

Salt & Pepper

February 2019 Year 4

CANDY WORLD

DREAMS DOMINICUS LA ROMANA

CHRISTMAS, NEW YEAR'S EVE AND FORMAL NIGHT

SECRETS CAP CANA

ENCHANTED FOREST

SECRETS MAROMA BEACH

A TOAST FOR THE BIG MOMENT

SECRETS VALLARTA BAY
& NOW AMBER PUERTO VALLARTA

TIP JARS IN KITCHEN AND BARS: UNACCEPTABLE

No Nos



WELCOME, 2019!

This issue was made to give 2018 a grand finale. We will share with you lots of practices and events that took place in our hotels for Christmas and New Year's Eve taking in advantage that, during the winter season in December, many guests arrive with high-quality service expectations and eager to be impressed by our staff.

Part of the magic with our guests consists in how we manage to evoke memories of people, moments, places through food and beverages. Specially in holiday season, when this magic makes them feel at home despite being far away from it.

In every service provided, always have in mind:

- A. The customer service and attention to details.
- B. To give that personal touch characteristic of our particular resort.
- C. To transmit positive energy!

We need to keep these 3 in mind and pass them along the partners and guests for the rest of the year and not only during holiday seasons. Keep sharing ideas and practices to wrap-up the year and have a more productive and creative 2019.

For a 2019 full of peace, love and health!

The F&B committee

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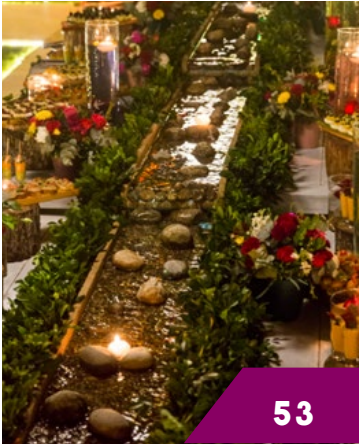
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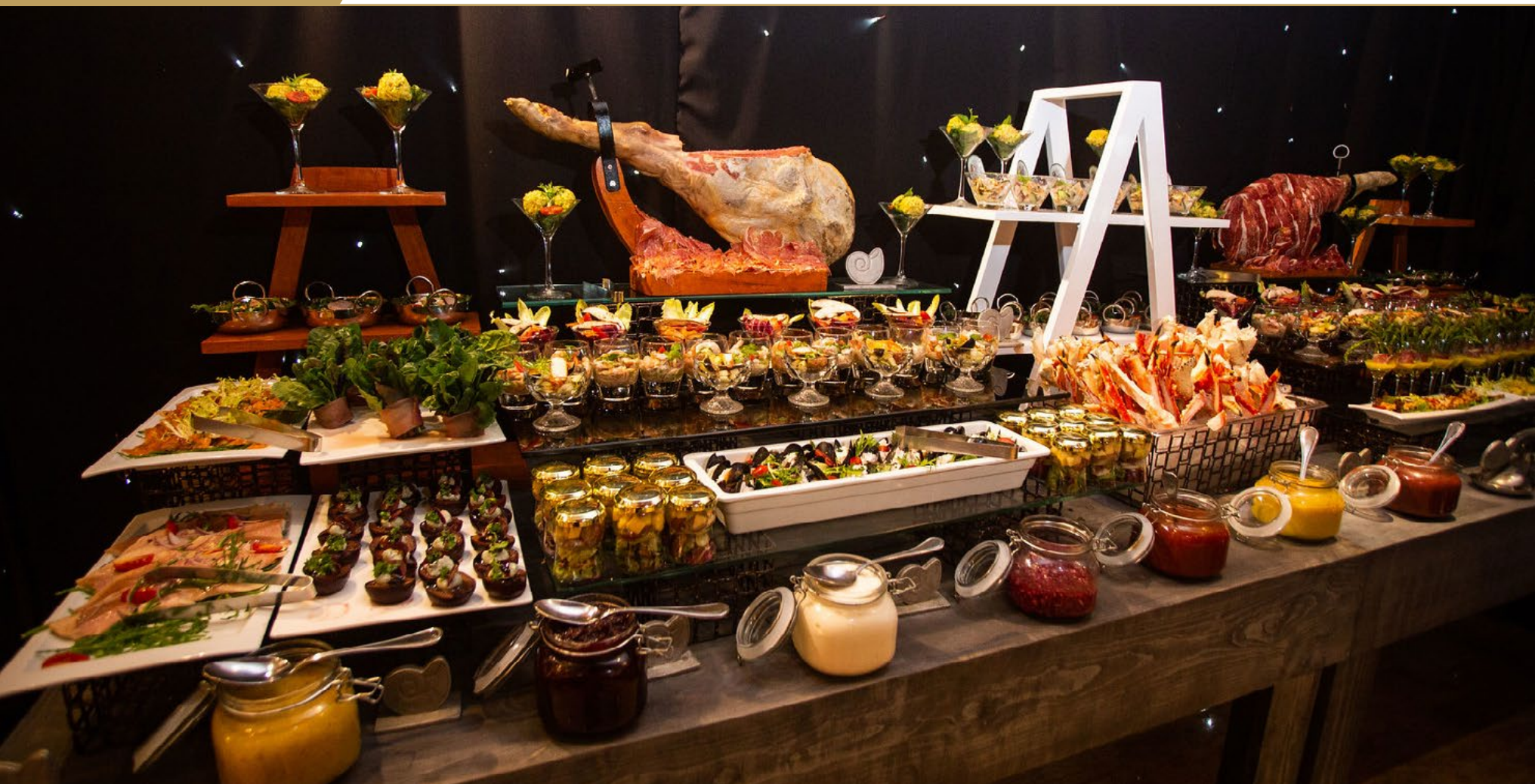
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FEBRUARY COVER





BUFFET SETTINGS FOR CHRISTMAS AND NEW YEAR'S EVE PURCHASING TIPS IN OPERATION EQUIPMENT.

POR: FIDEL CASTAÑEDA,
FOOD & BEVERAGE MANAGER.

The kitchen evolves every day, while the time passes we are influenced by various factors such as: tastes, products and trends. It has in its essence the realization of a dish, this has been changing its way of being presented to the diners, using the same ingredients, only varying in techniques and details. Currently we can perceive a very notorious evolution in the dishes and the demand of the diners. New styles and more trends are urgent, we hear new techniques such as vacuum, slow cooking, pressure cooking, spherification, controlled atmosphere, etc.

Looking to give a minimalist touch to our buffet at the end of the year, we made a purchase order for different operational equipment, leaving the

conventional and giving a more personalized touch to our assemblies. Playing with shapes, textures of the dishes, glasses, but always respecting the flavors and presentation of our dishes that are made with great care for our guests. The intention of setting up a minimalist buffet with small portions, is that the diner can enjoy different traditional dishes in a futuristic touch in such a way that it is almost impossible to recognize them. Some of the glasses and cups used: Helsinki 9.5z Glass, Gem Glass 4.25oz, Atoll Tumbler 3.75oz, Helsinki Shot 70ml, 8oz Martini Glass, 7.75oz Coupe Tumbler, 8.5oz Electro Glass, Odeo Cup 8 Oz Bolero Cup 7.37

oz. Quartz glass 2.5 oz.

The equipment used for this assembly was from Sandolat, Equipohotel and Proepta who are some of our corporate suppliers and who have a great variety of models at very competitive prices.

With this type of assemblies you can not only offer more and better

options to our guests, you can also better control the portions of food and minimize what in the hotel industry we know as waste.



CANDY WORLD

DOMINICUS STYLE

BY: ALEJANDRO GARRIDO, F&B MANAGER.

At Dreams Dominicus La Romana we enjoy every offered experience, where even the smallest of our corners is always dressed up.

We wanted our guests to experience an innovative service with special attention to luxury, quality and comfort.

The desserts are undoubtedly for many, the best way to end an excellent meal, what better way to end a good end of the year banquet than with a delicious variety of Christmas themed desserts.

These emblematic desserts of our culture and gastronomy satisfy the needs of even our most demanding guest.



Both sweet and salty innovations reflect the tasty result of the mixing of different cultures from various countries.

Our macaroon tree bathed in chocolate was very well received as wonderful, magical and full of illusion, it was one of the most requested desserts for its tenacious sugary mixture and sprinkles of love.

Submerged in this great world, each dessert is an experience, a beautiful journey to great food, in which guests appreciated the hard work and consistency of our team, the most important aspect of our event was not only our team's hard work but the acknowledgement and appreciation from our guests, which undoubtedly made us feel their satisfaction.





At Dreams Punta Cana we have stood out for making the purchasing processes more efficient through maintaining a very assertive kind communication between the internal managers and the suppliers, due to this understanding between the parties, we have managed to reduce to the minimum the delivery time (*products vs return*) reaching a remarkable improvement in the quality-price ratio.

To achieve and maintain an excellent service, efficiency must be achieved in all processes, so when buying or renewing operating equipment, it is important to balance what the decision to bet on one side or the other can bring. be it by technology, or by productivity, although the ideal would be to have a hybrid of both.

BY: FARRAH BORG,
EXECUTIVE ASSISTANT TO GENERAL MANAGER.



FOOD TIP

Like all science, Nutrition has evolved over time, and it is our responsibility as decision-makers not to be left behind and to stay at the forefront, delving into nutritional advances and their variables, in order to increase the quality of the gastronomic offer for all our customers.

A clear example of these advances is the development of the Proteomics, a branch of biology that focuses on the study of proteins. Although its major advances so far have been in the pharmaceutical industry, the inclination of its development goes towards food safety, for the detection of contaminants and microorganisms at risk.

At Dreams Punta Cana we try to stay ahead by following the evolutionary steps to food science, without neglecting the technology that as a good ally helps us to streamline our processes for better productivity and service.





HOLIDAY SEASON

One thing is certain: we all love holiday season. There are variations of the type of celebration and the importance of these festivities for people around the globe; this season is one of the most

important because of religion or the desire to gather with family and friends.

In Latin America, it is acceptable to start on December 1st with the Christmas decoration around the house: Christmas lights in and outside, the Christmas tree and sometimes, the nativity.



The Now Jade follows the tradition placing Christmas decoration everywhere and the Christmas tree in the center of the main lobby. And, to combine traditions, it is also placed a little ginger house. We can see lots of families while we get closer to Christmas, due to holidays in most of schools. For this same reason, everything is happiness and joy.

For December 24th we organize a big celebration where kids can go and meet Santa Claus at his house, give him their letters and take pictures with him. At night, we have a special dinner in the halls with an amazing production, a buffet with Premium dishes and a top-quality show.

In December we also have the last night of the year: New Year's Eve. For this day, all come together in a big celebration to let go the old year and welcome the new one. The Now Jade doesn't let go this opportunity to create 2 themed nights for such an important celebration:

CIRCUS NIGHT in the Kukulkan hall, with a delicious menu whose main course is "*Lobster-Lamb-Duck*" matching a very good wine.

HAWAIIAN LUAU in the main garden, with a great buffet and the option to drink a bottle of wine or champagne, everyone gathered and waiting for midnight to receive the new year with a countdown and fireworks.





NEW CONCEPT

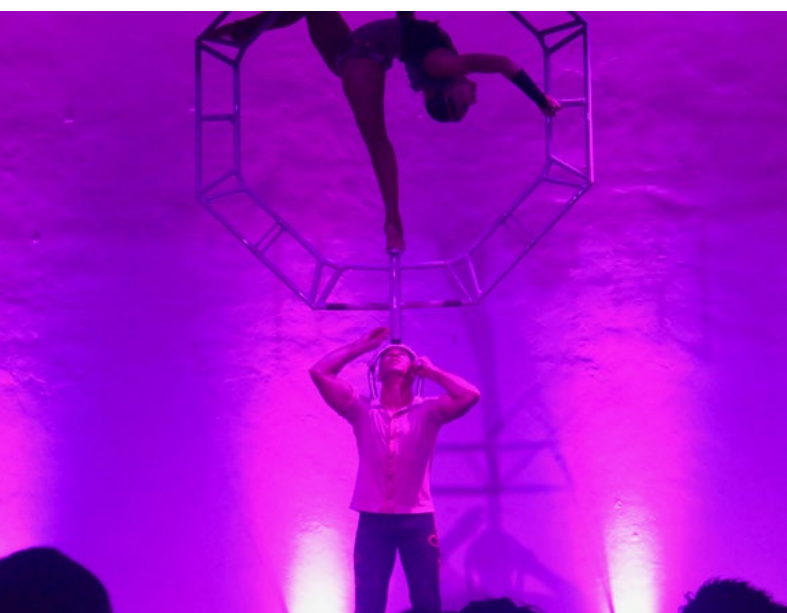
BY: MIGUEL ÁNGEL ROMERO,
FOOD & BEVERAGE MANAGER.

The Food and Beverage department presented a new concept for the Christmas and New Year celebrations, with new locations and different logistics than previous years, being at the vanguard in mounting beach lounges.

The theater was decorated with curtains and balls. We offered dinner and show with a gourmet set menu of 5 courses, with a seating capacity of 200 people who booked in advance. This event helped us to promote the sale of Moët Chandon and perceive an extra income on December 31st.



The Portofino offered a gourmet set menu of 5 courses by the Executive Chef Jorge Ku, who was very accepted. He also contributed to the incomes for champagne and wine sale.



Thinking of those guests who like buffet the most, the restaurant World Café offered a wide variety of dishes in a family environment for New Year's Eve. The entrance was decorated with an astonishing champagne tower to welcome each guest with a glass of delicious champagne. The pastry chef created an impressive chocolate house that amazed every guest, giving them the opportunity to take photos of the moment.

To welcome the new year, it was organized a beach party with a DJ performing at night. The production was very luxurious: lounge areas, illuminated dance floor and bar, and large screens, creating the proper environment to enjoy the great evening and appreciate this new concept.

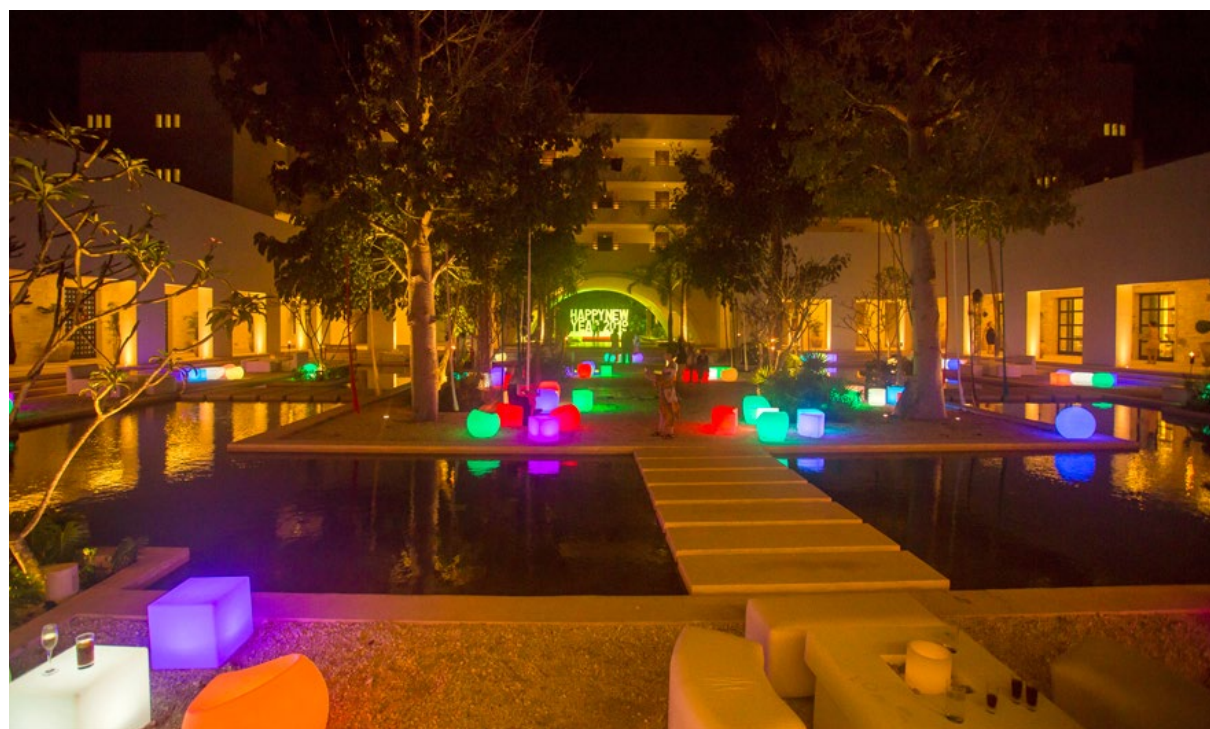


AN UNFORGETTABLE EVENING

On December 24th, Secrets Akumal offered a different evening to the guests, with an excellent service and hospitality. Everything was mounted around one of the main pools in the hotel. The event began with a welcome cocktail and then the guests enjoyed a great show of live music while they were having dinner in a luxurious and romantic environment. The service provided by the staff was great and high-quality, they were always caring about the guests' necessities.

For the formal party on December 31st, the Secrets Akumal staff amazed their guests with a perfect combination of mounting and decoration in an event taking place in the Convention Center and the Plaza.

Each place was decorated differently, offering two different environments. In the Convention Center



guests were dancing from start to finish to the live music. There were also screens all over the place that offered different views of the event. The Food and Beverage staff provided a professional service, keeping everything under control before and during the event.

Outside, there were two bar tops, cocktails, and music. Everything under the lounge concept. The guests had then two options to enjoy the event and celebrate the new year. At the end of the night, we had the classic New Year's toast and the 12 grapes for good luck.

The hotel also organized an after party until 2 am with a DJ who exceeded the expectations with his performance. Additionally, for those awake and hungry, the staff prepared a Mexican food buffet, which was a complete success!



The celebration of New Year 2019 started early in the Xcelerate pool with the champagne shower, where the staff popped 300 champagne bottles during 30 minutes over the guests who were having fun with good drinks, music and service.

A new and innovative bottle sleeve was used for the first time, it covers the bottle in case

of a fall providing more security at performing the activity. With this, we take advantage of outdoors areas and we promote them. It is important for the staff to plan and be careful with activities in pool areas. We had wine sale in the main hall and in the themed restaurants that offered a wine and



NICE, DELICATE AND FINELY PLANNED 2018

PRODUCTION IN RESTAURANTS

The Breathless Riviera Cancun had a great diversity of events within the property, providing unforgettable moments to all of our guests, partners and groups in the resort.

The groups were in private areas in restaurants so that they could enjoy their meals and themes already chosen. The Food and Beverage staff used operating equipment of other areas for the organization, creating a pleasant environment for our guests and group coordinators.



BREATHLESS RIVIERA CANCUN

FESTIVITIES
Breathless Riviera Cancun



continued. The guests enjoyed the event, dry bars, wine sale, and the pool which was covered and used as stage and dance floor.



dinner pairing with menus printed with the theme “*La Catrina*”. The installation of the hall, church and tables were made in collaboration with the Feast Organization staff, using materials previously used for 2018 FIFA World Cup Russia.

The dinner menu for New Year’s Eve was designed so that our guests find the Mexican dishes nice, delicate and finely planned by our Executive Chef Carlos Galván, who showed us his most patriotic side with his dish consisting of lobster medallions over a base of mole poblano.

The last party of 2018 began at 11 pm with champagne Veuve Cliquot in the Purple Terrace Lounge and finished with the fireworks lighting up the sky in the Energy area, where the party





CHRISTMAS AND NEW YEAR 2018

BY: ALBERTO FLORES,
FOOD & BEVERAGE MANAGER.

CHRISTMAS CELEBRATIONS

Dreams Tulum organized two wonderful events for Christmas celebration. On December 24th, the hotel organized a Christmas buffet in the plaza, that exceed the guests' expectations with the gastronomic variety. The guests enjoyed the delicious dinner, the Christmas environment and had fun with the entertaining program consisting of a magic show and Christmas dance.

There were special dinners in restaurants for those guests who wanted a more private and exclusive moment with their family. The Christmas menu had 5 courses and we offered packages of wine created by the sommelier.

On December 25th, we had a brunch in the restaurant World Café with a mixture of grilled food placed next to the activities pool. The guests were very happy with this new experience.

FORMAL DINNER FOR NEW YEAR

Dreams Tulum organized a formal dinner for New Year's Eve, which was planned to take place



in Plaza Mexicana. However, it was moved to the Convention Center due to the weather conditions. We wanted to provide luxury in the last night of the year, so we offered to our guests premium wine packages and a delicious menu.

We created a promotion team 3 days before the event so that guests could do their reservations and would be able to choose a table and arrange any special request for their menu or wine. It helped us to have everything prepared for each reservation, being able to surprise and offer something different than any other formal dinner.

The entertaining program was great and energetic, consisting of different shows of live music and special performances. The guests enjoyed the show and also the dinner, creating an extraordinary experience.

As a final touch, the guests were able to watch the fireworks from the Jardín Dreams, having an unforgettable moment receiving the year 2019 together with their loved ones.

That night, we surpassed the goal of wine sale and we reached a high level of guests satisfaction.





SAVINGS IN EXPENSES AND COSTS FOR THE LAST CHRISTMAS HOLIDAYS

BY: JENNIFFEN VIOLA BURDIER,
ADMINISTRATIVE COORDINATOR OF F&B.



Looking for savings in the expenses and costs in the food and beverage department for this last Christmas holidays, and at the same time, with the commitment to increase guest satisfaction, our Zoëtry Agua team elaborated an action plan for the different areas.

In the kitchen area, we managed to balance the food cost by reusing the same prepared foods that were not sold during the operation time in the different consumption centers. For example; The Coco Café, makes change of pastries every day at 3 PM, these products are repositioned in

a tray and offered to the customer in the beach and pool area. In this way, we accommodate our guests a little bit more with different bites in the afternoon.

The Christmas decorations in the restaurants also took part in our savings plan. Our Christmas trees in the consumption centers were unique, since they were created with recycled woods and dry trees. The centers of tables, were decorated in such a way that they were used throughout the year, wearing a beach and tropical decoration. A very creative way and reducing future expenses.

For the New Year's Party, all the bars were made with barrels donated by suppliers, this decreased the rent expense of furniture that we frequented every year. The load pallets made of wood were also a recycling element for our furniture tables and sofas for the New Year's Party. The cost of manufacturing this furniture was less than the cost of renting them. The most interesting part of this is that it is one more asset for the company that will last us for the whole year, decorating a bit more our garden and beach areas.



These actions and Christmas decorations were remarkable in the comments of our guests, generating that each one of them will enjoy the Christmas energy in the relaxed way in which we know how to offer it.

¡Happy Holidays!



GETTING CREATIVE FOR CHRISTMAS

BY: EDUARDO AYALA,
FOOD & BEVERAGE MANAGER.

In Secrets Aura Cozumel we decided to carry out the organization with a little bit of wit, team work, creativity and desire for recycling, to decorate a very important area in our hotel for Christmas. In order to create what we had in our minds, we needed help from maintenance department. First, they worked in a base for our tree using only paper and reused material, to not incur in expenses. At the same time, the staff started to sort out the red wine bottles from the daily operations, remove labels and wash them for reuse. Once we had the necessary things, we made a structure with the shape of a tree. Then, we placed the wine bottles, tying them up, forming a Christmas tree with green strips to simulate the leaves and beautiful Christmas lights.



Sunscape Sabor Cozumel hosted a very special night for New Year's Eve. We decided that the celebration theme was going to be "*Under the sea*", paying tribute to our sea that each day gives us magic and is the main reason we have people visiting us.

The event took place on the pool sides and we put a variety of fish, rays and turtles on top of it as if they were jumping. Besides, we covered the palapas with fabric to simulate jellyfish with internal light to create the same shining effect of this particular animal. The cloths of the table were blue and a white-transparent fabric on top of it to simulate the sea surface and as a final touch, the centerpiece consisting of balloons and marine species combined with the lights gave the effect of being under the sea.

We decorated the buffet with nets and seashells and for the fish and seafood area we designed fishing boats large enough to put ice in it to preserve food and also to look spectacular.





TARGET: INCOME NOT PACKAGES.

WINE SALE AND X-MAS BRUNCH BUFFET



In the search for increasing the income and not packages in our hotel, the Food and Beverage staff, together with sales department, proposed the creation of the package “X-Mas Brunch Buffet”, consisting of a very interesting menu according to the season and very attractive to local market.

It had a positive impact on December 31st because we had a large number of guests that came with us to celebrate their last dinner of the year. The Food and Beverage department were in charge of the wine sale for the Christmas dinners, with access to table reservations in the purchase of wine bottles.

This allowed us to improve the income for wine and champagne sale, to move the inventory and to create new experiences for our guests, who were able to enjoy wine and champagne during the family dinner at a very reasonable price.

The benefit was for everyone at the end: our customers were happy and the hotel received income and recommendations for the good service. This is the opportunity for the Food and Beverage



“This allowed us to improve the income for wine and champagne sale, to move the inventory and to create new experiences for our guests...”

department to practice the selling techniques, using the preparation and exhibition with the local market to present these packages and sell them in a more effective way.

The results, where we had a more positive variation compared with the previous year, are as follows.



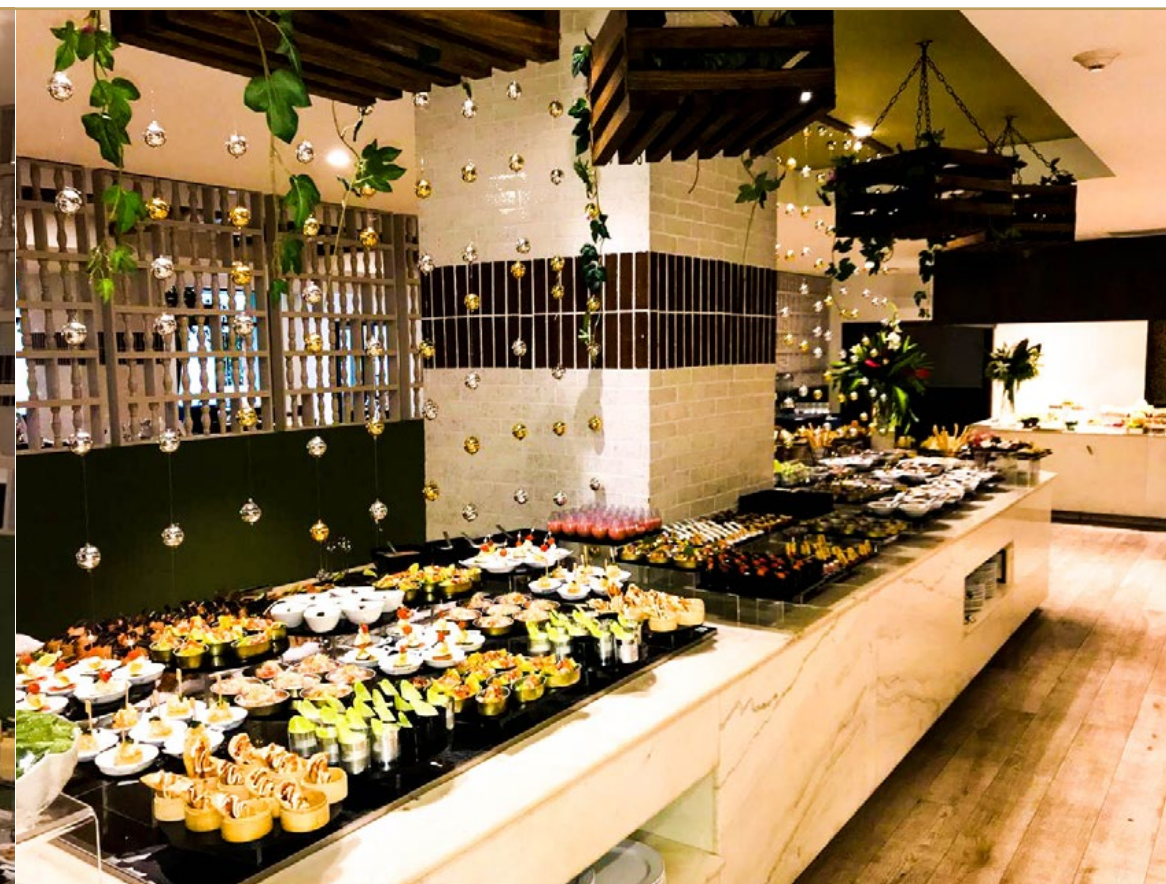
CHRISTMAS BRUNCH SALE 2018 VS 2017

Hotel SUCUR	2017	2018	Variation +/-	%
People	43	69	26	60.47
Income USD	2,300.00	2,815.00	515.00	22.39

WINE SALE FOR CHRISTMAS AND NEW YEAR 2018 VS 2017

Hotel SUCUR	Sale 2017	Sale 2018	Variation +/-	%
Bottles	130	211	81	62.31
Income USD	6,756.00	9,766.00	3,001.00	44.36





refined presentations and last but not least the traditional dishes of these dates.

In addition to this, we performed a spectacular assembly so that it is diffused and mixed with the soft light, ice and transparency to give the feeling of fluidity between the decoration, the crockery and the product. Giving the feeling of being on a cold winter night,

but with the human warmth off Punta Cana at Secrets Cap Cana.

than privileged that some people choose to stay at our hotel during these dates. As we already know, these dates are as important and beautiful for us as for the guests, since we always take care that everything we do has a little more of the human warmth that characterizes us, always trying to make that our guests feel at home.

How do we make our guests feel at home during these dates? It is not an easy task, but not impossible. An example of this is the assembly we made in the buffet “Market Café” for these dates, apart from the elegance, creativity and versatility that characterizes us the visual touch and taste are fundamental for our guest delight. Moreover, it is like some people says, we went above and beyond with a classic assembly and micro format for more quantity and variety to taste and more

CHRISTMAS, NEW YEAR'S EVE AND FORMAL NIGHT

BY: FARRAH BORG,
EXECUTIVE ASSISTANT TO GENERAL MANAGER.

December 24 and 31 are without a doubt, nights full of emotions for many people, but beyond emotions, they are nights to celebrate and spend quality of time with family. In fact, this is the reason why we at Secrets Cap Cana feel more





SECRETS ST. JAMES & SECRETS WILD ORCHID MONTEGO BAY



FESTIVITIES

Secrets St. James & Secrets Wild Orchid Montego Bay



CHAMPAGNE FOUNTAIN



In Secrets Wild Orchid & St. James we think that the base of it all is the planning, then the organization and at last, accuracy to execute the masterpiece that our guests expect year after year. It becomes the most colorful place in the greatest night of the year: New Year's Eve!

Our bar team, headed by Mr. Dwight L. Halsall, begin the preparation of the flute glasses, the champagne and illumination necessary for this wonderful piece. The team only starts to assemble once they have all the necessary tools, because they shall only stop when it's finished.

They start closing and emptying the fountain one night before. Then, together with the maintenance team, they build a solid base with specifications in order to guarantee a proper balance. This base is

then placed inside the fountain, and the flute glasses are put on top of each level.

The installation process of 1,200 champagne glasses starts when they are placed carefully from the base, because it will give support to the next levels. All of them are stuck together with a special glue very carefully to prevent that the fountain collapses with the wind. The first level of the fountain is also filled with ice and bottles of sparkling wine are placed on the ice for a more attractive aesthetic.

Our entertaining team is in charge of the lights to bring the "wow" effect of this majestic fountain. To create this masterpiece takes at least five hours and it takes the full concentration of four creative team members. All the guests end up amazed by the fountain, that becomes the main stage in a very exciting night, and want to take lots of pictures of it.

The fountain is disassembled after the countdown, which is another task that has to be carried out with patience or the glasses could break. Hours later, everything is taken away and the fountain is filled with water again.

364 days later, this process will be carried out again and the fountain will be, again, the main attraction. *Thank you, bar team!*





ENCHANTED FOREST

IN SEMRC 2018

BY: JORGE ZENÓN, FOOD & BEVERAGE MANAGER.



In Secrets Maroma Riviera Cancun we wanted to surpass ourselves, so we collaborated with all the departments to obtain a product that could help us to create a new, unique and different experience to our guests. We also wanted it to be a powerful factor in our wine sale goals that we've fixed by the end of this difficult year.

Our strategy was basically having all the plan with months in advance, as well as the commitment and collaboration of all the departments in Secrets Maroma Riviera Cancun. There were many previous events and assembly exercises in the themed nights



that made us master a project that we knew would result in a good wine sale, in both Christmas and New Year's events.

The non-package sale in these new year dinners is accomplished by offering special locations in the themed event, and such event is promoted in all the consumption centers along with a printed lay-out to advertise such locations.

These locations included a champagne of its choice, either during dinner or in the lounge area installed in the party area. It also led us to have the choice to offer a second bottle in most of the tables, which was very helpful for our goals.

We also assembled a champagne station that during the party would invite guests to buy champagne to celebrate. With the aid of other departments

like steward, bar and kitchen, we were able to do amazing things and installations that were very well accepted.

The result of these practices was the achievement of a net sale of \$75,448.39 USD for December 24th and 31st, a new record for Secrets Maroma Riviera Cancun in these two days.





BY: DIEGO PEREZ,
FOOD & BEVERAGE MANAGER.

CHRISTMAS PARTIES

In Dreams Riviera Cancun we hosted two great events for our guests. The first, on December 24th, was an unusual event. Our sale technique was that the sommelier created wine and dinner packages for 24th and 25th of December, which created an impact on foreign guests who only celebrate on December 25th. The dinner was in the Gran Salon with a very luxurious installation, a very complete menu for a very special night and we also prepared a high-quality show for our guests. On December 25th we installed a very exclusive celebration in the beach deck for those guests who purchased the dinner on the 24th. The decoration was very rustic, we had a DJ performing for the guests, a fire show and the dinner consisted of grilled cuts.

This strategy helped us giving a plus to our guests and to surpass ourselves in matters of wine sale.



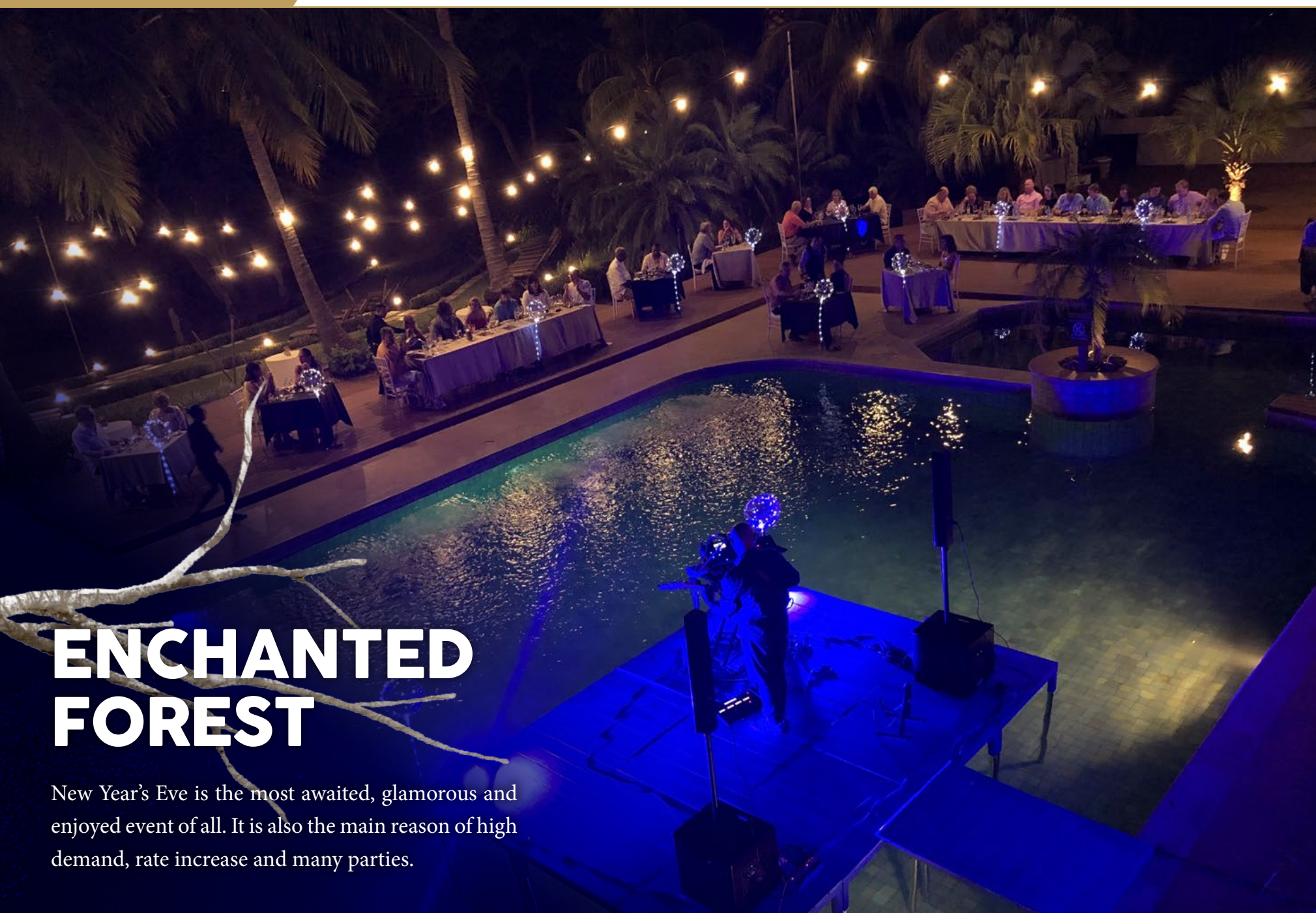
NEW YEAR'S DINNER

The main lobby was a great location to host the formal dinner to say goodbye to year 2018. The theme of the night was *"Shine bright like a Diamond"*. The organization of this dinner gave us the opportunity to transform our lobby and amaze every one of the guests who chose this hotel to celebrate the last dinner of 2018 and receive the new year with a luxurious installation and a great show according to our resort.

The dinner was for those who purchased option packages matched according to the menu and our goal was to exceed their expectations with something different. It is necessary to mention that the packages offered included premium bottles and a very complete menu of five courses. Everything was luxury: the lobby, the giant chandeliers, the illuminated crystal tables and the centerpieces simulating diamonds.

We welcomed our guests with an amazing cocktail based on the concept of Diamond, which was very surprising for everyone.

The last event of the year was a complete success since we were able to manage the times and provide a high-level dinner. We accomplished our goal, which was to surprise and satisfy our guests.

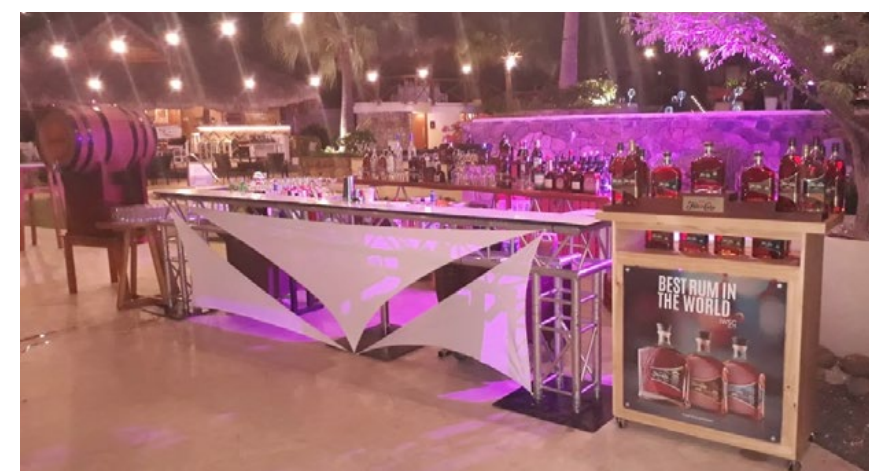


ENCHANTED FOREST

New Year's Eve is the most awaited, glamorous and enjoyed event of all. It is also the main reason of high demand, rate increase and many parties.



Each year we face new challenges. We try to improve what we did in previous years; to innovate; to think outside the box and in a more creative way; and to work more and in teams. We need to improve in quality but also in quantity. One of the challenges for Food and Beverage is to be on the top sellers of wine within the company.



A lot of our guests have stayed in other of our hotels for these holidays and they have a very positive impact of how we celebrate this night and have high expectations in events, service and food.

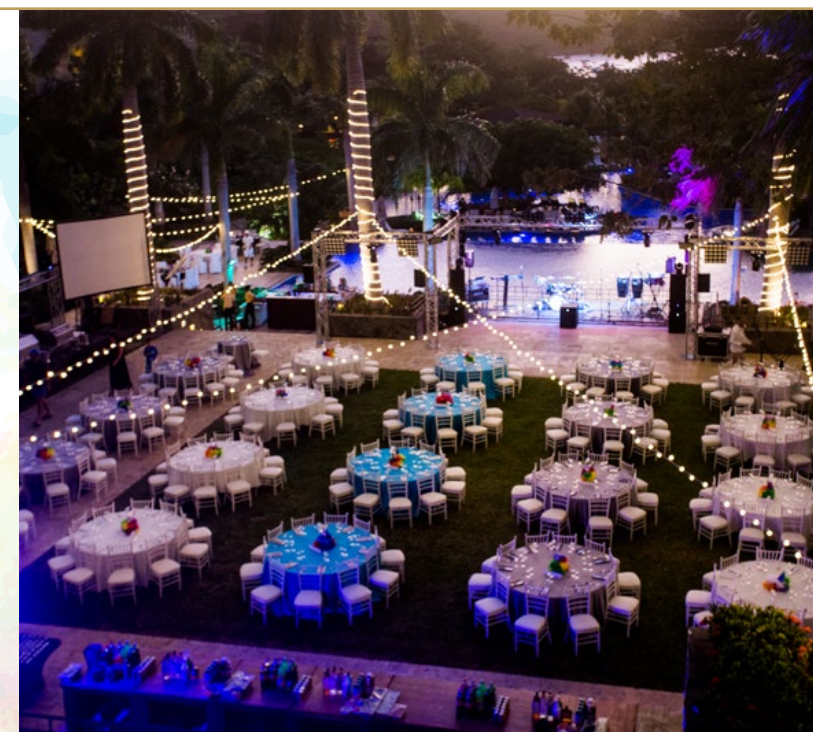
Each hotel, besides the dinner, creates strategy to provide a more special service that would lead into a greater non-package income and achieve goals. SEPCR created an “*Enchanted forest*” environment in different locations, offering dinners on our pool sides with completely different menus (*some of them customized*). But the main difference from previous years was the VIP areas, that were privileged areas to enjoy the DJ performance, the fireworks, the champagne; to dance; to share the magic of the New Year with the loved ones; or to rest and enjoy the night.

After the celebration of receiving the new year, we installed a “*Champagne on sale*” station, where we offered bottles of 375ml, for those who wanted “*a little bit more*” instead of a regular bottle, which was a very good strategy. Our challenge for 2019 is to start the brainstorm of ideas for New Year's Eve right away!



NEW YEAR'S COLOR PARTY

BY: JORGE JIMÉNEZ M.
FOOD & BEVERAGE MANAGER.



The band installed in the pool side created a warm and joyful environment to be and enjoy. All these elements were of great pleasure for the guests who had so much fun all night.

Food and Beverage provided a great service and sold champagne and wine in a very successful way, increasing the non-package income and satisfying our guests at the same time.

This year we had the idea of having a “Color” themed party for New Year. The main idea was to do great things with less expenses. The result was a color party, with varied music, colored gardens, color food and an environment of colors attracting everyone.

The approach was to paint the elements outdoors of vivid and strong colors. These worked as decoration for the event, which took place in the main plaza, where the entertainment area lit up the trees, garden and buildings around in order to create a full colored atmosphere.



The buffet was amazing. Delicious and colorful food, such a show. We learned that it was a great idea to combine creativity and technology to decorate outdoor areas and give that “wow” effect to our guests.

Each year we try to do it different and more attractive to fulfill the expectations of our guests is our main goal, and 2018 has been no exception.



NEW YEAR'S PARTY STUDIO 54

In Dreams Playa Bonita Panama we were focused on the so awaited and last celebration of the year, we wanted it to become a magic, spectacular, glamorous and unforgettable moment for each one of our guests. For this purpose, we decided months ago, during the brainstorm, that the theme of the night would be “STUDIO 54”.

For those who are not from that time, we will tell



you what “Studio 54” was. It was an iconic disco in Manhattan, United States, in street 54. Through the years, this place was inspiration for the music of that time, and it was so relevant that it was made a film.

After we decided the decided, we started to delegate tasks for each department to jointly achieve the organization of our amazing party, being able to teleport our guests to one of the best discotheques of all times.

Our bar team and their creativity were in charge of creating an elegant area, proper of STUDIO 54 and the 70's. The kitchen team knows that the last night of the year has to be glamorous and extravagant to receive the new year “enjoying with family” whether at home or somewhere else, and prepared a delicious dinner for all the tastes.

We also had a show during dinner for kids, teenagers and adults.

There are plenty of traditions, superstitions and expectations around the globe for this night.

And one of the most established traditions is to have a midnight toast with champagne and what a better way to enjoy it than being in the middle of the nature, with great music and fireworks (*a must for these celebrations*). The formal night was full of tastes, fun, joy and happiness for our guests and the whole team of Dreams Playa Bonita Panamá.





SECRETS CAPRI BRITISH INVASION

BY: ANTONIO SPADARO,
FOOD & BEVERAGE MANAGER.



I want to share with you an interview with Food and Beverage leaders that made a huge effort to organize an unforgettable New Year's Eve for our guests. They shared emotions, concerns and the satisfaction of receiving the new year here in Secrets Capri Riviera Cancun.



Yours,
Antonio Spadaro, Food
and Beverage Manager



Zyanya, how did it feel to be part of the organization of such a special day for our guests?

Since I was informed that the theme for this New Year would be British Invasion I got excited. There are so many iconic bands in the history of music, such as The Beatles, Queen and The Rolling Stones.

Once the theme was established, the creation and development of the packages along with the sommelier and the good and beverage assistant was very simple. We carried out a comparison in sales of previous years and we fixed a target (*very ambitious*

but not impossible). The champagne sale increases for holiday season, which makes our job easier, and we decided to create a special wine menu to avoid shortage for our events.

We decided to begin with presales on December 26th due to the event's popularity and the sales target is higher. We needed to do what was on our hands. Since the beginning, we noticed interest in our guests even though we were going slow on sales the first days. We started to fill the lay-out by December 28th, and curiously, by December 31st, we had few tables empty (*which were sold hours before the event*). We achieved our target without being aware of it and the team work was fundamental and not that difficult.

At the end of the night, after seeing the sales result and hearing the good comments of our guests was the cherry on top to have a great beginning of the year! There is no doubt we achieved our goal due to team work, not only as Food and Beverage department but also as the whole Secrets Capri. The satisfactory feeling and learning you get from these events cannot be compared.

Zyanya Sanchez Food & Wine Concierge





SECRETS CAPRI RIVIERA CANCUN

Chef Antonio, how did it feel to be part of the organization of such a special day for our guests?

The New Year's event is the most important celebration in Secrets Capri. We consider that the planning, delegation of tasks, execution and management are fundamental for the event success.

Once we knew the theme of the event, British Invasion, we created the buffet menus and luxurious plating so that we all knew the food options to offer guests. We established with anticipation the raw material that we needed and we placed orders having in mind the estimated time of arrival.

We carried out a lay-out with the buffet distribution. We considered 6 different sections, 3 rows for hot meals, 1 for cold and a big 1 for desserts. There was a right distribution of duties that each member would carry out with times, tasks, necessary equipment, and so on.

How do the kitchen team feel about preparing dishes for such an important event?

At the beginning, very stressed because the expectations are higher for this type of events. During the whole production we took care of the preparations, testing all the food to keep everything on track. As the time passed by, the excitement was noticeable among the kitchen staff who executed the final assembly. The faces and behavior reflected surprise, gratitude and satisfaction for the final result.

How impressed were you about the dessert row of the pastry chef Ángel Pérez?

Chef Ángel is great at what he does! During the new year event he proved to be a good leader. The execution with his working team of all the dessert bars was amazing. The surprise was enormous because he exceeded the expectations of the originally planned and he took the British Invasion theme to every dessert.

The guests were all surprised, the dessert bars were the focal spot of the whole installation. We caught a few guests taking pictures of the desserts and very happy for their taste and look.

In Secrets Capri we give the best of us to satisfy our guests.

Chef Antonio Martinez Bonilla

Manuel, how did it feel to be part of the organization of such a special day for our guests?

The wine sales during the year is very important for AMR hotels as well as the wine sales in New Year's Eve. Working in Am Resorts as sommelier for 8 years in a row has taught different and effective logistics for the purchase of wine bottles that will be offered during the presale. This year was carried out different: the wine sale was simpler with the aid of our packages, we bought enough champagne in advance. We executed a summary of the wine popularity to offer a limited menu for the event, leaving the wine menu for restaurants in order to avoid shortage of stock. This year, the purchase was more precise and effective in order to achieve our goals. We distributed 250 bottles of wine for December 24th and 31st by having a code system for each table reservation. It was all

possible thanks to the buying and selling staff.

Manuel Silva, Maitre Sommelier of Secrets Capri

Antonio, how did it feel to be part of the organization of such a special day for our guests?

The planning of an event is always important; to have everything in its place will make it a successful event, and if you don't make it, you will get an unforgettable headache. The responsibility of organizing an event is not easy, it involves a lot of planning.

Once we chose the theme for the party, British Invasion, we planned the logistics of our event and our non-package sales target. This year we had a record in wine sales in Secrets Capri, which was possible thanks to the planning and team work from months in advance.

To achieve our non-package sales target and surpass the previous years we planned the package sales including champagne bottles such as Dom Perignon and Moët Chandon. All the packages included special menus for New Year's dinner with lobster and premium cuts. In addition, we had a first-class buffet, where we included products of high range.

On the other side, the dinner and show were a complete success. The animation team programmed entertainment

for the guests since the beginning of the event (6:00 pm) until the end (approximately at 2:30 am). We definitely exceeded our guests' expectations with 3 shows on stage making references of the rock bands that arrived to United States of America after the 60's, aiming to create a new rock culture, revolutionizing the cultural movements in America.

At the end of the night, you realize that every department is involved and dedicated to the event; that the hotel put so much effort to satisfy our guests; and that each one of us gives the best to fulfill our brand promise.

In Secrets Capri we give our best for our guests' satisfaction.

Antonio Cervantes
Food and Beverage Assistant





THINKING OUTSIDE THE BOX FOR CHRISTMAS

BY: VICENTE PULITO, F&B MANAGER.

This year we decided to take a risk with our Christmas dinner. We wanted to give our guests a different experience with a Mexican and traditional posada and the most traditional drinks of our country.

We might think that our guests wouldn't like such idea, but we ended up amazed by the people's reaction when they saw our installations and the

strategic location. The location is one of the most important aspects of the planning, we have to find the perfect place and the proper flow of the people.

While planning you must consider: the flow, where will the people enter and how the service will be served; location, if you choose the wrong place you might not have the success you are looking for; illumination is one of the most important items because it provides the impact of the whole installation.

The installation was like a cantina and was very attractive for everyone, who were taking pictures for future memories. The people were amazed with the drinks, especially with the jarritos from Jalisco.



We must understand that we create an environment where the guest's experience will be enriched with our creations and it will bring memories every time they see their pictures. This is why the production of events is very important.

Set your imagination free and create unforgettable experiences!





A CAPTIVATING ENVIRONMENT



We always want to give the best experiences to our guests in such a special holiday like New Year. As Food and Beverage area, we wanted to create something unforgettable. We worked with the entertainment area, Jorge Godínez (*Banquet Manager*), the Chief Steward and Israel Olvera as a team to create a Burlesque show and dinner.

In order to achieve the perfection, the installation was made in two days. We didn't have time for mistakes.

The night started with a cocktail in the foyer of the Portofino, where red and gold curtains covered the walls from ceiling to floor, simulating a theatre. In the middle there was a very elegant champagne pyramid, surrounded by high tables where the guests could take a moment to contemplate the curtains and the cascade of lights illuminating each space.

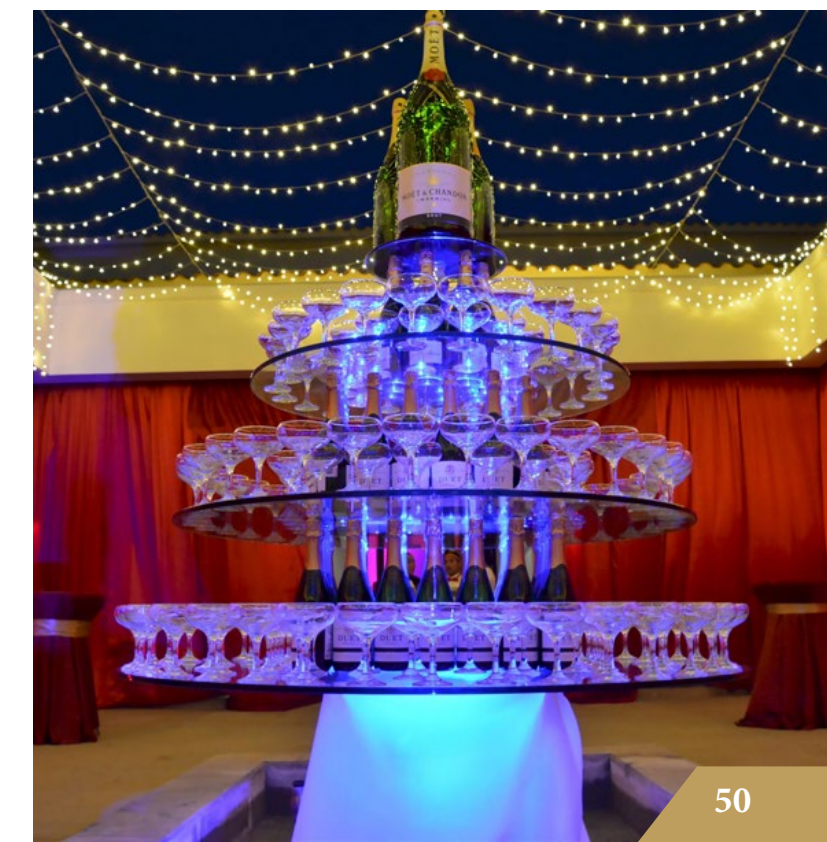
After the cocktail, our guests would enter to the halls where the assembly of the banquet team impressed everyone with red cloths, centerpieces with crystals that matched the illumination and emphasizing each detail.

To make this night more pleasant, dancers and singers invited out guests to enjoy the show and this



celebration. In order to satisfy the high demand, the event took place twice: from 6:30 pm to 8:00 pm and from 8:30 pm to 10:00 pm.

The success was reflected in the guests' comments, and we demonstrated once again that we can create greater and fancier events and memories working in teams.





FLIES REPELLENT

In Dreams Los Cabos we are aware that the hygiene is essential for our guests and their first impression will determine if they come back or not; or recommend us; or spread a negative opinion about us.

To keep the surfaces clean is our rule number one to avoid attraction of insects. But outdoors, where the heat and humidity are risk factors for the proliferation of flies, we need to establish different solutions.

Mainly in the desserts area, we placed a flies-repellent equipment with flexible and soft blades with a motor that makes them rotate and stops if something like food or hands block them. This equipment is free of chemical products, it

is safety for food, beverage and children, and we use rechargeable batteries for its operation.



CASCADE OF DISHES

For the fourth edition of Festivalebrije, we challenged ourselves to surprise the attendees with a spectacular installation, out of the ordinary, reflecting the colors and diversity of the state of Oaxaca.



Along with the areas of engineering and maintenance, we created a cascade that would go through the food, incorporating elements like river rocks, natural plants and the proper illumination to create a natural and authentic environment characteristic of the state.

We didn't need a large investment because we already had most of the materials required to carry out this idea. We installed a hydraulic pump that pumped the water through a clay pot and then through the wooden table and then falling in cascade over the river rocks.

The cascade by itself was amazing and it was complemented by the illumination, the sound of the water falling, and the gourmet dishes from Oaxaca. We demonstrated that we don't need a large investment to innovate in our events, it is only necessary effort, creativity and team work.



UNIQUE DRINKS MENU

As part of the improvements of the Food and Beverage department, our bar manager, Mr. Leopoldo Manzo and his team, innovated the drinks menu. The idea was basically to keep the 50% of the classic drinks and the other 50% would be of drinks with the essence of the Hotel Secrets Silversands.



As a team, we know that the most important characteristics of the hotel are energy, joy, passion and professionalism. We also know that most of our guests come back due to the warmth and hospitality we provide.

Aiming to reflect the affection of our staff, and to provide a complete experience in our service, the bar team with a lot of effort and knowledge created a special menu, completely unique, that our guests will only find in our hotel.

The drinks were created by our bartenders. Each one of them invented a recipe that embodied their

personality. The result was a menu full of joy, colors and different ideas, with flavors going from bitter and sweet to sour, mixing flavors like guava, passion fruit, tamarind, chamoy and guanabana.

The names, also created by the staff, were also attractive for our guests.

Here you will find 2 of our new recipes:



CASCADA

White rum, guabana, coconut liquor and melon liquor.



ECLIPSE

Vodka, passion fruit, tamarind, coconut liquor and cranberry juice.

The drinks went through a testing process, selection, authorization and standardization. From the day they were released, we have been receiving good reviews, and they are amongst the most requested drinks daily. The guests are happy for the

new drinks and the staff feel motivated by leaving their mark in the company with their drinks. We reinforced the staff creativity and we ensure a classic menu, including new drinks so that our guests can explore new flavors.



BULK PURCHASES

BY: MARTÍN VÁZQUEZ
F&B MANAGER.



When we think of tips for purchases in our area, we think of many things and/or articles: technology, operating systems, operating equipment, furniture, among others. However, we need to focus on our daily purchases: food.

The daily operations require a great number of “basic” consumables and we noticed that we have a great opportunity to save and increase our profitability by purchasing in bulk.

This is not new at all. Once, it was the most common way to purchase consumables; then, the minimalism, marketing and consumerism made us to be more focused on the container than the product itself. It is interesting how in some parts of the world the “Bulk Store” concept is becoming a trend again, some examples are “Casa Ruiz Granel”, “Pepita y Grano” or “Bio c’Bon”. In

Mexico, we can find this concept in every local market where we can find a great variety of bulk products.

- The advantages are the following:
- Reducing wastage in production
 - Saving up to 30% in money by purchasing in bulk (*depending on the products*)
 - Promoting awareness of environmental sustainability to all of our partners
 - Creating business partnerships with local suppliers supporting green marketing
 - Recognition of organizations such as Rainforest Alliance for this type of purchase.

In SECPM and DREPM we are returning to this habit. Our daily operation requires a high consumption of commodities: rice, beans, cereals, and others.

IN NUMBERS:

A kilogram of rice costs, approximately, \$20.00 pesos, and 50 kilograms costs \$700.00 pesos.

RICE	PRICE PER KG	AVERAGE CONSUMPTION MONTHLY	MONTHLY COST
Individual presentation (1Kg)	\$20.00	1500 Kg	1500 Kg
In bulk (50Kg)	\$14.00	1500 Kg	1500 Kg



We save at least a 30% by buying rice in bulk.
Let's all purchase in bulk!



BEEF TENDERLOIN

WITH ANIMAL ENZYMES



Our daily challenge is to keep healthy operation costs, and being aware that the most expensive expenses in kitchen are of meat and seafood, we looked for new alternatives to lower those costs and improve the quality of raw ingredients at the same time. We found the option of a beef tenderloin 100% made of slices and pieces of the beef and put up together with animal enzymes.

The result is a perfectly shaped beef tenderloin, due to the cylinder that is used to mold it, and zero waste from cleaning and butchering. The advantages of this beef are that it's 9% cheaper and it also save us time, since we don't have to clean it.

This practice is perfectly legal in Europe, even in Netherlands, which is known for being strict in food standards. Next week, we are going to be running tests with this product, which is being used for 15 years in U.S.A.



SAVINGS IN CHICKEN BREAST AND COFFEE

We realized that we had to change the chicken breast we were consuming because it didn't meet the quality and the price was too high. We looked for different choices, coordinating with the Executive Chef, costs analyst and purchase department, and we found chicken breasts without bones; our opportunity to reduce costs and improve quality.

In order to make the decision, we carried out efficiency tests and analysis. We chose the right product, we started consuming it and the result is a 24% in savings, which is beneficial for food costs

and the most important part is the quality needed for our guests.

Additionally, we had the same case with the coffee. We found the brand Imperial, from the region of Atoyac in Guerrero, Mexico. The coffee is organic, its quality has been tested, and its price was approved by our purchase department. Actually, it is cheaper than Cafiver, which is consumed in most of the AMR hotels. We have had a significant saving of 45% since we started consuming it, and this product is organic and regional.

CHICKEN BREAST EFFICIENCY TEST				
DESCRIPTION	UNIT WEIGHT CUT	TOTAL WEIGHT CUTS	AMOUNT PER SERVING	%
Gross weight of frozen chicken	15.000		15.000	100%
Gross weight of defrosted chicken clean	13.830	1.598	13.830	92.20
Fine cuts	1.598		1	88.45
Total weight		15.000		100%
Less wastage		1.170		7.80
Total weight used		13.830		92.20
Difference in skin		0.000		0.000
Used in Fine Cut %		13.830		92.20
Used in Other cuts		0.000		0.000
Total used %		13.830		92.20
Wastage and/or differences		1.170		7.80

Note: In regards to this test, this product has a wastage of 7.80% and an efficiency of 92.20%, with a cost per kilogram of \$59.65 pesos defrosted.

THIS PRODUCT HAS A WASTAGE WITHIN THE 10% PARAMETER.

COMPARISON IN COFFEE PRICES						
PRODUCT	CAFÉ IMPERIAL			BLASÓN	CAFIVER	EL GRANDE
	CURRENT COSTS	NEW COSTS	% OF INCREASE	SUGGESTED COST	SUGGESTED COST	SUGGESTED COST
Café Molido Orgánico Imperial 1Kg	\$103.44	\$110.68	7.0	\$151.00	\$188.00	\$158.00
Café Decafeinado Imperial 1Kg	\$110.13	\$117.84	7.0	\$168.50	\$212.00	\$165.00
Café Express Decafeinado de 1Kg	\$110.63	\$117.84	6.5	\$168.50	\$212.00	\$165.00
Café Express Molido 1Kg	\$110.63	\$118.37	7.0	\$151.10	\$230.00	\$158.00
Café Imperial de Grano Kg Sun Club	\$112.35	\$120.21	7.0	\$180.00	\$188.00	\$158.00

In Sunscape Dorado Pacifico we have managed to keep the costs of Food and Beverage within the allowed budget for many years. We have achieved this difficult task by looking for other options, products and suppliers, working together, listening

to every idea and suggestion. Everything is possible as long as we work together!

Simply amazing



SWEET IDEAS

TOASTED BREAD ICE CREAM

At SEVCU we feel very proud of the quality of our bakery and pastries which our guests die for.

We noticed that in the pastry area we had small leftovers of production that although they were sent to the employees cafeteria we wanted to find a way to do something different with this product.

Our pastry chef decided to try different processes and finally, elaborate a delicious toasted bread ice cream! This with the combination of ingredients achieves an extraordinary texture as well as an exquisite flavor that reminds us baked hazelnuts... this delicacy is currently offered in our specialty restaurants with great success.



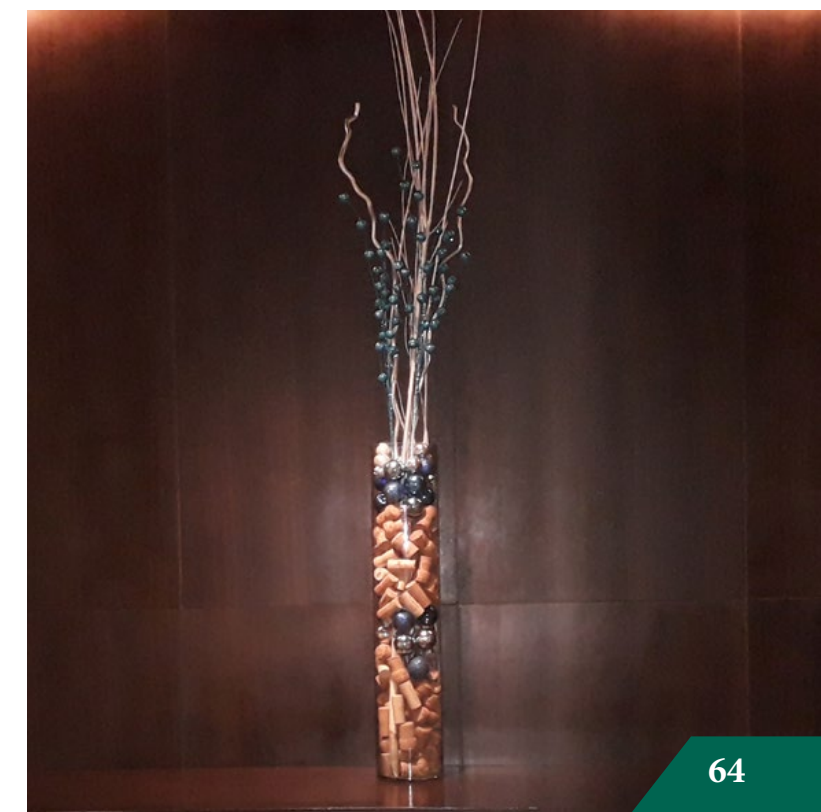
APPLES

Apples are a significant fruit for our company, because of that SEVCU culinary team found out a way to optimize very ripe apples coming back to our kitchen. To delight of our guests we are offering nutritious apple chips for our bars as well as tasty compotes for desserts and canapes.



WINE CORKS

For holidays we thought about how to use the huge amount of wine corks generated in bars and restaurants to reduce our spending on Christmas decorations. Sommeliers had the idea of creating these attractive decoration accents that we set in different areas of the hotel our guests found it very original!





Undoubtedly, we are experts in creating for our guests the most memorable and exciting memories. The Dominican Republic is known worldwide for being one of the most rural and exciting destinations, full of Culture, values, human warmth and History.

For this reason, using the hotel's own infrastructure, we have recreated a rural "Pueblito" (little village) inside our facilities, playing with all the rustic details that distinguish us as Dominicans, with the intention of making all our guests feel real part of the environment and typical culture of our country. In this way, we managed to transform our patios and balconies into a real "town square", with its banderoles and typical lights. And of course, getting our guests to feel all our flavors, aromas and sensations of the classic Dominican Culture.

A rhythm of the most typical melodies of yesteryear,

such as "Perico Ripeao" or "Merengue Tipico" (typical Dominican dances), and the ancestral flavors cooked in the typical grandmothers' style and that are still a living part of our gastronomy: "Sancocho" (Soup of meat and vegetables), "goat" to rum, roasted pork "in its stick", "Majarete" (sweet corn cream).

Always with a clear idea... Achieve, with humility and simplicity, to conquer all our guests with a pure heartbeat.

¡Enjoy your meal!!!



BY: RICARDO ESTEBAN, GENERAL MANAGER, FRANCISCO RODRIGUEZ, FOOD & BEVERAGE MANAGER, RAQUEL VASQUEZ, EXECUTIVE ASSISTANT TO GENERAL MANAGER AND KELVIN VASQUEZ, E CONCIERGE.



COCKTAILS WITH MANAGERS IN MARKET CAFÉ

Aiming to receive feedback from our guests, every Thursday we have Cocktails with Managers in Secrets Huatulco. All the guests interact with our executive and operations board.



This time we wanted to impress our guests and carried out a different installation. For this, our Executive Chef, bar manager, chief steward and their teams did a great job with the details in the setup, showing their creativity. The kitchen team set up the finest selection of cold and hot canapés and desserts. For this setup we used a combination of vintage furniture, rustic logs, steel bases and pieces of onyx as trays; the result of all these together is a very creative and nice scenario.

Also, as you can see in the picture, we prepared gin tonics infused with smoke of spices such as cinnamon, cardamom and rosemary. These were a total success not only for the way the bartender prepares them but also for the exotic scents in the atmosphere that capture our guests and make them try these delicious cocktails.

In order to make our guests experience greater, the entertainment ballet danced to the live music of the mariachi Mi Ciudad of Puerto Vallarta, Jalisco. Plus, we had the perfect ambiance for conversation and pleasure: the view of Bahía Conejos and the sunset in the background.

INTERACTION WITH GUESTS: PAELLA, WINE AND WELCOME COCKTAILS.

BY: CARLOS SORIANO,
FOOD & BEVERAGE MANAGER.

Christmas is the most awaited holiday of the year. We wanted to interact with each one of our guests directly; so, our Executive Chef Ramon Santana and the Executive Sous Chef Patrick Nolan prepared a delicious paella. The bar team prepared sangria for our guests while they were waiting for the paella to be ready.

The entertainment team was in charge of the music and games, that our guests enjoyed to the full, while the chefs were still cooking and giving the final details to their paella. Right after the show, the guests immediately approached to taste and enjoy this delightful dish.

On another note, our greatest challenge of the year was the wine sale. We prepared



ourselves in advance by offering wine and champagne in different locations such as the lobby, restaurants and concierge. Most of our guests reserved their wine and champagne bottles, which helped us to provide a better and faster service on



December 24th and 31st; they were received at the entrance of the restaurant by our hostess making them feel comfortable at all times.

Great moments deserve special drinks, like our welcome cocktail called Laguna Azul, named after one of the most beautiful places that the island has. The night was full of joy among the families and partners, making it more special and lovelier.





A TOAST FOR THE BIG MOMENT

Our personalized attention for those clients who chose us as the place to get married includes the opportunity to suggest a champagne for the toast for a big moment.



It is needless to say that our wedding team along with the Head Sommelier coordinate to identify the needs of the event, menus to consider for matching or simply a toast with their guests. During the interview and tour around the property, there is an opportunity for the coordinator or the designer to

sell the idea of the perfect wedding that will live in their memories for life. The tour includes the overview of the event step by step by the Head Sommelier, and it is also de opportunity to suggest the perfect wine or champagne.

The ambiance in the wedding office and the spa for the bride suggest at all times a sampling and selection where the client can always rely on the professional assessment for decoration and setup, and gourmet or wine selection.

The importance of being subtle but brief while suggesting and the sale close is essential to keep the client comfortable and consent their best choices of the greatest moment of their lives. We always look for feedback in order to improve strategies of a good planning, get good references and increase the sales volume. As approaching technique with our clients, our Head Sommelier relies on good stories about the general culture of wine and champagne, and get the attention of our clients to close the sale.

‘Come quickly, I am tasting the stars!’

DOM PERIGNON



DELICIOUS ART



As gallery hotel, we are always trying to exhibit and the whole experience goes around it. For this Salt and Pepper issue, we wanted to show you our delicious art activity.

On September of this year we organized an art dinner with Luis Sottit, which is one of the most known painters of Mexico, he is the creator of the artistic movement *Naturalismo Sottit*.

After the great acceptance and potential of this dinner, we decided to repeat this event every 15 days for internal and external customers, because it is a unique experience. This dinner has 5 courses and each dish has reflected a painting by Luis Sottit who explains and shows us that art and gastronomy belong together.



He shows us the relation between classic and trend gastronomy, that plays with our senses, from the subtlest scents to the most intense colors like hibiscus, representing one of our symbols, the cardinal, and the gold and ochre shades of the pheasant, giving us a full sensorial experience.

Hosting this type of experiences, we have increased our list of clients, internal and external, with demanding palates looking for new experiences.

MS. ALEXANDRA DEL JESÚS Y MR. ROBIN ROSA F&B DEPARTMENT

BY: ALBERTO TORRE,
F&B MANAGER.



“Satisfaction lies in the effort, not in the attainment. Full effort is full victory”

Mahatma Gandhi

In F&B department we believe in constant evolution, teamwork, dynamism, fast learning, in dreams, but even more we believe in the constant effort of each individual.

It gives us always pride to see our team grow and become what they want to be, building a better life for themselves and their families and Alexandra and Robin are an example of this growth.



MS. ALEXANDRA DEL JESUS

started working with us a little over a year ago as hostess at World Café Restaurant, day after day her supervisors were noticing her enthusiasm and great capacity, hence after

four months they transferred her to one of our specialty restaurants and during the rest of the year have worked in five of our outlets, as well as in special events, proving all the time the responsibility, partnership, compromise and enthusiasm that characterizes her.

When the opportunity showed she applied to make internal practice for a restaurant captain, successfully passing the test. Alexandra is currently in World Café Restaurant already applying her new role as Captain. We are extremely proud to see how she has earned the respect and recognition of her colleagues

and even more proud to see how she is continuing learning.

MR. ROBIN ROSA started working as a waiter at World Café in 2015 and due to his degrees, skills and positive attitude he learned



quickly and was transferred to our Coco Café as a Barista, after four months of great development; he was transfer, but now to our Japanese Restaurant and once again he proved his great capacity

and delivery great customer service. After been evaluated and having finished the training process, there was an opportunity to grow and he was taking in consideration, being promoted to restaurant captain, due to his passion, compromise, motivation for the service and development as a great wine sale; We are proud to see his Development in our F&B department and we really look forward to see where his path will lead him.

In both cases we noted the great interest of delivering customer service, growth and capacity and with guidance, we believe these three elements create great leaders and make us part of building tomorrow's brilliant Managers.

At Dreams Palm Beach Punta Cana, we strongly believe in creating leaders through the motto *“Together We Can!!”*

JULIO CÉSAR AGUILAR PAZ

“Do what you love to do, always seeking good for all.”

A quote by his grandfather that made him understand the meaning of job.

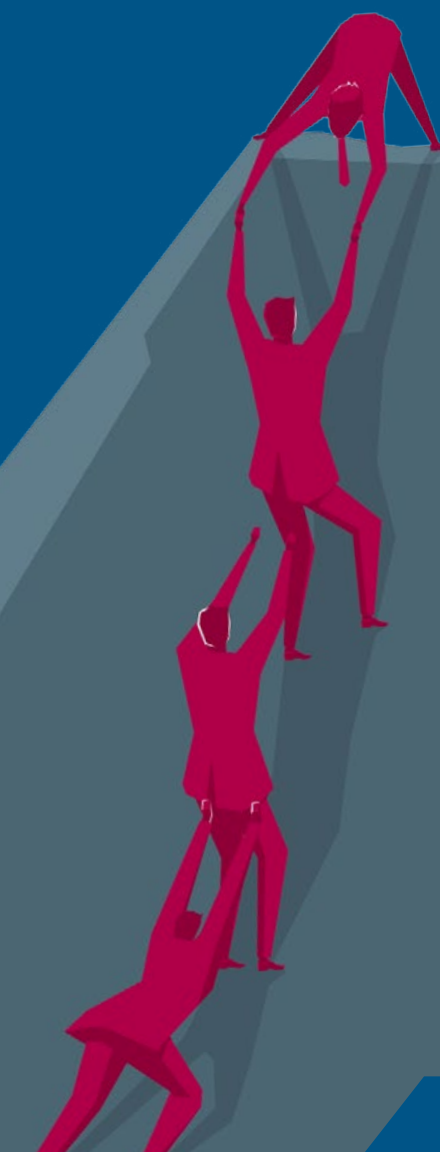
He was born in the beautiful, noble and loyal city of Merida, Yucatan, in a family dedicated to business. When he was a kid, he understood turning a service into benefit for everyone else would give him satisfaction.

He began his career in the tourism industry, working as bartender and then promoted as bar manager in a well-known park in the Riviera Maya, where he has worked for 12 years. He finished the major in gastronomy in Universidad del Caribe, he has coursed certification programs in the most prestigious schools in Cancun and he received his professional identification card by STPS and international consultancy CEDELA.

He has worked in different hotel chains, giving him professional experience, knowledge and abilities. At the same time, he develops the integration of labor groups, team work, commitment, responsibility and loyalty, always looking for improvements in all directions.

In 2015 he joined AM Resorts with a new challenge: the restaurant Biblioteca de Tequila of Richard Sandoval in the hotel Breathless Cabo San Lucas.

Then, he was promoted as bar manager of the hotel, and for the last 6 months he has been carrying out the duties of Food and Beverage Operational Assistant with the purpose of being promoted at the first opportunity inside AM Resorts.



ALONDRA SOLÓRZANO

Our bar manager, who has 2 years working in Sunscape Puerto Vallarta (SUNPV), started as hostess in 2006 in Dreams Puerto Vallarta, then she acquired more responsibilities as Room Service Manager, then Chief Waiter in June 2008 in the same hotel. By November 2016 she starts working at the Sunscape as Pool Concierge and had the opportunity to become Bar Manager in January 2018.



Alondra Solórzano is one of the few women that has achieved a position of manager in the Food and Beverage department due to her engagement and commitment. Alondra stands out for her ability to lead her team with creativity and convincing power towards new projects. She transmits to the team her attitude and commitment with the company, achieving results in Food and Beverage department.



“...is one of the few women that has achieved a position of manager in the Food and Beverage department due to her engagement and commitment”

TIP JARS IN KITCHEN AND BARS: UNACCEPTABLE

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



The high-quality service is distinctive in our hotels, day after day we are committed to train our Food and Beverage staff to offer more warmth towards our guests and it is very important the message we transmit in our service areas.

An example would be to not allow jars or other container that would suggest or provoke our guests to leave a tip in bars or kitchen. This is unacceptable and disgusting, it represents the opposite side of our image. Even though our guests are generous leaving tips to the staff for their kindness and service, in the AMR hotels we do not allow the use of tip jars for such purpose.

Our guests are aware of details, so we need to take care of every visual, verbal, aromatic and sound details. Everything is relevant in order to communicate the elegance that identifies us.

Training our staff is key to achieve the level of service that we are looking for. Once our staff achieves this goal, the guest will be thankful without the need to request for tips. It is well known that when guests receive warmth, kindness and service, they will always show their gratitude either writing good comments in social networks, tipping the staff or a sincere appreciation for the service.

“Training our staff is key to achieve the level of service that we are looking for.

Once our staff achieves this goal, the guest will be thankful without the need to request for tips”





THANK YOU

RESORT

F&B MANAGER

EXECUTIVE CHEF

BREATHLESS CABOS SAN LUCAS	Pablo Cuauhtemoc Huerta Flores	Jesus Salvador Bucio Solis
BREATHLESS MONTEGO BAY	<i>Vacancy</i>	Regis Lacombe
BREATHLESS RIVIERA CANCUN	Erick Marker	José Carlos Galván Paz
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Jorge Blancas	<i>Vacancy</i>
DREAMS DOMINICUS LA ROMANA	Gerzain Macossay	Silvio Beltrán Rocha
DREAMS HUATULCO	Sergio Calderón Latasa	Antonio Elizalde
DREAMS LOS CABOS	Eduardo Ayala	Andres Martin Agosto Ugalde
DREAMS LAS MAREAS	Jorge Jiménez Montero	Mario Hernández Olvera
DREAMS LA ROMANA	Alejandro Garrido	Rafael Cervantes
DREAMS PUERTO AVENTURAS	Miguel Romero	Jorge Alberto Ku Morales
DREAMS PALM BEACH	Alberto Torres	Mauricio Sosa
DREAMS PUNTA CANA	Edwin Saladin Inoa	Manuel Carayol
SECRETS & DREAMS PLAYA MUJERES	Martín Vázquez	Manuel Chávez
DREAMS RIVIERA CANCÚN	Diego Pérez	Jose Luis Santos Novelo
DREAMS SANDS CANCÚN	<i>Vacancy</i>	Rosendo Corona Correa
DREAMS TULUM	Alberto Flores	Miguel Alvarez
DREAMS VILLAMAGNA	Luis Omaña	Julio Cesar González
NOW JADE RIVIERA CANCÚN	David López	Luis Castellanos Ariza
NOW SAPPHIRE RIVIERA CANCÚN	Fidel Castañeda	Juan Carlos Briones Salaya
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Eduardo Ayala	David Reyes
SECRETS AKUMAL RIVIERA MAYA	Denise Radoux	<i>Vacancy</i>
SECRETS CAP CANA	Félix Pilier	Lizardo Ponce De León
SECRETS HUATULCO	Alan Arrevillaga Perez	Francinet Hernández Suastegui
SECRETS CAPRI RIVIERA CANCÚN	Antonio Spadaro	Antonio Martínez
SECRETS MAROMA BEACH	Jorge Zenón Trillo	Mario Jesús Blanco Magaña
SECRETS PAPAGAYO COSTA RICA	Alejandro Viramontes Acevedo	Wilberth Antonio Corrales Morales
SECRETS PUERTO LOS CABOS	Lionel Piombino	Victor Herminio Arriagada
SECRETS VALLARTA BAY & NOW AMBER	Juan Chávez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Bernard Mazet	Regis Lacombe
SECRETS SILVERSANDS RIVIERA CANCÚN	Victor Maravilla Rocha	José Mena
SECRETS THE VINE CANCÚN	Carlos Torres	Ricardo Cabeza
SUNSCAPE DOMINICAN & BAVARO BEACH	Leonardo Pascual Garcia Mendez	Roberto De Jesus Alcaraz Linares
SUNSCAPE SPLASH & COVE MONTEGO BAY	Carlos Soriano	Ramón Santana Rijo
SUNSCAPE CURAÇAO	Aladino Pequero Camacho	Matthias Nieuwejaers
SUNSCAPE DORADO PACÍFICO IXTAPA	Manuel Hernández	Antelmo Limón
SUNSCAPE PUERTO VALLARTA	Daniel Betancourt	Isau Zepeda
SUNSCAPE PUERTO PLATA	Francisco Rodriguez Disla	Escolástico Ureña Rodriguez
ZOETRY AGUA PUNTA CANA	Manuel Mota	Giovanny Astrónomo
ZOETRY MONTEGO BAY	<i>Vacancy</i>	Lyndon Lawrence
ZOETRY PARAÍSO DE LA BONITA	Humberto Fabricio Ruiz Velasquez	Jesus Rafael Borbolla Martínez
ZOETRY VILLA ROLANDI ISLA MUJERES	Felipe S. Vega Arias	Felipe S. Vega Arias