

Salt & Pepper

February 2021 Year 6

EL RINCÓN DEL VINO
AMRESORTS

**DECEMBER
TRADITIONS**
SUNSCAPE CURAÇAO

VALLARTA BONFIRE
NOW AMBER PUERTO VALLARTA

**LOOKING FOR
ALTERNATIVES IN
DIFFICULT TIMES
MAKE US GREAT**

DREAMS PALM BEACH PUNTA CANA

**NEW NORMAL
IN AMENITIES**

SECRETS PAPAGAYO COSTA RICA

**LET'S STAR
THIS 2021**

amRESORTS®



LET'S START THIS 2021

We leave a year behind that most of us would like to forget, but has left us a lot of lessons.

We looked for new ways to operate with greater safety and hygiene measures to receive our guests and employees, but most importantly, we managed to achieve this at the lower costs. We also changed our way of thinking, we accepted a new service culture and made it friendly and comfortable for everyone. Our guests are amazed of everything we have achieved as a team so that they could run away from pandemics and come to rest to our hotels and feel safe. Our team always provides a friendly service and we all feel great having them as guests.

We are now in 2021, we foresee a lot of challenges during the second wave of the pandemics. We are still looking for new improvements to do what we do. We want to be flexible with the hotel occupation while the world keeps adapting to the arising challenges of this virus.

Thank you all for participating in this new issue. We hope you all enjoy it and brings new ideas to your team. Let's create a better world within our homes and hotels in this new normality.

WE KEEP COOKING!

FOOD & BEVERAGE COMMITTEE.



El Rincón del Vino

5-6

FROM CHANITA'S INN

Operational Team of Recognized Brands for Events Events and Promotions

7-8

ZOËTRY AGUA PUNTA CANA

Wedding in Paradise

9-10

SECRETS ST. JAMES & SECRETS WILD ORCHID MONTEGO BAY

Rustic Grill

11-12

DREAMS LAS MAREAS

Magic to the Table

13-14

DREAMS NATURA

Handmade Jams

15-16

DREAMS PUERTO AVENTURAS

Purchase of Instruments and Equipment for the Hygienic Handling of Food and Sanitization

17-18

DREAMS SANDS CANCUN

Vases Made of Masa Muerta For World Café

19-20

DREAMS VISTA CANCUN

Savings in New Year's Dinners

21-22

NOW JADE RIVIERA CANCUN

New year's Eve Dinner

23-24

ZOËTRY VILLA ROLANDI ISLA MUJERES

Banquets Bar in the Pool

25-26

DREAMS ACAPULCO

Vallarta Bonfire

27-28

NOW AMBER PUERTO VALLARTA

Sunset Teepee

29-30

SECRETS VALLARTA BAY

ADDING MORE WATER TO THE SOUP

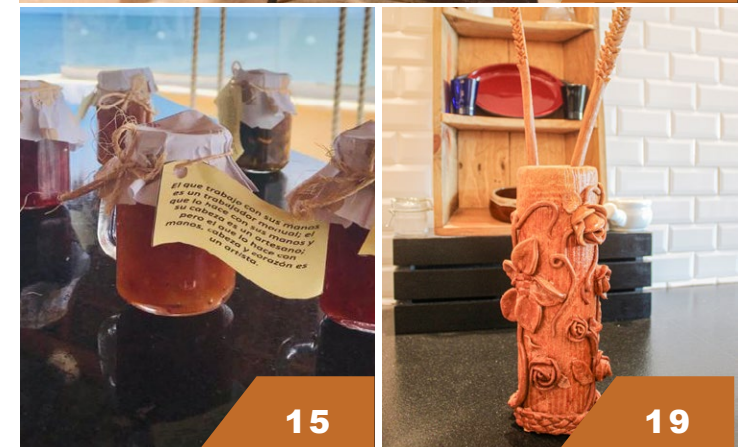
Looking for Alternatives In Difficult Times Makes Us Great

31-32

DREAMS PALM BEACH PUNTA CANA



11



15

19



27



29

ADDING MORE WATER
TO THE SOUP

Aiming to Improve the Satisfaction of Our Guests and Generate Savings
SUNSCAPE PUERTO PLATA

33-34

Recycling Christmas Decoration From Last year
BREAHTLESS RIVIERA CANCUN

35-36

Weddings and Events Gazebo
ZOËTRY PARAÍSO DE LA BONITA

37-38

Artisan Breads
DREAMS HUATULCO

39-40

Popsicle Cart
DREAMS LOS CABOS

41-42

STIR THE POT,
LET’S SEE WHAT HAPPENS

The Minimalist Gastronomy with Low-Cost Products
DREAMS DOMINICUS LA ROMANA

43-44

Stir the Pot, Let’s See What Happens
DREAMS MACAO BEACH PUNTA CANA

45-46

New Normal In Amenities
SECRETS PAPAGAYO COSTA RICA

47-48

“Creepees & Coffee”
SECRETS AKUMAL RIVIERA MAYA

49-50

The Coco Café
SECRETS MAROMA BEACH

51-52

From The Sea to the Bunk
SECRETS THE VINE CANCUN

53-54

Starters of Vallarta with a Taste of The Sea
SUNSCAPE PUERTO VALLARTA

55-56

The Heart Follows The Eyes
BREAHTLESS CABO SAN LUCAS

57-58



33



39



45



51

FATENING THE PIGGY

A Goal Without a Plan is Just a Wish
DREAMS PUNTA CANA

59-60

Personalized Amenities
DREAMS CURAÇAO

61-62

December Traditions
SUNSCAPE CURAÇAO

63-64

Settings Made Out of Natural Resources
DREAMS TULUM

65-66

Romantic Dinner on The Beach
NOW EMERALD CANCUN

67-68

Fattening The Piggy
NOW SAPPHIRE RIVIERA CANCUN

69-70

Afternoon Cocktails with Mezcal
SECRETS HUATULCO

71-72

Christmas at Oceana
SECRETS PUERTO LOS CABOS

73-74

STEP BY STEP

Royer Castillo
SECRETS CAP CANA

75-76

Expenses - Heroes with no Cape
BREAHTLESS MONTEGO BAY

77-78

Hidden Gem
ZOËTRY MONTEGO BAY

79-80

Víctor Messino
DREAMS RIVIERA CANCUN

81-82

Joás Ríos
SECRETS AURA & SUNSCAPE SABOR COZUMEL

83-84

María Cruz & Aldo Hernández
SECRETS & DREAMS PLAYA MUJERES

85-86

Ulises González
SUNSCAPE AKUMAL

87-88

Deysi Pérez
DREAMS VILLAMAGNA

89-90

Roberto Rosas, Yadira González & Carlos Patiño
SUNSCAPE DORADO IXTAPA

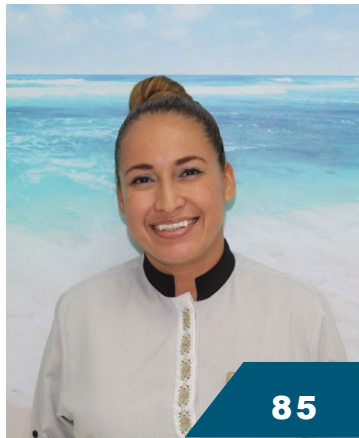
91-92



67



71



85



89



EL RINCÓN DEL VINO

BY CARLOS MIRAMONTES NOSRC
& DAVID LOPEZ NOJRC

We have recently created this section within the Salt & Pepper magazine to provide news about the wine world in AMResorts.



CONTINUING EDUCATION

4TH CERTIFICATION IN WINE AT AMRESORTS
This year we will be holding the 4th certification at AMResorts endorsed by the institutions Escuela Española de Sommelier Barcelona and Escuela de Sommelier México.



This certification will begin on April 2021 and shall finish by December of the same year. As every year, the lessons will take place in the hotels of the Riviera Maya and Cancun, every Tuesday from 9.00 am to 2.00 pm. Our participants will receive a welcome kit consisting on a backpack with 4 Riedel wineglasses, the book *“The World Atlas of Wine”* by Hugh Johnson. Additionally, thinking about sustainability, they will also get a thermo bottle with our logo for hot and cold drinks. After the certification conclusion, our participants will receive a diploma with curricular value, personalized apron and taste vin.

If you're interested in participating, talk to your F&B manager to know further details. We are waiting for you!



VIRTUAL EDUCATION

As we all are aware, this new normality has postponed our visits, tastings and experiences programmed with different wine and distillates houses until further notice. The same way that we created the program CleanComplete Verification™ at corporate offices in order to keep receiving guests, we also created a virtual platform to keep in touch with wine and distillates houses and other suppliers of AMResorts.

This platform is working every Tuesday at 3.00 pm and you can access from anywhere. The idea is that one of the brand representatives provides a virtual tasting and review of the wine or distillate



they promote. At the end, every participant will receive a quiz.

Nowadays, we have carried out more than 15 virtual sessions about: wine, tequila, and other lessons about pairing, wine history in Mexico and others.

The new dynamics has allowed our employees to keep on constant training in wine and distillates and has helped us to keep in touch with our suppliers.

If you are interested in participating, talk to your F&B manager to get the link of the next online training.

SUEÑOS SECRETOS

Sueños Secretos is the bottle of wine made exclusively for AMResorts. It is the conclusion of a vision: to have our own high-quality wine exclusively for our guests. It was designed along with Bodegas de Santo Tomas under the guidance of the well-known Mexican oenologist, Laura Zamora. Sueños Secretos is the first of many upcoming collaborations.

If you have it available, offer and recommend it, not only for the experience of tasting an excellent Mexican wine, but also because a part of the income generated goes to Save The Children.



OPERATIONAL TEAM OF RECOGNIZED BRANDS FOR EVENTS AND PROMOTIONS

By EDUARDO GARCIA, F&B MANAGER



Thanks to the good relations with Casa Brugal, we were provided operational equipment at no cost such as: beautiful champagne glasses, some Moët Ice, Rose and Brut dummies, glasses and more. We used this equipment every week to surprise our guests with a beautiful sunset accompanied by exquisite canapés and relaxing their senses with the harmonious music of the violin followed by a toast with a glass of Moët & Chandon; creating memorable experiences.

In the same way, we created wonderful displays for romantic packages with champagne and strawberries dipped in chocolate, or, a romantic breakfast and mimosas. Both packages with Moët & Chandon service.

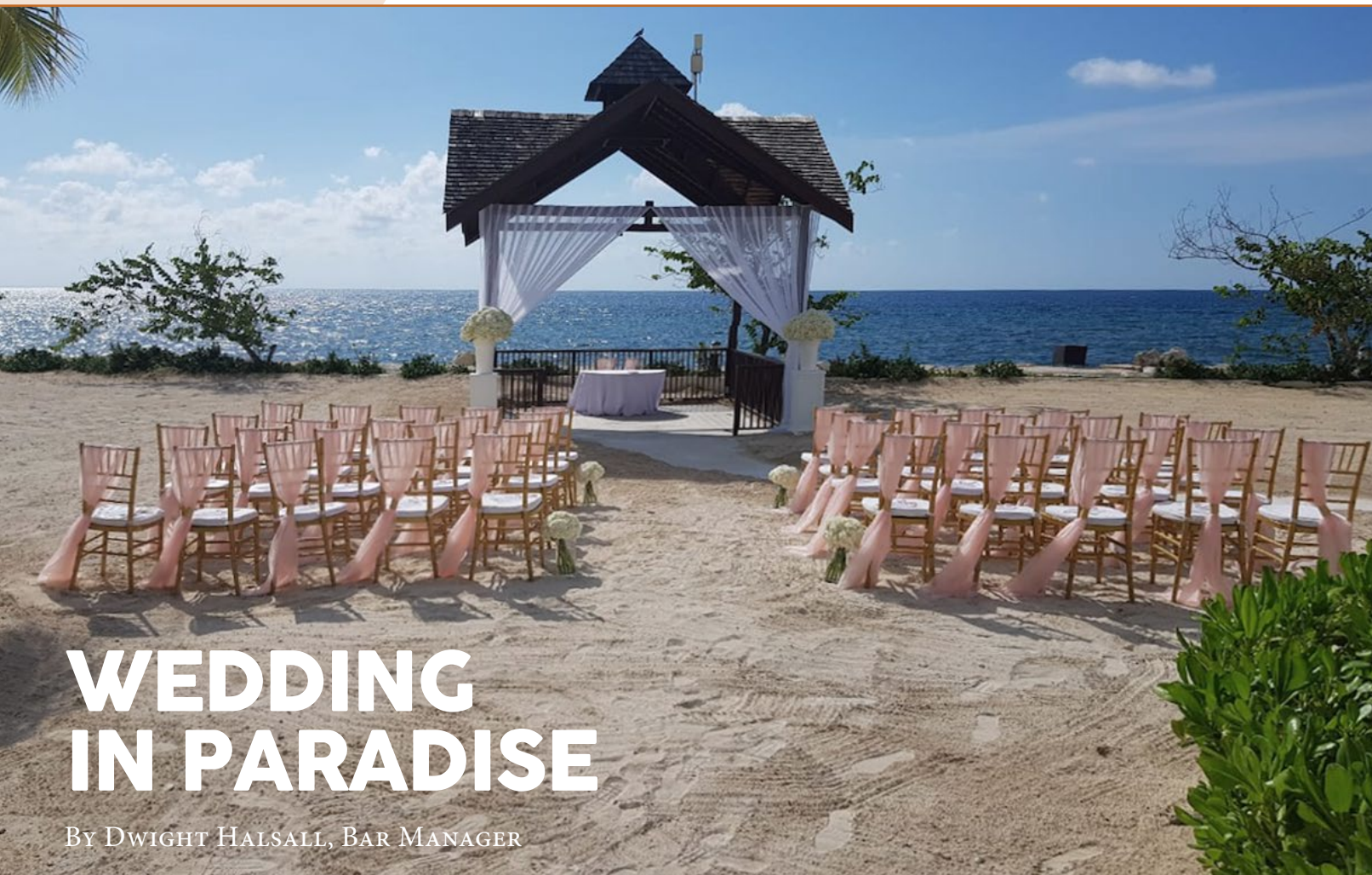
The operational equipment provided by our suppliers has provided us with various options and opportunities to surprise our guests and increase non-package income. It allows us to use our budget to cover other needs and be able to financially extend the scope while generating higher non-package income at the same time.

Thanks to the good relationship with our suppliers, we obtained operational equipment for free to help us create memorable experiences for our guests.

As part of the 2020 Christmas program, we wanted to create the Champagne Sunset By Moët & Chandon, an activity to meet our guests'

expectations, harmonized by a violinist, with delicious canapés and the exquisite presence of Moët & Chandon. In this activity, we offer a glass of Brut as a welcome drink. It all was happening in a perfect setting at sunset facing towards the sea offered by this beautiful Caribbean island.





WEDDING IN PARADISE

By DWIGHT HALSALL, BAR MANAGER

Whether you like lush greenery or fine white sand with the tropical oasis of the Caribbean Sea, Secrets Resorts & Spa in Jamaica offers the best of both worlds. From the warm smiles to the genuine care of our staff focusing on every detail, each wedding is carried out with that *"true love of Jamaica"*.

Our wedding packages are carefully designed to meet the needs of the simplest bride to the most elegant or even the needs of the millennial generation, who prefer a totally personalized and modern experience.

We are proud to provide an unparalleled service and the best experience of their lives. Here at Secrets, we love celebrating love! And trust me, we proudly guarantee that you will not find a better option... Secrets is the best!



We are also proud to be experts in love, romance, and marriage. Our talented wedding coordinators will provide the information and expertise that the couple may need to plan their *"Big Day."*

We offer weddings from Monday to Saturday (11:00 am, 2:00 pm and 4:00 pm) except holidays. Dates are available on a first come, first serve basis.

Our wedding packages are designed for up to 10 or 30 people. They can add more people depending on the size of the group. The Secret Wedding in Paradise package is our basic package and is generally preferred by those who elope or require a simple ceremony. On the other hand, our Secrets of Love and Ultimate packages include a big reception, amazing ceremonies, spectacular views, cocktails and dinner under the light of the stars.

Despite the fact that Covid-19 presented us with the most uncertain moment in our recent history and although we cannot know what the future holds, one thing is for sure: love shall not be canceled.

All of our wedding packages offer exquisite first-class catering services and a culinary experience to enhance their special day. Our receptions are known for our bar service, dining experience, and our tropical locations.

We offer additional reception options for non-traditional parties, fun getaways, and the experience of the Jamaican island atmosphere. Whether it's a bonfire party, cocktail party, or catamaran cruise party, we are dedicated to providing a memory that will last a lifetime merged with our exceptional standard luxury services.

RUSTIC GRILLS

By JORGE BLANCAS, F&B MANAGER



With the large-scale evolution of the digital era, where everything is possible with just a click, developing creative projects becomes a challenge, the addiction to the immediate reveals that it is easier to buy than to build. However, it is not always that way. With passion, attitude and encouraging the skills development of each one of our employees, we will realize that the magic is within ourselves.

For New Year's Eve dinner, we chose the theme "Madre Tierra y sus Cuatro Elementos". Our



chef needed something spectacular for the fire station and we wanted some grills for the assembly of the proteins area. We had two options: to buy or rent; but, our chef had another idea: to build them. It is very challenging when someone gives an unconventional or out-of-the-box idea. Those ideas become a reality when they are feasible and under the right leadership.

The viability of a project should not be measured by the phrases "sounds good", "it seems a good idea" or "that sounds very difficult". You should think about it, analyze it and develop it to test its viability. Sometimes it will result not viable, but that shall not limit the pursuit of innovation and creativity. If the project is viable, let's work on it and capture our creativity to make it successful.



Working as a team led us not only to have six grills for our New Year's Eve dinner, but also to have an asset that we can use for buffet dinners, upsell for group dinners and weddings. We found out that the cost-benefit is better than we expected.



Together we can turn an idea into a project full of creativity and invention.



MAGIC TO THE TABLE CREATIVE PRODUCTIONS

BY DIEGO PÉREZ, F&B MANAGER

Dear Salt & Pepper readers, Dreams Natura Resort & Spa hotel is pleased to share with you our creative productions, which were made for our Corporate visits and at the same time are helpful for our sales team to promote future groups and special events. Our team takes care of every detail in quality and hygiene; everything is carried out under the highest standards of quality and CCV.

Our Executive Chef Adrián Peregrina, and his talented team, is in charge of bringing magic to

the table: creative starters, desserts with great flavor and texture, and modern and colorful productions. He surprises us with his ideas, such as tartlet festivals, charcuterie, seafood platters and sushi; additionally, he carries out sophisticated breakfasts in our wine cellar so that our guests have an unforgettable moment and the beginning of their day.

Our Chief Steward Antonio Rivera merges the creativity and good taste in his productions and presentations.

On the other hand, Juan Carlos Salinas is our major exponent in drinks, he always surprises us with bold, colorful and sophisticated cocktails that make an unforgettable moment out of each event. He would surprise you with a morning infusion to begin the day or



create unique and creative cocktails full of aroma and flavor to transport us to another dimension.

Mauricio Arias, our Sommelier at the Dreams Natura hotel, is the one joining us at every meal or dinner aiming to transport us to the magical world of wine, accompanying each one of the dishes and fusing the elements in food and drinks to their maximum expression, delighting us in each bite and sip, providing us with the best version of the moment.

In Dreams Natura you will have the most creative and delicious productions in food and drinks. We will create for you the best option for every event whether in the morning, afternoon or at night, our incredible and great team of experts will work together to create a unique and unforgettable experience.

We are waiting for you at Dreams Natura Resort & Spa

Welcome home!



HANDMADE JAMS

By LUIS PICHARDO GALVÁN, F&B MANAGER

As every all-inclusive hotel, our strong operation will always be buffet breakfasts, talking about service and taking care of our expenses.



“A person who works with his hands is a manual worker; a person who does it with his hands and his head is a craftsman; but the one who does it with hands, head and heart is an artist.”



In order to save we must be creative. We must not to lose variety at our buffet, therefore, we chose to not buy jam and we chose to make these at home instead.

We have a high range of variety of jams which our guests love like onion, kiwi, papaya, tomato, chile de árbol, red fruits, smoked peppers, habanero, passion fruit, blueberry, figs, and so on.

So much is the acceptance and demand by our guests that we are repeatedly asked for the recipe. Our chef himself makes the personal delivery of the chosen jam and sets aside a very original bottle with the product along with a personalized message.

Real cost of strawberry jam with supplier: 72 pieces of 28 gr = \$582.23 MXN for a total amount of 2kg.

Real cost of artisan jam: 2 kg of strawberry, \$290.00 MXN; 500 gr of sugar, \$25.00 MXN; gas for 20 min (1 kg), \$5.00 MXN = \$320.00 MXN. Our savings are \$262.23 MXN.

In a scenario with an occupancy of 200 people and using an “expensive” product such as strawberries, it would be as follows:

STRAWBERRY JAM WITH SUPPLIER = 200 people would consume 5.6 Kg divided into 200 portions of jam is equivalent to 2.5 boxes and a total value of \$1,616.00 MXN.

ARTISAN STRAWBERRY JAM = 200 people would consume 5.6 Kg and we would expend \$812.00 MXN in strawberries, \$62.00 MXN in sugar and \$5.00 MXN in gas, the total expense would be \$1,124.00 MXN.

When we use the jam jars from a supplier, there is a lot of waste. On the contrary, we have an assistance of a cook to serve the desired portion of jam of each guest and there is no waste.

Associating creativity with savings is one of the most important steps to improve our expenses vs. variety and options to have as a result a healthy budget.

By creating these jams, we have the possibility to show affection to our guests, adding value and getting the chance to save.

PURCHASE OF INSTRUMENTS AND EQUIPMENT FOR THE HYGIENIC HANDLING OF FOOD AND SANITIZATION

By TOMÁS CHÁVEZ,
FOOD & BEVERAGE ASSISTANT

The health crisis we are experiencing has changed certain behaviors and purchasing patterns in all sectors, specially the tourism sector. This forced a change in the way of providing services within the hotel industry; food and health safety have become a demanding factor in the decision-making of our future guests, it is no longer enough to have a decent space to rest, a nice pool or sea views. We need to worry not only about nice food, we must see it as a whole experience, we must focus on health, security and trust as the center of our strategy. If we manage to combine these elements in the food and beverage service, the perception of security and trust that we can transmit is essential during these times of crisis but also of opportunities. We need to adopt and adapt to new consumer demands.

Today's consumer is more critical, he has increased the consumption of fresh and healthy products, they are interested in the environmental impact we have, our sustainability programs and community support, but especially if we are following hygienic food-handling programs. For this reason, at Dreams Sands Cancun, we need to be more creative,



contribute new ideas and trends, seeking efficiency and effectiveness in operations, offering experiences different from what others offer, since our guests' health is more important now than ever, as well as quality and good experiences. We need to increase teamwork, not only internally but with our providers who shall be closer to us to understand that one of their missions is to help us have happier and repetitive customers, thereby changing the buy-sell behavior towards a win-win-win situation for us, our guests and suppliers.

The purchase of instruments and equipment to measure our hygienic food handling and sanitizing processes should be considered an investment rather than an expense. Adapting the customer's experience to current sanitary needs is something that we have already done. Our employees already have the strong commitment to it and they carry out the correct hand washing procedure, and now we have added the personal protection equipment that



consists of face masks, gloves and disinfection equipment, antibacterial gel, microfiber towel and disinfectant liquid. We ensure that the staff has the necessary to comply with the necessary sanitary measures and prevent the spread of infections, at the same time that we assure guests that health is our priority. We cannot forget the human side of the experience and at DRESC we seek to create unforgettable memories.

The perception of security along with the trust that we can transmit is fundamental and everyone's work and the key to success in these turbulent times.

VASES MADE OF MASA MUERTA FOR WORLD CAFÉ

BY FIDEL CASTAÑEDA, F&B MANAGER AND
ROSENDO CORONA, EXECUTIVE CHEF

In the F&B department of Dreams Vista Cancun prevails the passion for everything we do. We are aware that in the industry of hospitality there are certain values that we must respect, such as: service, productivity, teamwork and innovation.

During our search for continuous improvement, we came across with the possibility of creating different setup options for our World Café restaurant. The pastry team, led by chef Elías, carried out the idea of customizing new vases made of masa muerta (eggs, condensed milk, flour, salt and sugar, baked at 100°C for 8 hours).

.....

The chef's idea allows the customization of vases with different designs, which always result very attractive to our guests while visit our restaurant.



The result has been very flattering, the comments that we have received so far from our guests are of a sensational perception. It has been an inspiration for chef Elías to continue creating new designs for other consumption centers.

The positive results will be reflected in the reviews made by our guests. We believe that the decoration of our World Café is unique and portrays that handmade detail in our vases.

The cost of making 5 vases is
\$15.00 USD (\$300.00 MXN).



They have a duration of 2 months, with the option to maintain it with gelatin and increase its duration up to 3 months. However, it is a good investment, since we had savings in decoration of \$700 MXN in restaurants, theme nights, weddings and events.

At Dreams Vista Cancun we are proud to have employees who have daily motivations at work and make the entire department very productive. The results are excellent ideas that show their skills and experience in their field of work.

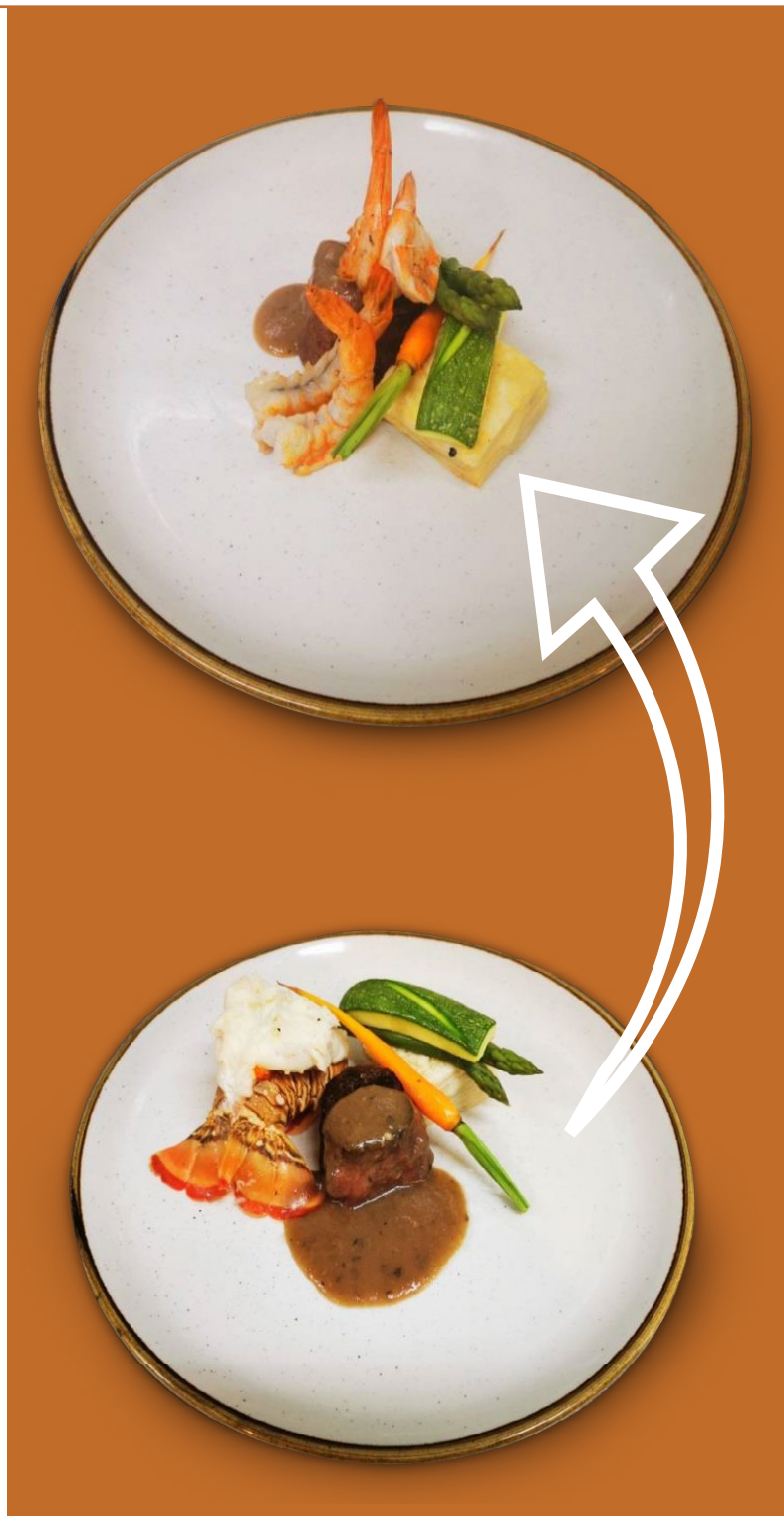


SAVINGS IN NEW YEAR'S DINNERS

BY DAVID LOPEZ, F&B MANAGER

Dear everyone, the end of the year 2020 was a challenge for everyone in terms of expenses regarding food and beverages. Of course, 2021 shall not be the exception since the new ways of operate in the different hotel areas come along with greater challenges when planning and executing; but, at the same time, it is helpful to create new ideas, innovate and generate new working concepts. At Now Jade Riviera Cancun we are taking care about keeping up to date with the new measurements.

For the previous years from December 24 to January 6, we have been focusing on serving New Year's Dinners. One of the favorite dishes is also one of the chef's favorites to be served at dinners, whether it's on Christmas Eve or New Year's Eve: the traditional mar y tierra or surf & turf with lobster, which is not always the best in terms of



costs since these products are more expensive these days. While making a list of costs per dish, we found out the following savings vs traditional dishes which not only helped us to improve results and cost savings, but also helped us to improve the ratings of the whole month.



We chose to change lobster for shrimp:

Cost of dish with lobster \$136.05 MXN x 560 people = \$76,188 MXN

Cost of dish with shrimp \$55.45 MXN x 560 people = \$31,052 MXN

Cost/savings generated from this purchase = \$45,136 MXN (only for New Year's Eve dinner)

There was an important change in a qualitative way

SSH kitchen rating New Year's Eve 2019 / 82.35 %

SSH kitchen rating New Year's Eve 2020 / 87.52% (5.17 Up).

Average monthly rating (only dinner) 2019 / 79.79 %

Average monthly rating (only dinner) 2020 / 87.71 (7.92 % Up).

We can clearly see that the savings are significant (up 50%).

The food quality effect has been very helpful; additionally, these numbers contribute to the final rating of our hotel!

NEW YEAR'S EVE DINNER

By FELIPE SEBASTIÁN VEGA ARIAS,
FOOD & BEVERAGE MANAGER



*“we decided to
prepare seafood
from Ensenada,
Baja California”*

a wine proposal that, along with our dishes, were a whole luxury on this great night.

This year, we used some traditional products for luxury New Year's Eve dinners, such as: caviar, fresh black truffle, lamb and of course foie gras. In addition, we decided to prepare seafood from Ensenada, Baja California: sea urchin, callo de hacha, fresh yellow tuna, striped sea bass and to wrap up, we offered a dessert based on French white chocolate, which was the perfect closing of the evening.

For this special night, we had a DJ who played even after midnight and helped us creating a festive atmosphere to farewell this extremely difficult year. At midnight, we served the traditional grapes, refilled the champagne glasses and received the new year with fireworks. It was a theatrical and amazing detail for the end of the night.



This year was a very particular one and we tried to close it with a great New Year's Eve dinner; obviously, doing it our own way but always respecting the quality of the products, the service and the warmth that are needed to be able to carry out a fancy dinner.

The dinner consisted of a 7-course tasting menu, where the kitchen team worked hard to deliver a great dinner. Additionally, we provided an extraordinary service and





for the events department in the Plaza, where we offer cocktails, themed events and social events, improving the presentation of our assembly.

The team immediately started working on it, installed it and began equipping the bar. No expense was generated, just a little idea and creativity to have a functional bar with a pleasant presentation.

With this bar we enhanced the beverage service and we solved the lack of a bar, since every time we had events in the pool area we needed to improvise a bar and install electrical outlets, lights and other necessary requirements for the bar operation.

The result has been very flattering since the service and operation of the events was enhanced and this furniture has been very useful. Without any doubt, it was a great rescue, which has helped to improve the satisfaction of our guests and customers during the events, facilitating the operation and work of our employees.

BANQUETS BAR IN THE POOL

By MANUEL HERNÁNDEZ,
FOOD & BEVERAGE MANAGER

In our warehouse we had a piece of furniture that was abandoned and at one time it was used for selling handicrafts in the hotel, surely it was already waiting to be discarded; however, thinking of providing a better presentation to the bar that is used for the events taking place in pool areas. Someone from the staff suggested taking this furniture to the pergola of the salty pool area and using it as a bar. This idea seemed good to us and we followed up, it was installed and we immediately enabled it as a bar area





Photo Adventures is in charge of capturing our guests wrapped up under the Puerto Vallarta sunset to later let them know that their experience has been captured and that they can find it at our photography center.

The service, maintenance and events staff are the ones who set up the scene with the best attitude and dedication to provide these moments which reflect the real teamwork.

offer the option of a bonfire with marshmallows and cocktails to seal the moment. Our guests will for sure enjoy a pleasant moment in our Now Amber Puerto Vallarta beach.

Away from home, but making them feel like family, we offer them moments full of care and warmth which we know today more than ever are enjoyed under the sky of a bay that welcomes our guests each day. The only thing that matters is that they keep those emotions in mind to remember their stay with affection and return very soon.



VALLARTA BONFIRE

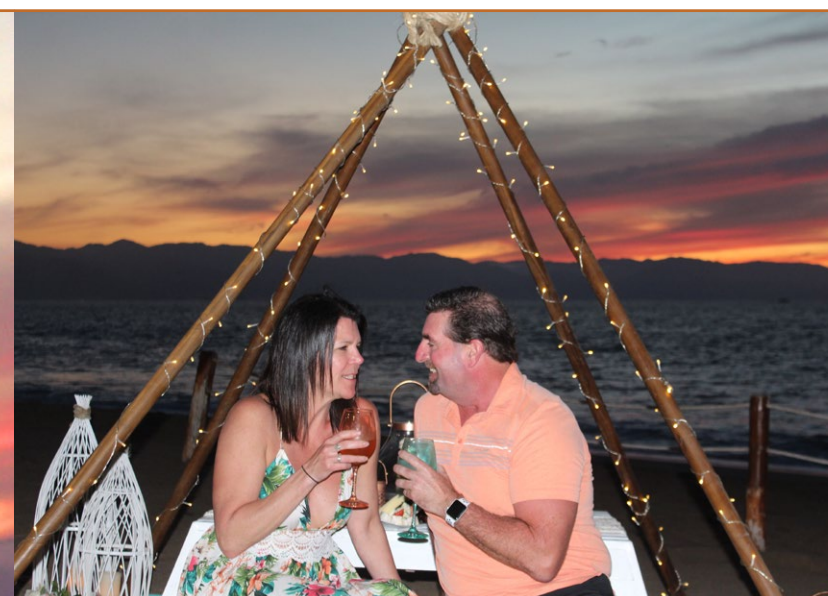
By JUAN CHAVEZ SOTELO,
FOOD & BEVERAGE MANAGER

Aiming to create unforgettable moments for our guests and make them enjoy their stay in this beautiful beach destination, we assertively opted to manage a happening with the incomparable sunset of Puerto Vallarta where, in addition to taking pictures with the bay as a witness, we



SUNSET TEEPEE

By JUAN CHAVEZ SOTELO,
FOOD & BEVERAGE MANAGER



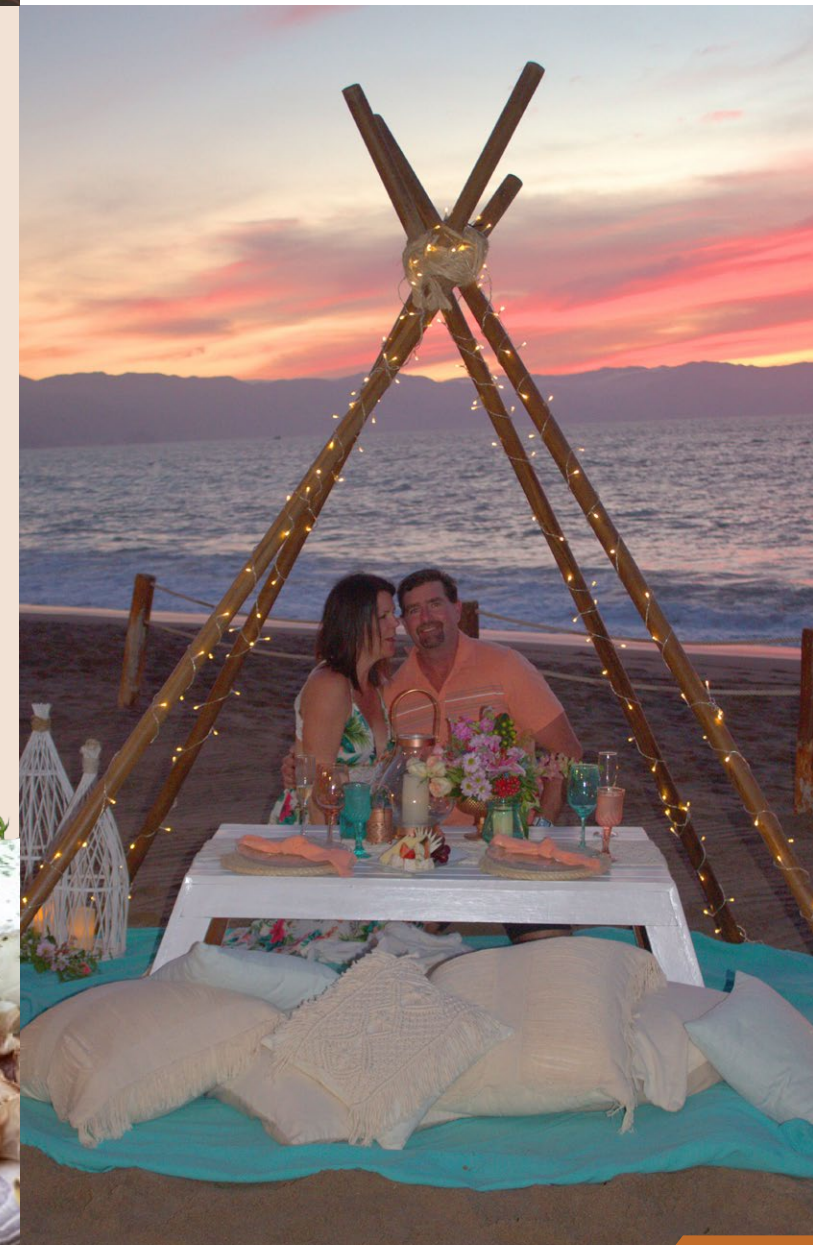
In a comprehensive vision to propose our guests an experience different from a typical romantic dinner, we looked out for alternative options that would provide a unique and unusual moment. We chose a tepee as our central scene because it is practical and viable as a setting and it is under a concept that has become very attractive to our guests. Every time they see this setting, they start calling Concierge to ask about this service.

Our guests can choose a four-course menu with a view of the bay and the sunset, or, a cheese board and a good wine tasting. The only thing that matters here is to provide a unique moment full of emotions at Puerto Vallarta.



Decorated with a low table and cushions to make our guests feel comfortable, admiring the scenes offered at our bay. We have witnessed, along with those observing from their balconies, of the best marriage proposals at Secrets Vallarta Bay.

The food and beverages staff comprises a creative team that create these scenarios in the context that offers attractive memories to our guests who choose to live the Sunset Tepee experience.





DREAMS PALM BEACH PUNTA CANA



ADDING MORE WATER TO THE SOUP
Dreams Palm Beach Punta Cana

LOOKING FOR ALTERNATIVES IN DIFFICULT TIMES MAKES US GREAT

By FRANCISCO RODRIGUEZ,
FOOD & BEVERAGE MANAGER

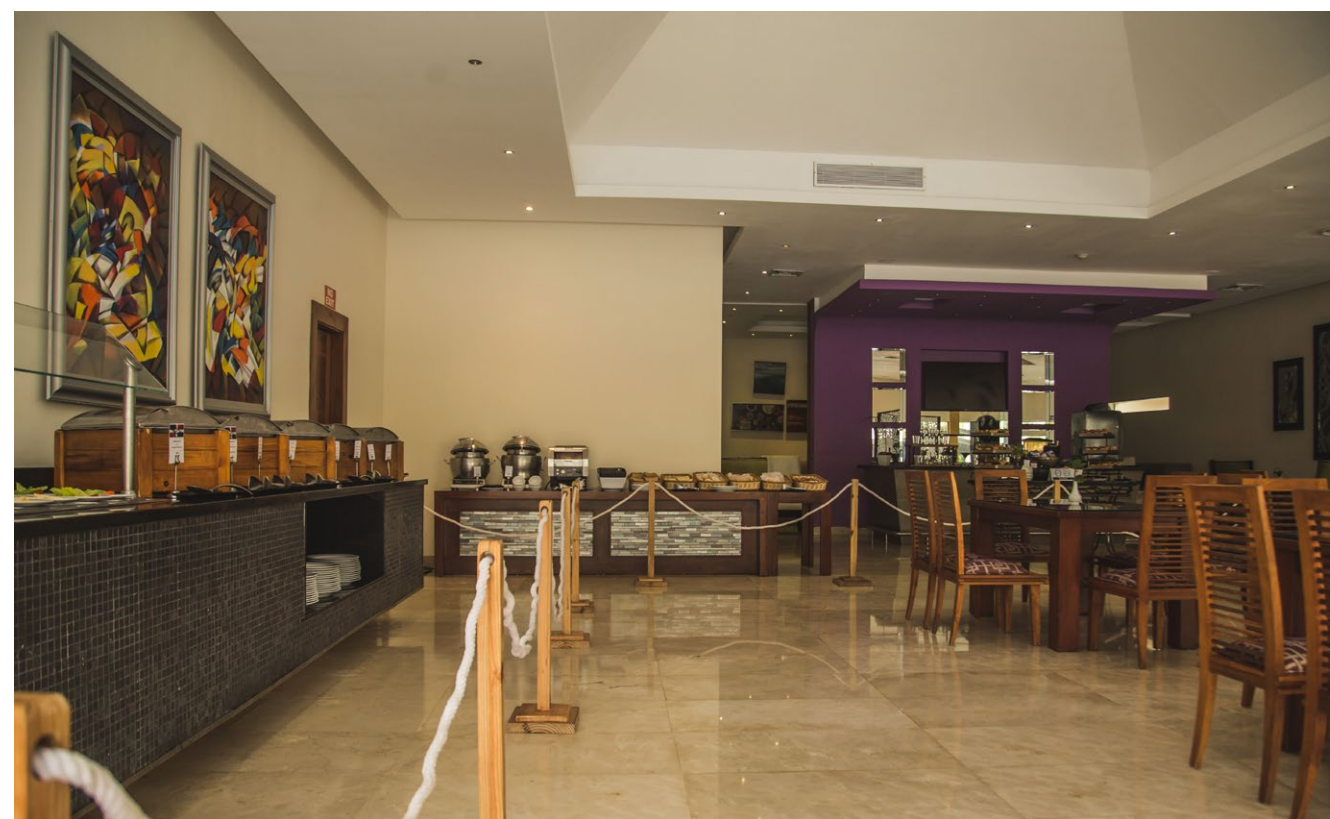
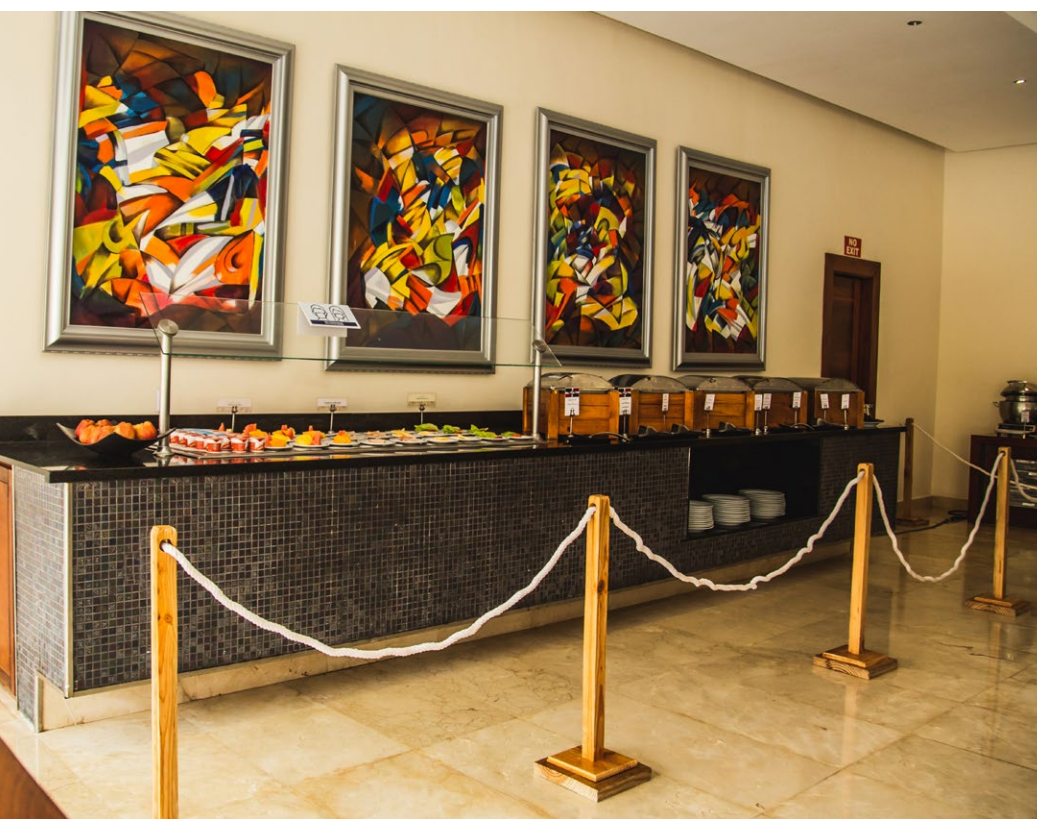
Due to the reality that we are living due to COVID-19, we have been creating ideas in conjunction with the kitchen, steward, restaurant, rooms and maintenance departments to make synergy in such a way that the costs we currently have are not an obstacle to continue providing the best service to our external and internal guests.



For this reason, we are merging different places to be opened as restaurants and in this way avoid providing these services in the main buffet, since it daily generates a great cost 450 KW in energy. Now, we are offering breakfast buffet in the adult preferred club lounge, under all the CleanComplete Verification™ protocols, where the daily energy consumption is 220 KW. This way we are saving 230 KW per day and a total saving per month of 6,900 KW. These savings increase also by not using some operating equipment that we use in the buffet restaurant but not in the adult preferred club lounge, because this place is smaller.

In the adult preferred club lounge, we provide a breakfast surrounded by a relaxing atmosphere, it is a luxury for guests to have breakfast in front of the pool, as we have been told in our service surveys. Guests say that they feel more comfortable with the location, services and food we offer. Another plus is that we offer a smaller number of products presented in a more elegant way, and having fewer areas to cover translates into budget benefits in order to offer variety and more quality.

Thanks to brainstorming and the joint effort of the teams, we are offering in this wonderful place an epic service proper of boutique hotels and at the same time we have elegance, personalized service, positive comments and savings that favor us in the costs of food and beverages plus the energy GOP, that in the end, benefits us all.



AIMING TO IMPROVE THE SATISFACTION OF OUR GUESTS AND GENERATE SAVINGS



BY MANUEL NUÑEZ, FOOD & BEVERAGE MANAGER

At Sunscape Puerto Plata Resort & Spa, we are motivated to know the tastes of our local market, as well as to show our culture through our gastronomy to the people who choose us as their ideal place to spend vacations. It makes us create new unforgettable evenings for our guests, trying

to impact the experience in the service and cost savings, which is why we always pay attention to what our employees hear from our guests in the different areas of consumption.

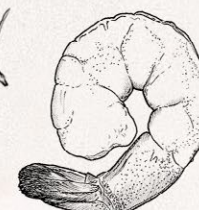


Brigantine-styled mofongo



After analyzing with our chef and his kitchen team what would be the special touch that would highlight such a demanded typical and traditional dish, we came up with the idea of creating this dish but brigantine style, which is the name of a beautiful beach located in Puerto Plata with a history which has always stood out as Puertoplateños, not only for its beauty and crystal-clear water, but also for being an ideal place for fishing. This dish has some key, traditional and very low-cost ingredients like garlic and green banana, plus a slight special touch provided by our chef and his team.

To define the concept, we have elaborated this delicious and traditional mofongo complemented with an Atlantic sauce, as a reference to our beautiful city of Puerto Plata, and is prepared with rosemary, garlic, cherry tomatoes, coriander and a touch of shrimp. As a decoration and adding an accessory according to our concept, we serve this tasty dish along with a pestle, highlighting that each dish is prepared by our team of professionals with dedication, care and spirit for service with love and passion in everything we do.



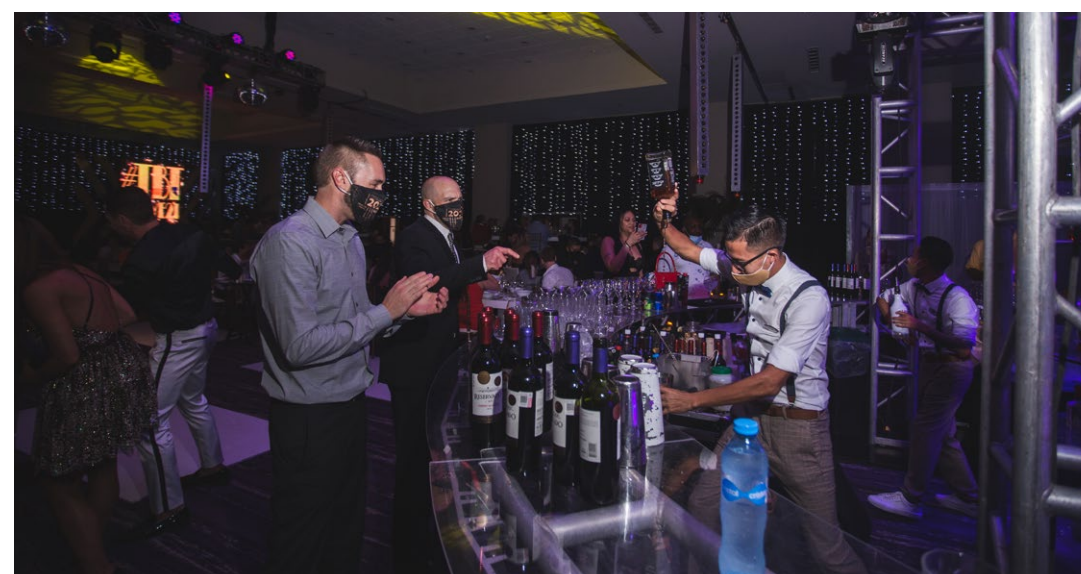
RECYCLING CHRISTMAS DECORATION FROM LAST YEAR

By ABRAHAM VAZQUEZ, F&B ASSISTANT.



By the end of 2020, the entire steward team innovated by reusing the props of past festivities in order to create a great visual beauty which would also represent savings in the hotel's GOP. At Breathless Riviera Cancun, we wanted to focus on the rustic style of the Spoon restaurant, providing a chic, urban and glamorous appreciation. For us, this is a very simple and attractive style for a decoration, which would attract every social media user. We also ask them to use the hashtag #breathlessrivieracancun on Facebook, Instagram and Twitter.

We had different ways of getting ornaments according to this specific style: we wrapped spheres, stars and cubes as gifts and combined them with lights, giving life to the beginning of the Christmas Eve and celebrations in a very economical way.



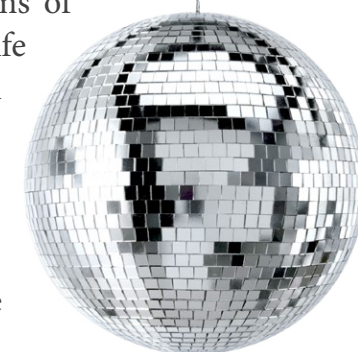
STUDIO 54

We wanted to celebrate and welcome the 2021 inside our great hall. So, we used the different pieces of furniture of our hotel in order to create a space that would be authorized by our CleanComplete Verification™ program.

We reused tables, chairs, platforms and handrails which were created at home for past celebrations, since we were aiming for a win-win situation by restoring and



using these pieces for our 2021 welcome party. The teams of entertainment, maintenance, steward and bar brought to life the great "360 Bar", providing service in every direction and with a magnificent view of its surroundings. The teams strategically used each piece, such as the black boxes of the audiovisual equipment, which were placed on one side as branding. The teams also placed the acrylics that were there to let the people enjoy the experience at the appropriate distance.



WELCOME 2021 CELEBRATION

Among our priorities for this celebration was reusing the same photo opportunities of our weddings, groups and wow-effect moments along with the non-package income. For our teams of entertainment, maintenance and F&B sales, it was a challenge to create an elegant atmosphere with guaranteed spaces for couples and groups, while taking care of the social distancing required, and adding a value of 2 hours of unlimited champagne. The result was \$8,500 USD in sales.

Our guests were amused by the ornaments used in the decoration of our hotel, specifically in the restaurants and champagne sales areas, which was reflected in their good comments and the great experiences that will last a lifetime.



WEDDINGS AND EVENTS GAZEBO

By Luis I. Hernández L.,
FOOD & BEVERAGE MANAGER



At Zoëtry Paraíso de la Bonita we let our imagination run wild and use the resources at home to make a gazebo for weddings and other ceremonies. Of course, with the help of our incredible steward and maintenance teams.

Our chief steward, Mr. Florencio Chan and our head of landscaping, Mr. Juan Hernández used materials available at our property, and their imagination, to recreate a buildable gazebo

just like one which was used by a supplier for a ceremony in our Thalasso Garden.

First, Florencio located some metal pieces that were out of service, he polished and conditioned them to make the joints of the gazebo. Once we had the joints ready, Juan found some bamboo logs that had the needed diameter. Then, they sent them to carpentry to be cut the same size.

“To have this gazebo on our property translates into savings of around \$5,000.00 MXN”



With all the elements ready, they made the necessary holes to hold everything together and provide stability and security when mounted. Florencio remembered that we had lycra fabric from a previous event and we made bands for decoration with it.

To have this gazebo on our property translates into savings of around \$5,000.00 MXN in rents with suppliers. Now, we have an additional service to offer for ceremonies and special occasions, which will generate income.

Congratulations everyone and special thanks to Florencio, Juan and everyone involved!





ARTISAN BREADS

By SERGIO CALDERÓN (FOOD & BEVERAGE MANAGER),
 ANTONIO ELIZALDE (EXECUTIVE CHEF), GUADALUPE TORRES (F&B ADMINISTRATIVE ASSISTANT)



We know that the key to success at saving is to reduce expenses even in the small details without neglecting the quality. Performing an analysis of the inputs that are most consumed in the kitchen area, one of them was the bimbollo bread, which are around 2,640 hamburger buns for December.

Taking this as an area of opportunity, we wanted to reinvent this product and produce them at home, which, additionally to lowering costs, provides us better quality bread and allows us to offer a greater variety to our guests.

In the snack bar we offer different and exquisite varieties of bread: white, parmesan cheese and gluten-free al pesto, allowing us to offer three different types of gourmet burgers during the snack.

Since we implemented this measure, there has been a significant increase in the consumption of hamburgers at the buffet during lunch at the World Café restaurant, which has had a positive impact on a decrease in the consumption of other higher-cost proteins that are available also offered in the buffet (*New York, salmon, tuna and others*), helping us to balance our budget and at the same time guaranteeing the satisfaction of our guests.

“we consumed in the kitchen area around 2,640 hamburger buns for December”



BIMBOLLO BREAD		ARTISAN BREAD	
UNIT	COST PER UNIT	UNIT	AVERAGE COST (WHITE, PARMESAN, GLUTEN FREE)
1	\$3.53	1	\$1.74
1000	\$3,530.00	1000	\$1,740.00
2000	\$7,060.00	2000	\$3,480.00
5000	\$17,650.00	5000	\$8,700.00
COST PER UNIT BIMBOLLO BREAD	TOTAL COST (5,000 UNITS)	COST PER UNIT ARTISAN BREAD	TOTAL COST (5,000 UNITS)
\$3.53	\$17,650.00	\$1.74	\$8,700.00
SAVE: \$ 8,950.00 MXN			

POPSICLE CART

BY LEONARDO GOMEZ & JUAN TAMAY
(FOOD & BEVERAGE MANAGER AND
EXECUTIVE CHEF)



pleasant and refreshing experience for our guests who are enjoying the wonderful day.

Thereby, we get the benefit of a lower demand of ice cream of popular brands, increasing budget savings and at the same time a decrease in purchases.

The flavors of our menu are: melon, watermelon, papaya, pineapple, lemon, hibiscus and strawberry; either may be sweetened with standard sugar or Splenda. Additionally, these can be covered with chili pepper and lemon.

These small actions do not require that much time and there is no increase of labor or an extra cost of purchase; on the contrary, we avoid the waste of products and support the maintenance of our department costs.

It also helps our kitchen staff, who are always in the back, to have a closer interaction with our guests and be part of their vacation experience, this has been well accepted and recognized by children and adults.



At Dreams Los Cabos Suites Golf Resorts & Spa hotel we carry out actions searching of optimizing and increasing the useful life of food. One of the good practices that is carried out in the food and beverages department is the following: our Executive Chef Juan Tamay is always optimizing the use of products such as fruits and vegetables that are very important for the operation and experience of our guests.

Aiming to maximize the use of seasonal fruit, after the morning buffet and provided that there is loss, we used it to make pulp to prepare popsicles. These popsicles will be available the following day at consumption centers, such as Coco Café, bars and pool areas. We distribute them in a cart and the deliveryman rings the bell to let all the guests know that popsicles arrived. This draws a lot of attention and generates a



THE MINIMALIST GASTRONOMY

WITH LOW-COST PRODUCTS

BY TOMAS SOLANO, FOOD & BEVERAGE MANAGER



Among the daily challenges in gastronomy, one is to maintain a balanced operating cost and the continuous search to innovate, introducing ideas to satisfy our guests without affecting our budget.

At Dreams Dominicus La Romana, the most important factor is to keep our costs low, but with quality products, with strong commitment to make our guests experience new sensations with different dishes in smaller amounts.

The minimalist gastronomy is small but very detailed and with an awakening of flavors in each bite. Its presentation captivates the attention of all its spectators and the desire to experience its unique sensation.

A large number of hotels execute this gastronomic art for all the benefits it can bring.



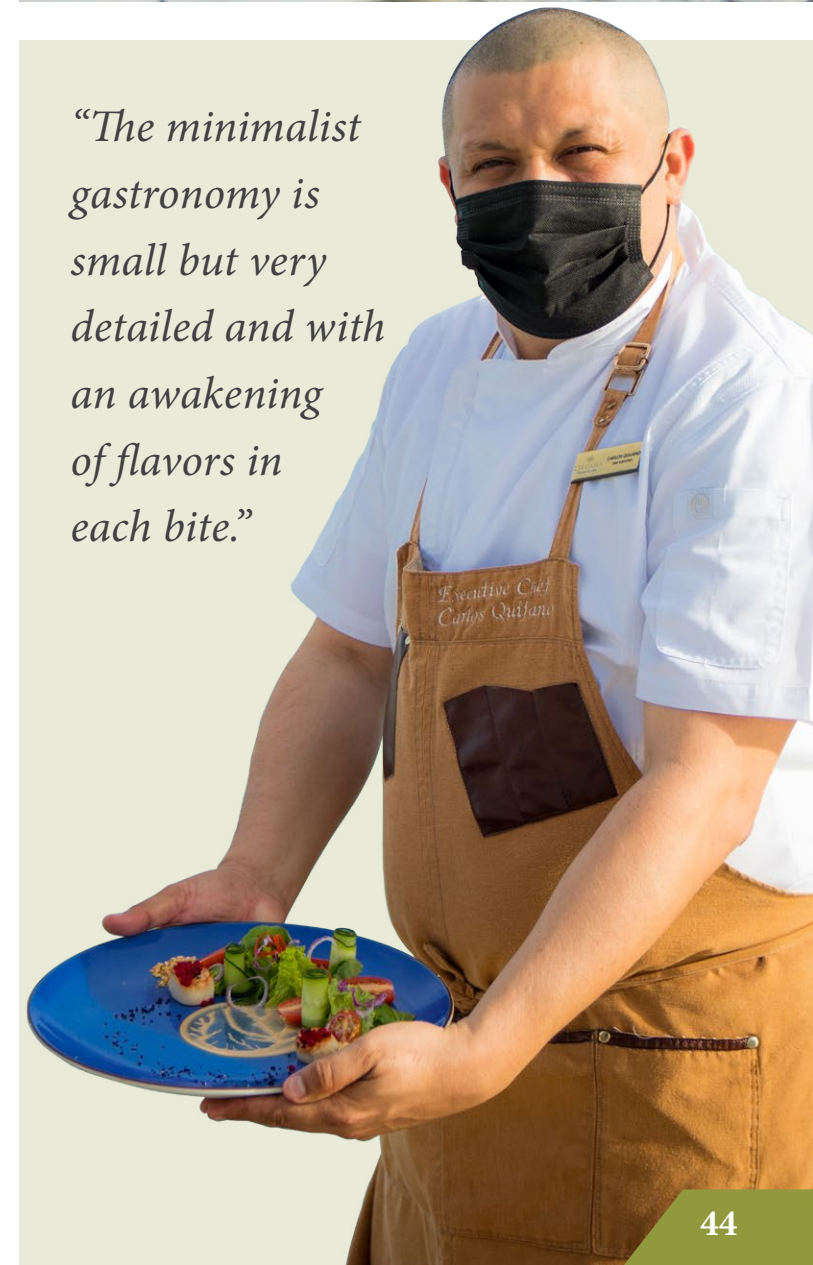
Among the advantages that this type of gastronomy provides us, we can mention:

- Time saving in the kitchen
- Lower costs, better processing
- Combination of ingredients, texture and flavor
- The freshness of its ingredients
- Reduction of waste
- Control and handling of products

Without any doubt, our executive chef has passion, creativity, and style in creating unique experiences. He is responsible for keeping the cost within the established parameters to continue providing quality and satisfaction in everything that we make.

As a final result, we have low-cost products, but with great quality, variety, presentation and most importantly, they fully satisfy our guests.

“The minimalist gastronomy is small but very detailed and with an awakening of flavors in each bite.”





DREAMS MACAO BEACH PUNTA CANA

STIR THE POT, LET'S SEE WHAT HAPPENS

BY JORGE MARIO CASTREJÓN SARÁCHAGA, EXECUTIVE CHEF, JONATHAN RIJO RDM



At DRMPC we have taken seriously the phrase: “*stir the pot, let's see what happens*”. It has provided us with a series of elements that we would like to share, it has been a very good practice that has helped us to improve the costs, taste and variety of breakfast, lunch and dinner, following the comments of our guests in the guest satisfaction system (*SSH in Spanish*). We are talking about products made and presented in a very innovative way with a homemade and artisanal touch, trying to simulate a grandmother's house. This has allowed us to achieve an interesting range of exotic, different and natural flavors,



important thing is that our people (*the cooks*) have taken up this project with great enthusiasm and passion, as they enjoy doing what they are passionate about and pleasing our guests. We are opening a range of options in our menus and enhancing our knowledge, strictly complying with our CleanComplete Verification™ protocols and health, hygiene and safety standards of these delicious and natural foods.

We really want to mention some of the results provided by “*stir the pot, let's see what happens*” and how beneficial it has been, resulting in a win-win situation between guests and our operation:

- A station of preserves and natural jellies of seasonal fruits using natural sweeteners such as agave or honey, which are 100% natural food with minerals, vitamins and antioxidants that help maintain our immune system.
- We are prioritizing local products to achieve more freshness in our food.
- A station for fish and smoked meats at home.
- Indigenous stations: yuca, yam, coco yam, blanca and sweet potato.
- A salad station with super foods like white quinoa, red quinoa, tapioca, cous cous seeds, walnuts and dressings.
- Improvement in the presentation of the stations.
- A station with low-calories gastronomic offer.
- Cost reduction and management in food.
- Improvement of daily, weekly and monthly financial results.



STIR THE POT, LET'S SEE WHAT HAPPENS
Dreams Macao Beach Punta Cana



- Positive changes in guest satisfaction.
- Reduction of waste.
- Showing the great diversity of Dominican culture and gastronomy.
- Our bakery is produced with sourdough to avoid the use of chemical baking agents, achieving an artisanal, rustic and healthier bread. Local varieties of seeds are also used to make energy and multigrain breads.

NEW NORMAL IN AMENITIES

BY ALEJANDRO VIRAMONTES,
FOOD & BEVERAGE MANAGER



We were looking for pieces that allow us to show off our amenities and also comply with the new protocols.

Using discard glasses, that were carefully cut, a cord, passion for the details, and the creativity of our chief steward, the result is magic to adorn and protect the amenities at night created by our executive chef.

Also, we created Porta Petit Fours out of tea boxes, where the acrylic lid covers and cares for the food inside, complying with the standards of our CleanComplete Verification™ program. We had glass covers that were used for cookies in the past and we use them now to cover food served on a stone plate, they look spectacular together. We use them with any amenity created by our kitchen team, surprising our honeymooners and VIP members.

These amenities were also placed for sale. Due to their spectacular presentation and innovation they have been a great success to get non-package income, which also positively aids the hotel's finances. They are a complete success!

Every guest who have received these amenities have been surprised in certain ways, which has caused an increasing number of photos on social media, which positively impacts the hotel's rating.

Keeping on doing what we love and adapting to the new normal is what will ensure our hotel's spot at the top! We are AMResorts! Together we can!



"A crisis can be a real blessing to any person, to any nation. For all crises bring progress."

– ALBERT EINSTEIN

Definitely, this new normal has shown us once again that the ability to adapt should be a priority. At Secrets Papagayo Costa Rica, our steward team aiming to reinvent with great creativity, chose different items that we had in our warehouse.



“CREPES & COFFEE”

BY DENIS RADOUX, F&B MANAGER AND
VLADIMIR DOMÍNGUEZ, EXECUTIVE CHEF

The implementation of “Crepes & Coffee” is an activity created to expand the range of options to sweeten the taste of our guests after a long day at the beach. For this reason, every afternoon, the hotel’s pastry team is in charge of showing off the different types of crepes that we have, the ideal partner of a warm cup of coffee, frappe or smoothie.



Among the varieties we have, we offer an option of crepes made of oats, ideal for our guests looking for gluten-free or low-calories options. This way, there are no excuses to resist a delicious crepe.

As part of the activity, the chefs flambé the crepes, providing an artistic touch and enhancing the flavors and aromas. This activity gives us one more opportunity to interact with our guests and deliver a warm service recommending a drink at our Coco Café.

The setting for this activity is very rustic with natural materials being the protagonists to highlight the attractiveness of the colorful crepes, which are prepared in one of the most popular spots in the hotel: La Ceiba, next to the Coco Café. This setting complies in full with the protocols of the CleanComplete Verification™ program, which demands an area for hand washing, antibacterial gel dispenser, carefully-packed cutlery (prior washing and disinfecting), a plexiglass division, the properly portioned toppings, as well as the use of personal protective equipment for our great kitchen team responsible for these delicacies. This is how we make sure to provide confidence and quality in each dish served to our guests.





As everyone knows, the implementation and assurance of the *CleanComplete Verification™* protocols dictate our day-to-day service to adapt quickly and effectively to the needs of our guests, who once have arrived and lived the CCV™ experience at our property, forget about the current world situation and begin to enjoy their vacations in a “normal” way. This has forced us to be creative in our installations.



On this occasion, our team of chefs have adapted and modified the installations in our Coco Café, firstly showing a food display in refrigerated counters to show their work at pastry and cold cooking in an elegant and pleasant way for our guest's view. These installations change and vary throughout the day.

This idea provides a visual appeal throughout the day. We must mention that the food in our back refrigerator is individually packed for the safety of our guests. At the same time, we have a variety in bread and fruits, which are also

individually packed. We hope that our guests appreciate these details and continue trusting us the commitment to take care of them at all times during their stay.



FROM THE SEA TO THE BUNK

By RICARDO CABEZA, EXECUTIVE CHEF

During the Christmas holidays we thought about new ways to offer food service in spaces that were interesting for our guests aiming to reduce the volume of service in restaurants at lunchtime and increase our guests' satisfaction at the same time. Keeping this idea in mind, we installed a delicious cold station between the Olio restaurant and the Preferred pool: fresh ceviches and aguachiles prepared à la minute by our culinary team. It completely satisfied our guests because the service was assisted by our pool staff, who would take the food to their bunks or tables. Guests were also able to visit the station keeping in mind our CleanComplete Verification™ protocols.

Carrying out this idea allowed our guests to enjoy the excellent weather of Cancun and its beautiful views, complemented by the excellent gastronomy of our property.



STARTERS OF VALLARTA WITH A TASTE OF THE SEA

BY ARTURO AMADOR, FOOD & BEVERAGE MANAGER

Our Sous Chef Luis Miguel, surprises our guests with one of the favorite dishes to enjoy good seafood. These delicious starters are only offered at the Sunscape Vallarta, two sister



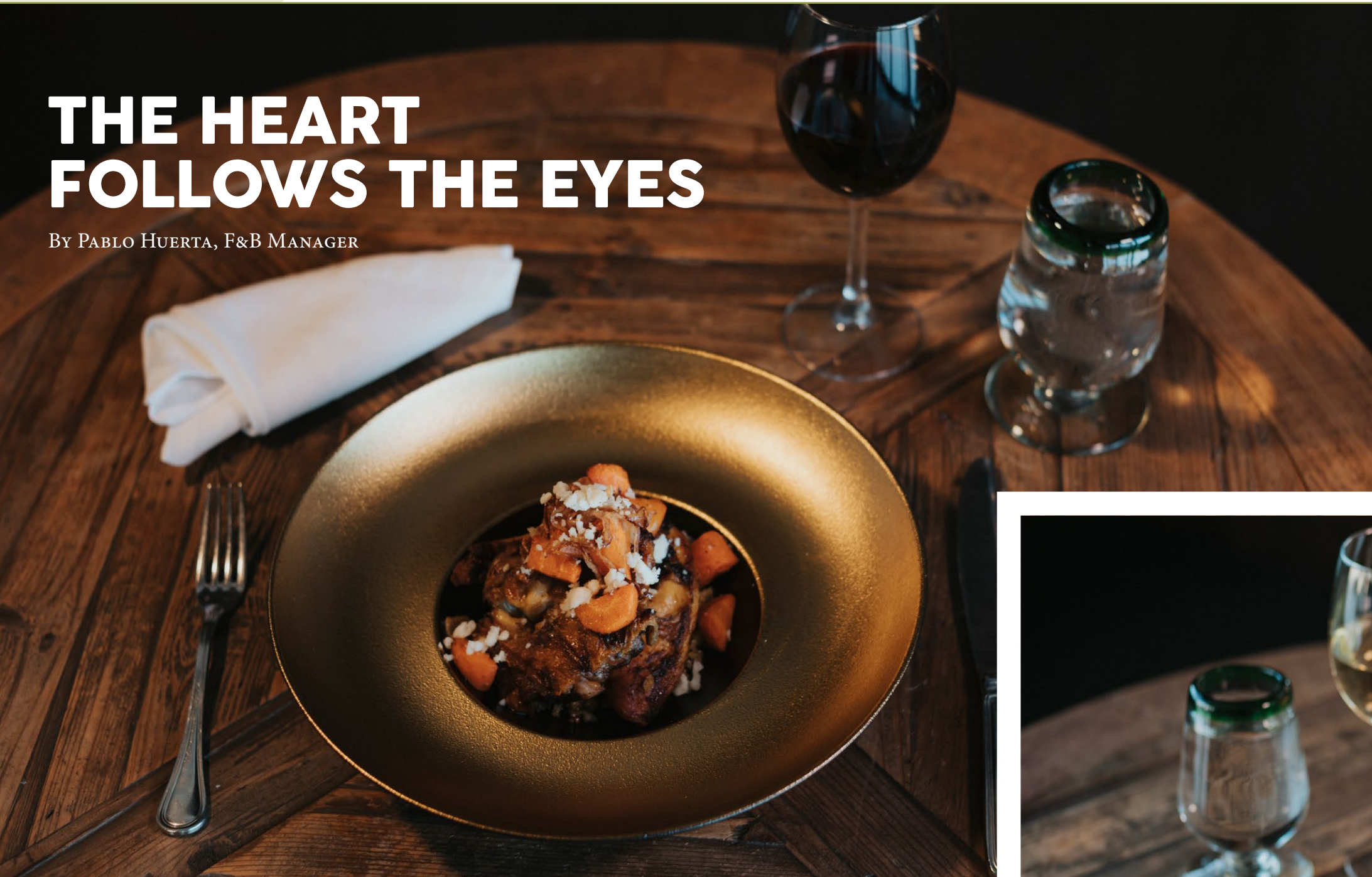
dishes, the Vallarta-style ceviche and the shrimp green aguachile, accompanied by a vuelve a la vida, which together become the best option against the heat and are available as specials of the day in our World Café.

Chef Luis Miguel, spreads the gastronomy of the Pacific, on this occasion from Puerto Vallarta, pampering our guests who are always looking for fresh dishes with sea flavor.

This way, guests are provided with an explanation of the ceviche and aguachile recipes, which are flagship dishes of this area of the Pacific. They are not allowed to leave without first tasting the excellent citrus and explosive spicy flavors.

THE HEART FOLLOWS THE EYES

BY PABLO HUERTA, F&B MANAGER



The culinary team at Breathless Cabo San Lucas, always seeks to offer fresh, local, organic, sustainable and top-quality products. With the support of the purchasing team, more and more articles and raw materials that meet the aforementioned qualities are purchased; however, we wanted all the guests to witness it, and with a lot of creativity, we made 4 videos in the kitchens of the restaurants, the reception of goods and the service room. In these videos, the Executive Chef himself narrates and lets us know more about what we do in the “*back of the house*” and how these products arrive at the table, taking care of each process with great love.

Currently, we reproduce them on the TVs in each room and on the screens of one restaurant alternated with the display of the menu.



The Executive Chef himself narrates and lets us know more about what we do in the “back of the house”

A GOAL WITHOUT A PLAN IS JUST A WISH

BY JUAN LANTIGUA,
FOOD & BEVERAGE ASSISTANT



Revenue management is an essential part of a company's long, medium and short-term strategies. For example, training staff in sales tactics consistently improves an organization's intellectual capital. Marketers can use newly acquired skills and knowledge to develop plans that improve revenue and position themselves against economic competitors to stay ahead of the innovation curve.

That is why the balance between "cost efficiency" and "increased revenue" is weighted daily in each of our strategies to improve our "non-package revenue". We work continuously to gradually consolidate interdepartmental synergies, celebrating the motto "Together we can" to enhance our sales techniques, not only in the F&B department, but also to other departments. We try to reinvent ourselves every day so that our guests enjoy a varied, safe and high-quality offer, guaranteeing the respective CleanComplete Verification™ processes and protocols in their development.

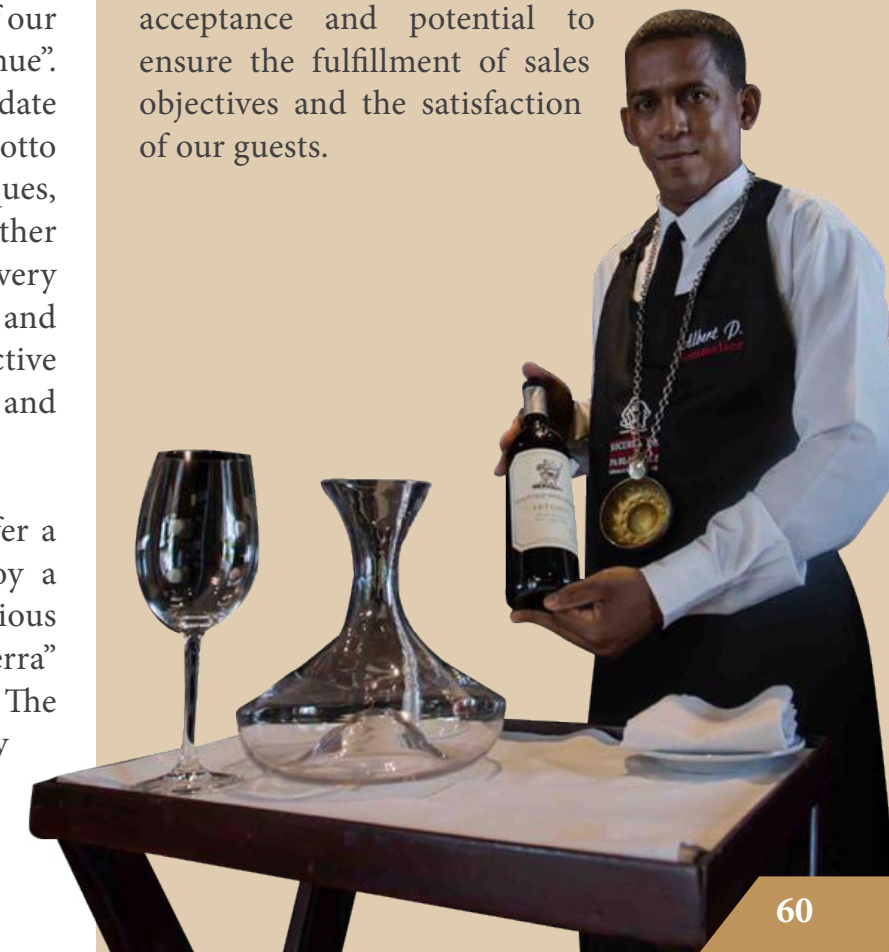
In each one of our themed restaurants we offer a sommelier table. There, our guests can enjoy a unique and exclusive wine pairing with delicious cold cuts, vegetables cream, a "mar y tierra" dish, tropical fruits and a variety of desserts. The flexibility of the service in the area requested by the guest increases the demand through the visual attraction of the product and motivating



our guests to select and purchase our wines. This sales promotion is carried out in the different areas of the hotel, in the concierge department in collaboration with the room division, as well as promotions in common areas.

Thanks to the individual brainstorming in each department and its subsequent planning with the entire team in our weekly financial

meetings, we manage to develop innovative and attractive packages, which are implemented and frequently re-evaluated for their acceptance and potential to ensure the fulfillment of sales objectives and the satisfaction of our guests.



PERSONALIZED AMENITIES

BY CILICIA RAMPERSAD,
F&B ADMINISTRATIVE ASSISTANT



One of the best ways to increase revenue and gain more value for each customer's business is by upselling and using complementary sales strategies. Our strategy is to let the staff experience everything we want them to sell so they can properly offer it to our guests.

Our main objective is to discover the motivations or celebrations of our guests, seeking to offer them services of their interest. Guests would be willing to spend more if an additional service complements or enhances their primary experience or expectations.

We found out that many customers are willing to pay more than expected for a product if it represents good value, convenience, and feels like it adds something relevant to their holiday.

Anything that helps create a more memorable experience for our guests will receive a favorable response, such as breakfast in bed, fresh bouquets, champagne, and so on. Even if the guest has to pay more, it will be a worthwhile expense from their perspective, which is why we always offer them as many options as possible.

There are no small or big occasions. Thus, we have created a menu with the amenities for our guests. We have a standard menu, but as we all know, every occasion is special in its own way, which is why we also offer personalized services. This allows us to be more creative and pay special attention to our guests, giving them a more personalized experience and feeling.



We have created a service package based on the most popular occasions:

- For anniversaries, we have created a package called "Love Always" that consists of wine and salty snacks.
- The "Celebrate" package is designed for birthdays where guests can choose a bouquet of fruits or desserts or a combination of both with a personalized card and a bottle of wine of their choice.
- The package that has worked the most for us is the "All or Nothing" package, which is a Valentine's package that includes a bottle champagne of their choice with a variety of desserts.

This has a positive impact on the hotel's upsells because guests get what they want and feel a special attention, which benefits us both. Guests are more likely to return when we go beyond to satisfy their needs, trying to make every moment memorable.

Good upselling practices will increase guest satisfaction and consequently provide the hotel with higher revenue and profitability.



DECEMBER TRADITIONS

BY CILICIA RAMPERSAD,
F&B ADMINISTRATIVE ASSISTANT



We replicate some special traditional recipes in our buffet to create the spirit of Christmas announced on tent cards with Christmas designs of the season, adding an extra touch of feeling.

We focus on Christmas-themed pastry and place in our buffet a special section for desserts proper to this date and is called “Dessert Wonderland”. On this season we chose the most traditional and popular desserts like the gingerbread house, which has an incredibly long history and is believed to have been made into Christmas tree decorations since the Victorian era. Our pastry team lovingly and passionately crafted the gingerbread house as a centerpiece and placed cookies with Christmas designs around it.

We also made El Bûche de Noël, which is a cake designed to evoke the Christmas log that was once burned in European homes during Christmas, as well as the huge logs that the Celts used to burn outside to celebrate the winter season. The term “Yule” refers to this specific day of the year. To honor this tradition our team baked and rolled cakes in the shape of logs.



For many people, one of the best parts of Christmas is the delicious food of the season. Of course, along with their loved ones, this celebration has become a very classic way to celebrate the holidays all around the world. Some cultures celebrate Christmas while others celebrate Christmas Eve. No matter the date, the feeling is the same.

At Sunscape Curaçao Resort & Spa we understand that. That is why we focus our attention to these traditions and set the goal of making our guests feel at home, even when they are far from it, which is the reason of our decision to keep the traditional way, not only in our decorations but also in our food and presentation options.

“Our pastry team lovingly and passionately crafted the gingerbread house as a centerpiece”

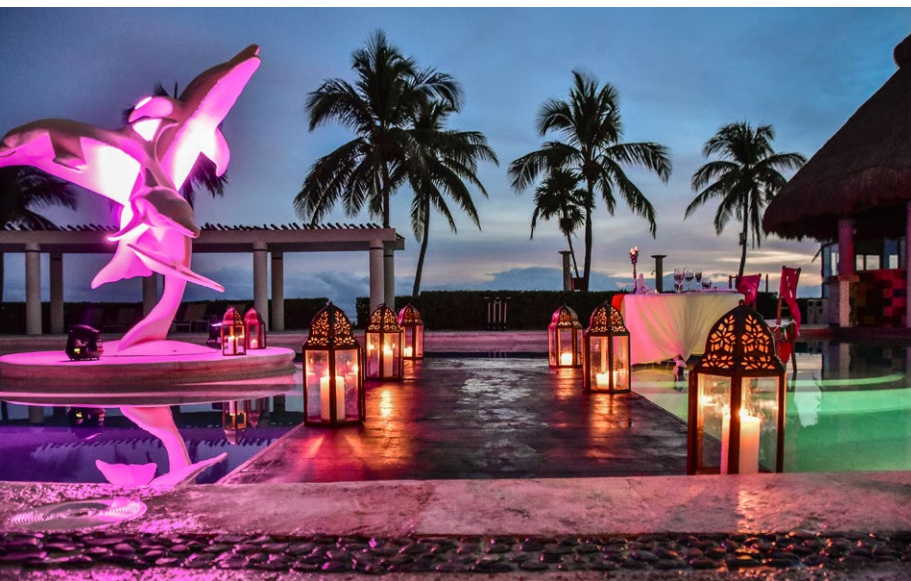


Today, Yule chocolate logs are commonly made from rolled or layered genius sponge cake filled with mousse or buttercream. Often decorated with mazapán or merengue, berries or holly leaves. The stem can simply be dusted with powdered sugar and garnished with some red berries.

Food attracts people and helps us create an unforgettable bonding experience on this season of year.



SETTINGS MADE OUT OF
**NATURAL
RESOURCES**



At Dreams Tulum Resorts & Spa we love our characteristic environment made up of natural frames blended harmoniously in our gardens and beach areas. Therefore, aiming to increase non-package sales, we offer strategic scenes to sell romantic dinners, weddings, cocktails and bonfires; all these packages come with the guarantee experiencing they Tulum style: affinity to the sea, sand and greenery. Additionally, the equipment that we use for these productions are made in 100% out of natural resources rescued from different areas to provide a very particular plus to this exclusive experience. Our tepees are a major success and we use them for romantic dinners on the beach; the bonfires in our gardens are also one of the

best sellers; and, of course, our wine cellar, where we changed the tables for other ones made of log. These tables were made at home to continue with the connection to nature.

It all was reflected in a significant way on the sales of wine, which increased considerably with these improvements. The idea was developed in conjunction with groups and wedding packages with a lot of versatility; we think that they can be perfectly adapted to other requirements. We have discovered new locations that were formed naturally due to different weather phenomena, such as our beach areas. Others, like our Passion Island in the middle of our pool of activities, which creates a unique and very particular environment.



Right now, we are focusing on making our tastings of wine, tequila or mezcal in exclusive areas such as our gardens and natural settings so that our guests may connect directly with nature.

“...we offer strategic scenes to sell romantic dinners, weddings, cocktails and bonfires; all these packages come with the guarantee experiencing they Tulum style”

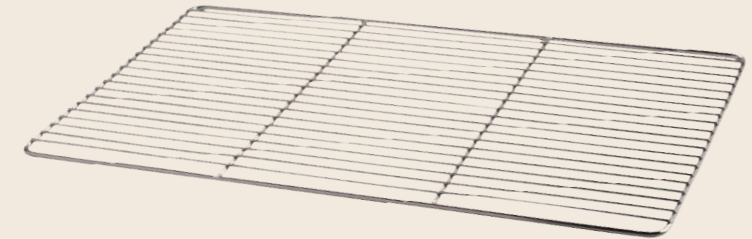


Immediately, our kitchen team and the sommelier think on ways to surprise our guests and provide them the dinner service that they were going to look somewhere else outside our property. Our sommelier also offers a bottle of wine that matches the specifications of their preferences and shares the packages we offer for special dinners.

The chef and the chief steward looked out for materials in our warehouse and found a wooden box and a pastry rack that they used to manufacture a grill with an investment \$0 MXN, obtaining as a result the satisfaction of our guests via SSH and a first sale of \$120 USD. Also, they received a pleasant surprise when our guests asked to repeat the exact same experience and the same menu for their last night.

We care about the results and our entire F&B team focuses on our guests' satisfaction. The grill that was made has already been used in 4 romantic dinners, expanding our gastronomic proposal and generating non-package income.

"...wooden box and a pastry rack that they used to manufacture a grill with an investment \$0 MXN"



ROMANTIC DINNER ON THE BEACH

BY NOE MUÑOZ,
FOOD & BEVERAGE MANAGER

At Now Emerald Cancun this time we had to fatten the pig and in commitment to our values we focused on using 3 of them.

We are proactive and act together: in the food and beverage department we work as a team when it comes to pampering our guests. One of our captains was asked for recommendations on the best restaurants in the area; first, he asks for the type of food they are seeking and anticipate telling them that anything can be prepared on our property by any of our chefs. In order to promote non-package sales, they are offered a romantic dinner on the beach, with different options of dishes according to their preferences.





FATTENING THE PIGGY

BY CARLOS MIRAMONTES CARBAJAL, F&B MANAGER

In the new reality, the non-package sale has become even more important to achieve the hotel's financial goals. Keeping this in mind, we approached to other departments to see how we could generate income by interacting with them and thus add value to existing activities and at the same time generate income without losing sight of our guests' satisfaction.

These are some ideas that we are carrying out for the year-end holiday season.

THERMOS AT COCO CAFÉ

For a couple of years, the use of thermos that preserve the temperature, either hot or cold, has increased notably among our guests. We looked for a supplier that could make thermos with the hotel's logo and since we started selling them, they have been a success. It helps us to generate income and make guests remember us at home while they use it for their favorite drink.



A TASTE OF MEXICO: TEQUILA & COCKTAILS

Tequila tastings are held in all the properties. We thought of adding value by doing a mise en place as in our bars, giving a lesson about tequila and tasting tequilas from our sales menu. At the end, show them how to make easy and handy cocktails at home accompanied by a board of Mexican snacks to pair with these cocktails. This helps us increase the sale of tequila.



ROMANTIC DINNERS WITH WINE

Romantic dinners on the beach have long been the favorite of our guests. To maximize the experience, we decided to make a pairing menu to help us sell wine and it has turned out very well. The wine being promoted is Sueños Secretos de Bodega de Santo Tomas, made exclusively for AMResorts (part of the sale goes to Save the Children). Hand in hand with an excellent menu and a privileged location, we have managed to sell wine on most of our dinner reservations.

FAMILY DINNERS

Now Sapphire is a family hotel and during the holidays we host large families who want to dine together.

We decided to offer indoor spaces with a setting for the number of diners and place a whole turkey accompanied with salads and traditional garnishes, as well as a cake of their choice. We also offer a pairing with wines from our menu. This way, they all dine together, in a private space, and it generates wine sales and help us with the flow in restaurants.

SIP & PAINT

Alex Juarez, our entertainment manager, proposed to bring the Sip & Paint activity. It consists of letting our guests paint the sunset by the hand of a local artist, while they enjoy snacks and wine. This creates an unforgettable moment that they can take home and it helps us promote the sale of wine. These are some of the most successful ideas that we have carried out at Now Sapphire Riviera Cancun and we hope they will inspire you for your properties.

AFTERNOON COCKTAILS WITH MEZCAL

BY ALAN ARREVILLAGA PÉREZ,
FOOD & BEVERAGE MANAGER

Aiming to create unforgettable moments for our guests and make them enjoy their stay in this beautiful beach destination, we assertively opted to manage a happening with the incomparable sunset of Puerto Vallarta where, in addition to taking pictures with the bay as a witness, we offer the option of a bonfire with marshmallows and cocktails to seal the moment. Our guests will for sure enjoy a pleasant moment in our Now Amber Puerto Vallarta beach.

Away from home, but making them feel like family, we offer them moments full of care and warmth which we know today more than ever are enjoyed under the sky of a bay that welcomes our guests each day. The only thing that matters is that they keep those emotions in mind to remember their stay with affection and return very soon.



Photo Adventures is in charge of capturing our guests wrapped up under the Puerto Vallarta sunset to later let them know that their experience has been captured and that they can find it at our photography center.

The service, maintenance and events staff are the ones who set up the scene with the best attitude and dedication to provide these moments which reflect the real teamwork.

SALES COMPARISON CHART

NOV-19		NOV-20	
US	MXN	US	MXN
\$ 1,651	\$ 31,890	\$1,960	\$40,076

DEC-19		DEC-20	
US	MXN	US	MXN
\$ 2,007	\$38,416	\$4,898	\$97,846

Every “*Afternoon cocktails with mezcal*” is prepared in detail by our mezcalier, who makes sure to give a sales speech talking about the organoleptic properties of mezcal, which directly connected to the agave and its production process. Providing this type of information in our sales speech has result in many advantages because most of our guests feel amazed after the tastings since they have the chance to appreciate the differences of each type of agave, such as flavor and smell. Also, they become aware of the benefits provided by a moderate consumption, such as good digestion or the reduction of glucose in the blood, which very few people know.

Each cocktail is personalized in detail according to our guest’s preferences, taking us to the final point “*the recommendation of one or several bottles of mezcal*”, generating sales that go directly to our income.

Another benefit that this activity has brought to us is the creation of a “*top ten*” of best-sellers, which has given us a more precise parameter to bring a controlled and accurate purchase orders to our suppliers.

Undoubtedly, mezcal has increasingly positioned itself in the taste of our guests, giving us endless opportunities to generate new sales ideas and increase our non-package income.





CHRISTMAS AT OCEANA

BY GAD KALEB, F&B MANAGER JR

*"It is no longer enough to satisfy
your customers. You must delight them"*

– PHILIP KOTLER

Keeping this in mind, F&B and entertainment departments joined forces to promote non-package sales strategies, holding a special Christmas dinner at the Oceana specialty restaurant. For a fixed cost of \$150 USD per couple, it included the special dinner, a bottle of champagne and a bottle of wine of their preference.

Before going into the restaurant to have dinner, our guests enjoyed toasting at the sunset on the Oceana's terrace in a cocktail party just for them.

The five-course menu for our guests consisted of:

- King kampachi with ikura and habanero powder with yellow lemon
- A salad of roasted Herloom tomato with fresh green leaves and champagne vinaigrette
- Portobello cream with powder of three peppers and garlic crostini
- Cabrería with beef reduction and lobster in chile pasilla butter.
- Saint Honore with white chocolate and tejocote.

To enhance our guests experience, the trio of Tenores Hermanos Vega harmonized the evening with a selection of Christmas carols, making this moment even more

special. It is worth mentioning that on the same December 25th night, the other consumption centers offered our other guests a special menu, but only the Christmas at Oceana offered an atmosphere of exclusivity.

The promotion of this event began 4 days earlier at a sales table strategically placed to attract the attention of our guests. Out of the 60 available seats, the 90% was sold, providing an excellent profit and guaranteeing the satisfaction of our guests.



ROYER ELÍAS CASTILLO ALCÁNTARA

RESTAURANT CAPTAIN

By FELIX ALBERTO PILIER, F&B MANAGER

Royer was born in the city of Higüey, province of Altamira and loves the land where he was born. Royer's working life began at an early age when he began to work with his father in livestock. After finishing his studies, he decided to work in the hotel zone of Punta Cana, starting in 2012 as a steward in the kitchen department. As the time went by, his interest in professional growth increased, seeking to move to the busboy position, where he was for two years.

He began working with us at the opening of Secrets Cap Cana Resort & Spa in December 2016 as a busboy in the Portofino restaurant. We can talk about how he has been growing at AMResorts, how his goals and dreams have come true in this prestigious company.

After a year in the hotel, he was promoted to waiter in the Bordeaux restaurant and since then he has remained there. Thanks to his dedication and his

hard work, on January 15, 2020 we offered him the restaurant captain training, which he gladly and enthusiastically accepted. In March of the same year he successfully finished the training, hoping to be promoted to the captain position but his dreams were interrupted by the pandemic, which punished and forced us to close our property. His faith and hope never faded away and when we reopened, Royer decided to continue in training waiting for the opportunity of a promotion. On November 15, 2020, he was promoted to restaurant captain at the Bordeaux due to his perseverance, consistency, service attitude and leadership upon the team.

Besides his professionalism in restaurant service, Royer has a great knowledge on flambéing crepe suzette and sambuca, which has been useful to delight his guests at the Bordeaux gastronomic experience.

We feel very proud and joyful to have people, within our food & beverage team, without limits and barriers to achieve their goals. Royer continues learning in this professional career and we are convinced that he will soon move to the position of restaurant manager, since he has been an example to all his co-workers for his teamwork attitude.

Our goal has been to train our employees so that they may grow professionally in our company and our hotel. Today, our approaches have been to train and promote our employees in different positions, maintaining all the standards established by AMResorts, a strategy that has given us many results, since we keep our employees focused on what the company expects from us as a luxury hotel.



EXPENSES – HEROES WITH NO CAPE

BY ANA- ALICIA RAMSAMUGH, F&B ASSISTANT

We all know that we live in a new normality but adapting to it has been a challenge for many. Since our way of operating has completely changed, the new standards represent an additional challenge to our hotel operations.

Jamaica imports almost all the cleaning supplies we use daily, and given the new normal, there is a great need and effort to comply with the CleanComplete Verification™ standards. We must guarantee the health and well-being of our guests and employees. Our purchasing department is now playing a fundamental role, more than ever before!

Their role in achieving negotiations with suppliers



outside the country, making purchases of enormous volumes, ensuring the best cost of the product (*including the import fees*), guaranteeing the supply of the product; all of these have become daily tasks and seeking for the best price in operations to impact less, financially speaking. In volume it represents a very significant saving in the annual hotel GOP. They truly are heroes with no cape and we must recognize the great effort, hard work and passion.

Each quarter, our hotel directly imports more than 300 boxes of Lysol, and 150 boxes of paper towels, which are used to ensure the disinfection of high-contact surfaces, such as: chairs, tables, desks, railings, and so on. Getting this volume in Jamaica without the help of shopping would become excessively expensive and an almost-impossible mission.

All the supplies we use are meticulously controlled and monitored in order to avoid waste or improper

use. It helps us controlling costs per use and improving every day, which is reflected in the CleanComplete Verification™ qualifications.

This proves once again that TOGETHER WE CAN!



“Each quarter, our hotel directly imports more than 300 boxes of Lysol, and 150 boxes of paper towels”





HIDDEN GEM

BY RUBEN VÁZQUEZ BRAVO,
F&B MANAGER

Mellissa Gordon began her journey with Zoëtry Montego Bay Jamaica on March 3, 2018 as a waitress in the department of food and beverage, under contract. Prior to this, she occasionally worked for our hotel, where she demonstrated great potential and passion at work.

During these years being part of the family of Zoëtry Montego Bay Jamaica, she has shown to have many skills which she has been improving day by day. She is hard-working, versatile, charismatic, skillful and shows every day she has a true passion for customer service, not only standing out for her dedication and passion in our F&B department but she also helps in other departments if needed. Mellissa has participated in all internal courses to develop and enhance her skills, demonstrating her desire to grow within this department.

She is the mother of two beautiful girls. Food and Beverage leaders along with the human resources department have seen great potential in Mellissa. This gave her the opportunity to cross-train to become a bartender, which has been a success.



“Human resources department have seen great potential in Mellissa. This gave her the opportunity to cross-train to become a bartender, which has been a success”



Mellissa's hard work has not been only noticed by her colleagues but also by our guests. She is a rising star with mentions on all social media and guest satisfaction surveys including TripAdvisor and SSH.

Due to her effort and work, she has become one of the most talented bartenders and the best wine sellers in the Food and Beverages department. Melissa has also cross-trained in the guest service department as a concierge. This has enhanced her customer service skills and allowed her to find creative ways to exceed our guests' expectations.

With her charisma and personality, Mellissa went above and beyond in assisting with the reopening of our property on October 1, 2020 due to the current pandemic. With the need for a Food and Beverage supervisor, her leaders found it convenient to train her for the position, since she is an asset to the organization and her department. Her formation began on November 2020 and she has shown to have the necessary skills for her new role.

VÍCTOR ISSAI MESINO SANTOS

ONE STEP AT A TIME

BY YADIRA ILLESCAS, F&B ADMINISTRATIVE
ASSISTANT & RICARDO NAVARRO,
F&B MANAGER

WE ARE EMPATHIC, and we are interested in the well-being of our employees, communities, and environment. That is our first value; so, at Dreams Riviera Cancun Resort & Spa we know that our company's growth comes along with our employees' growth. Thus, we promote their well-being and, due to the challenges that we are currently facing, we must ensure such values and identity. We want to share with you one of the many stories of success and improvement of our employees: his name is Víctor Issai Mesino Santos.

He began his career in our company in February 2017 as bartender, for about a year, and he stood out due to his great and warm service, being proactive, enthusiastic and eager to learn much more and getting involved in other areas. Victor practiced in every kitchen of the specialty restaurants in our hotel and also had an outstanding participation as a waiter in the pool bars, where he stood out because of his ability to sell wine. At the same time, he did an internship as restaurant supervisor while he was



working as a specialty waiter at the restaurant “El Patio” for a period of 6 months.

In March 2018, he continued with his studies at ONSOM (*National Organization of Sommeliers in Mexico*) to get a sommelier diploma, he stood out for his excellent performance by having well-educated palate and power of speech. He graduated in March 2020. During this time and eager to keep learning, he visited some vineyards in our country; one in Ensenada, Baja California, and the other in Querétaro in search of experience and knowledge.

In February 2020, he took advantage of his talents, knowledge and charisma to be promoted to the Junior Sommelier position.

Besides creating great experiences for our guests, he has always shared his knowledge with his colleagues, in both restaurant and bar areas, training them in the arts of wine, whether in workshops or briefings. His personal goal is to travel outside the country to

“...he continued with his studies at ONSOM to get a sommelier diploma, he stood out for his excellent performance by having well-educated palate and power of speech.”



ONSOM
Organización Nacional de
Sommeliers de México

visit the great vineyards of the old world; and his professional goal is to become a food and beverage manager in AMResorts someday soon.

Living by the company's values ensures our successful growth. *Together we can!*

JOÁS ADRIÁN RÍOS CASTOR



In this edition of the Salt & Pepper magazine, we chose a to talk about an employee who has stood out for his charisma, potential and desire to continue growing in this world of food and beverages.

Born in Monterrey, Nuevo León, a state rich in gastronomy where we can find one of the world's most-known dishes: the famous cabrito. At a young age, he realized that he had culinary skills, since he loved to cook on weekends with his mother their favorite dish: the capirotada. They would spend time watching cooking shows and wanting to learn more; he also worked on weekends as a cooking assistant at a cabrito grill that was at the corner of his house. From Monday to Friday he would attend school in the afternoon shift.

After finishing high school and eager to learn more, he enrolled in the ITAB (*Technical Institute in Food and Beverages*), studying and working at the same time. In 2013, he graduated as a food and beverage technician.

With many hopes of venturing into high-level cuisine, he had the opportunity to work with chef Alberto Senties, as a line cook and catering events for 4 consecutive years. He was also inspired by supporting the Asociación Cambiando Vidas, which motivated him to travel and learn more about the world of national and international gastronomy.

In the process of searching an opportunity outside Monterrey, he found the vacancy of "chef A" at the Sunscape Sabor and Secrets Aura Cozumel through the social media. He traveled for a face-to-face interview and the dream of working in another state became true. He joined in 2018 as chef A, and thanks to his knowledge, experience and his ability to do internships to grow professionally, he was offered a promotion to kitchen manager within 8 months, performing an outstanding job.

Motivated by continuous learning and professional development, he did an internship as Sous Chef Jr. In 2020, he was given the promotion that he currently holds, always providing positive results and continuing his professional development. He has a dream: to travel to Europe with his family, which are a fundamental part of his motivation to continue learning and growing at work. One of the persons that has motivated him the most to become an Executive Chef in the future is the Spanish chef with more Michelin stars, Martin Berastegui, known for having an avant-garde cuisine with elegant Basque flavors.

Joás knows that 2020 was different for everyone and that 2021 will bring professional improvements. Joás is very grateful to AMResorts for the unconditional support he has received since he started to work for the company.

FROM HOSTESS TO WAITERS CAPTAIN

BY CINDY ARTEAGA F&B SUB-MANAGER

MARÍA GUADALUPE CRUZ LÓPEZ

You may achieve anything you set your mind to.

Born in Veracruz, with a great hunger for learning and a great attitude at work, she is an example of tenacity.

María joined Secrets Playa Mujeres as restaurant hostess, she has always been charismatic, cheerful, attentive and very helpful.

Based on her performance and these attributes, she was advised and motivated to start his operational practices on the supervision level. We also advise her that some promotions are linked to the competencies of each employee; so, with a higher level of preparation, she would have greater opportunities to apply for a higher position. By the end of her training period, María obtained the opportunity to lead a consumption center as its captain.

Her dedication and passion in the service is what made this consumption center one of the most recognized of the hotel.



**MARÍA
CRUZ**

FROM WAITERS CAPTAIN TO RESTAURANT MANAGER

BY DAVID GÓMEZ F&B MANAGER

ALDO SAMI HERNÁNDEZ COHUO

Just before completing his professional studies, Aldo began his career in the industry of hospitality more than 13 years ago practicing as waiter in the room service area.

There, he developed a passion for customer service; meeting new people, expanding his vision within the gastronomic world and entering new cultures, as he describes it.

He joined us at Dreams Playa Mujeres Golf & Spa Resort in March, 2019 as captain of waiters. His positive energy, standing out for his attention to details, his eagerness to learn and great attitude during service, granted him the sympathy of our guests and employees. Aldo had the initiative to apply to the Restaurant Manager position, the next ladder within his career plan, which he achieved due to his perseverance and dedication. Now, he is the leader of the consumption center.

Observer by birth, disciplined, methodical and persistent have been key factors in his professional development. We are sure that they will also enhance his growth within AMResorts.



**ALDO
HERNÁNDEZ**

"I am very grateful for all the hotel's support during this pandemic..."

**ULISES
GONZÁLEZ**

By RAÚL CASTRO, F&B MANAGER

Ulises González is from Chiapas. He started in the kitchen area as assistant with little experience, and he outstands for his eagerness to learn and improve his techniques in gastronomy, a profession he learned from his mother. During the closure of the hotel due to the pandemic, Ulises was part of the brigade members of our hotel; throughout this time, he was able to participate in special productions for activities and thematic dinners taking place during this period.

ULISES - *"Living in the hotel was a pleasant experience. I was able to learn a lot from the sous chef and this period also allowed me to help my mother financially, since she became unemployed during the pandemic and was fully devoted to take care of my little brother."*

With the reactivation of our hotel and back to what Ulises likes, which is gastronomy, he had to live the devastations of one storm and two hurricanes with great resilience. He supported the team at all times and was part of the staff in our temporary hurricane shelter, standing out for his excellent attitude.

ULISES - *"I had never been hit by a hurricane before in my two years living here. I felt very nervous about staying in the hotel and in the shelter, but it was very helpful to know the way it works during these situations in addition to get to know my colleagues in a more personal way."*

For us, it is a pleasure to have employees like Ulises, with passion for what they do. Due to this reason, Ulises was promoted to chef B to keep enhancing his development as a future chef.

ULISES - *"I am very grateful for all the hotel's support during this pandemic, I want to keep growing within the chain because I really like it, I want to keep learning about hot cuisine, especially Italian. I love Portofino."*

Congratulations, Ulises! Keep on inspiring your peers to grow.

DEYSI PAOLA PÉREZ

BY JOSÉ RAMON MARTÍNEZ MONTESINOS,
FOOD & BEVERAGE MANAGER

It is always a pleasure to stimulate our outstanding employees and it is a cornerstone of our company to give our employees the opportunity of professional growth. Therefore, it is a great pleasure to publicize this promotion within the food and beverages department.



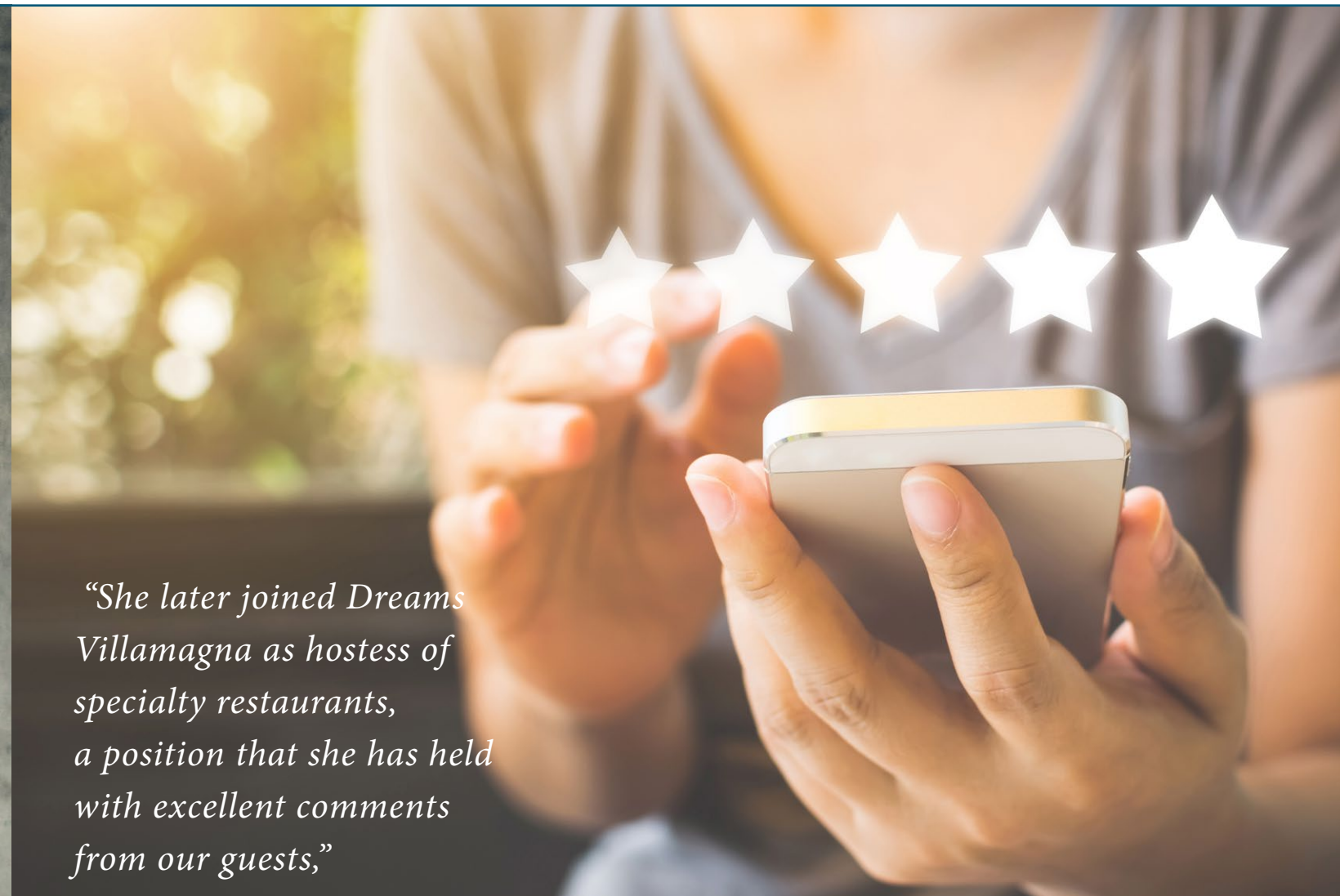
“She later joined Dreams Villamagna as hostess of specialty restaurants, a position that she has held with excellent comments from our guests,”

On this occasion, we have the great news of the job promotion of Ms. Deysi Paola Pérez Barrón who, for almost three years, had been successfully collaborating as hostess of our specialty restaurants to administrative assistant of food and beverages.

Ms. Paola Pérez has a degree in tourism from the Universidad Tecnológica de Bahía de Banderas, beginning her career as an administrative assistant in an industrial maintenance company. She later joined Dreams Villamagna as hostess of specialty restaurants, a position that she has held with excellent comments from our guests, employees and on platforms such as Tripadvisor.

Throughout time, our employee has been very enthusiastic about her professional growth, and due to her experience in the property, excellent work relationship with the staff, responsibility and honesty we made the decision to promote her as administrative assistant of F&B.

In this new position, Paola will look for more knowledge and experiences that will lead her to reach her professional goal: being food and beverage manager. Congratulations, Paola! May you continue succeeding!





ROBERTO ROSAS RODRÍGUEZ

He is our food and beverage assistant who has been growing and growing within our company and here we are going to take a look at his story.

He is originally from Petatlán, Guerrero, located in the western part of the State.

He has 30 years of experience within hospitality,

always places God before any other action and is in love with service. He arrived to AMResorts in 2016 as restaurant captain and later moved to the events area, working with groups, conventions and weddings, thereby developing new skills in different settings and always meeting the highest demands of our guests and our company.

A year ago, he was promoted to head of bars, where he broaden his knowledge about costs and the wide world of cocktails. Later, when we offered him a position as food and beverage

assistant, we knew that we were doing the right thing and each day he proves us right with his dedication to customer satisfaction and service.



YADIRA GONZÁLEZ FLORES

Our happy and always enthusiastic employee is starting to take steps from kitchen assistant to cook A. Let's meet her.

HOW LONG HAVE YOU BEEN WORKING IN THE HOTEL?
2 years and one month.

HOW WAS YOUR TRIP WITH AMRESORTS?
It has been the best place where I have been working because

there is good work environment and the hygiene protocols being applied. I like to learn and this is a good school, I learn a lot with my chef.

WHY DO YOU LIKE THE KITCHEN DEPARTMENT?
My mom used to tell me that cooking run through my veins. There are things I did that I don't remember. I love taking compliments from guests and the smile of little kids coming back to my place with their empty plate.

WHERE DOES YOUR CONTINUED ENTHUSIASM AND MOTIVATION COME FROM?
I always fondly remember the voice of my first boss

who used to tell me: you can!

TELL ME, HOW DID YOU FEEL WHEN YOU WERE PROMOTED? Happy! I came home full of enthusiasm.

WHERE DO YOU SEE YOURSELF PROFESSIONALLY IN 5 YEARS? As kitchen supervisor or manager.

TELL US ONE PHRASE THAT GUIDES YOU THROUGH ALL THE THINGS YOU DO? Ratatouille has a beautiful message and I feel very related to it: anyone can cook.



CARLOS SAITH PATIÑO

The greatest connoisseur.

Born in Atoyac, which in Nahuatl language means "*place where the water runs*", is known in the region as the coffee growing area of the State. Married and one child. He arrived to our hotel as a restaurant waiter a month before the Sunscape

brand entered in 2011. Lover of trainings and knowledge about wines and service, in addition to his previous experience in bars, make Carlos a complete professional.

He has been restaurant captain for a year by standing out from his peers and completing his learning cycles. The service from table to table is his great contribution to the satisfaction of our guests without neglecting the standards and the commitment to the company, always providing a good smile. It is very common to

hear him telling his peers: Everything must be perfect since the first try.

BY ANIBAL BUENO,
FOOD & BEVERAGE MANAGER



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 RIVIERA CANCUN	Erick Marker	José Carlos Galván Paz
DREAMS CURAÇAO	<i>Vacancy</i>	Vanesse Tweebloom
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Jorge Blancas	Jorge Hernández
DREAMS DOMINICUS LA ROMANA	Tomás Solano	Carlos Quijano
DREAMS HUATULCO	Sergio Calderón Latasa	Antonio Elizalde
DREAMS LOS CABOS	Leonardo Gomez	Juan Tamay
DREAMS LAS MAREAS	Jorge Blancas	Marin Agosto
DREAMS NATURA	Diego Perez	Adrian Peregrina
DREAMS MACAO BEACH PUNTA CANA	<i>Vacancy</i>	Mario Castrejón
DREAMS PUERTO AVENTURAS	Luis Pichardo	Jorge Alberto Ku Morales
DREAMS PALM BEACH	Francisco Rodríguez	Pablo Villamán
DREAMS PUNTA CANA	<i>Vacancy</i>	Pascual Salcedo
DREAMS PLAYA MUJERES	David Gomez Esparza	Jesus Bucio
DREAMS RIVIERA CANCÚN	Ricardo Navarro Cisneros	Juan Carlos Briones Celaya
DREAMS ROYAL BEACH PUNTA CANA	Vythalis Muñoz	Mario Soto Mayor
DREAMS SANDS CANCÚN	Gregorio Vázquez	Erik Manuel Velasco Pacheco
DREAMS TULUM	Juan Carlos Garcia Chan	Alán Juarez
DREAMS VILLAMAGNA	Luis Omaña	Diego Agrest
DREAMS VISTA CANCÚN	Fidel Castañeda	Rosendo Corona
NOW EMERALD CANCÚN	Noé Muñoz García	Jonás Irurzo
NOW JADE RIVIERA CANCÚN	David Lopez Ricardez	Luis Castellanos
NOW ONYX PUNTA CANA	Emilio Punzano	Alejandro Tovar
NOW SAPPHIRE RIVIERA CANCÚN	Carlos Miramontes	Jose Luis Santos Novelo
SECRETS AKUMAL RIVIERA MAYA	Denise Radoux	Vladimir Dominguez Román
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Genaro Guillen	Agustin Puc Chiclin
SECRETS CAP CANA	Félix Pillier	Ibai Torres
SECRETS HUATULCO	Alan Arrevillaga	Francinet Hernández Suastegui
SECRETS MAROMA BEACH	Jorge Zenón Trillo	Mario Blanco Magaña
SECRETS PAPAGAYO COSTA RICA	Alejandro Viramontes Acevedo	Neftalí Zepeda
SECRETS PLAYA MUJERES	David Gomez Esparza	Jose Mena
SECRETS PUERTO LOS CABOS	Lionel Piombino	Israel Navarro
SECRETS ROYAL BEACH PUNTA CANA	Vythalis Muñoz	Mikel Gastañares
SECRETS VALLARTA BAY & NOW AMBER	Juan Chavez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Bernard Mazet	<i>Vacancy</i>
SECRETS THE VINE CANCÚN	Carlos Torres	Ricardo Cabeza
SUNSCAPE AKUMAL	Raúl Castro	Juan Pablo Calvo
SUNSCAPE DOMINICAN & BAVARO BEACH	Leonardo Pascual Garcia Mendez	Roberto de Jesus Alcaraz Linares
SUNSCAPE SPLASH & COVE MONTEGO BAY	Carlos Soriano	Patrick Nolan
SUNSCAPE CURAÇAO	<i>Vacancy</i>	Heriberto Vanegas
SUNSCAPE DORADO PACÍFICO IXTAPA	Manuel Hernandez	Antelmo Limón
SUNSCAPE PUERTO VALLARTA	Yann Grisseline	Antonio Reyna
SUNSCAPE PUERTO PLATA	Manuel Núñez	Andrés Martinez Ciriaco
REFLECT KRYSTAL GRAND CANCÚN	Francesco Flores Romero	Gaspar Chi González
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