in a cooking or thawing, however these can also be generated carelessness or poor reuse of leftovers in our kitchens.

When we reuse a production process and obtain a final product, it can be given that some of the raw material that we introduce is lost along the way. For example, this happens with the carrot, the potato when we peel them and get rid of the peel. This peel represents a cost that significantly impacts monthly results.



As resource managers in the gastronomic field, we are committed to maximizing leftovers, which is why at the Hotel Dreams Palm beach Punta Cana we carry out an exercise in maximizing the raw material of potato and carrot.

We have set out to reuse all the skins of these two products by reusing them in croquettes, breads, cakes and pancakes, resulting in the maximization of these two products.

We present an exercise of how much product we are reusing instead of throwing it away in the trash as is normally done in food establishments.



This dish was previously always served with french fries; however, we noticed that in many cases our guests wouldn't eat the french fries. For this reason and aiming to lower costs, the waiter was taught to do the following speech.

The guest asks for a hamburger and the waiter asks the following question:

“Of course, Mr. / Mrs. Martinez, would you like your hamburger with a fresh salad?”

By saying this, approximately 50% of the guests do ask for the salad, making us save \$7.00 Mexican pesos per order. Being the most popular dish of the hotel, it represents a saving of \$24,563.00 Mexican pesos in total, only by changing the french fries for salad in 50% of the orders from April to June, 2019.

**The other 50% of the guests wanted the french fries. We do not deny the french fries but we first offer the low-cost salad without decreasing the quality of the hamburger.

“Being the most popular dish of the hotel, it represents a saving of \$24,563.00 Mexican pesos in total”



FRENCH FRIES OR SALAD

One of the activities we are doing at the Reflect hotel to improve costs, especially at the Beach Bar & Grill, Barefoot and La Cevicheria bars, is to ask our guests if they would like fresh salad with their hamburger.



ECOLOGICAL STIRRER



In BRCSL we are committed to make the most of each one of our ingredients. We committed ourselves to reuse the mint stalks from the bars to reduce the economic and ecological impact caused by the use of conventional plastic stirrer.

We have implemented these ecological stirrers in our bars. The stalks are previously washed and disinfected for their reuse and once they are ready, our guests are invited to take one and also be aware of the reduction in the use of plastics.

This measure goes by the hand with the non-use of straws in beverages and has been documented and will be part of the activities we present in the Rain Forest Alliance certification.

Our guests love the idea and participate without hesitation, they even take pictures of this original idea and how they take care of the environment and share them on their social networks.

- Each stirrer costs \$0.71 cents.
- Our 2018 consumption was 24,000 stirrers.
- Our benefit for this 2019 will be saving \$17,040 pesos.

FROM OUR BOTANIC GARDEN TO THE SUN CLUB LOUNGE



the harvest of our botanical garden.

By doing this, we simplify the purchase process, warehouse management, glass container recycling and the most important thing: we offer a fresh and handmade product at our bar for breakfast.

In the Sun Club Lounge of Sunscape Puerto Vallarta you can find these exquisite jams to combine with cheese and desserts:

- PAPAYA & PEPPERMINT
- ONION & CHILE PIQUÍN
- PINEAPPLE & GINGER
- ORANGE & ROSEMARY
- GUAVA & BASIL



In order to provide a different selection of jams in the Sun Club Lounge area, we asked for a quotation of branded jams and after reviewing the cost of the investment and the possible loss after opening the bottle, we decided to offer our guests homemade jams made by our pastry chef with a delicate flavor from





LP GAS INSTEAD OF FIREWOOD AND COAL

By: ANTONIO SPADARO, F&B MANAGER.



At Secrets Capri Riviera Cancun we care about the quality of service for our guests, and taking care of the service costs at the same time. There is something very important that we cannot ignore and this is generating savings in the department of F&B.

We unconsciously carry out activities that apparently would be to improve quality, and these activities have a significant impact on the expenses, specially supplies. Therefore, we continuously seek savings without sacrificing the quality that characterizes us with our Unlimited Luxury concept. The trial-error controls and continuous improvement are habits that exist in the different areas of the department.



We will share some activities that were carried out and that represent a better management of resources and at the same time reflect a direct benefit to the Gross Operating Profit (GOP).

In the steward's department one of the main expenses of the budget, is the firewood for the pizza oven in Cactus Club, and the coal for the grill in the Barefoot bar. It was decided, according to the principle of

improvement/savings and without sacrificing the quality, to change the operation of these two centers of consumption into LP gas by modifying the oven with specific gas flutes and purchasing a Vulcan VCRB36 gas grill with a steel table and tires included.

These improvements have generated the savings reflected in the following table:

PRODUCT	COST PER KG PER DAY IN MXN	QUANTITY DAILY	MONTHLY PURCHASE	EXPENSE MONTHLY	ESTIMATE YEARLY EXPENSE	ESTIMATE YEARLY SAVINGS FIREWOOD + COAL
Firewood	\$ 400	20 pcs	600 pcs	\$11,700	\$ 138,450.00	
Coal	\$ 115.0	20 kg	600 kg	\$3.450	\$ 36,689.07	
Gas	\$ 34.00	3.5 kg	105 kg	\$1006	\$ 12,072	\$163,067.00



KITCHEN AREA TO WASH FRUITS AND VEGETABLES

The Secrets Silversands Riviera Cancun hotel carries out several activities in order to optimize and increase the life of the equipment and raw materials of each department. In the case of food and beverage, these activities have a positive impact on the budget allocated for each area.

An example of the aforementioned is what our executive chef Jose Mena and his team are doing. Fruits and vegetables are very important and essential for the operations. Not taking care of these properly could be reflected in higher costs by the end of the month; otherwise, if its use is controlled, it may bring significant benefits for the entire operation. That being said, the chef assigned a specific area of the kitchen where only fruits and vegetables can be washed.



The fact of having a specific area to wash and disinfect fruits and vegetables generates the following benefits:

- All fruits and vegetables are being controlled by a single person who delivers the orders.

- The chemical used for fruits and vegetables for washing and disinfecting can only be used in this area, so the supervisor in charge is responsible for promoting and encouraging the rational and proper use of chemicals. It impacts positively not only in the kitchen but also the steward area, it helps us to maintain our Crystal and H standards and generates a culture of savings.

- All the fruit collected that was not placed in the buffet, and was not placed in the decoration of desserts either or in the production of salads, is used for the preparation of jams that are bottled in attractive containers to offer a greater variety of flavors to our guests at breakfast. The satisfaction is reflected in excellent comments and this activity helps us to significantly reduce the opening of portion jams that generate a high expense and are our guests do not make the most of them.

- The peels and seeds obtained during the production process, and that will not be used for certain recipes, are responsibly collected and delivered to the maintenance department that is responsible for producing compost for the plants. The soil obtained from organic waste will be essential not only in the growth of plants throughout the hotel, but also to germinate such seeds in a small garden where the gardening team is responsible for sowing and harvesting the fruits obtained.

- In addition to this, the person responsible for fruits and vegetables with the support of our head of bars, created a roll of garniture, consisting on giving to the bar staff a portion previously established for their service with 3 daily varieties that ensure fresh and seasonal fruits for our drinks and its presentation.

These “small” activities do not require investment of time or labor; however, they generate great daily savings, a new and attractive product for our guests, and above all, the staff feels involved in the process and see the immediate result of their actions.



COCKTAIL WITH MANAGERS

BY: MONIQUE WEDDERBURN
F&B ADMINISTRATIVE ASSISTANT.



to observe the amazing sunsets that can be seen from our property. It is the perfect scenery for a relaxing moment.

the variety of canapés to be made for this event with the sole objective of satisfying and exceeding the expectations of our guests. Along with our pastry chef, we selected some treats that are traditional from our island, Jamaica, just as a sample of our great culture. One of these treats is the Jamaican fruit cake, made with our local rum and soaked in our own sweet wine. In addition to this, we have a sandwich made of grated coconut plunged in reduced sugar, known as Pink-A-Top.

We aim to be innovative with our presentation and offer small treats for attendees, and for the drinks we have chosen to use pineapples instead of traditional glassware. We take care of the presentation with delicacy, removing the heart and fruit leaving the inside of the container ready to pour a tropical cocktail that will delight even the most demanding palates.

Our kitchen team strives daily to go beyond with eye-catching presentations and delicious flavors. The executive chef is the one who makes the selection of



At Zoëtry Wellness Resorts and Spa, we organize a weekly cocktail with managers for our guests that are usually held on Mondays. This gives our managers of the resort the opportunity to interact with our guests creating an atmosphere of familiarization. Our guests also use this space to interact and meet our new collaborators, creating links and lasting friendships.

The event takes place on the terrace of the Coyaba restaurant, the area is decorated with a bonfire, being one of our favorite places for romantic dinners and



THE MAGIC OF PRODUCTION

BY: JORGE JIMENEZ M, F&B MANAGER;
MARIO HERNANDEZ O., EXECUTIVE CHEF.
COLLABORATION: ARTURO VALADEZ, CHIEF STEWARD;
DANIEL MEZA, WEDDING MANAGER.

This technique takes us through different fields, imagination, limited or plentiful resources, spaces, themes, locations and particular tastes just to mention a few.

The assembly is undoubtedly the dress of the party or meeting that enchants us from the entrance, it excites and leads us to expectations and even interesting fantasies that suddenly change the emotions of our guests. It is undoubtedly the seal of the party that takes our guests to a different environment and suddenly changes his mood, which will positively influence the event and will undoubtedly determine its success.

Outdoor assemblies require a very complete production but offer a relaxing and freedom environment. For example, an assembly on a



platform over the pool takes a lot of resources and work, but the results are excellent in the eyes of the spectators and add a little touch of magic, as well as generate interesting profits.

The taste of our customers lead us to make assemblies loaded with elements that make us think: where are we going with this? In the end we find pretty attractive results that deserve a lot of attention.

We do assemblies in closed environments with the control of all the elements, such as light, climate and space. A wonderful place, elegant, formal, planned with little tolerance for surprises, but open to everything positively and offering stimulation to all senses, from the start, during the event, until the end. Possibly maintaining very beautiful visual effects in the decoration of the place, as well as the presentation of food and drinks.

Rustic assemblies should not necessarily be abrupt. A homemade table with pallets becomes an elegant and useful rustic element adding the correct elements, and an outdoor assembly will be great even for the most demanding guest.

The hidden elegance of outdoor assemblies always has a wow but relaxing effect, which lets us enjoy everything around us.

Of course, our gastronomy is full of beautiful, elegant and casual assemblies that also meet our expectations and open the desire to take a picture, to reinforce the proverb that everything enters through the eyes and then through the mouth.



FROM TRADITIONAL GROUND COFFEE TO COFFEE BEANS

Here at our Hotel Sunscape Curaçao, the food and beverage department remains in a constant commitment to provide excellent service to our guests. This can be very challenging due to the amount of options that we have. The most important factor is to maintain our costs, but with high quality products. The challenge is to think every day about how to make our product more efficient day to day, month to month without affecting the quality of the product. We have a great challenge in selecting the right supplier that gives us the great combination of quality, price and consistency in the quality of the products that they have to offer.

It is a daily challenge to think about how to increase the satisfaction of our guests while maintaining the financial efficiency balance and the quality.



The supervision team managed to generate significant savings in the consumption of coffee based on an analysis of consumption. In our Word Café restaurant, the coffee is an essential product for breakfast and we knew it was also possible to maintain the quality and of course, the quantitative side.

With this action we managed to reduce consumption by

- 1) Amount of coffee bags daily drawn from our warehouse.
- 2) Saving a significant percentage in our daily cost.

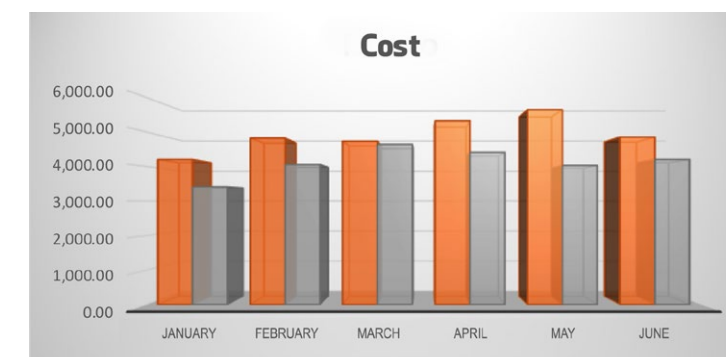


CONSUMPTION OF TRADITIONAL COFFEE IN 2018

Description	January	February	March	April	May	June	TOTAL
Quantity	143	164	161	181	192	165	1,006.00
Cost	4,207.06	4,824.88	4,736.62	5,325.02	5,648.64	4,854.30	29,596.52

CONSUMPTION OF TRADITIONAL COFFEE IN 2019

Description	January	February	March	April	May	June	TOTAL
Quantity	116	138	158	150	137	143	842.00
Cost	3,412.72	4,059.96	4,648.36	4,413.00	4,030.54	4,207.06	24,771.64



4 BENEFITS OF COFFEE

1. CONTAINS ESSENTIAL NUTRIENTS.

First of all, one cup of coffee contains B2 and B5 vitamins, magnesium, potassium and niacin. In addition, it is the largest source of antioxidants, larger than fruits or vegetables.

2. IMPROVES THE BRAIN FUNCTION.

Caffeine is the most consumed psychoactive in the world and is the most important asset contained in this drink.

Only by consuming it, the brain increases substances such as dopamine or norepinephrine and accelerates the

brain activity. It improves concentration, memory, mood, energy levels, reaction times or cognitive function in general.

3. IT HELPS YOU TO BURN FATS.

Caffeine is present in most nutritional supplements that help you to lose weight. It is one of the few natural substances that promotes fat burning. Warning! The excessive consumption of caffeine reduces such effect.

4. IMPROVES PHYSICAL PERFORMANCE.

Another advantage of caffeine is that it increases adrenaline levels. Which means that fat cells separate the fat in the body and are released as free fatty acids, which we use as fuel while doing exercise. This is one of the main reasons that explains why athletes drink coffee before competing.





WATER STATION IN BAR HIPPO'S,

PURIFIED WATER STATIONS

Bix a bel! We wanted to break paradigms and discovered that the best allies to solve any problem are our guests because they propose solutions and we obtain results.

In Zoëtry Paraíso de La Bonita we found an alternative to the excessive use of PET (*polyethylene terephthalate* or *polyethylene terephthalate*) that negatively impact the environment and it does not end there. They increase the littering that is generated

in the resort as well as the cost of drinks, they pollute the areas for guests and sometimes they end up in the sand, the sea, the mangroves, etc.

The alternative is very simple and friendly for our guests. We placed some purified water stations in strategic spots in our resort where guests can take a small pot or a glass of refreshing water without contaminating in doing so.

For zero-risk areas we use jars made of glass and for pool and beach areas we use polycarbonate cups (*also known as Cambro cups*) to avoid breakage and accidents.

The assembly is very simple, harmonious with the decoration, design and existing details. We placed a pair of wooden canoes (one covered in a white cloth napkin and the other one empty for used cups), a water dispenser and a framed sign inviting our guests to use this alternative instead of ordering a bottle of water and making a BIG difference by contributing to protect the environment.

These types of assemblies can be reproduced for different events and are very well accepted by our guests, as they feel involved with actions to take care

“Did you know that a PET bottle takes from 400 to 1,000 years to degrade?”



of the place they are visiting and also feel confident to consume purified water that is available in the areas where they are.

Nowadays, this initiative has had an excellent acceptance and has been positively reflected in the expenses of bars, since we use 20 L bottles of purified water to supply the station instead of increasing the order of 500 ml bottles that end up being for individual and single use.

We hope that our purified water stations idea can be implemented in other resorts and places with the opportunity to do it. We believe that this assembly is beneficial for our guests, our operation and especially our planet.





PHOTOGRAPHY

The maintenance team along with our banquet team created the best photo frame to receive our guests in our already known Mexican Night. Our guests are welcomed with warm by our entertainment team with a classic margarita and they are invited to take a picture to be kept as a good memory of a Mexican Night.

Guests are very grateful and satisfied after being received outside the elevator in such a wonderful way at the very beginning of the night and taking with them the picture of the Mexican Night. Later, our guests are taken by our hostess to the main location, where they will be able to watch and appreciate the show and enjoy the feast that the chef has prepared for the evening.



SHABBY - SHABBY COCKTAIL

Based on innovating for the presentation of cocktail groups at home or prospecting with inspection visits, we resorted to the creativity of our carpentry team to develop shabby-shabby styled furniture where the possibilities of displaying snacks and drinks at different heights with so much color and style to show variety and impression at the first glance.

With a very minimum but really productive investment, we made it possible to create the concept of shabby-shabby cocktail leaving a good impression on our guests after attending a cocktail party with this presentation. Guests like to take pictures next to the structures presented and decorated with the gastronomic accents of our chef and the brands suggested by our sommelier.





ENCHANTED GARDEN DINNER

BY: JORGE ZENÓN, F&B MANAGER.

On this occasion we present the Enchanted Garden dinner, which arose from the necessity to offer different options and places for events. Aiming to adapt ourselves to the new challenges and preferences, we sought different options to provide the food and beverage service to our guests who are looking for new experiences.



It is all about breaking paradigms and taking risks to do different things such as a 5-course pairing dinner with a personalized menu according to the taste of our guests in places that we commonly observe but we don't see the as opportunities.

This dinner can be mounted anywhere in our hotel since all the elements are portable. This allows us to transform any place into the perfect dinner setting, the equipment requires very little storage space and its maintenance is in charge of the steward department.

CREATIVE ASSEMBLIES

By: DENIS RADOUX,
FOOD & BEVERAGE MANAGER



Carrying out an event is not only about selecting a menu but also turning the moment into a pleasant atmosphere so that all guests enjoy the celebration. There are many important aspects such as the decoration and the centerpieces which are necessary elements that will give the banquet area more color and sophistication. The space can be decorated with chandeliers, centerpieces, candles and other options. The assembly is important as well as the furniture, tablecloths, glassware, light, flowers, keeping in mind the tastes and desires of the client, expressing their creativity and good taste to create a pleasing environment to generate impact on each of the



guests with a little help of music, decoration, and excellent service. For this time, the assembly consists on banquet tables and as contrast a more exclusive assembly for a smaller group, showing good taste in both assemblies and always taking care of every detail, and providing excellent service.

MENU

They should select the type of service they want, either classic, banquet of 3 or 4 courses, buffet, food stations or cocktail. They should also pay attention to the flavors they are looking for and choose healthy and good quality products.

CANDY BUFFET

As a final touch, we must not forget to put some snacks: the classic candy buffet, Mexican candies,

salted snacks, fruits, cheese, cold cuts and bread to give our clients the possibility of spoiling their guests from the beginning to the end because they will be able to play with different flavors, creativity and design.





LE MESTISSAGE A GREAT EXPERIENCE

When we talk about miscegenation we also talk about culture and roots, that prevail through adaptation and combination with elements of a different latitude.

Speaking of culinary terms, fusion cuisine is the prevalence of ingredients that, from a cultural perspective, find new meaning in recipes from other places and they bring other stories, new techniques or at least something different.

The purpose of our restaurant Le Metissage is to

renew the story of every dish and each ingredient to create endless possibilities for a unique experience in the palate. Felipe Vega is in charge of making magic. He has directed with special expertise the culinary proposal of Zoëtry Villa



Rolandi Isla Mujeres Cancun and Le Metissage, a fine dining restaurant that today is the jewel in the crown of the island.

He is Chilean who was trained in France, and he knows better than anyone to interpret the essence of this restaurant, since has been living in Mexico for many years and has adopted new ways to interpret and create new stories mixing the ingredients of the Caribbean and the techniques of the old world.

How about trying a Pinole mousse or a Tikin-xic tuna?

You may find combinations like these every day (*except on Tuesdays*) in Le Metissage from 06:30 pm and it is part of the Endless Privileges® program that Zoëtry Villa Rolandi Isla Mujeres Cancun offers to their guests free of charge; however, it is also available for external visitors.



This new implementation consists in the purchase of a dinner in which the guest can taste all the possible lobsters at an affordable price, in which a pleasant and cozy atmosphere is perceived in a fully natural open-air environment overlooking the sea.



LOBSTER BEACH PARTY / MEMORABLE EXPERIENCE

BY: TOMAS SOLANO (F&B MANAGER)

In search of new concepts to generate more income and to satisfy the highest demands of our guests, we have designed a unique and innovative space where the sea, music and gastronomy are the perfect setting to enjoy our Lobster Beach Party. For this, our directors of A & B, Kitchen, Bars, Steward and Entertainment, with their respective teams, worked with great dynamism and creativity that made a difference in this new event.



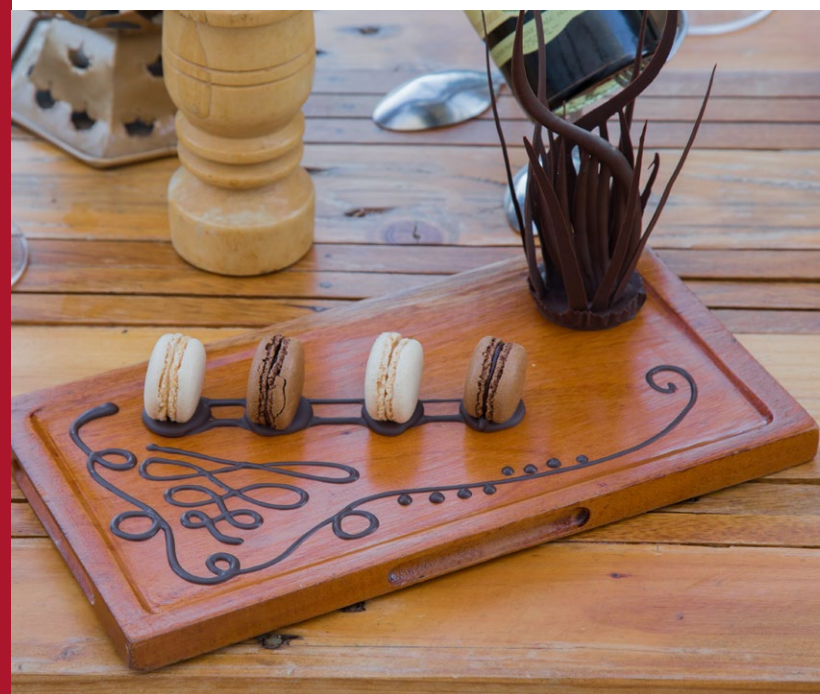
This scenario is characterized by the variety of foods perfect for the occasion provided by our kitchen team, as well as the performance of our team of bars with a mixology bar, trend drinks, premium distillates and wine display to the palate of our guests, the exclusivity and energy that characterizes us is confirmed by our talented entertainment team through an allusive montage to event and live music. We have increased our sales in large proportion, achieving our proposed objectives, focusing both on the sale of dinners and wines, with the arduous goal of continuing to create memorable experiences in our guests and generate revenue.



LA MESA DEL SOMMELIER

BY: JUAN LANTIGUA,
F&B MANAGER ASSISTANT.

At Dreams Punta Cana we are in the continuous search to enhance what we have, always focused on exceeding the expectations of our guests, reducing costs and increasing the NPI's (Non-Package Income).

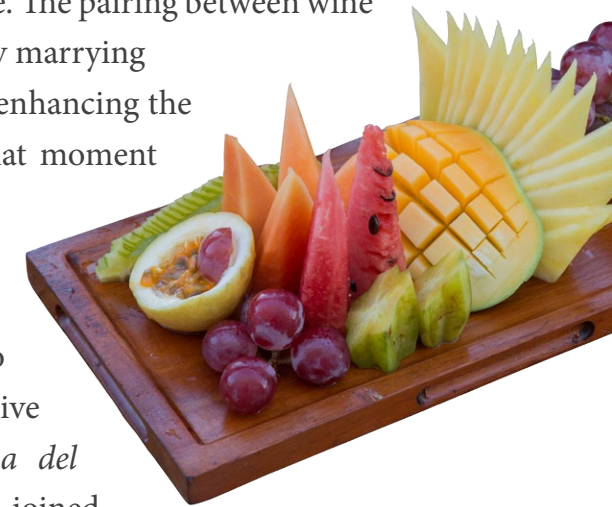


Wines are usually the perfect complement to food; and each dish must be accompanied by a particular kind of wine. The pairing between wine and food is the process of metaphorically marrying a food with a wine, with the purpose of enhancing the pleasure of eating them and turning that moment into an entire experience.

Having said that, we are offering our guests an experience in each restaurant so that they can enjoy a unique and exclusive pairing that we have called “*La Mesa del Sommelier*”. Both, Sommelier and Chef, joined their knowledge to prepare the perfect combinations that lead our guests to experience a tasting menu accompanied by the recommended wine options.

In the field of restoration, pairing refers to the idea of union or marriage. The purpose of the pairing is to combine the qualities of the wine with the ingredients of the food to achieve a harmony between flavors, and it is the Sommelier who is in charge of recommending the combinations to the diners.

This effort of joining our material and professional resources has led us on one hand, to increase the satisfaction of customers who had the opportunity to live this experience, through good comments on the meters (CRM, TripAdvisor, etc.), as well as a considerable contribution to the hotel's Non Package Incomes.





RUM TASTING

BY. LUIS DUARTE CHIEF OF BARS.
LUIS VALLEJOS SOMMELIER.

When we talk about non-package income, generally in F&B we have two options:

- 1) WINE
- 2) ROMANTIC DINNERS

We focus the most in these two options and we invest our efforts and creativity; but what happens when we start looking for new generating sources that may leave our guests with a good taste?

There's no better taste than a delicious Flor de Caña rum. We want to let our guests enjoy and be delighted by its varieties, and at the same time have a true "premium tasting" experience of such an emblematic liquor of Central America that will leave them a good impression and great memories, experiences and pictures that they will share with friends and family when they return home. Most of our guests are captivated by the variety and quality of our tasting that goes from the basic 4-year-old white rum, to the emblematic 25 years rum which will meet the expectations of our guests.

We invest great enthusiasm in the rum tasting in order to have the pleasure of providing our customers with a tasting they will never forget, and



in the end, they are invited to purchase the product to relive the tasting with their friends and also have a souvenir of this experience.

It is very satisfying to see that the tasting is progressing and the desire for consumption of our guests increases as they get to know and awaken their palates, as they are tasting, they are captivated.

After the tasting, our sommelier assists our guests who desire to purchase a bottle of rum and also invites them to our next premiere event: wine tasting, who immediately accept after having such a great tasting experience.

When a guest is satisfied with the experience, the sales job becomes easier. We first gain their confidence and arise the desire to purchase in order to have a better income, greater sales; and therefore, a virtuous circle.





AN UPGRADED EXPERIENCE

BY: GEOFFREY DAVIS (F&B MANAGER).

A resort, in order to be profitable and successful, should not only depend on room sales, but also on non-package revenue sales. But, why would they buy something else if they've already bought an *"unlimited luxury"* holiday?

The answer: to improve the experience. Why? It adds more value to the memory of their trip, and the hotel offers the product in a way that makes the guest really want to buy that added luxury. Today we explore more about creative ideas focused on increasing sales that can improve and increase non-package revenue.

A wedding in the Caribbean is the dream of anyone, and guests will pay the price for such a great experience. Accommodation packages with wedding benefits offer added value by merging the non-package income and lodging income, allowing the hotel to earn even more before our guests arrive to the resort.



When it comes to wine sales, a successful speech usually involves making the special moment even more special. Proposals, birthdays, anniversaries, New Year's Eve; all of them would be greater with a bottle of champagne. In BREMB we have found a way to make our guests buy another wine bottle.

Come to meet our wine cellar. The luxury of having dinner at La Cava at night for buying a bottle of champagne or an equivalent in wine becomes significant. On that night, our clients become the envy of the entire property.

Romantic dinners create the sense of a unique experience in life. The sole decoration of the table is enough for guests to want to buy it, but the dinner menu and the combination of well-paired wines are the key for a memorable experience. Finishing with a photograph of this dinner, joined in hands at the water's edge, under the sunset at after the dinner will make them feel in the heaven.

Innovation in the delivery of added luxury makes the difference, especially when it reflects as a profit. The best romantic memories that will last a lifetime are achieved when guests buy the added luxury we offer. Thanks to the non-package income, we can be more profitable and also improve the guests' experience.



POOL PARTY AT XCELERATE PARTY ZONE

BY: ERICK MARKER, RESIDENT MANAGER.

Before the sunset and the nightlife of Breathless Riviera Cancun begins, there is a completely different element taking place: daytime pool parties. Organized by the entertainment and F&B departments to generate non-package income with the objective of creating experiences. Xcelerate Party Zone combines everything our guests want from a place to have fun and the complexities and energy that characterizes a Cancun Club.

Xcelerate is one of the most impressive places in outdoor party space, with a capacity to accommodate more than 450 guests. This space is accentuated in an innovative style with decorations according to the celebration.

Xcelerate Party Zone has spaces for guests who want to take a sunbath, be relaxed and listen to music in the lounge chairs or in the sunbeds that are available for them.



If guests want something much more than just relaxation, they can book one of the 9 cabins or a space in the green area in a lounge room or sunbeds near the Fizz Bar.

Fizz Bar is a place that has experience with champagne; however, they do not focus on selling champagne.

They create memories while drinking champagne in a fun atmosphere, luxury and comfort. We also create amazing memories for birthdays, bachelor parties, anniversaries, honeymoons, and so on.



Each and every one of the parties in the pool are themed in order to generate an unforgettable experience and are aimed to our guests.

TUESDAY

FLOWER POWER

WEDNESDAY

OLIMPO

THURSDAY

HANGAR

FRIDAY

BUBBLE

SATURDAY

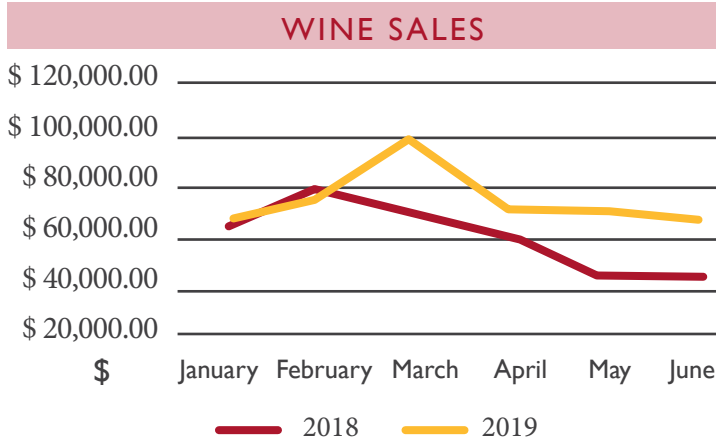
CARNIVAL OF CHAMPAGNE

F&B department, who execute the sales and service operations in the Fizz Bar.

Our conclusion is that the happenings in the party, the decoration and image increase the income. Saturdays are the days in which the Xcelerate Party Zone has more revenues during the “Carnival of champagne”.

We want to share the profits of non-package, in real sale that was generated from 2018 and 2019 comparing it in the first half of the year.

CHAMPAGNE SALES			
	2018	2019	
January	\$ 64,012.00	\$ 66,212.00	
February	\$ 80,138.00	\$ 75,040.00	
March	\$ 70,085.00	\$ 97,901.00	
April	\$ 62,098.00	\$ 71,223.00	
May	\$ 44,575.00	\$ 71,282.00	
June	\$ 44,131.00	\$ 67,921.00	



All parties are hand in hand by a time line that makes the experience of our guests and UVC partners want more of everything at the Fizz bar making great non-package sales.

The champagne signature of the day has provided ideal results within the achievements of 2019. The non-package income is doubling as a result of next level parties created by the Breathless Riviera entertainment team, who make great champagne experiences working together with





PRACTICAL CLASS OF MIXOLOGY WITH MEZCAL BASED COCKTAILS

In recent years, mezcal has become a luxurious craft drink with international recognition and is one of the symbols of the Oaxaca culture. However, although it has positioned itself worldwide as a “cult” drink, a large number of people would not dare to taste it due to its reputation as being “too strong”.

In order to promote the culture of mezcal among our guests and at the same time increase our non-package income at Dreams Huatulco, we implemented a practicing lesson of mixology, taught by the mezcalier master Xavier Amayo, which is carried out in our mezcalería. In this class, our guests



learn general facts of this distillate and its pairing; but overall, they learn to prepare delicious and innovative cocktails based on mezcal, in order to bring the product to all palates.

We provide all the necessary elements (*shaker, jigger, macerator, ingredients, etc.*) including some recipes for each participant. In this way, they can make their own cocktail step by step, making them feel a great feeling by creating a unique experience. This activity has impacted directly in the sales of mezcal bottles, because they want to redo the cocktails they just learned and surprise their family and friends back home.





EXCLUSIVE MENU OF TEQUILA AND WINE

BY: MIGUEL ÁNGEL ROMERO HERNÁNDEZ



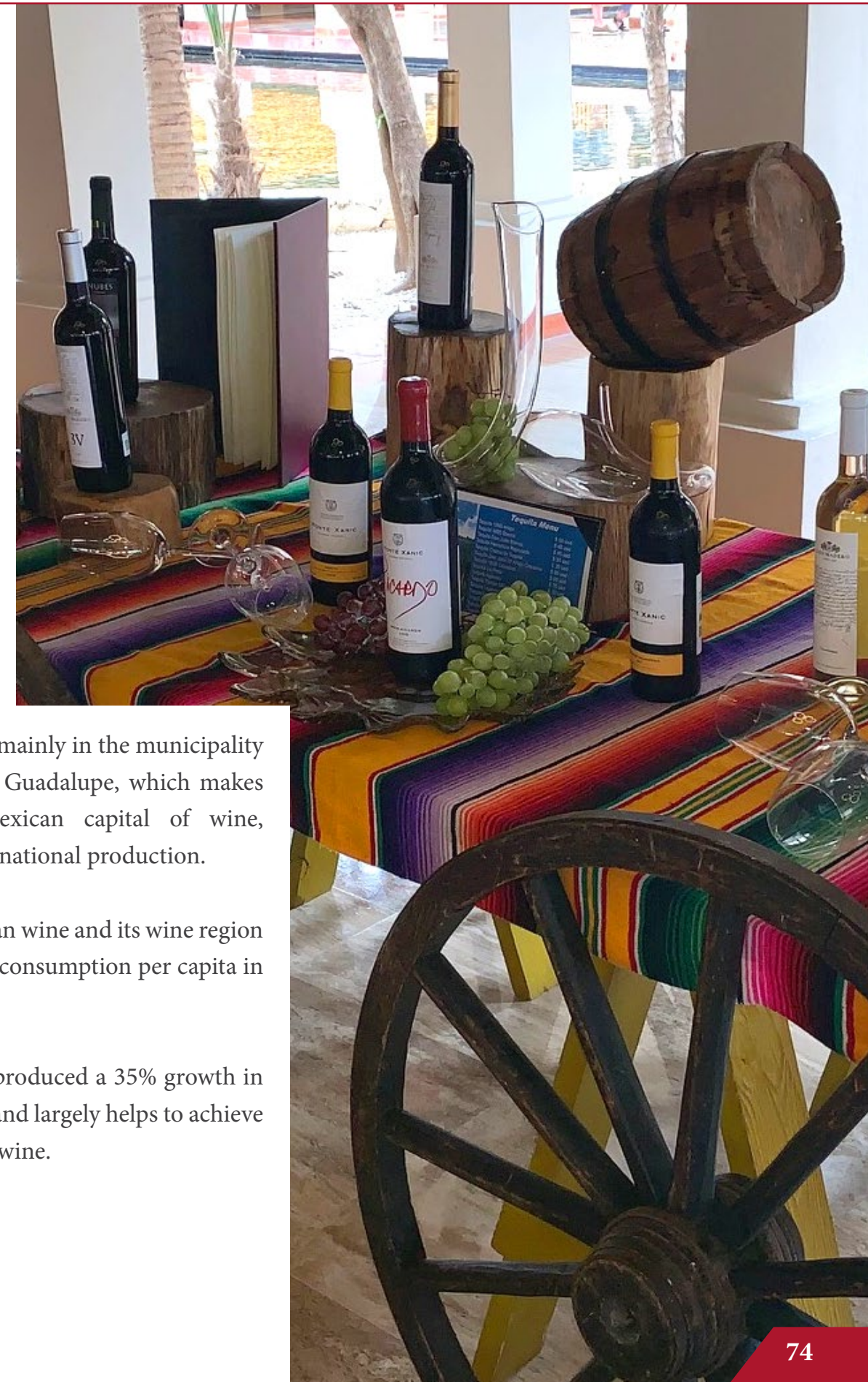
With our assemblies of romantic dinners at the beach we have obtained very important achievements at Dreams Puerto Aventuras Resort & Spa, GREAT SATISFACTION with creative and innovative details causing a high positive impact and excellent comments from our guests, who live unforgettable moments, which translates into a larger sale of wines and romantic dinners under the stars.

Our sommelier designed an exclusive tequila and Wine menu with very attractive and accessible promotions, in terms of variety and prices. It has helped us to publicize our promotions and events that consist of dinner shows at the Oceana Restaurant, beach, our cava, without missing our Tequila Museum where they might enjoy an unforgettable evening in a very Mexican atmosphere and of course our Tequila Crazy Market every Sunday. We have seen very favorable results that directly benefit the up selling, always taking in account the necessities of our guests.



MEXICAN WINE SALES TECHNIQUES

BY: FIDEL CASTAÑEDA SANCHEZ



Being a successful seller does not only depend on skills, ingenuity or luck. Even going out to sell without having a plan and dedicate yourself to improvise could work with a client, but not with everyone. The only way to ensure that a sales team obtains consistent and predictable results over time is technique.

Customers are more educated than ever and have an infinite number of options at their fingertips besides hating the fact of being sold anything.

There are many sales techniques to close deals faster and to sell more efficiently, but

WHAT IS A SALE TECHNIQUE?

The sales technique is a process that covers each one

of the steps that lead a potential customer without great expectations to become a buyer.

I will share a sales technique that we apply in our hotel: Our sommelier Mr. Pedro Tuz, together with Rosa Isela Cabrera, perform a wine display where they show all our Mexican wine brands and our guests are told about each type of wine: the process, the places where it is produced and the popularity they have in our country.

To talk about Mexican wine is to talk about history. The production of Mexican wine is carried out within the states of Aguascalientes, Baja California, Baja California Sur, Chihuahua, Coahuila, Durango, Guanajuato, Nuevo León, Puebla, Querétaro, Sonora and Zacatecas.

The largest production is mainly in the municipality of Ensenada, in Valle de Guadalupe, which makes Baja California the Mexican capital of wine, concentrating 80% of the national production.

There is a boom in Mexican wine and its wine region despite the fact that wine consumption per capita in Mexico is still very low.

This sales technique has produced a 35% growth in the sale of Mexican wine and largely helps to achieve non-packaged income in wine.



THE ART OF UPSELLING IN ALL INCLUSIVES



OBJECTIVE

To offer products and services out of the ordinary and additional to the Unlimited Luxury.

BENEFITS

To surprise and give special guests to weddings, groups and conferences with personalized bottles in their rooms and/or service, which is a memory that will last.

CUSTOMIZED WINE WEDDINGS, GROUPS AND CONFERENCES

MONTE XANIC DESCRIPTION:

Selection of wines from the Monte Xanic brand which with a minimum amount of 48 bottles of a one label they are customized for the event based on the design sent by the clients.

PRICE

R.W. CABERNET SAUVIGNON	\$ 980
R.W. MERLOT	\$ 980
W.W. CHARDONNAY	\$ 750

Price per bottle.

GRAN RICARDO CUSTOMIZATION:

A great gift for special guests of the conference, group or special event with a dedication or a logo printed out, and for weddings any text chosen by the bride and groom.

Minimum amount of 12 bottles.

PRICE

R.W. GRAN RICARDO	\$ 1300
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Price per bottle.





ASSEMBLY IN THE CHILDREN'S BEACH AREA

In Dreams Los Cabos, we always aim to create unforgettable experiences, and at the same time increase non-package income. Dinners for couples on the beach are very common in our resort, so we discover the opportunity to organize group dinners, for friends and small families.



Considering that children may need a space to be entertained next to their parents while they enjoy their meals, we decided to build up a children's area at the beach, lighting every element to make it more attractive, and adding a grilled food buffet with several options.



BY: FRANCISCO RODRIGUEZ (F&B MANAGER), KELVIN VÁZQUEZ (E-CONCIERGE), RAQUEL VÁZQUEZ (MANAGER ASSISTANT).

“Success is the sum of small efforts repeated day after day”. - Anonymous

In the F&B department of Sunscape Puerto Plata Dominican Republic the ‘passion for what we do’ is the most important. We are aware that in the hospitality industry there are certain values that we must respect such as service, productivity, teamwork

and innovation. Every one of this employees have proven to be able to give their best every day, to never give up and identify with the AMResorts standards.

ANTONY CID BIERD MANAGER OF RESTAURANTS.



He is one of the most prominent contributors of the entire team. He began his work in the hospitality industry as a bartender with only 18 years old and since then he has made every effort to demonstrate all the skills that he has acquired over time. He is part of our family for over a year and started as ‘Captain of Restaurant’, more then and after demonstrating his extensive knowledge, he was promoted to

‘Restaurant Manager’ and since then, every day he expresses how grateful he is with us for allow you to be part of this company. The most important thing for Mr. Cid is the service, citing his words *“without service we are nothing”*. Similarly, stresses that *“what motivates me to work every day is my past, I am from a humble family and the most important thing for me is to continue working for a better future for both them and me”*.

“I spend more time in the hotel than in my own home, so doing a good job and getting along with my colleagues is my main objective”. We are proud to have a collaborator like Mr. Cid, his consistency in the daily work makes the productivity of the entire department exceptional.

KEYLA DIORELI SUERO RODRIGUEZ HOSTESS

Since becoming part of our family, she has proven to be an exemplary collaborator, always expressing how grateful she is for being part of Sunscape Puerto Plata. She began her work as a waitress, and after



demonstrating her skills in service to guests, she was promoted to ‘Hostess’ where she continues to work with all the enthusiasm that has always characterized her.

Quoting his words *“we are the face of the restaurant and when a guest arrives with his family it is my responsibility to receive him with a warm smile”*. Keyla, has always shown how committed she is to guests, so having her with us is a pride that we do not regret.

The personality, charisma and aptitude of Keyla motivate all the other collaborators to give the best of themselves, so, there is no doubt that we will continue listening to wonders of this special collaborator.

RICARDO ALMONTE PANTRY MANAGER

Mr. Almonte started his hotel career in 1988 and since then he has remained firm in the hospitality industry.

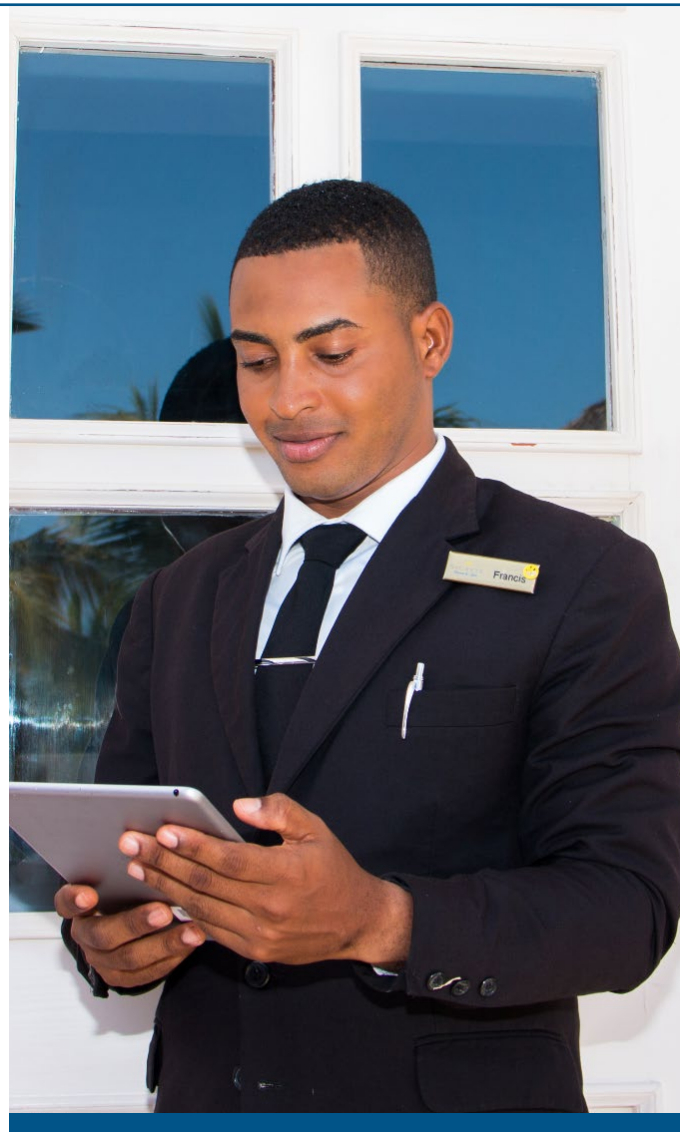
He started as Steward, later he wanted to try something different, so, the goal of entering the department of ‘Pantry’ was planted. Start as an assistant, but then, by demonstrating the enthusiasm and skills, I formally become the Pantry Manager.

Mr. Almonte, in all his years of work has acquired a number of knowledge and techniques that make his work come out exceptionally.

“I think we are artists, because what we do is a work of art”.

There is no doubt that Mr. Almonte is one of our most consistent collaborators in his area of work, day by day he strives for quality and consistency to prevail.





FRANCIS JAVIER

Native of Santo Domingo, he started working in Barceló Hotels in 2011 as a waiter training and then was promoted to the waiter assistant position until he became a waiter, he worked for around two years as a waiter in Barceló. In 2015, after those years working there and determined to look for better opportunities for a better future, he decided to join AMResorts, in our sister hotel Breathless Punta Cana.

He worked there as a waiter for almost two years and then in January 2017 he started working with us, at our prestigious hotel Secrets Cap Cana. Not only that he started working in our luxurious hotel, he was also assigned to be working in one of our most distinguished and sophisticated restaurant, Bordeaux.

In 2018, he did a training for restaurant captain at the Bordeaux and three months later he was promoted. Shortly afterwards seeing his great performance in the position as a captain, he was promoted as the restaurant manager of the Rest. Oceana.

We are proud to see our collaborators like Francis Javier to evolve so fast in our Food & Drinks department. This is the reason why in Food and Beverage we believe in dynamism, teamwork, fast learning, professional growth and most importantly, we believe in our people and their potential.

CARLOS RIVERA

It is always a pride to see the members of our team become the person they want to be and help them build a better life for them and their families. Carlos Rivera is one of our many collaborators who has made efforts to grow in AMResorts.

In February 2017, he started working at Secrets Cap Cana, in the Food & Beverage department as a waiter in the restaurant El Patio. In 2018 after seeing his potential, we decided to send him to prepare as Sommelier at the prestigious wine company El Catador and with the illustrious Sommelier Mr. Pablo Díaz. Carlos Rivera is now currently a Sommelier at Secrets Cap Cana and he is the wine top seller who sells an average of 1.3 USD per Pax daily.

In the department of Food and Beverage in Secrets Cap Cana, we focus on preparing our personnel within the department and outside the department. Nowadays, we have many collaborators that used to work in other departments and decided to carry out training in Food & Beverages and today they are part of our team success and the most important thing is that them as Francis Javier and Carlos Rivera feel identified with Secrets Cap Cana.



BY: ROSA CASTILLO, MANAGER ASSISTANT.

COURTNEY TAYLOR

BY: ANA-ALICIA RAMSAMUGH F&B GENERAL
ASSISTANT MANAGER.

He has stood out for being a young professional, very passionate with his work and recently promoted. He is creative, with an exceptional personality and extremely dedicated to the service industry. Let's meet Courtney:

1. FOR HOW LONG HAVE YOU BEEN IN AMRESORTS?

I have been with AMResorts for over 4 years.

2. HAVE YOU ENJOYED THIS JOURNEY WITH AMRESORTS?

It has been one of the most rewarding because it has given me a way to achieve my short-term goals. Most importantly, it has given me the opportunity to fulfill my passion for the customer service with one of the most dynamic tourism companies.

3. WHY DO YOU LIKE TO BE IN THE FOOD AND BEVERAGE DEPARTMENT? I enjoy and I'm passionate about food and beverages. Working in this department gives me the opportunity to ensure that guests also enjoy it. I am excited that a guest is satisfied with their food and service, knowing that my team and I have contributed to that.

4. WHERE DOES YOUR CONTINUOUS MOTIVATION AND IMPULSE COME FROM? It comes from the inside, it is driven by the passion for service and for making people happy.

5. TELL US WHAT YOU FELT WHEN YOU WERE PROMOTED AS RESTAURANT SUPERVISOR: I felt grateful and spent a few days planning how I could make a difference in this new position.

6. HOW DID YOU BECOME THE WOW'S PRESIDENT IN F&B?

I got involved in creating WOW stories to ensure guests have an excellent holiday by creating experiences that exceed their expectations.



TAYAN JOHNSON

Young chef with many qualities, dedicated, creative and exuberant, in full development, which was also recently promoted. He has an outstanding personality and many years in the service industry. Let's meet Tayan:

1. HOW LONG HAVE YOU BEEN IN AMRESORTS?

I have been in AMResorts for over 8 years.

2. WHERE DOES YOUR CONTINUOUS MOTIVATION AND BOOST COME FROM? It comes from the love I feel for what I do. I feel continually driven to create new dishes and see the smile on our guests when they are enjoying my creations immensely.

3. TELL US WHAT YOU FELT WHEN YOU WERE PROMOTED TO CHEF DE PARTIE: I was filled with immense joy because I was promoted. I had to call my mom to share the good news, it was amazing for me.

4. TELL US ABOUT YOUR COOKING CLASSES WITH GUESTS? It gives me so much joy to see our guests enjoy my show.

5. WHERE DO YOU SEE PROFESSIONALLY IN FIVE YEARS FROM NOW? I see myself continuously growing, moving to the next professional level by obtaining a title of chef sous.

6. TELL US A PHRASE THAT GUIDES YOU IN ALL THINGS YOU DO? Small things make perfection, but perfection is not a small thing.



GONZALO COBA

BY: ADRIAN AIZPURUA
CHIEF OF BARS.

The pride of the province of Panama la Vieja, completing his studies at the technological university as a civil engineer, with an age of 41 years and with 8 years in the lodging business, which have helped him to acquire more knowledge and unique experiences. Gonzalo joined to the hotel Dreams Playa Bonita Panama on November 9th, 2016 as a mini bar supplier, position in which he stood out for his organization, punctuality and his great sense of responsibility. These virtues opened the doors for him in terms of growth and professional development to

become captain of restaurants in our resort, where he also put into practice his previous experience in this position.

He has stood out for being a great collaborator, leading the morning service team. Gonzalo and his team go by the phrase *"never say you can't"*.



NICK GILL

Originally from the province of Panama Oeste, located west of the Panamanian canal and near the Altos de Campana national park, one of the most protected areas in Panama.

He joined us as steward on November 3, 2017 without any previous experience, but with a great attitude and passion for his work development and personal growth, he manages to grow professionally every day, demonstrating that nothing is impossible.

After a year he decided to start his practices in the bar area, due to his great effort and fast learning he completed them in a satisfactory way. When he was 24, he was promoted to bartender and is the engine of his family showing them that each extra mile counts.

Nowadays he continues growing since he decided to go study cocktail and barista courses because his goal is to become the best AMResorts head of bars.



ABDIEL RÍO

Inhabitant of the corregimiento of Veracruz, only 15 minutes away from the Dreams Playa Bonita Panama hotel, with two years of experience as steward and coursing his third year of a degree in systems and programming at the UMECIT.

He decided to apply for his practices always passionate about maintaining the work areas in perfect condition, meeting the required needs, and managing to ascend to supervisor, demonstrating at

all times that the perseverance and determination are key for success.

Nowadays he leaders and motivates his fellow employees to continue growing professionally, showing them that all dreams come true with attitude, teamwork and passion in all that we do.





**SANDRA
ESTRADA OLIVARES**

RESTAURANT MANAGER



She was born in 1980, in Mexico City, she began her career as hostess in Mexico City. Her main duty was helping to verify the allocation of tables and supervision, among other activities such as hostess training. After one year, she requested an internship in the position of restaurant captain.

In December, 2018 she joined the hotel Dreams Sands Cancun as a restaurant captain, where she was offered the opportunity due to her performance, attitude and results when directing two consumption centers. Then, she became part of the team of quality leaders representing the food and beverage department. She then requested an internship to occupy the position of restaurant manager and in April they decided to evaluate her performance, attitude, results, management of staff and dedication, giving them the opportunity to promote them as restaurant manager in the Mexican food restaurant called “El Patio”.

“She was offered the opportunity due to her performance, attitude and results when directing two consumption centers”



**JORGE ANTONIO
HERNÁNDEZ MARTÍNEZ**

COOK A



He was born on November 10th, 1987, in Uruapan, Michoacán. He began his career as kitchen assistant of a seafood restaurant, while he was still coursing the gastronomy career.

Later, he traveled to Cancun to work and get to know the hotel industry, so he joined the Dreams Sands Cancun family in March, 2019, where based on his dedication and performance, he was given the opportunity to be promoted to cook A, to accomplish one of his main objectives in life which is to become an executive chef.

“Where based on his dedication and performance, he was given the opportunity to be promoted to cook A”



MARÍA ESTHER GUTIÉRREZ CORTES

Esthercita, as we call her, was born in Tecpan de Galeana in the state of Guerrero, and arrived to this wonderful municipality of Los Cabos, B.C.S 15 years ago with a suitcase full of dreams.

She began her working life in the municipality, in another hotel chain as an assistant waiter; little by little, going through front waitress and later as sub restaurant manager, she began his studies as sommelier at ONSOM.

On September 3rd, 2018 Esthercita joined the team of collaborators of Secrets Puerto Los Cabos, where she first entered as captain of the Market Café, shortly after and due to demonstrating total dominance in the field, she became the manager of El Patio, restaurant of Mexican cuisine. So, with great perseverance and a mental sharpness, Esther established herself as our sommelier in charge of the Portofino Wine Cellar.

Without any doubt, she has come to invade us with her optimism and joy, always surrounded by her brilliance and a motherly vibe. Along with her work, Esthercita is an exemplary mother with her two children, with whom she enjoy spending time at the beach.

FERNANDO GALINDO GALINDO

Fernando was born in Oaxaca and he joined us as steward a year ago and since the very beginning he showed his desire to grow, moving quickly to the position of supplier of bars, where he acquired new skills and discovered the world of service, fighting once more to become a bar assistant.

Fernando tells us that what he enjoys the most of his days at Secrets is the characterizing fellowship of the boys in the bars.



JUAN LÓPEZ PÉREZ

Secrets Puerto Los Cabos is pleased to introduce Juan López Pérez again. In our previous issue, we told you about the hard path that Juan traveled from steward to waiter's assistant. On this occasion, we happily share that Juan followed with determination and dream of continue growing, until he became front waiter of the Himitsu restaurant.

What he enjoys most about his new position is the responsibility of what it means to be a front waiter, having full responsibility for service, and being able to give all the attention to the guest through his kindness and smile.

NEFTALÍ PORFIRIO RAFAEL

He began his career at Secrets Puerto Los Cabos as steward, a position he held for a year. Thanks to his great dedication Neftalí was promoted to supplier of bars.

With an inexhaustible energy, Neftalí enjoys his free time exercising, spending time in the gym or running. Without a doubt, he has become a worthy representative of overcoming and constant struggle, with his desire of acquiring new knowledge. Neftalí told to us that he is going for more.





TOGETHER WE CAN!

Nowadays, it is believed that the key of an organization's success is based on the development of competences that distinguish it from others. Likewise, the organization can achieve competitive advantages through personnel acquiring added value.

In Secrets Huatulco Resort & Spa hotel we implemented the escalation process. It consists in being a company with greater profitability, thanks to the escalation of the same employees. Similarly, the company saves the training of new employees and counteracts the rotation of staff. This process helps to maintain a good organizational culture.

IVONNE MEZO is a great example of internal promotions at the Secrets hotel. Originally from

Mexico City, but being in Huatulco for ten years, Ivonne started in the hotel in the position of captain and due to her dedication and good performance over a year, he was given the opportunity to become manager of restaurant. Having a full staff in charge, Ivonne is the employee with the largest number of comments in the food and beverage area on the TripAdvisor platform. TripAdvisor is the key platform for the decision of lodging of millions of people. This has been achieved thanks to the excellent service provided to all guests, and the training and good communication with the staff. Within Ivonne's qualities, we can find the innovation that has been implemented in improving processes, such as the use of natural and recyclable resources, to transform them into amenities, as well

as personalized cards for guests, and the chance to make their stay a better experience. *"She is a good manager, very helpful and attentive. She helps us if you see us with a lot of work and she is always positive"*. - Manuel Eduardo, busboy.

Ivonne enjoys her work. The most important thing for her is to always be aware of the needs of her team. Through good communication between kitchen and service, they can work

together and exceed the expectations of our guests. Due to the philosophy on which they work, *"together we can"*, Ivonne and her team have achieved extraordinary changes in the service of the Secrets Huatulco hotel.

"I am very grateful for the opportunity of growth that Secrets has given me. Day by day I am presented the opportunity to improve myself at work and that together with my team we work to achieve the best result". - Ivonne Mezo, restaurant manager.



KARINA ELIZABETH CAUICH RÍOS

ROOM SERVICE MANAGER

On this occasion we want to talk about Karina's growth and tenacity.

She was born in Cancun, Quintana Roo on October 9th, 1986. She studied in her home state, and graduated as business administration. In her spare time, she spends time with her family: they travel, read and learn new things. Karina is a proud mother of an 8-year-old girl who is in 4th grade.

She began his hotel career in 2005, as hostess in the hotel Oasis Viva Cancun. Later, by means of a transfer due to low occupations, she was moved to Oasis Palm Beach as restaurant hostess, and awoke her passion to attend the guests who visited the hotel from different parts of the world. In the food

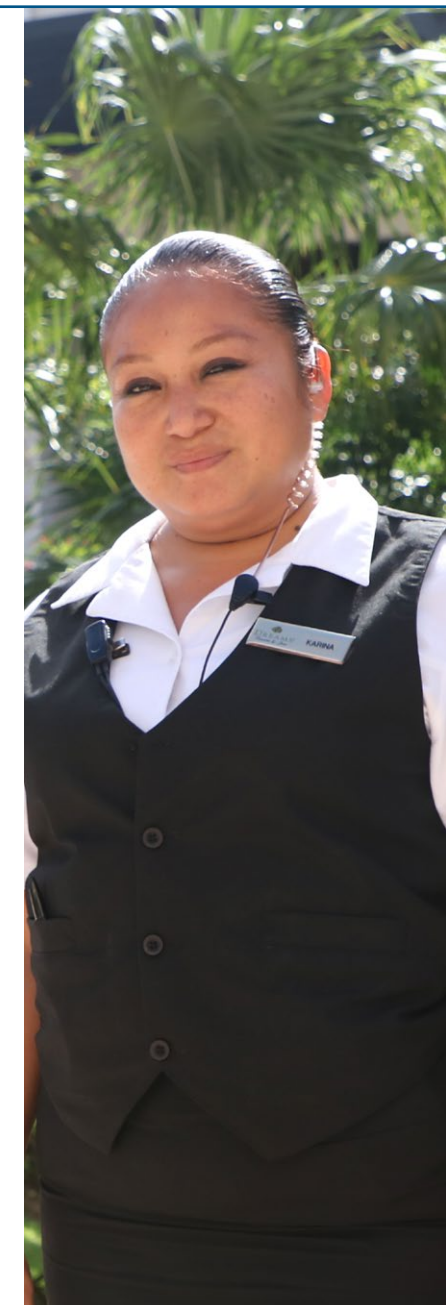


and beverage department, serving the client makes her feel happy and to learn more. However, the continuous decline in occupancy at this hotel, led her to new horizons in a new company to meet and learn new standards.

This is how she arrived at the hotel Le Blanc in 2008, beginning as restaurant hostess, opening a range of knowledge from the food and beverage department. For two years she acquired knowledge to undertake the flight and look for new directions in other prestigious companies such as AMResorts. In 2010 she had the opportunity to work at the Secrets Maroma Beach hotel as hostess of the Portofino restaurant.

After completing her internship as restaurant captain and for his performance and dedication, she was given the opportunity to prove herself by taking orders for room service and banquets. In 2014 she was offered the opportunity to work at the Secrets Silversands hotel in the position of room service captain. In April, 2015 she returned to Secrets Maroma Beach as room service captain.

In April, 2017 she joined the Dreams Rivera Cancun family in the room service department as captain due to her good performance, passion for service and dedication. In January, 2019 she was offered the opportunity to be room service manager, position that has been holding with very good successes.





VIVIANA HERNÁNDEZ ZEPEDA

RESTAURANT CAPTAIN

A young enthusiast who finished her university studies in April, 2018 and decided to take a trip to the Riviera Maya in search of making her way in the hotel field, this is how in August, 2018 she became part of AMResorts.

She began working as hostess at Dreams Tulum Resort & Spa, where contact with guests and the lessons from her colleagues encouraged her taste for restaurant service. These experiences made her practice to be restaurant captain and due to her attitude, performance and perseverance in March, 2019, she was promoted and began to perform her duties as restaurant captain.

In Dreams Tulum she performed with excellence and great positivism and due to his enthusiastic work, she is in one of the most demanding restaurants: the Bordeaux which offers top-quality service.

Viviana is currently taking a certification course at the Escuela Española de Sommelier by AMResorts. She hopes to be able to complete her studies in 2019 and contribute to Dreams Tulum everything she learned and continue to exceed the expectations of guests in each service.

Viviana knows that knowledge is important in order to achieve her goals and fully believes that our AMResorts house will achieve it.



ÁLVARO RAÚL BÁLAM CAUICH

RESTAURANT MANAGER

He began his gastronomic career in the city of Playa del Carmen in the area of cleaning, laundry and steward departments in a 5-star hotel. After 2 years, he was promoted to waiter's assistant, and he worked as a waiter in the year 2000.

It is until 2010, when the AMResorts family integrated him to Dreams Puerto Aventuras. Raúl, as he likes to be told, worked as a waiter until 2012 when he was certified as a sommelier for demonstrating what he learned and providing his service with excellent attitude; he is currently giving the best together with his team. He perfected his knowledge and learned from great teachers who saw in him a great future in F&B.

Raúl is a collaborator who is always pursuing a goal and wanting to learn more. That is what he has been contributing to Dreams Tulum since he arrived in 2018. He joined this hotel as a captain of waiters in the Portofino restaurant, contributing and training the staff in charge to give the best of them and thus achieve together the objectives.

Thanks to his leadership and effort he had the opportunity in 2019 to be promoted as a restaurant manager. Achieving with his team an excellent service with very good results since he is very enthusiastic and pass on his good attitude to his team.

Raúl already has a good experience and contributes a lot with the other departments. He is dedicated and committed to his hotel.

THE SALE OF LIVING LOBSTER IS NOT AUTHORIZED

BY: ALBERTO FLORES,
FOOD & BEVERAGE MANAGER (DREAMS TULUM)



In AMResorts we have very well-established policies and one of them is not having animals in captivity. We are always guided by Rainforest and sustainability guidelines.

It is true that our guests like to eat lobsters but it is also very important for us to meet our policies and we decided to not have living lobsters for

sale. So, when a guest has the desire to eat lobster, we recur to certified suppliers that guarantee their origin and respect the fishing seasons. We do not have live lobsters in restaurants.

In any of the AMResorts hotel is forbidden the sale of living lobsters.





THANK YOU

RESORT

F&B MANAGER

EXECUTIVE CHEF

BREATHLESS CABOS SAN LUCAS	Pablo Cuauhtemoc Huerta Flores	Mauricio Lara Sarmiento
BREATHLESS MONTEGO BAY	Geoffrey Davis	Regis Lacombe
BREATHLESS RIVIERA CANCUN	Erick Marker	José Carlos Galván Paz
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Jorge Blancas	Vacancy
DREAMS DOMINICUS LA ROMANA	Tomas Solano	Vacancy
DREAMS HUATULCO	Sergio Calderón Latasa	Antonio Elizalde
DREAMS LOS CABOS	Leonardo Gomez	Juan Tamay
DREAMS LAS MAREAS	Jorge Jiménez Montero	Mario Hernández Olvera
DREAMS PUERTO AVENTURAS	Miguel Romero	Jorge Alberto Ku Morales
DREAMS PALM BEACH	Alberto Torre	Pablo Villaman
DREAMS PUNTA CANA	Vacante	Pascual Salcedo
SECRETS & DREAMS PLAYA MUJERES	Martín Vázquez	Manuel Chávez
DREAMS RIVIERA CANCÚN	Diego Pérez	Jose Luis Santos Novelo
DREAMS SANDS CANCÚN	Vicente Pulito Armendariz	Erik Manuel Velasco Pacheco
DREAMS TULUM	Alberto Flores	Miguel Alvarez
DREAMS VILLAMAGNA	Luis Omaña	Diego Agrest
NOW JADE RIVIERA CANCÚN	David López	Luis Castellanos Ariza
NOW SAPPHIRE RIVIERA CANCÚN	Fidel Castañeda	Juan Carlos Briones Salaya
REFLECT KRYSTAL GRAND CANCÚN	Francesco Javier Flores	Gaspar Chi González
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Eduardo Ayala	David Reyes
SECRETS AKUMAL RIVIERA MAYA	Denise Radoux	Alejandro Domínguez Román
SECRETS CAP CANA	Félix Pillier	Ibai Torres
SECRETS HUATULCO	Alan Arrevillaga	Francinet Hernández Suastegui
SECRETS CAPRI RIVIERA CANCÚN	Antonio Spadaro	Antonio Martínez
SECRETS MAROMA BEACH	Jorge Zenón Trillo	Mario Jesús Blanco Magaña
SECRETS PAPAGAYO COSTA RICA	Alejandro Viramontes Acevedo	Neftalí Zepeda
SECRETS PUERTO LOS CABOS	Lionel Piombino	Israel Navarro
SECRETS VALLARTA BAY & NOW AMBER	Juan Chavez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Bernard Mazet	Regis Lacombe
SECRETS SILVERSANDS RIVIERA CANCÚN	Victor Maravilla Rocha	José Mena
SECRETS THE VINE CANCÚN	Carlos Torres	Ricardo Cabeza
SUNSCAPE DOMINICAN & BAVARO BEACH	Leonardo Pascual Garcia Mendez	Roberto De Jesus Alcaraz Linares
SUNSCAPE SPLASH & COVE MONTEGO BAY	Carlos Soriano	Ramón Santana Rijo
SUNSCAPE CURAÇAO	Aladino Peguero	Elvis Rosalia
SUNSCAPE DORADO PACÍFICO IXTAPA	Manuel Hernandez	Antelmo Limón
SUNSCAPE PUERTO VALLARTA	Yann Grisseline	Antonio Reyna
SUNSCAPE PUERTO PLATA	Francisco Rodriguez Disla	Andrés Martinez Ciriaco
ZOETRY AGUA PUNTA CANA	Eduardo García	Rafael Tejada Tineo
ZOETRY MONTEGO BAY	Luis Hernández	Lyndon Lawrence
ZOETRY PARAÍSO DE LA BONITA	Felipe S. Vega Arias	Noé Miro
ZOETRY VILLA ROLANDI ISLA MUJERES		Felipe S. Vega Arias