

Salt & Pepper

August 2021 Year 6

**GASTRONOMIC
TRENDS**

OUR PAROTA TREE
SECRETS HUATULCO

BREAKFAST SETTINGS
ZOËTRY MONTEGO BAY JAMAICA

COCO CHAMPAGNE
SECRETS PAPAGAYO COSTA RICA

**ROBERTO
FLORES**
DREAMS VILLAMAGNA

**CART OF SMOKED
MARGARITAS**
SECRETS & DREAMS PLAYA MUJERES

amr
COLLECTION





WE HAVE PASSED THE MID-YEAR POINT FOR 2021...!

This year is moving quickly, with so many twists and changes...!
A great challenge for everyone!

And we continue to evolve with our August 2021 Edition of Salt and Pepper.

AMR continues to have the Special Food Festivals during the year, and will have the Taco Fest during August in most destinations. Everyone likes a Good Taco!!! Our F and B Teams do a great job to make it an experience for the mind and the palate for our Guests....

And we are ready for AMRs 20th Anniversary!! Our next edition will have a few new items on this!!!

We hope you find this edition refreshing and with new ideas and news to share with your Teams.

We keep cooking!

FOOD AND BEVERAGE COMMITTEE



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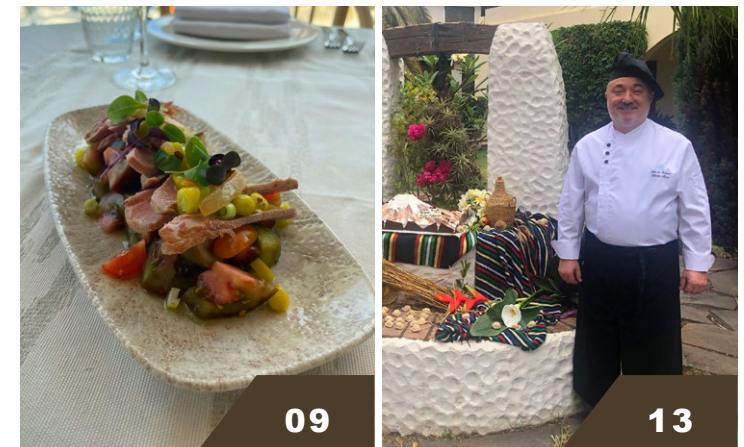
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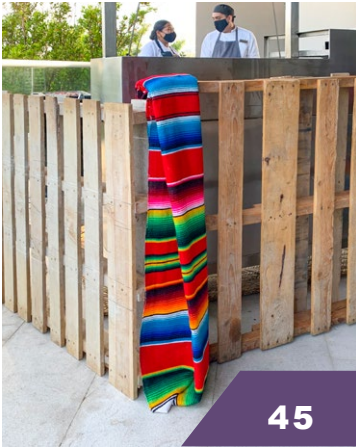
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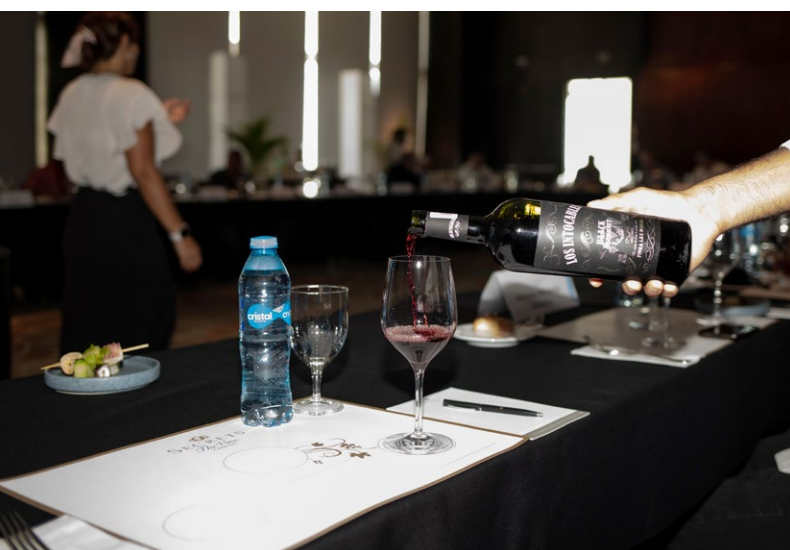
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By DAVID LOPEZ, F&B RESIDENT MANAGER
AND CARLOS MIRAMONTES, F&B MANAGER



Dear everyone,
I am pleased to be writing this section once again! We keep working on continuing education in the world of wine, distillates and fermented products. Many things have happened during these 2 previous months but we know that this continuing education cannot stop!

THE AMRESORTS DIPLOMA IN WINE

The path continues for all these young people who have entered this wonderful world of wine, during the last 4 months many things have already happened; the inauguration of the diploma, a lecture on Viticulture by Juan Carlos García Chan (*Sommelier by the Onsomm and Court of master Sommelier*), an oenology lecture by Tomas Alzaldo, and Tasting Mechanics and Sensory analysis by Ivan Guevara from the Escuela Española de Sommelier México. Throughout these 2 months we have reached the wine geography in the old world, beginning in Italy, France, Spain, Portugal, and then entering into Germany and Australia, and then continuing through the rest of Europe.



TRAINING OF STAFF AND SOMMELIERS

Our hotel teams have continued with their training of staff. On these trainings, we have explored the world of tequila with Clase Azul; we had a presentation of California Dark Horse wines with Sommelier Raul Gil; we visited France with the presentation of Taittinger Champagne by the Export Manager Clement Wiar; we also had a special session for our AMR hotels by Monte Xanic, where we took a glance at the production of white, red, and sparkling wines, service protocols, sale, and pairing concepts; there was a great introduction of El Cielo



wine house by its Sommelier Gerardo Téllez; and recently, a presentation by Peña Flor de Argentina wines, among others

We must mention that we have continued with face-to-face tastings with our Sommeliers. We have already had 3 great presentations at the hotels: Breathless Riviera Cancun, Dreams Jade Riviera Cancun and the most recent one at Secrets The Vine Cancun about Argentinian wines. We continue to invite all of you to be part of these tastings that involve organization and preparation by the staff of each property. **YOU ARE ALL INVITED!**





ALUAVILLAGE FUERTEVENTURA

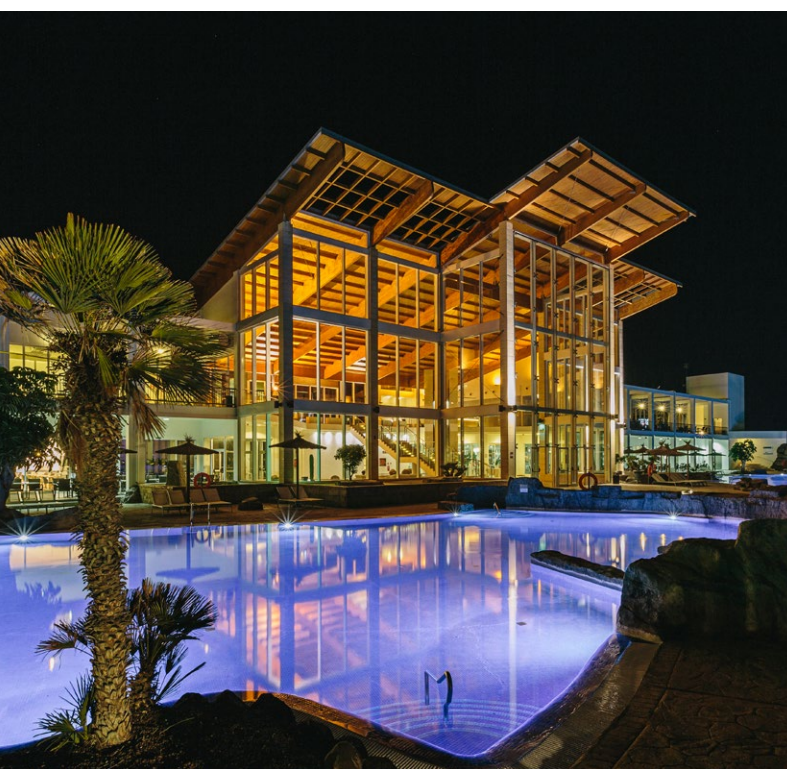
By FRANCISCO JAVIER MARCO COBAS, CHEF



In this all-inclusive experience, you can enjoy an international buffet with different themed areas every night or dinner in our gastronomic restaurant Mare Nubium, the perfect place to enjoy a special and intimate dinner; or enjoy a wide variety of snacks throughout the day and drinks or cocktails in any of our bars. During the day or night, Alua Village Fuerteventura offers its guests endless activities and entertainment, it is ideal for families, couples and friends.

Today, our Chef Francisco Javier Marco Cobas, who has been trained at the prestigious Escuela Joviat in Barcelona and has worked in his professional career along with Christian Zanchetta and Santi Santamaria, renowned chefs with Michelin stars, presents the grilled lobster with whiskey and thyme sabayon. The specialty of our hotel's menu, which is offered in our events menu and is prepared with excellent quality products, cooked with a lot of care and perfection. We offer the dish accompanied by the Yaiza white wine, which is the genuine expression of artisanal viticulture in the Canary Islands. The winery hand-selects volcanic malmsey from the best farms on the island, producing a highly expressive wine with freshness and aromatic personality, which is a highlight for the excellent dish prepared by Francisco Javier Marco Cobas.

Additionally, keeping our environment in mind, we preferably work with local products and suppliers from the Canary Islands who are committed to sustainability.



Alua Village Fuerteventura, ideally located in the heart of Jandía and next to famous white-sand beaches and tranquility, offers 244 rooms and suites where you can find happiness at three outdoor pools by the sea and a spa area with a steam bath, whirlpool bath, saunas and a heated pool.





GASTRONOMIC TRENDS

MORE VEGETABLE GARDENS

Vegans are trying to get more ingredients to their diets and carnivores are becoming aware that they must moderate their meat consumption. Furthermore, as obvious as this may be, the variety of plants and animals depends on human activity: what we grow is what we eat and the rest is at risk of extinction.

The result is the need for a responsible and conscious diet based on sustainable and seasonal products and a reduced consumption of meat. We are looking for a varied form of nutrition that may respond to the problems of climate change and proposes local and seasonal products consumption; thus, reducing CO2 emissions to the minimum.

We believe that the answer is a climate diet: less meat, more legumes, vegetables and seasonal fruit, and mainly proximity, sustainability and recycling.

BEYOND GLUTTONY

Umami, also known as *‘delicious flavor’*, has been discovered in Japan and has been rated as



the fifth flavor. Its name in Japanese means *‘delicious flavor’* and derives from the combination of the terms umai, which means *‘delicious’*, and mi, which means *‘taste’*.

The fifth flavor consists of a tasty flavor without being salty. There are foods that contain this flavor naturally, such as Serrano ham, tomatoes, bonito and certain types of cheeses; although, the most traditional way to find it is artificially in prepared food.

To make it clear, umami is a flavor enhancer additive (/ E-621, MSG, yeast extract, hydrolyzed protein) which is used to stimulate the appetite and make us want to eat more. It is clear that the mixture of sweet flavors and umami is something really delicious.

Now, it is time for us to taste the creative dishes that our chefs Antonio Mehi and Javier Morillas will propose to us.



NEW TRENDS IN COCKTAILS

Good news for cocktail lovers: growing aromatic plants in the hotel establishments, restaurants and bars (Cocktail Garden) is a growing trend that is turning the tasting of cocktails into an authentic sensory experience full of new aromas and flavors.

This planting, aimed for making cocktails and dressings is an innovative and original trend. It allows gastronomic establishments to provide their customers with natural, ecological and truly delicious raw materials with a vertical garden.

The indoor cultivation of aromatic plants with a vertical garden is clean and simple; additionally, it controls the production and provides a decorative element to these places. The great variety of these plants that can be grown in our garden enhances the creativity of master mixologists and allows the immediate availability of fresh aromatic herbs.

Now, we will talk about the properties and qualities of some of these plants and some drinks that can be garnished with them:



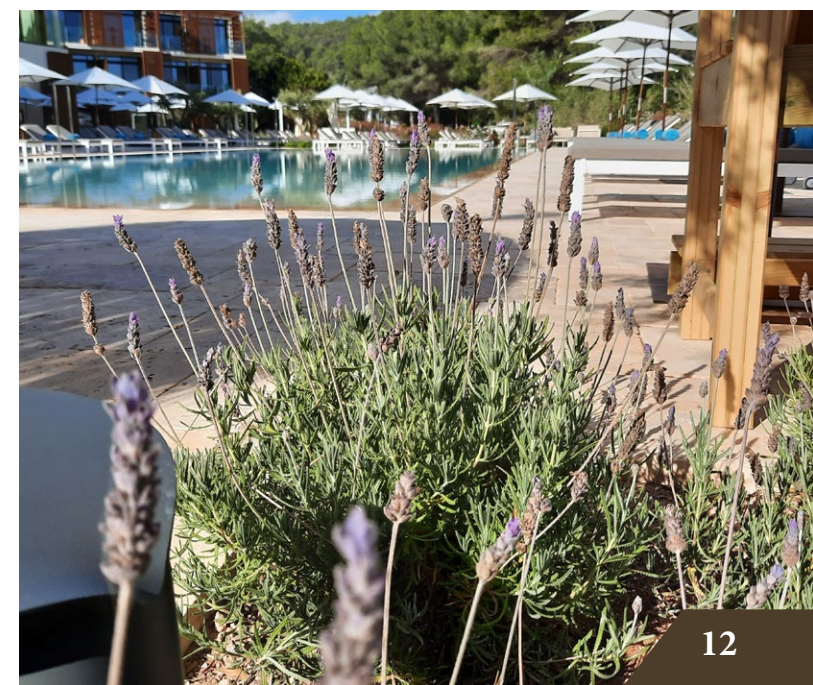
1. MINT: It is one of the most cherished plants for its refreshing taste and its medicinal and flavoring properties. One of its most recognized uses in cocktails is the mojito. However, mint combines perfectly with rum, vodka or whiskey; for example, the Mint Julep.

2. BASIL: This plant with great flavor and aroma is attributed to numerous medicinal and healing properties. Widely used in cooking recipes and cocktails, it gets along very well with gin to prepare a Tom Collins or with vodka to make aromatic cocktails with kiwi.

3. ROSEMARY: The virtues of this shrubby plant are widely recognized since it is widely used to treat digestive problems or overweight. It has also become a very recurring element for bartenders. The Cointreau Fizz Grape or the Rum Sour with crushed rosemary can be two of the most innovative and delicious experiences.

4. THYME: This essential condiment in the kitchen has a slightly spicy flavor and an unmistakable aroma. It has been the main character of several recipes for years. In addition to medicinal properties, mythology attributes thyme magical and protective powers. In cocktails, we can use these qualities to prepare interesting drinks such as the Old Thyme Sour.

5. SALVIA: Considered as sacred, this aromatic plant is rich in vitamins B and C; in fact, it has a very pleasant taste on the palate. Its use in cocktails helps to create delicious drinks such as Lady Sage Gin or give an innovative touch to Caipirinhas.





HOTEL PARQUE SAN ANTONIO

BY ELSA SCHRÖDER
AND ALBERTO MURO



While you walk its stairs down, you are instantly wrapped by the feeling of arriving in a small town of yesteryear, with fused scents of mango, guava and banana and the joy of the Tenerife crowd that welcomes its guests and delights them with great gastronomic pleasures in the purest native Canary style. Welcome to Parque San Antonio!

One of the fundamental ingredients in our gastronomy, which also awes our foreign visitors, is the gofio. Inherited from the Guanches, gofio is one of the pillars of food in our islands that has

crossed borders and has reached Venezuela, Cape Verde and the Dominican Republic, among others.

A flour made of different toasted cereals (*millet, wheat, rye, barley, lupins or chickpeas*) that can be mixed with milk for breakfast, or with a fish soup for lunch. The gofio really adapts to any taste or gastronomic trend, you can also mix it with honey and almonds, put it in a bag, and give it the shape you like to make a dessert. Among these gastronomic trends we can find the gofio mousse or ice cream. However, it is not only used for desserts, many athletes seek this ingredient due to its high mineral and carbohydrate content.

In our popular festivals called *romerías*, you can find a great variety of mixed gofio for tasting. It is all about mixing the flour with water or milk, sweetening it either with sugar, condensed milk, honey, ripe bananas or sweet wine and adding complements such as almonds, raisins, cinnamon, and so on. All these ingredients are mixed in a bag until they become a single, compact and dry dough.

The place that characterizes Tenerife is “*El Teide*”. As you walk through the 14,000 square meters of garden in our Parque San Antonio, you can look up and without realizing it, you smile dazzled by its existence.

Its summit is about 3,718 meters high, which sets it as the highest peak in Spain and is located in the National Park which is named after it. World Heritage of humanity by UNESCO under the category of Natural Site. Considered a wonder of nature and being the most visited place in Spain, we cannot leave it out of our Canarian gastronomic section offered to our guests.

Roasted leg, pineapples with potatoes and ribs, *ropa vieja* or rabbit in salmorejo are the main characters



of the Canarian gastronomy and we offer them every week to finish a native evening tasting some gofio sweets. We also offer a replica of Teide in a very sweet version: volcano made of sponge cake filled with chocolate cream and covered with a delicious layer of cream; everybody loves it.

GLASS DESTROYER

BY JUAN LANTIGUA, F&B ASSISTANT



At Dreams Punta Cana Resort & Spa we are strong defenders of innovation, creativity, and we seek for continuous improvement, the promotion of recycling and commitment to the environment.

We are presenting on this occasion a glass-crushing machine that has the ability to pulverize all types of glass, bottles, crockery, among others, and turn them into easy-to-handle solid waste.

Our F&B and Maintenance departments have designed this innovative device motivated by our strong commitment to the correct development of processes learned in audits and training on responsible alcohol consumption.

This appliance has been built by reusing parts of an old air conditioning unit removed from the hotel's casino, a dryer drum from laundry, iron stairs from the theater, and the motor of an old dishwasher. With all these elements together, we have designed a "Glass Bottle Destroyer" - Made in Dreams Punta Cana. With this, we prevent bottles

from being reused to corrupt drinks, and at the same time complying with the conservation of the environment and the public health protocols.

In the same way, we comply with the requirement stated under section X regarding audits on responsible alcohol consumption; thus, guaranteeing a safe process when breaking glass bottles.

We optimized the costs for the purchase of machinery, saving an estimate of USD \$1,700 in the purchase of equipment for these purposes, since the manufacture of this machine was made by upcycling materials we already had at home.



PURCHASE TIPS FOR OPERATING EQUIPMENT

BY JULIET KERR-GRAY



THERMAL INSULATION:

The worst thing that a coffee lover can experience is ordering hot coffee and getting it not that hot. At our resorts, the goal is always to meet and exceed our guests' expectations. Therefore, the coffee makers and urns we purchase have excellent thermal insulators, as this will keep coffee hot for up to 8 hours.

STORAGE:

Equipment storage space affects directly on our operations. During our decision-making processes of purchase, we consider the storage space. Improper storage often causes equipment damage, and therefore we purchase different sizes.

We hope these tips will help you all,
Together We Can!

SERVICEABILITY: The material of the coffee makers and coffee urns must be durable. Stainless steel coffee makers and urns are amongst the most recommended since they are long-lasting, considering the frequency of use. Stainless steel is resistant to corrosion and discoloration and is easy to clean, providing coffee makers and urns a great appearance and presentation.

SIZE: When buying coffee makers and coffee urns, size is an important element to consider; therefore, we have them in different sizes to meet the needs of our guests and at the same time avoid waste. In our service presentation we use smaller coffee urns for brief coffee breaks and in our buffet breakfast restaurant, we offer coffee in containers of different sizes, depending on the number of people at the table.



At Secrets Wild Orchid and Secrets St. James we make decisions very carefully when it comes to purchasing our operational equipment. Getting the most out of our spending is a factor that is always considered and that is why we care about our purchases. Our goal is to ensure that our operational equipment is high-quality and efficient while fulfilling its intended purpose.

Jamaica is known for its famous Blue Mountain coffee and this is a preferred morning beverage for most of our guests at Secrets Jamaica. In order

to provide this service, we must consider purchasing coffee makers for our breakfast service at World Café, and coffee urns for the coffee breaks. Our Food and Beverage operation is intended for a large volume of guests; therefore, when purchasing this equipment, we carefully look at these elements:



BY ARIEL MORALES, SOMMELIER

WINE TASTING

Our property is constantly promoting the consumption and sale of wine through a very special activity: our wine tasting.

It takes place every day at 1 pm and 3 pm, at our tasting table located in the main lobby. It consists of tasting 2 wines, both white and red.

This activity is the same as a normal wine tasting; our guests have the opportunity to get to know, appreciate, and most importantly, understand the world of wine in a totally different way. After achieving an emotional commitment with our guests, our Sommelier takes the opportunity to do the sales work. It should be noted that for this activity we offer wines from our list and it generates around USD \$200 to USD \$ 300 each day. *"Not bad, right?"*

CHAMPAGNE TASTING

Surrounded by the stars, as the majestic *"Abad de Hautvillers Pierre Perignon"* would say, this activity is composed of 5 champagnes of different brands and different structures; you must not miss this opportunity.

Our Sommeliers are in charge of taking our guests step by step towards the bubbles. During the tasting they can discover the essence of each one of the champagnes being tasted. Champagnes such as Moët & Chandon, Louis Roederer, Taittinger, Ruinar and Veuve Clicquot, manage to enchant and delight our guests. These champagnes are undoubtedly harmonized with dishes designed by our Chefs.



We carry out an assembly with all the champagnes offered on our property, achieving an average income up to USD \$800 to USD \$1,000 during the activity.

OPORTO RITUAL

A technique used to open an ancient bottle of wine in a very Portuguese way. Our Oporto ritual is a unique opportunity to get to know one of the world's ancient wines. Our Sommelier uses hot tongs and ice to generate a thermal shock, perfectly cutting the neck of the bottle, which is very surprising and helps us sell the products.

CELLAR WINE TOUR

A unique walk, a journey to the heart of our hotel: La Cava, a place which encompasses the world with a careful selection of each country, producer, wine, and emblematic wineries.

Our cava has an award named Wine Spectator with 2 glasses, which means we are 1 of the 400 best cavas in the world with 675 wine labels from more than 9 countries. A space that contains a maximum capacity of 6,000 bottles, making this the largest and most prestigious cellar in the entire area. We are characterized by the wine activities carried out on our property, always having our main character: wine.





guests are families and they always look for pools with activities during the day. Being said, we wanted to give this place a twist and make it a favorite place not only for children but also for adults.

The successful incorporation of a display cabinet with an option of 12 varieties of ice cream has been an extremely important differentiating element: it quickly became the most visited and accepted place to our guests. There was no need for investment since our ice cream supplier provided us with a display cabinet in commodatum.

Once again, it is proven that our objectives may be achieved with no expenses, we believe that it is about wanting to do things using everything at hand and listening to our guests at the same time.



A SHOW-CASE FOR ICE CREAM

BY NOE MUÑOZ,
FOOD AND BEVERAGE MANAGER



Motivated and confident in continuous improvement, this time we took the task to identify something that would positively impact our guests' satisfaction without impacting our budget or spending on extra equipment in order to achieve it. So, we decided to identify a consumption center with the lowest demand and highest potential.

The result was that we noticed the lack of variety offered at our Coco Café, regardless of how small the options were, we noticed that this location was not the most visited since it is located near the adult pool area. Most of our



A PATH MADE OF HEARTS

BY RAÚL CASTRO, F&B MANAGER



At Sunscape Akumal Resorts & Spa we practice innovation in an entertaining way, but how can we put our “*Unlimited Fun*” in romantic dinners at the beach?

Our food and beverage staff created heart-shaped paths achieving a better sense of arrival for romantic dinners. These paths are made using recycled materials and are intended to guide our guests to their special place, with a standard production (*table and chairs*) or a tatami-type assembly to increase the dopamine levels of the couple. It may also be decorated with the word LOVE, gazebos, fabrics

“*Since its introduction in April, our sales on romantic dinners have increased by 50%, exceeding the goals established in the GOP.*”

and other decorative items that turn a romantic dinner into a pleasant moment of stimulus for the senses being paired with wines from our special menu. But, what are the benefits we get from this innovative idea? Since its introduction in April, our sales on romantic dinners have increased by 50%, exceeding the goals established in the GOP.

For more information on these heart paths, you may contact Mr. Raúl Castro, Food and Beverage Manager of Sunscape Akumal at rcastro@sunscapecorresorts.com

It would be our pleasure to guide you through these creative ideas.



TABLES FOR FOOD SERVICE

BY GENARO GUILLEN, F&B MANAGER

We are aware that these days we need to be very creative to make the most of our resources and keep providing a high-level service with great food presentation. So, for this issue of Salt & Pepper we put the imagination to play in order to create quality products for the buffet service.

In this new normality and complying with the CleanComplete Verification™ protocols, the kitchen and steward departments created two board models for presenting foods, either in portion and individually.

We worked hand in hand with Mr. Francisco (Chief Steward) who, in addition to being a very creative person, has carpentry skills which were a key element in the creation of these items; one round and the other rectangular. They were designed to display food individually, and the weight was taken into consideration for the users, who are our guests and

the kitchen staff. It is important to highlight that we added food-grade varnish to be suitable to use in the food and beverage operation, thus complying with the CRISTAL monthly audits.

For these new items we wanted to add a personalized touch, and our Executive Chef got the idea of putting the SECRETS logo on it. So, we used the stamp that we used to embody the property's logo on food, and sealed each one of the wooden boards which now look elegant and authentic.

After finishing these items, we proceeded to make food assemblies for the buffet service, which were very well accepted by our guests and were also very functional during service, always complying with the standard of having everything in portions to prevent the manipulation of pieces and utensils in the buffet areas.

It is worth mentioning that these individual boards have been totally functional and attractive for gastronomic festivals. For instance, at the hamburger festival we used the round boards with the Secrets logo to present each one of the different hamburgers we offered. These new items enhanced each one of the burgers and made the display more attractive.



"We worked hand in hand with Mr. Francisco (Chief Steward) who, in addition to being a very creative person, has carpentry skills"

For the BBQ fest, the rectangular boards were used to present the ten different rib options available, resulting in a great presentation at our guests' view.

This innovation and creativity project took us around 2 weeks, and the cost was only USD \$30 generated by the varnish, which was the only thing we did not have at home.





REDUCING THE USE OF PLASTICS AND CARDBOARD

BY DAVID LÓPEZ, F&B RESIDENT MANAGER

Dreams Jade, previously Now Jade Riviera Cancun, has always been historically characterized within AMResorts for always seeking new and innovative ways to apply the 3 Rs: Reduce, Recycle and Reuse, and is always looking for improvement in savings which enable us to present better products and give a better image and quality of service to our guests.

Since the beginning of 2019 we have noticed that, at Coco Café we could work on one of the “Rs” to reduce the consumption of plastics, cardboard or any other single-use item, which not only increased our costs, but also created a bad look in

our hotel areas when our guests threw them away.

We are sharing images so you can see examples of how we went from paper, plastic and cardboard, to using more eco-friendly equipment and tools that will increase our savings in the long term. We find it important to mention that it may be necessary to have enough stock of these new items because sometimes the guests leave them in their rooms and the return process can take up to 24 hours.

From early 2019 to date, it has been possible to keep a continuous change in every area of the hotel and this is just an illustration. We stopped consuming 9 different plastic items, including plastic cups, ice cream spoons, straws, forks and plates.

211,000 single-use pieces were avoided among glasses, cups, stirrers, spoons, straws and plates.

There was also savings of USD \$3,875.40 during the first year.



1,000 PCS OF 4 OZ GELATIN CUP	25,000	0	295.1	0	25,000	295.1
1,000 PCS OF 10 OZ PLASTIC CUP	16,000	0	192.3	0	16,000	192.3
1,000 PCS OF 7 OZ CRYSTAL PET CUP	2,000	0	44.4	0	2,000	44.4
1,000 PCS OF 4 OZ MYSTIQUE CUP W/ HANDLE	13,000	2,000	373.2	55.2	11,000	318
2,000 PCS OF 1 OZ SOUFFLÉ GLASS PRIMO	2,000	2,000	12.7	24.4	0	-11.7
1,000 PCS OF 8 OZ MYSTIQUE CUP W/ HANDLE	85,000	11,000	2,839.2	353.2	74,000	2,486
10,000 PCS OF 14-CM RIGID STIRRER FOR COFFEE	40,000	0	62.2	0	40,000	62.2
MIXERS W/ NOW LOGO	10,500	14,000	389.1	498.7	-3,500	-109.7
1,000 PCS OF DISPOSABLE FORK	1,000	0	74.7	0	1,000	74.7
1,000 PCS OF DISPOSABLE SPOON	2,000	0	12.7	0	2,000	12.7
3,000 PCS OF SMALL ICE CREAM SPOON	27,000	0	175.7	0	27,000	175.7
21-CM WHITE STRAWS 100% BIODEGRADABLE	10,000	0	83.5	0	10,000	83.5
500 PCS OF PLASTIC PLATE #5	3,000	0	130.7	0	3,000	130.7
					211,000	3,875.4

PRODUCTIONS ON SALE

BY XIOMARA JIMÉNEZ SALAZAR,
F&B ADMINISTRATIVE ASSISTANT



these events in order to have the necessary amount of materials in case of simultaneous events. When it comes to assemblies, not only the materials we use for decoration are important, it is also vital to pay special care to food presentation: it has to be diverse and in accordance with the decoration, always considering our customer's requests.

For private romantic dinners we have different materials such as candles, flowers and lights that create a warmer and more romantic atmosphere, as it is expected. As for the buffets in the pool area, we use fresher settings with more tropical colors. For these we only use decorations such as fruits, flowers and the dishes are decorated according to the food. For us, the buffet production will always depend on the occasion.

For thematic events such as holidays in countries like Canada, United States and Mexico, the decoration will always be combined with the respective flag colors and ornaments. Also, we consider traditional gastronomy to enhance the decoration.

These productions couldn't be achieved without the collaboration and creativity of our great team, which is fully committed to the events. These are also helpful and intended as training for the kitchen and assembly departments. We are confident that all of this is reflected in our customers' satisfaction, who are in love with these events.



Aside from the weekly events we hold at the pool and theater area, we provide additional private events (*with extra charge*) which represent an additional income to the company.

Our basis is: The less you spend on decorations, the more you earn per event. However, all the events we organize exceed our customer's expectations as our productions are still colorful and tropical.

For these productions we always use decorations and materials available at home which may be edible and reused.

The glassware that we use for events is a different one from the one we use for daily operation to prevent them from breaking or getting lost. We seek to have enough stock of materials for



OUR PAROTA TREE

By ALAN ARREVILLAGA PÉREZ,
FOOD AND BEVERAGE MANAGER



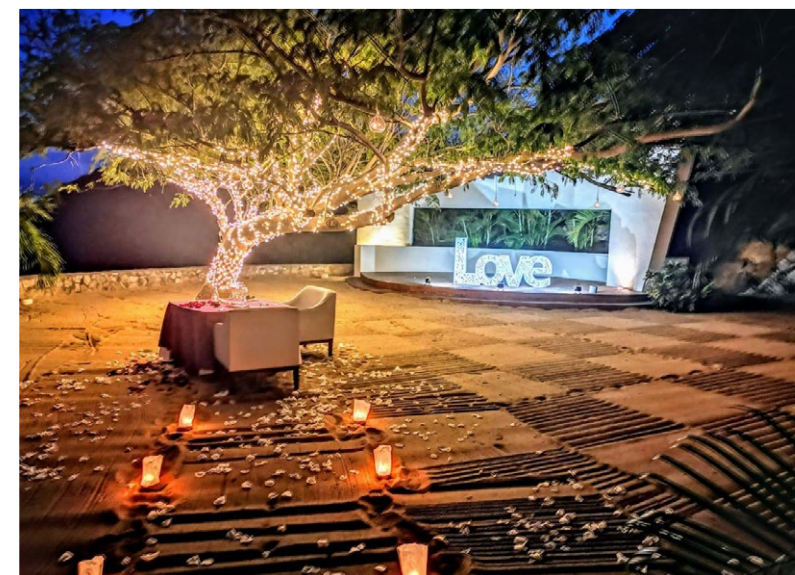
La Parota del Gazebo, as we named it, has a very special story for us: we planted it in 2011, a decade ago. Despite being a small and fragile tree at the beginning, it survived one of the strongest tropical storms that Huatulco has ever experienced. We thought that this tree would survive the storm; however, it survived and today is a living proof of nature's ambivalence, the destructive power and the strength to strive for living.

Its large branches and beautiful leaves are the ideal setting for romantic dinners, birthdays, anniversaries and marriage proposals. We have undoubtedly managed to turn this space into a nice spot that can be sold, increasing our revenues in the bot vin category.

At Secrets Huatulco Resort & Spa, it will always be important to take our customers' experience to another level when it comes to celebrating. Due to this reason, we recently decided to renovate and make exclusive one of the places with the best views in the hotel, which is the gazebo area of the Castaways restaurant. Here, we have a beautiful Parota tree from where the beautiful sea, the sunset

and many other beautiful things offered by Bahía de Conejos can be appreciated.

At night, surrounded by the magical moonlight and our Parota tree embellished with hundreds of tiny warm lights and hanging bubbles, this gazebo is transformed into a bohemian, romantic and unique space.



We schedule at least 2 dinners per week and each dinner costs USD \$250, which is translated into USD \$500 per week in sales and USD \$2,000 per month. This represents 13.43% of the total sales of bot vin.

We are planning on growing this project to help us not only to reach our sales objectives but also surpass it and make it grow as big as our precious tree.



On July 4th, we arranged a small BBQ dinner for our guests in our Central Garden, a beautiful plaza lined with green grass and completely outdoors, which allowed our guests to enjoy the sunset and keep a safe social distance.

For this year we wanted to represent the theme of the 4th of July on the decorations, keeping in mind recycling and reusing because we care about the environment. This year's decorations were made by our chief steward Israel Olvera, who always has the best ideas when it comes to decorating. Israel, along with our maintenance team, helped us to create two settings that looked spectacular for our guests.

He gave life to the event by using simple objects and modifying them. He chose to use cocktail tables that once were metal barrels, neatly cleaned, treated and painted with motifs of the United States flag. These tables were placed at strategic spots aiming to distribute our guests well, who were ready to enjoy their meals. Another one of our creations



JULY 4 BBQ DINNER

By MARLENE SÁNCHEZ,
ADMINISTRATIVE ASSISTANT

Love comes through the eyes. Since our first interaction with our guests is always the appearance, at Secrets Puerto Los Cabos it is very important to create special decorations for our events; if they like what they see, they will automatically have a great time.



was a screen made of wooden pallets and decorated with the same motifs. This screen served as background for the live band which enlivened the night.

The stewards team made it clear that decorations are not just a whim, but a necessary element to set a note of authenticity to the night and the atmosphere. Without any doubt, Chief Olvera's team strives in each one of our events since they know that the first impression is everything.

AMENITIES WITH TASTE

BY JUAN CHAVEZ SOTELO, F&B MANAGER

After carrying out an analysis of incidences in breakage, we were able to visualize the loss on a specific model of earthenware placed for amenities in rooms.



This factor motivated our team to look out for solutions that will decrease the amount of breakages. We talked about improving the collection processes, relocating the assemblies in rooms and even assessing alternative presentations. That's where the idea of using a distinctive presentation material was born, with an added value of saving manpower-hours: Wood boards covered with a food-grade varnish and a laser writing proposal with the most common phrases for celebrations (*Welcome Home, Happy Birthday, Happy Anniversary, Happy Honeymoon*).

The immediate benefits of using these amenities are:

1. Preventing breakage of plates.
2. Reducing manpower-hours of writing phrases by hand with chocolate over 120 units per day.
3. Elimination of the risk variant in the presentation of plate captions by the absence of pastry chefs.
4. The presentation is attractive and innovative for our guests, being captured in photographs and posted on social media.
5. These amenities are practical for handling and assembly.

BANQUETS KIT

By PABLO HUERTA



Derived from current times, we got a proposal to reengineer the traditional banquet kits we had before Covid-19 and we decided to make it more trending with active stations and attractive options for every group segment.

Our chef and the culinary team carried out a market research to get to know what other hotels are doing to be able to create this kit that we will be using for quoting new groups in the second semester of 2021 and for 2022.

The approach, in addition to the aforementioned, is related to enhancements that the client may do according to their needs. The results so far are positive reactions from our clients and potential customers, and we will be able to quantify such results by this semester.



BANQUET KIT

Groups & Conventions
2021-2022

breathless
Cabo San Lucas
RESORT & SPA

BREAKFAST ACTIVE STATIONS

Choose 2 Stations for \$30.00 USD pp

Super Food Breakfast Bowl

Bowls:
Whole grain cereal, Oatmeal, Chia Pudding,
Overnight Bircher Muesli

Toppings:
Toasted Nuts & Dried Fruit
Seasonal Fruit
Mixed Berries
Toasted Seeds

Juice & Smoothie Bar

Juices:
Green juice - Moringa, Green Leaves, Green
Apple, Pineapple, Orange Juice
Rojo Detox Special - Cucumber, Celery, Broccoli,
Bell Pepper, Carrots, Green Apple, Fresh Lemon
Juice
Minty Sunrise - Ginger, Orange, Carrot, Mint
Sherbet Lemonade - Lemon, Mint, Green Apple,
Ice Cubes
Smoothies:
Wake Up Green Machine - Kiwi, Banana, Spinach,
Protein, Almond Milk, Organic Coconut Water
Blue Paradise - Blueberries, Almond Milk, Greek
Yogurt, Organic Honey
Greens & Ginger - Kale, Ginger, Apple, Spinach,
Organic Coconut Water, Lemon Juice and nuts
Yellow Dream - El Valle Fresh Oranges, Orange
Icecubes, Soy Milk, Greek Yogurt
Build Your Own Smoothie or Juice
Ingredients to Choose from:
Apple, Pineapple, Cucumber, Lemon, Celery,
Spinach, Banana, Kale, Broccoli, Peppers, Carrots,
Seasonal Fruit, Kiwi, Mint, Berries, Lemon, Beets,
Orange Juice, Carrot Juice, Soy Milk, Almond Milk,
Greek Yogurt, Coconut Water, Organic Honey,
Whole Milk, Skinny Milk, Nuts, Seeds, Whey Protein

All Stations Require Chef Service. Please Consider \$60 USD for Chef Fee.

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PLATED LUNCH & DINNER

3 Course Plated Lunch or Dinner - \$50.00 USD pp

Salads

- Organic Mixed Green Salad, cherry tomatoes, organic greens, curly vegetables, citrus vinaigrette
- Cesar Salad, toasted cherries, brischoe croutons, toasted tomatoes, creamy dressing
- Miraflores Arugula Salad, parmesan cheese, cherry tomato, balsamic reduction
- Baja Style Romaine Salad, jicama, chayote, toasted amaranth, mango dressing

Main Course

- Chicken parmesan, rustic mashed potatoes, arrabbiata sauce
- Roasted Chicken Breast, roasted herbed potatoes, lime broccoli, olives
- Beef "Chile Relleno", Oaxaca cheese, chile de arbol adobo
- Shepherd's Pie, cheddar mashed potato, red wine gravy
- Roasted Red Snapper, pesto potato salad, saffron sauce

Soup

- Tomato Gazpacho, heirloom tomatoes, fresh herbs, virgin oil
- Shrimp Consomme, brischoe vegetables
- Potato and Corn Chowder, baby potatoes, yellow corn, bacon bites, scallions
- Traditional Tortilla Soup, nixtamal tortillas, toppings
- Roasted Butternut Squash, toasted seeds
- Cream of Cauliflower, brischoe crostini

Main Course

- Grilled Catch of the Day, fine herbs crust, ratatouille, white wine sauce
- Roasted Pork Loin, roasted sweet potato, saute swiss chards, cranberry chutney
- Zucchini Parmesan, roasted tomato sauce
- Seared Tuna, toasted quinoa salad, avocado vinaigrette, cherry tomatoes, corn kernels

All of our plated dinners are based on three course menu with a choice of one soup or salad, main course and dessert. If you would like to add a fourth course, please consider an additional surcharge of \$8.00 USD per person.

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PLATED DINNER ENHANCEMENTS

Price Based on Main Course Selection

Main Course - \$75 USD pp

- Wild Mushrooms Chile Relleno, adobo, onion, cilantro
- Organic Vegetables Risotto, parmesan cheese chips
- Quinoa & Vegetables, fried tofu, cilantro vinaigrette
- Chicken Enchiladas, tomatillo creamy sauce, Oaxaca cheese

Main Course - \$82.00 USD pp

- Local Red Snapper "Mexican" barigoule
- Pacific Sea Bass, carrot puree, garlic and citrus asparagus
- Grilled "El Medano" catch, organic vegetables

Main Course - \$90.00 USD pp

- Roasted Salmon, pearl pasta cou cou, saffron just
- Chicken Roulade, wild mushrooms, olives demiglace, mashed potatoes
- Roasted Chicken, pipian sauce, stuffed zucchini, local artesian cheese
- Hudson Duck Magret, confited chayote, black mole sauce

Main Course - \$98.00 USD pp

- In House Marinated Arrachera "a la tampiqueña" red rice, chimichurri sauce, cheese enchilada
- Beef filet, roset potato gratin, shallot reduction, asparagus
- Box New York Steak, confited baby potatoes, glazed carrots, porcini mushrooms sauce
- New Zealand Rack of Lamb, polenta, cherry demi, herbed crust

Main Course - \$110.00 USD pp

- Duo of Beef Filet and Pacific Blue Shrimps, potato emulsion, shallot reduction, asparagus tips, spring onion butter
- Duo of Beef Filet & Spiny Lobster Tail, potato gratin, shallot reduction, asparagus tips, spring onion butter

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OPTIMIZING PRODUCE

BY EDUARDO GARCIA

According to our concept of wellness oasis, we focused on making our gastronomy as natural and healthy as possible. In our Coco Café we offer a standard variety of pastries, sandwiches, desserts and hand fruits for the consumption of our guests. Considering that not all fruits can be “hand fruits”, we chose to optimize the raw material for breakfast service. This way, the chef processes fruits and turns them into tasty and healthy snacks which were recently

added to the options available at Coco Café.

With this strategy we give a second chance to the raw material prepared and not consumed during breakfast.

Some fruits added to the gastronomic offer at Coco Café are mango, which is rich in minerals and phytochemicals; watermelon, rich in vitamins A, B, C and potassium; papaya, which has a high fiber content to improve digestion and has astringent properties; among other fruits with great benefits. This action will help us to broaden our healthy options and at the same time to reduce waste.

Guests are satisfied with the great variety of food that we offer which is healthy and delicious.



There's nothing better than enjoying varieties of fruit in the wellness oasis Zoëtry Agua Punta Cana.



SAVING COLONES AND GENERATING DOLLARS

BY JORGE BLANCAS, F&B MANAGER

"100 colones are enough to make the difference" is our motto at Dreams Las Mareas Costa Rica. That is why our team is always thinking about new ways to increase the department's resources and improve the experience of our guests.

We have carried out strategies that have helped us innovate and achieve better costs and quality. By improving the cost of some products, we have managed to enter other products to improve the variety and quality for our guests.

Together with our purchasing department we have made a cost/quality balance. By changing to a new ice cream supplier at Coco Café, we have managed to save almost 50%; taking advantage of these savings we have added a wider variety in our themed buffets. It is important to mention that products under a corporate contract are not subject to change and/or negotiation, we may only vary the local products offered at our hotel.

Keeping the same basis, in bars we managed to



save up to 35% with the preparation of natural homemade piña colada which allows us to offer our guests a fresher and better-quality product with a great acceptance.

The greatest goal of AMR is to always be in constant evolution looking for savings without decreasing quality. We, as a team, have realized that we are always looking for innovative options. Of course, everyone's support is necessary to reach the estimated objectives. We come up with great ideas all the time and it distinguishes us from our competitors.



CART OF SMOKED MARGARITAS

By PEDRO GARCÍA, F&B MANAGER

Inside our traditional Mexican gastronomy restaurant, El Patio, we have placed our new cart of smoked margaritas, seeking in this way to honor one of the most iconic drinks of our country, the tequila, as well as one of the most famous cocktails in the world, margaritas.

To create a greater WOW effect on our guests,

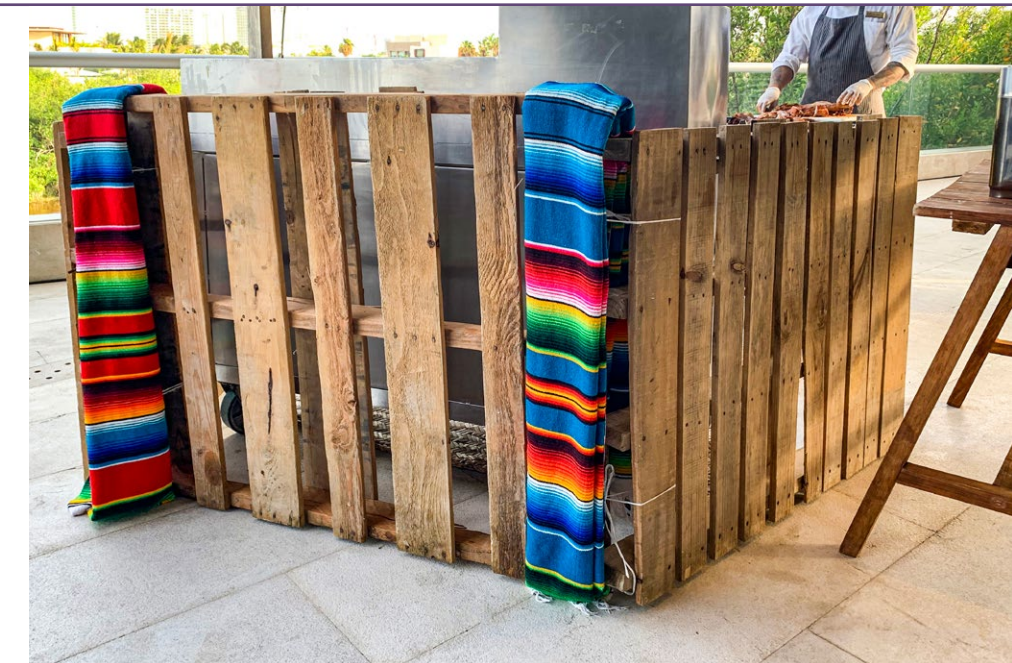


in addition to the regular margarita, we also offer mezcal, for mezcalitas, a variety of garnishes and accompaniments, and our smoker which offers that unique touch with chili peppers or spices. Another utility that this smoked margarita cart has brought to the table is the opportunity of offering small samples with greater maneuverability and being able to reach more people in less time.

In general, this idea has been an excellent boost to promote the responsible consumption of tequila and mezcal, as well as changing the misconception that these liquors should only be drunk in shots.

At Secrets & Dreams Playa Mujeres we always seek to highlight the richness of Mexican culture!





RUSTIC HOMEMADE TABLES

BY PEDRO GARCÍA, F&B MANAGER

The hotel activity is a commercial activity focused on the sale of services, it has special general and economic characteristics that distinguish it from other industries. One of the most important characteristics of the hotel activity is the variability of its cycle of operations, which causes fluctuation of income, with the consequent implications on the final result of the activity.

A durable product can be kept for long periods of time and impacts directly on the hotel costs. At Dreams Vista

Cancun we are committed to the environment by innovating with tables for setting up events and theme nights at our resort. Previously, we were using tables that when damaged, we needed to replace them with new ones.

So, we decided to create our homemade rustic tables, an alternative to reuse pallets and wood remains in our maintenance department. This work was possible with the help of the Chief Steward and his team who made these tables for

our productions, getting the following benefits:

- The manufacturing cost was minimal since we used materials available in our hotel.
- They will last longer.
- We avoid the constant replacement of tables obtaining savings of 50% per month.
- We help the environment.

This initiative required a minimum investment in materials and was 100% homemade.

AROMA DE LOS VALLES COFFEE

BY FELIX PILIER, F&B MANAGER



Dominican Republic: a land of beautiful beaches, valleys, mountains and undoubtedly one of the best representatives of great coffee. Our coffee expresses with its fruity and herbal aroma the kindness and dedication of those who prepare it and that is why at Secrets Cap Cana we strive to prepare different types of coffee for our visitors' delight.

Our coffee is mainly served in the Coco Café, where our baristas add some passion, love and creativity as part of their daily ingredients to not only prepare a good coffee, but also a luxurious presentation, characteristic of our prestigious hotel.

As part of our versatility and creativity we offer freshly brewed coffee in a moka pot, leaving a WOW effect in our customers at the Seaside Grill restaurant during lunchtime. Our coffee has had good acceptance, since

everyday we prepare more than 15 moka pots for 8 cups of coffee each one. Our flagship coffee is the cappuccino; even though it's prepared with cinnamon in many places around the world, we keep the original recipe with cocoa powder. Therefore, we are complying with the company's standards.

WHERE DOES THE COFFEE COME FROM?

The story of how the cultivation of coffee spread throughout the world is one of the most amazing ones. The story begins in Africa, Ethiopia, where the coffee tree



probably originated in the province of Kaffa. The story tells that an Ethiopian goat herder was amazed by the lively behavior of the goats after they had chewed red coffee cherries, and then, step by step, the coffee mania began all over the world.

HOW DID COFFEE ARRIVE IN THE DOMINICAN REPUBLIC?

Years later, coffee arrived in the Dominican Republic and became a tradition; nowadays, it's a highly-appreciated drink within the country. The first coffee trees planted in the Spanish colonial zone, Neyba and Barahona, provinces



island, taking up to 130,000 hectares. The climate and soil of the different areas give Dominican coffee its own personality.

Life is like a cup of coffee: let yourself go and enjoy it to the fullest.



by the Spaniards in the Loma de Panzo, province of Neyba. Coffee was also harvested by the French; they brought the product to the western part of the island under their domain and they exported it from there, which explains why coffee was also growing on the French side.

Our coffee has a medium body, with a fine and delicate acidity, aroma of nuts and wild flowers. In infusion, it presents a pleasant balance between fruity and acidity. Despite being in a geographically reduced area, the supply of coffee in the country is remarkable. The Dominican grain (*bluish grains and oblong shape*) belongs mainly to the Arabian variety and is grown in 28 provinces out of 31 on the



UNIQUENESS IN CUTTING AND PRESENTATION

BY BRUNO BRAZIER, EXECUTIVE CHEF

At Secrets San Martin we have a very popular dish, created by Chef Bruno Brazier: roasted angus loin steak served with purple potatoes on preserved shallots.



This original dish is served in our OLIO restaurant for dinner, where one can enjoy extraordinary sunsets. This entrecote is cut differently from the traditional cut, which gives a different look to this dish and projects the idea of providing a greater amount of protein.

The idea for this presentation arose aiming to provide the plate a more beautiful, elegant, and light appearance. First, the chef cooks the meat in full, which is thick and with all its fat to keep its mild flavor, and when the meat reaches the requested doneness, the chef proceeds to perform the original cut and removes the ribs and fat. The entrecote is served along with different vegetables full of flavor and color.

The shallots, cooked and glazed in red wine, are placed on top of the entrecote, which is accompanied by a puree of the famous purple potatoes from Peru. The puree is served on the plate using a pastry bag and is accompanied by vegetables from the garden. We also add mini zucchini, cherry tomatoes, mini carrots, green asparagus, fennel and cauliflower. This delicious presentation is accompanied by a Bordeaux sauce mounted in foie gras butter.

TIP! - To pair this dish, in order to enhance the different aromas, we generally recommend our customers to choose a Merlot wine.

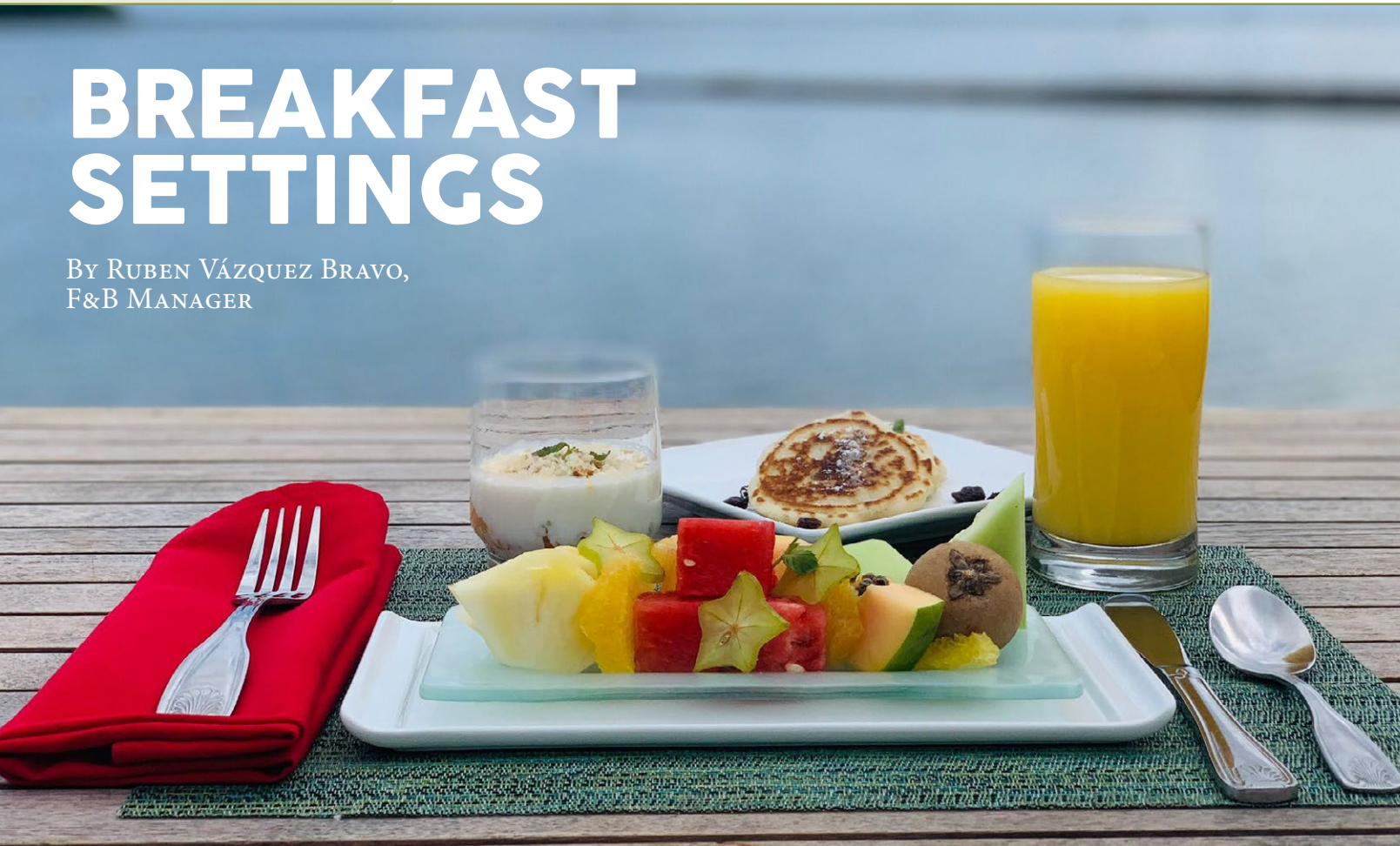
The appearance, presentation and combination of colors, textures and flavors is essential to capture the attention and whet the appetite of the most reticent customers. We must highlight the importance of the color of the vegetables, the legumes, the attractiveness of the meat, flavor of an original sauce because all these details will make the difference for the senses to enjoy a unique culinary moment.

The client will remember the appearance and originality of the presentation and the taste of each one of the elements on the recipe.



BREAKFAST SETTINGS

BY RUBEN VÁZQUEZ BRAVO,
F&B MANAGER



The menus provided are specially made for these breakfast sessions and include the items used made with local produce, which are available seasonally, and are not limited to an omelet with Jamaican fried plantain, a fruit plate with star fruit, raspberry, pineapple, orange, melons, along with pancakes, parfaits, and orange juice.



Guests can opt for a vegan meal consisting of vegan tacos and, unlike traditional tacos, we replace the corn tortilla with our local Jamaican breadfruit, which is cut and fried in the shape of an original tortilla. It is filled with ackee, avocado, red onions, and tomatoes. We also offer a shrimp cone which is made with wonton dough for the cone and filled with our traditional shrimp dipped in jerk sauce, and then placed in a shot glass filled with corn seeds.

Guests enjoy this modality as it is different from the norm and they prefer it not only for breakfast but also for dinner.



When we think of new ideas for creative setups in the gastronomy and food and beverage departments, we always think about how this will be reflected in our guests' satisfaction. We decided to enhance our breakfast experience adding an extra touch by getting breakfast to the Coyaba Fire Pit, where guests can overlook the ocean, the wedding lawn, or the pier. Guests are welcomed by the fresh sea breeze and the kiss of the sun in the morning.

According to Covid-19 protocols, we take care of each guest by setting each table before their arrival, decorating them with tablecloths and having a personalized room server attending their specific needs.





because of its ingredients (*flour, water, yeast and salt*), but also due to its preparation, which involves a wide range of physicochemical transformations.

Let's focus on the creation we have for our guests: the skillet pizza. The time, movements and pressure of the kneading influence the formation of gluten, the protein structure that supports the bubbles of carbon dioxide derived from fermentation (*metabolization of carbohydrates by yeast*). Our chef recommends a long kneading and the dough should be stretched horizontally without crushing it to avoid the presence of too many vertical gluten bonds, which would harden the dough, and prevent it from rising during cooking.

A first long kneading with fermentation, followed by a second short kneading, also with fermentation, ensures a successful process because bubbles will get a homogeneous size.

Aiming to reduce capacity and consumption in restaurants during meals and complying with our CleanComplete Verification™ program, in order to avoid crowds, our skillet pizza is offered outdoors to guarantee the safety of our guests and employees.



THE SECRET OF THE PIZZA IS THE DOUGH

BY GREGORIO VAZQUEZ, F&B MANAGER AND
LEONARDO TRUJILLO, EXECUTIVE CHEF



The history of gastronomy dates back to the moment when man appeared on earth. Gourmets began their formal study through the discovery of evidence about the way of life of the prehistoric man and factors such as geography, physical and biological features and sociocultural structures which allow us to understand the existing eating patterns.

Today we want to talk about fermented and cooked flour doughs, these are very common in many regions, but the most famous of all is, without a doubt, pizza.

The secret of a great pizza is the dough. Not only





DISPLAY CABINET FOR ARTISANAL SWEET BREADS



DOUBLE BOILERS FOR KITCHENS



BUFFET DISPLAY



TRASH CANS



PRETZEL DISPLAY

REMODELING OUR PROPERTY

BY CARLOS MIRAMONTES, F&B MANAGER

Now Sapphire Riviera Cancun is on its way to become a Dreams Hotel, which is why we have been doing renovations on the property.

Our Coco Café was recently relocated and expanded and we decided to place a display cabinet of artisan sweet breads, but this time, we are using a cabinet that keeps the bread warm. This small change has brought us many positive comments from our guests.

In addition to the oven, we bought a new pretzel display cabinet, which has cinnamon and sugar pretzels during the morning and salty pretzels in the afternoon.

This particular cabinet has the option of taking out the display for pretzels and replacing it with pizza trays, allowing us to use it for our

pizzas at night. Regarding the kitchen, we wanted to become more efficient, so we invested in double boilers; which allow us to avoid using solid alcohol and reduce costs of supplies.

Last year, Hurricane Delta threw down several trees on the property and we decided to use the wood to make display cabinets for our desserts.

In the posted photo, you can appreciate the carpentry work made by our Steward staff.

Now Sapphire Riviera Cancun, is a very large hotel, with 400 meters of beachfront. We noticed that our guests would throw their cans and glass containers in the trash cans. This caused breakage, and sometimes, glass accidents. Working along with the maintenance department, we brainstormed and concluded that the most practical way to solve this problem was to leave a tray near the trash cans so that guests leave their containers or glasses without making an extra effort to take them somewhere else. Then, we came up with the idea of using such

garbage cans as stands for these trays. Today, there are trays all over the property and we have managed to solve our trash can problems, and increase the uptake of glasses, plates and other service utensils.

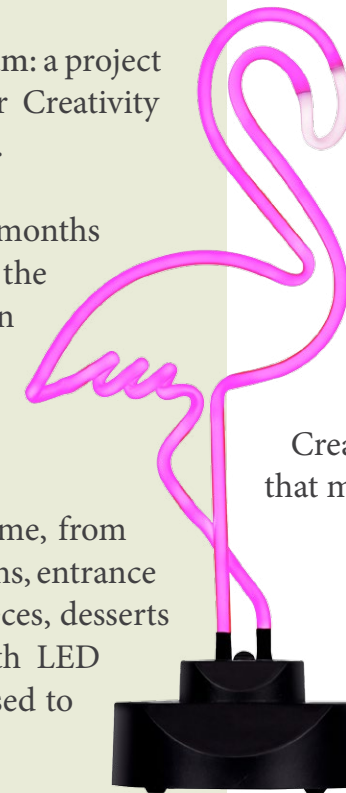
These are some of the modifications that we have carried out through the last semester, aiming to positively impact our guests, reduce the consumption of supplies and improve the perception and experience of our guests.



The Jungle Neon Party Dreams Tulum: a project that triggered a brainstorm in our Creativity Department and was created to last.

The arrangements began two months ago and we have been able to see the effort and cooperation between departments to achieve a great event which took place on July 4th and was a complete success.

All the production was done at home, from the wooden tables, fluorescent screens, entrance arches, stages, buffet bars, centerpieces, desserts cabinet, signs and decorations with LED lights and dead vegetation was reused to create a true jungle atmosphere.



We started on time and we waited for the night to fill this event with colors which our guests enjoyed to the fullest.

Now, we will have this new equipment available for our following events; we are also seeking to up-sell themed nights for weddings and groups.

Creative is not the one who imagines, it is the one that makes one imagine.





MEXICAN COLORS, FLAVORS AND TRADITIONS

BY RICARDO NAVARRO CISNEROS, F&B MANAGER

We are very passionate about becoming the best hosts, which is characteristic of the Mexican hospitality.



At Dreams Riviera Cancun we aim to exceed expectations of guests, families and VIPs by offering creative, dynamic and interactive productions and events working as a team with the different hotel departments: maintenance, public areas, entertainment and F&B. We become the greatest team in order to offer the best experience to our guests by highlighting the colors and textures of our country.

An atmosphere surrounded by nature, the food with the Mexican seasoning, the premium drinks at our margarita bar, the traditions, culture and personality, as well as providing a genuine attention to the service, and of course, our mariachi music, which combined create unique experiences for our guests that we, as a team, manage to engrave a memory in their mind and heart: these become life-long memories.

From the guacamole prepared at their table by our Chef Moises Cervantes, sided by colorful corn chips, as well as a delicious selection of traditional Mexican dishes reinvented with the flavors of Dreams Riviera Cancun and its gourmet presentation of tacos served on the moment, to a station of typical Mexican sweets, marquesitas, and tasty churros.

Life is the compilation of experiences one has day to day along with our family and friends. Life is about unforgettable moments while traveling to our destinations.

The main objective at Dreams Riviera Cancun is to enhance the Mexican colors, flavors and traditions.





*“Wine is the perfect
complement for food and each
dish must be accompanied by
a particular wine”*

enhances a space worthy of admiration inside our property.

This special table has a five-course tasting menu which our Executive Chef Carlos Quijano presents and is enriched with the pairing of pre-selected wines that are incredibly exquisite to the palate. Wine is the perfect complement for food and each dish must be accompanied by a particular wine, providing our guests an experience to enjoy a fantastic dinner.

We believe that each element plays an important role, the purpose of pairing is to combine the ingredients of food with the features of wine and achieve harmony and balance between the flavors.

The service we offer complies with the new protocols and standards already established, guaranteeing our guests a safe and reliable experience, with a sense of focus and care at all times.

Creating perfect spaces for unforgettable experiences is our motto at Dreams Dominicus la Romana.

THE CHEF'S TABLE AND PAIRINGS

BY TOMAS SOLANO, F&B MANAGER

La Innovación y Creatividad es parte fundamental de Innovation and creativity are fundamental features of Dreams Dominicus La Romana. We have created a unique and attractive concept for our guests with the aim of providing them with a captivating experience and at the same time increasing our non-package income.

The Chef's Table is a fascinating setup in an exclusive and elegant atmosphere that



WINE DISPLAY

BY JORGE MARIO CASTREJÓN SARÁCHAGA,
EXECUTIVE CHEF, JOEL GOMEZ, F&B MANAGER



At Dreams Macao Punta Cana hotel, we have placed in one of our gardens, which has a panoramic view of the central part of our complex, an elegant wine display for our guests to enjoy a gastronomic experience guided by our emblematic sommeliers to the perfect pairing after purchasing a bottle of wine from our wide selection.

In addition, we have a terrace gazebo by the sea where they can enjoy a romantic and unforgettable evening. With this idea we have managed to meet the non-package income objectives month after



month and we have also increased the satisfaction of our guests.

We have developed some pairings with our most emblematic dishes from our restaurants. At the Bordeaux restaurant, our lamb rack with rosemary, with recommendations of our sommeliers from a wide variety of Californian wines; as for the Portofino restaurant, an excellent



pairing among the variety of Italian and French wines; and finally, at our steakhouse Seaside Grill we offer a selection of first-class wines such as Caymus Cabernet Sauvignon, Opus One Cabernet and one of the noblest wines due to its elegance, sobriety and quality: Vega-Silicia Unico 2010.

At the end of this gastronomic tour, we arrive at the Asian restaurant Himitsu, where we offer the option of the Sake Premium Moto bottle, achieving a coherent, unique and special proposal that creates an excellent and unforgettable gastronomic experience.



COCO CHAMPAGNE

BY LUIS DUARTE MONTENEGRO, CHIEF BAR

The generation of non-package income is everyone's responsibility!

Words from our F&B Manager, Alex Viramontes, who have entered every employee's mind within the F&B department, where the bar staff does a great job to reach our objectives month after month.

Even though it is not easy, it is not impossible either! One just needs to change their mentality a little to discover where the opportunities are.

These opportunities are often in front of oneself but without the proper tools, we let them pass by.



Every week we used to give Pipas Frescas (*name given to coconuts in Costa Rica*) at the main pool surrounded by entertainment and happenings. Our intention was to provide our guests a moment of joy and blessings in Costa Rica. What we consider “*normal*”, also may be seen as a new and exotic experience for international tourists. Their good acceptance and reactions made us increase our SSH rates.

One day, during a briefing, I heard a quote that captivated me:

“Insanity Is Doing the Same Thing Over and Over Again and Expecting Different Results”

– ALBERT EINSTEIN

This made me think that we can take advantage of the things we commonly do and get an additional benefit, in this case, merging the Pipas Frescas with champagne and having a “*Weekly Coconut-Champagne Happening*”.

This new idea has allowed us to get an average amount of USD \$350 weekly, which is USD \$1,400

per month. What we did was add a little bit of love and passion to the production and learn how to create the need for our guests to purchase and drink champagne.

It has been extremely interesting to see the reactions on our guests: some are just curious and come and ask for more information when they see the setup (*which is a good market since they already have the need*); some take photos and selfies, others go live on Instagram and Facebook while we open their Pipas and open the champagne bottle; and finally, those who enjoy only by seeing others have their moment.

In the end, the result is the expected, We All Win!
Pura Vida!



CHEF'S TABLE

BY ALBERTO VALENZUELA DE LA FUENTE,
F&B ASSISTANT



Thinking of offering different experiences for our guests, we will implement the Chef's Dinner, which consists of offering a unique experience where our chef will personalize different and exquisite dishes in an haute cuisine tasting.

The menu will consist of 6 dishes chosen carefully with selected seasonal and local products, and the experience is about being able to interact with our chef who is adapting the menu according to any allergies and food preferences, information that we already had since the reservation.

Our experience begins with the welcome, where our guests are received with an exquisite cocktail. Then the evening will continue with our chef, who will make our guests enjoy their tasting menu in an exclusive way. Gastronomic magic comes from using innovative techniques based on international quality and hygiene standards.

It is a made-to-measure gastronomic experience to enjoy haute cuisine in a private environment.

In each dish our chef visits the table to provide a detailed explanation of the ingredients and techniques used, giving personalized service to each diner.

Being a chef is a profession and a piece of art. This work requires patience, artistic gifts and originality to surprise our customers with innovative and exquisite dishes. For this reason, on October 20th, we celebrate the international chef's day.

This day is to pay tribute to all the culinary professionals who make delicious food through their own techniques. The great chefs make the kitchen their own world and they develop new creations and combinations to surprise our guests and At Sunscape Curacao this is no exception, we just take it to another level.

The word chef comes from the French language and at the beginning it has the meaning of chef de cuisine; and, at the same time it comes from the



Latin word caput, which means head, captain, or foreman. So, it is intended for someone who is in command.

After carrying out a study, we estimate that the increase in culinary experiences would propitiously increase our non-package income by 20%, and this will lead us to be able to offer our clients more culinary options and thus share our art with the world.





Gulfweed is undoubtedly a serious environmental problem and it clearly has an impact on the entire tourist industry; many have looked for solutions to remove it and/or prevent it from arriving to the coast without having success. This is an area of opportunity at Secrets Maroma Riviera Cancun and we are looking for alternatives to try to reduce the negative impact that gulfweed has on our hotel; one of them being the use of our beach.

Taking advantage of the spare time during pandemics, we started to work on remodeling our pools and we adapted an area of pool beaches, which consist of 4 small beaches that we named Maroma, Akumal, Xpu-Ha and Paa-Mul. These are kind of internal beaches with a Bali bed built by the pools and which we promote as “Las Playitas de Maroma”.

These little beaches were conceived from the beginning focused on increasing non-package income since we offer a different menu than the pool one and they include a bottle of champagne or wine that guests may choose to enjoy while spending their day at the beach.

The reservations are made in advance under the same scheme as the stilt houses at the beach; everyone can sell them and they have been very well accepted by our guests, leaving an average monthly net sale of USD \$7,000.00 in wine.

Without any doubt, they create new experiences for our guests who get the added value provided by non-package.

THE BEACHES OF MAROMA

By JORGE ZENÓN, F&B MANAGER



BOHEMIA PICNIC

BY DENIS RADOUX, F&B MANAGER
AND ARMANDO GARCÍA, EXECUTIVE SOUS CHEF

At the Secrets Akumal Riviera Maya hotel, we are focused on continuous improvement, seeking to offer our guests a wide range of different locations to have exclusive dinners, which have been strategically selected and assigned to create a memorable experience, and aiming to increase up-sell.

Bohemian picnic, is inspired by a bohemian chic style and arises with the purpose of providing a casual luxury experience, in a relaxed atmosphere to enjoy sunsets, as well as moonlight. It is the perfect occasion to enjoy



with the soft and calm sound of the waves, as well as the sea breeze, ending the night with a bonfire, tasting the traditional roasted marshmallows.

This location is completely versatile, and can be adapted to any motive; the decoration and food selection go according to our guest's demands. Taking special care to every detail, it can be adapted for a romantic dinner to propose, a special anniversary dinner, honeymoon celebration, a casual and fun dinner with friends or family who may be accompanying the newlyweds and are looking for unforgettable memories at the Caribbean.

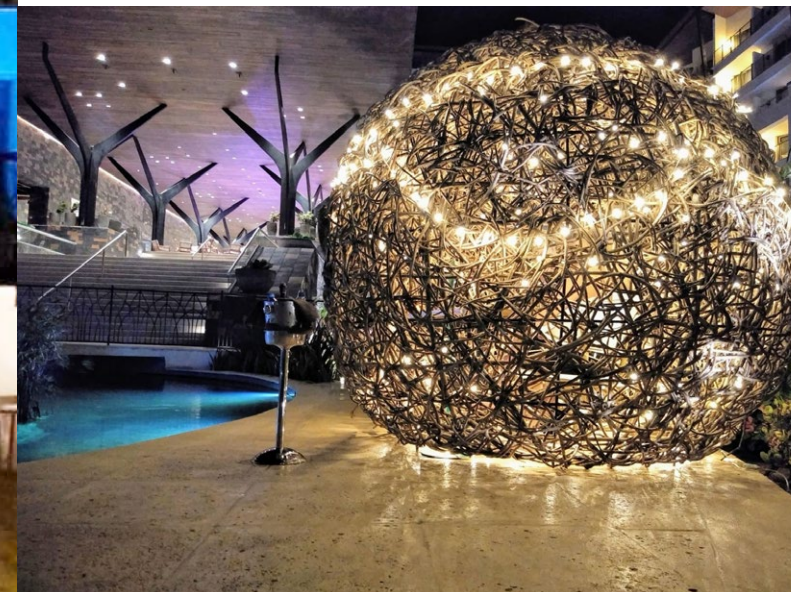
Today, our guests continue returning to our beaches after traveling around the world. One thing is for sure: we turn dream vacations into long-life memories.

gourmet cuisine inspired by nature, enhancing flavors and textures that may transport our guests to a unique gastronomic experience, wrapped by a Caribbean atmosphere, pampering their senses

IF IT IS IN YOUR DREAMS, YOU CAN DO IT

DEAR SALT & PEPPER READERS,
Our Sommelier team composed by Mauricio Arias and Oscar Perez are looking for new ways to up sell in order to achieve our monthly objective by taking it to another level organizing and turning common

areas into places with magic where the dreams of our guests come true while guaranteeing the joy of having the best culinary experience with special food prepared by our chef Alejandro López.

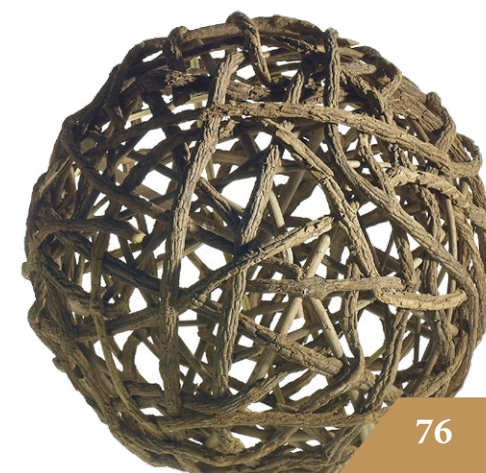


We focus our attention on finding those guests who are looking for new experiences, which is why we named it *"If it is in your dreams, you can do it"*. Guests who have had the *"dinner of sensations"* and *"romantic dinner"* experiences have fulfilled their dreams and it has been helpful for us to raise the up-sell income. We wanted to innovate our *"Wine Tasting"* experience by taking our guests to our wine cellar to get a sensory tasting, which consists in awakening their senses in a blind tasting, starting with the visual and olfactory phases and ending with the tasting phase with freshly cut fruits, flowers, herbs, ground tobacco, chocolate and butter; thus, creating unforgettable memories for our guests.

The same principle is applied to our romantic dinners, with passion, preparation and decoration we are able to make something different using elements in our property, such as the beach, the terrace, our teepees and our bejuco nests, which look ordinary to our guests during morning but at night they are transformed into magic places with a rustic and elegant appearance. Here, there have been proposals and anniversary celebrations exceeding our guests' expectations.

The result of these experiences are: an increase in the up-sell, the loyalty of our guests for our resort and continuous improvement for us in order to continue offering unforgettable experiences that only occur here at Dreams Natura Resorts & Spa.

Welcome home!!





LOCAL GASTRONOMY IXTAPA, ZIHUATANEJO

BY ANIBAL BUENO, F&B MANAGER

Talking about an “All Inclusive” hotel, specifically about food and beverages, is to expect breakfast, lunch, dinner and snacks in a classic, standardized and perhaps common way. Going further from our guests’ expectation at Sunscape, we allow ourselves to surprise them with typical flavors of the gastronomy of Ixtapa Zihuatanejo; a beautiful corner of the Mexican Pacific, where our

Sunscape Dorado Pacífico Ixtapa hotel is at.

And there’s no better way to start the day than enjoying an exquisite pancita (*menudo soup*) with a delicious café de olla (*pot coffee*), or for the more demanding palates: a delicious aporreadillo (*beef jerky with egg, covered in tomato sauce*), a tasty barbacoa de res (*beef barbecue*), some appetizing Mexican steaks, and why not, some delicious motuleño eggs, with the seasoning of our chef.

But that’s not all, we also offer to our guests succulent sopes and quesadillas. We could not exclude corn, a representative icon of Mexican gastronomy, which, handled by expert hands of our kitchen team, will allow guests to taste a piece of the great culinary wealth of the Costa Grande of Guerrero.

There has been so much interest and curiosity on this gastronomic proposal that we have had the opportunity to reinvent ourselves, seeking the improvement and satisfaction of our guests, and within this renewal process, we have gone further with the drinks and now we offer the refreshing chilate, a traditional drink from Guerrero, made of cocoa, rice, cinnamon and brown sugar.

THE RESULT: the satisfaction, gratitude and loyalty of our customers, who every day honor us with their preference by choosing our resort and giving themselves the opportunity to know a little more about this beautiful paradise in Ixtapa Zihuatanejo. This is why we highlight our gastronomy, our cultural heritage and tourist attractions. We are fully committed to being the best option available, leaving a great taste in our guests’ mouths.

“we allow ourselves to surprise them with typical flavors of the gastronomy of Ixtapa Zihuatanejo”





ROMANTIC DINNERS ON DIFFERENT LOCATIONS

BY AYLIN VILLARREAL, ADMINISTRATIVE ASSISTANT



*“at the beach or the cellar,
he also recommends different wines
for their dinner, increasing our
non-package sales”*

At Sunscape Puerto Vallarta Resort & Spa we promote non-package sales by offering romantic dinner experiences which may be set up in different locations: whether on the beach, the pier or Da Marios cellar, which is our Italian restaurant. The sale of these experiences has been promoted by the Concierge team, UVC and the captains at the consumption centers. We explain to potential customers about the menus that chef Ramón Bramasco has selected for their unforgettable experience either



at the beach or the cellar, he also recommends different wines for their dinner, increasing our non-package sales.

We seek to create a very romantic atmosphere for our guests in order to be recommended with their acquaintances and friends, so that when they visit us at Sunscape Puerto Vallarta, they ask for the romantic dinner experience.

WHAT WE ARE IS WHAT WE DO WITH THE THINGS WE HAVE

BY FRANCISCO RODRIGUEZ,
FOOD AND BEVERAGE MANAGER

MANUEL DÍAZ OUR HOTEL SOMMELIER

The passion and natural curiosity for wines led him to continue his studies in this field and art, his studies opened a new world and allowed him to acquire a vast knowledge in order to pursue his dream. Manuel began his hotel career at Punta Resort & Club as a restaurant waiter, after two years in that property he moved to other hotels performing the same role until 2008, when he realized that he needed new challenges to move forward professionally. Manuel took a leap and moved away from the hotel industry towards Celebrity Cruises, which offers vacations around the world, and during that time his passion and knowledge in wines were developed.

On February 18th, 2011, Manuel joined the Dreams Palm Beach team as a restaurant waiter in the wine cellar; after 3 months he was promoted to Assistant Sommelier for demonstrating an outstanding performance and full commitment. After 3 years of hard work, his dedication and enthusiasm helped



him to be promoted to Head Sommelier. Manuel has been Supervisor of the Month many times due to his outstanding ability to create true experiences.

Passing by Dreams Palm Beach. He has managed to continuously raise the level of performance and service, which are characteristic of our brand, and make us strive not only to stand out among the many resorts in Punta Cana, but to make our guests have an unforgettable vacation.



DORKA TORRES

In 1997 Dorka Torres began her studies in hospitality and tourism business administration.

In 1998, she began to practice her skills at Casa de Campo hotel (*La Romana*) as a restaurant hostess. After some time of gaining experience, she focused on a new challenge at La Romana international airport. However, she returned to Casa de Campo as restaurant and bar supervisor. As she gained experience she was promoted to manager of a pizza place, where she was able to make use of her business knowledge and combine it with her experience in restaurants.

In 2015, Dorka decided to join the Dreams Palm Beach team as restaurant supervisor. After 3 months of outstanding performance, commitment and service, she was promoted to bar supervisor, where her perseverance and strive for growth have made her supervisor of the month several times.

On February 1st, 2021, we recognized her resilient leadership, never-ending effort, commitment and diverse skills, and decided to prepare her for a bar management position. This commitment comes with great responsibility and we believe that this training along with her studies, years of flawless performance, and consistently exceeding our expectations will allow her to keep professionally growing within AMResorts.



“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’ prevails. We are aware that within the hospitality industry there are certain values that we must keep in mind such as service, productivity, teamwork and innovation. These employees have proven to be capable of giving their best every day and never give up while being identified with the AMResorts standards.

BY MANUEL NUÑEZ,
FOOD AND BEVERAGE MANAGER



KEILA SUERO

RESTAURANT CAPTAIN

My name is Keila Suero. When I started working at this hotel as a waitress, I was starting college and I could just work as an extra. Even though the few days a week that I came to work, I decided to give my best and thanks to my great development, I was noticed by the food and beverage manager who spoke to me and suggested I come the whole week and I told him that I couldn’t do so because of the university. Since I was an active person with a desire to improve at work, he helped me with my university schedule so I could begin to be part of this incredible company in full. He has also helped me to grow professionally; after 1 year of being a waitress, and thanks to my skills, I was promoted to hostess, which motivated me to continue giving

my best. Now, they are giving me the opportunity to be captain of restaurants.

I consider myself a person looking for growth and I am very grateful to this company for allowing me to be promoted and for trusting in my abilities,

and this is not going to stop me. I want to continue growing professionally so I will continue training and studying, just as I will always maintain my passion to provide good service, which will always speak for me.

CRISTINO ALMONTE

KITCHEN MANAGER

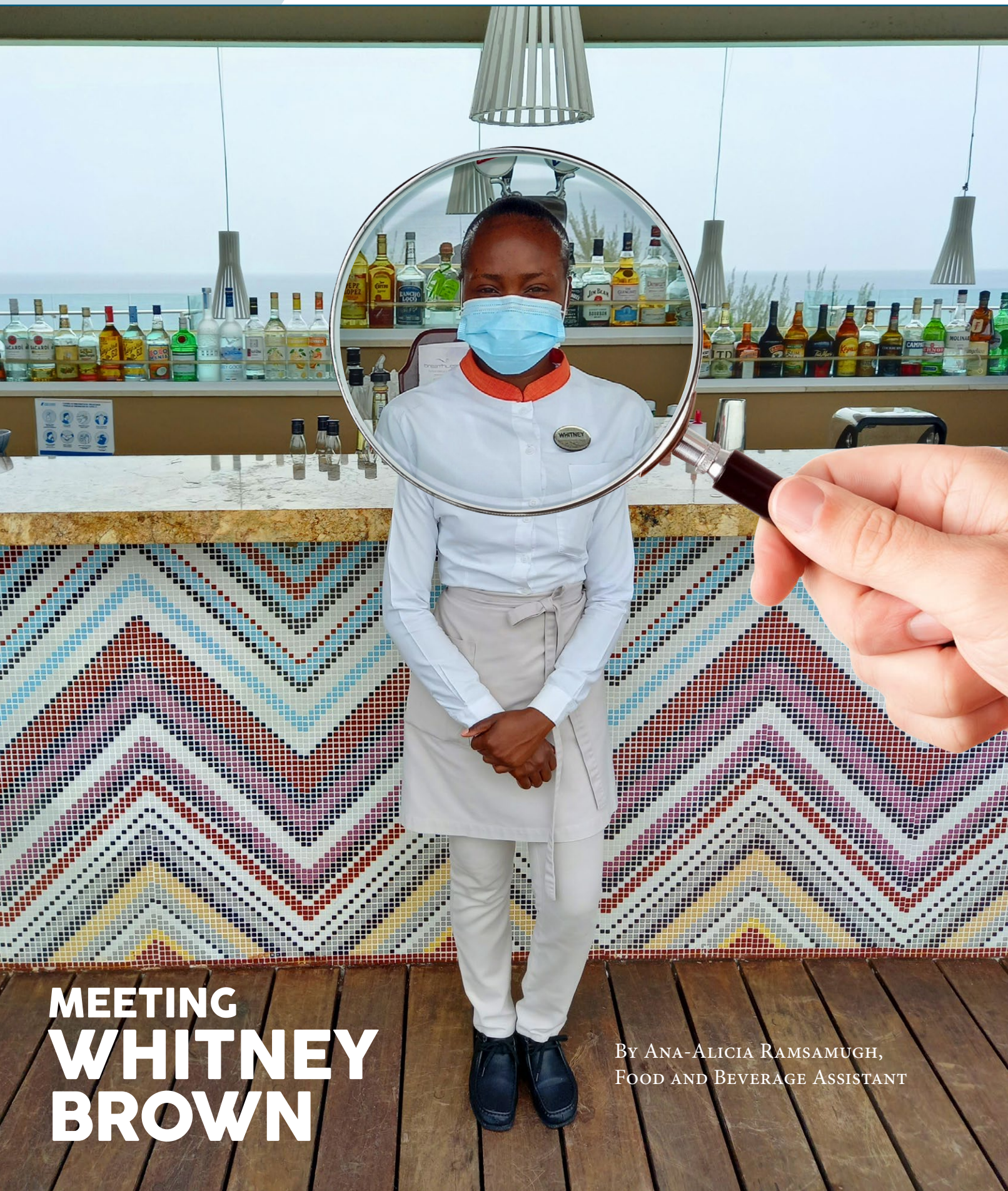
When I finished my studies, my objective was to be able to help my family, so I went to an interview at this wonderful company and I was given the opportunity to work as a steward. Time passed by and I realized that I wanted to become something else. As a personal challenge, I decided to give my best because I wanted to grow and not be stuck in one position; later on, like anyone who fights and strives to get what they want, the executive chef promoted me to cook B. I kept doing my best, learning more and taking advice from my superiors to then be promoted to cook A.

What I like about AMResorts is that they aim to train and consider the skills and knowledge of its



employees. Due to this and after spending a year as cook A, I was promoted to kitchen manager. Currently, I keep giving my best since I like my performance to speak for me, so I will continue to improve and motivate myself every day to keep growing professionally.





MEETING WHITNEY BROWN

BY ANA-ALICIA RAMSAMUGH,
FOOD AND BEVERAGE ASSISTANT

She is our rising star within the food and beverage department! She has been in the Secrets Resorts since 2017. She began her career as a waitress and then as banquet supervisor for a period of 12 months. She has supervised several romantic dinners, cocktails, weddings, and provided service for large groups of about 400 people, as well as for VIPs and dignitaries.

She was certified by the American Hospitality Institute in a Supervisory Management training in 2019, where she got the highest grades of her group.

What makes Whitney unique is her passion for service, her keen eye for details, and a personality that draws people to her. She remembers their guests' names, faces and tastes. She can easily remember what her guests are drinking or their breakfast preferences.

She is an ideal team member who stands out from the rest by the way she performs her daily tasks. She interacts well with her co-workers and one of her objectives is to improve her workspace every day. Whitney is very focused on guest service and makes sure the department provides excellent service. She ensures to fulfill the department's needs and the daily success of her team.

WHY IS WHITNEY READY TO BE PROMOTED TO THE NEXT LEVEL?

She is consistent with her service provision, is passionate about food and beverages, and has the right attitude and personality to lead a team of people towards success.

Whitney is 27 years old and comes from the parish of Santa Catalina. She is from a large family and believes that hard work pays off. Whitney's favorite quote and life motto is that God helps those who help themselves.



She wants to be remembered as a hardworking and committed person who has never been afraid to take on challenges and overcome them.



EDUARDO CAMARENA

FROM WAITER TO CAPTAIN OF RESTAURANT

BY OMAR GASCA, F&B ASSISTANT

Eduardo Camarena began his dream on October 20th, 2016 at Dreams Playa Bonita Panama. On his first day working at the Market Café restaurant as a waiter, he arrived with many expectations that were exceeded, and he was then transferred to the Portofino Restaurant where he was trained as a specialty waiter, learned the art of serving a table under Fine Dining standards and 2 years later, after completing his internship, he was promoted to Restaurant Supervisor. This showed him that there are no limits: *“His enthusiasm for learning and developing has led him towards a constant and firm growth.”* With perseverance and discipline Eduardo wants to become a Restaurant Manager to move forward in his professional career.

Eduardo is Panamanian and is 25 years old; he has a great passion for his profession, he loves mixology, cooking and seeking excellence in service through details. Being part of the Dreams family has been something positive in his life, both in his personal and professional growth.

He always emphasizes that this is something he enjoys doing. He discovered his passion when he was 18 years old while he was taking restaurant training in the mornings and going to school in the afternoons. Even when he was tired he knew that doing what he liked with passion and effort, opportunities and development would follow.

Together we can!!!

“There are no limits to growth because there are no limits to human intelligence and imagination”



ROBERTO FLORES EXECUTIVE CHEF

BY MIGUEL ROMER, F&B MANAGER

At Dreams Villamagna, we care about being gastronomically avant-garde at all times. Guests always come with high gastronomic expectations, for this reason, the renowned Executive Chef Roberto Flores Sahagún is always striving to exceed our customers' expectations. He is originally from the municipality of La Huerta, Jalisco, the oldest of three brothers and a proud father of two children; he studied a Bachelor's Degree in Gastronomy at the Technological University of Bahía de Banderas, Nayarit.

When he finished college in 2012, Chef Flores, began his professional internship for 6 months, to later start his work cycle as kitchen assistant, cook B, cook A, Chef de Partie and later he was promoted to the Mexican Caribbean as Chef of Specialties, Sous Chef Jr., Executive Sous Chef and by 2017 he was invited to practice his knowledge as Executive Chef on the Island of Cuba.



During his career, he has been working in many world-class hotels in Mexico and abroad, taking his knowledge to the Caribbean, specifically, in the Cays and Varadero, on the island of Cuba.

In 2008 he met Sergio Acuña, who would become his right hand in the kitchen in the future. Since he met him, he saw a great potential and undertook the task of supporting and training him to take the position of Executive Sous Chef. From that moment, Chef Sergio became his professional partner, with whom he has shared endless experiences and challenges, marking his path and growth.

Together they took on the task of creating different signature dishes for the Portofino, El Patio, Oceana and Seaside Grill restaurants. Today, they have a great acceptance and great success by the guests in the different restaurants.

THE INSIGNIA DISHES OF EACH RESTAURANT ARE:

PORTOFINO: A base of scallops, cuttlefish risotto and butter of chilis tatemados.

PATIO: Traditional braised pork leg and blueberry sauce.

OCEANA: Sea and land with U8 Pacific shrimp and beef fillet.

SEASIDE GRILL: Seafood symphony with a base of New Zealand mussel, U10 shrimp and scallops.



BY JUAN TAMA, EXECUTIVE CHEF

Dreams Los Cabos dresses up to present the 4 employees that we are very proud of. With their effort and constant dedication, they have managed to grow to be a fundamental and important piece in the Food and Beverages department.



ROSA ISELA MAYORGA

Originally from Cantón Miguel Hidalgo, municipality of Villa Comaltitlán, Chiapas. She has been working with us for almost 2 years. She started as a kitchen assistant and with her effort and commitment she managed to get to the position of Chef de Partie which she currently performs with great enthusiasm and interest. In addition, she combines work with studies and is currently in the sixth semester of the Business Management Degree. Rosa is very committed to the company and its department, and we know that this is only the beginning of a successful story.



ELVIS ESCOBAR

Originally from Tapachula, Chiapas, he has been living in Los Cabos for 8 years, and he has a degree in Computer Science. He began his career with us taking orders in the Room Service area; however, with his excellent attitude and good performance, Elvis managed to be promoted to the position of

Restaurant Captain, keeping in mind all his knowledge and applying it to quality service we must provide. He is a responsible person with an excellent attitude towards our guests, which has earned him several positive comments on SSH and social media.



GERARDO OLIVAR

Originally from Jalisco, he arrived in Los Cabos in 2006. After working for different companies, he arrived at our hotel in 2019 as a Steward. As the time went by, Gerardo demonstrated an excellent attitude and availability to carry out the activities that were required, which led him to be recently promoted to Steward Supervisor. Gerardo, "Güerito" as we call him, is a great example of good attitude, availability and enthusiasm to carry out all the activities that are required every day.

DIANA VELEZ

Originally from Acapulco Guerrero, she has been in Los Cabos for 7 years. She started with us at the Room Service department taking orders; then, due to her performance, good attitude and availability, she

was promoted to Restaurant Captain. Diana is a very capable person, with a good attitude and knowledge as she has been able to carry out the different tasks she is asked for, bringing the necessary support to the department and meeting our expectations.





ISRAEL LÓPEZ LÓPEZ

BY GUADALUPE HERRERA,
ADMINISTRATIVE ASSISTANT



He is originally from San Pedro Puchutla, Oaxaca. On June 17th, 2010 he became part of the Dreams Huatulco family as a bartender. Due his time with us and the experience that he gained, in a very short period of time he managed to be promoted to Captain of Bars. Later he had the opportunity to go abroad to work in Canada, where he was able to perfect his English and increase his knowledge in cocktails.

He returned to Dreams Huatulco in October, 2020 and began his internship so that he could

be promoted to Assistant of Bars, which he achieved in June of this year, thanks to his dedication and effort.

Israel stands out for his passion for work, his commitment to the daily planning of the operation and his self-demands, always focusing on the objectives of his department.



ELISEO SANTIAGO REYES



Born in Santa María Huatulco, he started from a very young age in the world of cooking; his first experience was in Dreams Huatulco as a kitchen assistant, later he had the opportunity to work in different hotels like the Dreams Riviera Cancun, Secrets Capri Riviera Cancun and Breathless Riviera Cancun where thanks to his excellent performance became cook A. Later, he arrived to Puebla, where he had the opportunity to work as a kitchen manager in different restaurants, specializing in vegan food. In 2019, he decided to return to his hometown and rejoined the Dreams

Huatulco family, demonstrating all the experience acquired, in addition to the creativity and passion that characterize him. Due to his human qualities, he was promoted to Chef de Partie in June this year and he is currently the manager of the Oceana restaurant. Every day he works tirelessly for the satisfaction of our guests.



GUILLERMO ACEVEDO SALAZAR



Guillermo is originally from Mexico City, he studied at the Escuela Comercial Cámara de Comercio; later, he worked as a waiter at the Spanish specialty restaurant Parque Asturias, and he joined Dreams Huatulco in 2013 as a waiter showing great dedication to his work. During this time, he has not only proved to be one of the most dedicated collaborators but he has also obtained a certification in Attention to Diners by the Consejo Nacional de Certificación de Competencias Laborales [National Council for the Certification

of Labor Competencies (CONOCER)].

Guillermo began his internship as Captain of Restaurants by the end of 2020, managing to obtain his position in June 2021, thanks to his effort and dedication to the guests. He is currently in the process of being certified as a Guest Service Standards Evaluator and there's no doubt that this is only the beginning of a promising future.



RESORT	F&B MANAGER	EXECUTIVE CHEF
BREATHLESS CABOS SAN LUCAS	Pablo Cuauhtemoc Huerta Flores	Ciro García
BREATHLESS MONTEGO BAY	Bernard Mazet	Antonio Valero
BREATHLESS PUNTA CANA RESORT & SPA	Emilio Punzano	Israel Gata
BREATHLESS & SECRETS RIVIERA CANCUN	Abraham Vázquez (<i>Gte interino</i>)	José Carlos Galván Paz
DREAMS CURAÇAO	Julio Carrion	Raul Miranda
DREAMS PLAYA BONITA PANAMÁ	Omar Gasca	Arquímedes Bultron
DREAMS DOMINICUS LA ROMANA	Tomás Solano	Carlos Quijano
DREAMS HUATULCO	Sergio Calderón Latasa	Antonio Elizalde
DREAMS JARDÍN TROPICAL	Dimas Agut Rodrigo	Ricardo González Álvarez
DREAMS LOS CABOS	Leonardo Gomez	Juan Tamay
DREAMS LAS MAREAS	Jorge Blancas	Marin Agosto
DREAMS NATURA	Diego Perez	Alejandro López
DREAMS MACAO BEACH PUNTA CANA	Joel Gomez	Jorge Castrejón
DREAMS PUERTO AVENTURAS	Arturo Amador	Jorge Alberto Ku Morales
DREAMS PALM BEACH	Francisco Rodríguez	Pablo Villamán
DREAMS PUNTA CANA	Vacante	Pascual Salcedo
DREAMS PLAYA MUJERES	David Gomez Esparza	Jesus Bucio
DREAMS RIVIERA CANCÚN	Ricardo Navarro Cisneros	Antonio Martínez Bonilla
DREAMS ROYAL BEACH PUNTA CANA	Vythalis Muñoz	Mario Soto Mayor
DREAMS SANDS CANCÚN	Gregorio Vázquez	Leonardo Trujillo
DREAMS TULUM	Luis Pichardo	Alán Daniel Juarez
DREAMS VILLAMAGNA	Luis Omaña	Diego Agrest
DREAMS VISTA CANCÚN	Fidel Castañeda	Erik Velasco
DREAMS JADE RIVIERA CANCÚN	David Lopez Ricardez	Luis Castellanos
DREAMS ONYX PUNTA CANA	Emilio Punzano	Alejandro Tovar
NOW EMERALD CANCÚN	Noé Muñoz García	Rosendo Corona Correa
NOW SAPPHIRE RIVIERA CANCÚN	Carlos Miramontes	Jose Luis Santos Novelo
SECRETS & DREAMS BAHÍA MITA	Carlos Nuñez	Fernando Pulido
SECRETS AKUMAL RIVIERA MAYA	Denise Radoux	Jose Amando Garcia Torres (<i>Chef Interino</i>)
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Genaro Guillen	Diego Alonso Ampuero Montalvan
SECRETS CAP CANA	Félix Pilier	Ibai Torres
SECRETS HUATULCO	Alan Arrevillaga	Francinet Hernández Suastegui
SECRETS MAROMA BEACH	Jorge Zenón Trillo	Victor Arriagada
SECRETS MOXCHE PLAYA DEL CARMEN	Oscar Martinez	Mario Blanco
SECRETS PAPAGAYO COSTA RICA	Alejandro Viramontes	Neftalí Zepeda
SECRETS PLAYA MUJERES	Pedro García	Jose Mena
SECRETS PUERTO LOS CABOS	Lionel Piombino	Israel Navarro
SECRETS ROYAL BEACH PUNTA CANA	Manuel Toril	Alejandro Alcántara
SECRETS ST. MARTIN	Myrlaine Carmont	Bruno Brazier
SECRETS VALLARTA BAY & NOW AMBER	Juan Chavez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Bernard Mazet	Antonio Valero
SECRETS THE VINE CANCÚN	Javier Mantecón Piña	Ricardo Cabeza
SUNSCAPE AKUMAL	Raúl Castro	Abel Gondora (<i>Chef Interino</i>)
SUNSCAPE DOMINICAN & BAVARO BEACH	Leonardo Pascual Garcia Mendez	Roberto de Jesus Alcaraz Linares
SUNSCAPE CURAÇAO	Alberto Valenzuela	Heriberto Vanegas
SUNSCAPE DORADO PACÍFICO IXTAPA	Manuel Hernandez	Antelmo Limón
SUNSCAPE PUERTO VALLARTA	Yann Grisseline	Antonio Reyna
SUNSCAPE PUERTO PLATA	Manuel Núñez	Apolinar Nuñez
ZOETRY AGUA PUNTA CANA	Eduardo García	Rafael Tejada Tineo
ZOETRY MONTEGO BAY	Ruben Vazquez Bravo	Lyndon Lawrence
ZOETRY PARAÍSO DE LA BONITA	Luis Hernández	Noé Mirón
ZOETRY VILLA ROLANDI ISLA MUJERES	Felipe Vega	Felipe Vega