

Salt & Pepper

May 2019 Year 4

CROCKERY AND GLASSWARE SELECTION EVENT IN AMRESORTS

AMRESORTS

DINNER IN GOTAS DE ALBERCA AND ROMANTIC DINNERS

SECRETS MAROMA BEACH

SALMON BURGER

SECRETS & DREAMS
PLAYA MUJERES

VEGAN BURGER

REFLECT KRYSTAL GRAND CANCUN



CHEF THINEO

ZOËTRY AGUA PUNTA CANA



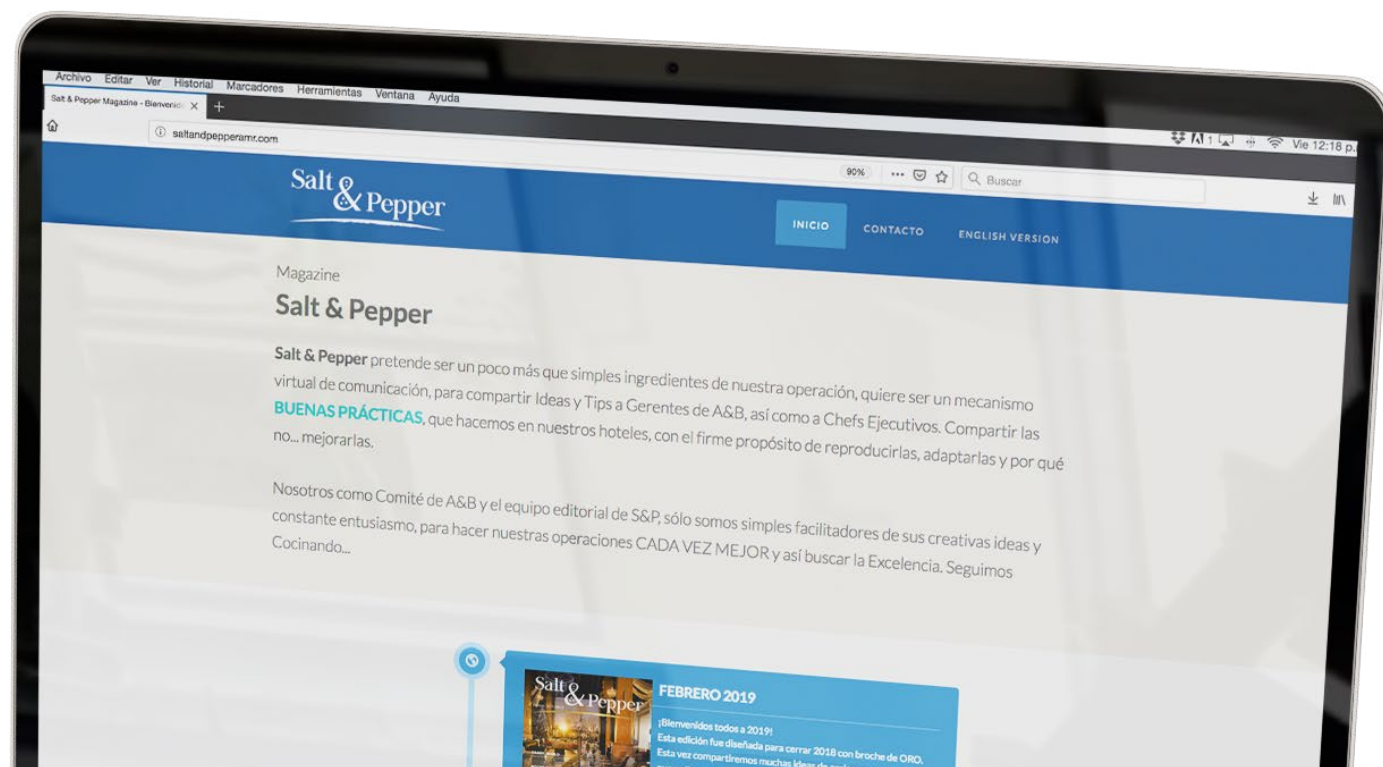
RECIPE

AND HERE, ANOTHER SALT & PEPPER ISSUE!

This winter season has been very challenging for our hotels. We are still giving our 110% in Food and Beverage Operations aiming to be always ahead of the curve and our competitors. We hope this issue provides you all new ideas.

We continue cooking!

FOOD AND BEVERAGE BOARD



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CROCKERY AND GLASSWARE SELECTION EVENT IN AMRESORTS

By: LUIS CASADO, STANDARDIZATION PROCESS MANAGER
AMRESORTS

On March 15th, the Standards and Supply Area of AMResorts, along with the F&B Board, carried out an event to select crockery and glassware for the company.

The main purpose was to review the standards in crockery and glassware, which has been established for 15 years now, in order to select from the market new lines with a more modern approach that may allow us to provide a more attractive experience to our guests.



“80 different lines of crockery and 26 glassware brands globally known for their quality and design”



In this event, we had 80 different lines of crockery and 26 glassware brands globally known for their quality and design. These were grouped in the following categories: Buffet/Banquet/Bar, Specialty Restaurants, Asian, Fine Dining and Winery/Chef's Table.

The selection was made by votes, casted by representatives of the five regions. Among the assistants were Vice-Presidents of Operations, General





Managers, F&B Managers, Executive Chefs and Purchase Managers. The selected lines shall comprise a digital catalogue of crockery and glassware, and shall include all the selected brands for the group.



Every hotel shall have the opportunity to choose articles according to their style and decoration of each one of their consumption centers and also according to their budget.



The Standard and Supply Area is working on this catalogue and it shall be notified to the hotels when it is finished.

NOW SAPPHIRE RIVIERA CANCUN

FOOD & BEVERAGE
FAREWELL IN
RESTAURANTS



DESCRIPTION:
Paramour Restaurant offers a farewell gesture for our guests: a dish decorated with a note from us thanking them for their visit and wishing them a safe travel back home. This gesture is offered to every guest who spend their last night having dinner in the Paramour restaurant. The hostess is the one in charge of knowing when is our guests' last night based on the Rooming List. When the guests arrive, the hostess informs the manager and he informs bakery. Finally, the waiter, together with the manager and the hostess, are in charge of making this special delivery to their table.

BENEFIT
Guests' satisfaction

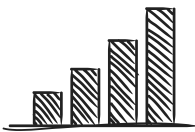
HOW IT WORKS
Paramour Restaurant offers a dish with petit fours on their last night at the hotel.

TIME
30 minutes

COST
\$15 MNX

DREAMS RIVIERA CANCUN
DREAMS PLAYA MUJERES

PUBLIC AREAS, F&B
TAKING CARE OF
OUR EMPLOYEES



DESCRIPTION:
Dreams Riviera Cancun and Dreams Playa Mujeres Golf & Spa Hotels, had the idea to improve their personal protective equipment aiming to improve their employees' health as well. They made protective sleeves out of lycra and re-used towels that were out of service (*putting a border on the edge to differentiate them from the guests' towels*). This initiative is directly supporting the Bar, Pool Concierge, Public Areas and Waiters staff, so that they can stay fresh all day and reduce harm to their health and skin.

BENEFIT
Internal satisfaction

HOW IT WORKS
Towels (*out of service*) for employees and sleeves to protect from the sun.

TIME
2 days (*towels*) | 1 day (*long sleeves*)

COST
\$40 MXN (*towels*) | \$15 MXN (*long sleeves*)

ZOËTRY AGUA PUNTA CANA

CONCIERGE
FIRST CONTACT



DESCRIPTION:
Before our VIP guests arrive, the Concierge area prepares a short video with their assigned Concierge introducing themselves and expressing how excited they are for their arrival and also thanking them for choosing us.

BENEFIT
To increase our guest's satisfaction before their arrival to our hotel.

TIME
2 days

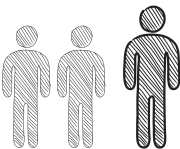
COST
N/A



Link to the video:
<http://104.214.115.216:8082/eficienciaOrg/Shared%20Documents/BUENAS%20IDEAS%20HOTELES/PISCINA%20Y%20PLAYA/Video%20pre-llegada-ZOAPC.mp4>

SECRET WILD ORCHID,
SECRETS ST. JAMES Y
BREATHLESS MONTEGO BAY

F&B, KITCHEN AREA
LEADERSHIP
DEVELOPMENT COURSE



DESCRIPTION:
The Leadership Development Course was developed with an external institution. They provide development and behavior interventions to reinforce management in kitchen and food and beverage areas. The leadership influences in the organization required to provide a great service by our employees. This course ended with a graduation ceremony for participants.

BENEFIT
Guest's satisfaction, CRM, TripAdvisor, CSA, Internal satisfaction. To sharpen and develop the leadership skills of our recently-promoted leaders. It also helps to create the following generation of leaders in the kitchen, and food and beverage areas.

HOW IT WORKS
Increasing the value of articles for sale in the store.

TIME
Already invested

COST
USD \$ 2400



PURCHASING TIPS FOR OPERATIONAL EQUIPMENT

As part of the “Privilegios Sin Fin” concept, we provide fresh fruits daily to our guests, and generally, we used our regular crockery as fruit bowls in the room. Using crockery for rooms increased the risk of breakage, where guests and staff were involved. During our weekly meetings, we discussed and exchanged ideas on how can we diminish the risk of breakage and maintaining our hotel standards.

Our General Manager developed the concept of using Jamaican art pieces for the hotel and the rooms, placing the amenities in a piece of wood. The idea is to give a more contemporary look to the rooms and improve the architectural details we try to convey with our furniture and decoration.

The pieces we are using for the rooms are made of wood and designed in a very unique and natural way.

The design combines perfectly with the color green of the Jamaican flag, which represents earth, wood and nature. It also copies the holistic and natural environment characteristic of Zoëtry Montego Bay.

These fruit bowls are affordable and durable; besides, the cost is minimum compared to crockery replacements. It also helps us to diminish the risk of breakage and we estimate to replace them once in two years, depending on their condition and their maintenance.

Our maintenance department is equipped with the appropriate materials to take care of these pieces and maintain them in the best conditions during their life time.

We can also have a more creative approach to present the fresh fruit, as we are able to add bakery inspired in Jamaica as part of our “Privilegios Sin Fin” concept.



PRÉSENTATION OF MIGNARDISE IN LE METISSAGE

In Zoëtry Villa Rolandi we are constantly looking for innovation in food and our dishes presentation.

We are creating unique mountings with different items we have stored in our warehouse, with the aim of impressing our guests and receiving good comments.

Our hotel does not offer any type of buffet and all of our events are always à la carte; we try to play with the mountings but always focusing on offering small bakery or sweet appetizers at the end of the dinner at Le Metissage.

Sometimes we use wood trunks; which we have in great amounts due to the daily use of wood oven. We also use shells or other items that we commonly use as decoration in the weddings that take place in the hotel.

The kitchen team of Le Metissage, led by Itzel Matus, does a remarkable job using their imagination to invent, mount and create everything in an artistic way and without the need to purchase new equipment.



Zoëtry Villa Rolandi is committed to continuously improve, create and innovate by reusing and maximizing our existing resources.



In coordination with the Cuisine team, we do mountings of cheese stations on Forbes pieces of furniture, then we incorporate the champagne to add the luxury to groups in pool areas. We have also a list of selected champagne which is part of the non-package sale.

This same activity suggests our guests to select some bottles for dinner and to have special arrangements for groups with toast and award nights. These mountings add value to the event and increase the non-package income.

SATELLITE BAR IN THE POOL

We do the mounting of a structure designed and created by our carpentry team in order to build a new concept of a bar to improve the service for our guests who are ready to enjoy a day at the pool. We offer cocktails and brands that are usually offered in bars. The service is attractive and it also diminishes the waiters demand in pools, who provide a quality service with their great charisma and smiles.

Our Banquets Manager organized a couple of mountings, very visual and functional, in outdoor areas for groups, in order to make them more attractive and aiming to relieve the impact of these same groups in pool and beach areas.

Immediately, the carpentry team, along with Food and Beverage, exchanged ideas about the location and supplementary services that is defined in this offer:

CHEESE STATION & CHAMPAGNE





DINNER IN GOTAS DE ALBERCA AND ROMANTIC DINNERS

BY: JORGE ZENÓN,
FOOD & BEVERAGE MANAGER.

Due to the changes in our company and environment, we are aware that the creativity is very helpful in order to move forward. Secrets Maroma Riviera Cancun is working on ideas to become more efficient in our mountings and can also help us to produce non-package income.

For this reason, we have redefined our operations and as an example, our drops in the decks of Oceana and Seaside restaurants. We bought some items like lamps, strip light, mounting equipment, and we also reused some equipment to create a different experience for our guests.

The decoration created and bought has been used in different events, for instance, in Gotas de Alberca dinners, themed nights, banquets and

romantic dinners. In addition, we try to make the most of the investment we made to get the greatest return possible.

On the other hand, the Wedding, Groups and Conventions areas are in charge of leasing the equipment at an excellent price and the hotel gets a greater income, allowing us to reinvest in maintenance so we can use them for a very long time in the best conditions.

As a reference, we want to mention our dinners in our main pool “Onyx Experience” and the romantic dinners “Athenea Experience” at the beach.

DOMINICAN STYLE MANAGEMENT COCKTAIL

By: TOMAS SOLANO, F&B DIRECTOR.



With the aim of enhancing our cocktail management we have merged with the Dominican sunset, realizing a new assembly that provides greater quality and innovation; at the same time we have the opportunity to highlight our dominance through the use of articles of our culture, for this, our A & B Director, Executive Chef, Chief Stewart, Manager of bars and entertainment, with their respective teams, endeavored to much prolixity, to expose, the dynamism and creativity that made a difference in this new implementation.





Concerning kitchen our executive chef, I select a great variety of canapés and snack typical of our island, which was of great pleasure for our guests.

For this assembly the purchase of a BBQ grill was required, an article that at the moment we do not have, considering that it is a team that will be used



weekly, our executive chef devised the use of some copper pots with bases of tables that were in confiscation, which perfectly conduct the heat by cooking the food properly without having to buy the grill for this activity.

The execution of this great idea, saved us the expense of 5,000USD by providing innovation and reuse of resources resulting in a highly creative and tasteful assembly.

Similarly, we can see in the image, the performance of the department of bars where they made an exquisite drink called melon ball composed of vodka, pineapple juice, splash of coconut liquor and splash of banana liquor, which was great impact between the people present not only because of the showiness of its preparation, but for its pleasant refreshing taste.

To further refine this experience, our entertainment department put the sparkle, energy that characterizes us, through live music and of course our meringue!



“IT IS NOT WORKING MORE; IT IS WORKING BETTER” DO THINGS RIGHT AND AT FIRST

BY: FARRAH BORG, EXECUTIVE ASSISTANT
TO GENERAL MANAGER.



Doing things right and at first, refers to Efficiency. Total Quality or Excellence is a management strategy of the organization, which aims to satisfy in a sensible way the needs and expectations of all its participants, which includes employees, shareholders and society in general. By changing the idea of “*improving it after completion*” by “*doing it very well since the beginning*”, it is not just a matter of costs, it is a business philosophy.

For this, there must be a commitment from all involved parties in order to achieve that goal, which

greatly affects our results, both of guest satisfaction and financial. Here, we present an example of how not to do things right at first and with total quality, creates a negative effect both financially and in customer service. This time, we will talk about a product with a big inventory rotation: Chicken, a very delicate product that must be handled with extreme hygiene, which needs to maintain its cold chain, etc. If this product is not properly seasoned, not properly cooked due to a lack of defrosting, or even it is dry due to overcooking, etc., we could have unnecessary raw material expenses,

as the guest will not consume that piece of chicken, it would create a nuisance, and they would look for another options. We do not only talk about the possibility of a guest complaint, but this causes more expenses of gas, supplies, and working time that could be used to meet other needs of the guests.

Some tips for doing things right at first:

1. Create teams for the improvement of quality with representatives from each department.
2. Analyze which are the current quality problems.
3. Increase training in quality matters and promote the personal interest of all employees.
4. Establish a commission for the “zero defects” program.

5. Instruct all employees to accomplish their part of the quality improvement program.

6. Encourage individuals to set improvement goals for themselves and for their groups.

7. Recognize and value those who actively participate in the program.





IDEAS TRANSFORMED INTO BENEFITS

The Breathless Montego Bay, as an all-inclusive luxury resort, has to find new ways to reduce costs that benefit the hotel GOP. Reducing costs sounds very attractive but it can be difficult, and the main challenge is to maintain the high-quality standards and still provide a great experience to our guests. F&B is constantly looking for smart ideas to contribute to the hotel's bottom line.



Consumption of bottled water in our hotel impacts directly on the beverage costs. For this reason, we created a healthy water station, aiming to reduce the use of bottled water specifically in the pool areas. Most of our guests loved the idea because it fits perfectly with the lifestyle concept of the hotel. By doing this, we improved our guests' experience, reduced the use of bottled water and at the same time, we reduced costs and plastic waste.

Moreover, we increased our wine sales and as a consequence, the consumption of house wine

diminished. The empowerment of the team members (*of both Rooms and F&B departments*) with the required knowledge about wine and selling techniques improved the company income and at the same time reduced the house wine. Breathless Montego Bay has a program to train and qualify our employees about the wine list. The training has been very effective, showing results in wine sale, increasing the commissions, enhancing the non-package income and reducing the house wine consumption and our costs.



On the other hand, on our attempt to reduce costs, we introduced the themed nights, which are one of the greatest contributions to achieve our goals. With the themed nights (*Italian Night on Wednesdays and Buffet Jamrock on Fridays*) we are creating new gastronomic experiences for our guests and we are reducing our costs at the same time twice a week. Our restaurants Culinaria and Sofrito have high-cost protein in their menus, and on these two nights, they change their menus for traditional Italian and Jamaican food, which are cheaper.

All the departments, collectively, are always looking for creative and new actions to positively impact the GOP of our beautiful hotel and maintain the high-quality products whereas we improve our guests' experience. The Breathless Montego Bay applies these actions while it grows and adapts to the different type of guests.

CHOPSTICKS: THEIR HISTORY AND EVOLUTION

BY: ERICK MARKER, RESIDENT MANAGER.

Chinese chopsticks are integrated into the daily life of more than a billion people. It is demonstrated that the habit of using chopsticks to eat sharpens the intelligence, sensitivity and agility combined with a better capacity for reaction and coordination. Chinese chopsticks, well known among the Western world as one of the culinary symbols of Eastern civilization and essential heritage of Chinese culture, are integrated into the daily life of the Chinese. Therefore, they cannot be separated from the daily routine of more than one billion people. The agility, together with the ease of handling, makes them one of the most used cutleries around the world.

Being the first country to invent, use and generalize chopsticks in the world, the history of this utensil dates back to the Shang Dynasty (1766-1046 BC), when Chinese ancestors invented chopsticks as an auxiliary tool to eat, giving the name of zhù (箸) in ancient Chinese.

What is the origin of the chopsticks? The ancestors came across with the need to use bamboo sticks to rotate the food when they roasted it in the fires to avoid burning their fingers and they also got used to use them to eat.



In Chinese, “bamboo” is zhú (竹), so the origin of the name could also come from the raw material used to make them. In fact, in the Chinese character for “chopsticks” the bamboo root appears on the upper part, which explains that the first Chinese chopsticks were made

primarily of this material –and also indicates the specific area where they were invented, which is precisely where that plant grows– with some exceptions that were made of another type of wood. According to the subsequent economic and social development, both the emperors and the feudal court preferred to use chopsticks made of precious materials such as gold, silver, jade or ivory, as a symbol of their social status and wealth compared to the rest of the population. (Source: *Instituto Confucio magazine*)



The stainless-steel chopsticks used in Breathless Riviera Cancun Resorts and Spa, are designed to be more environmentally friendly and create awareness that everyday utensils are reusable on our property, always with the responsibility of washing and sanitizing them so they are ready to use.

Along with the progress in the world of sciences and historical evolution, the chopsticks used today have evolved with respect to the material used to make them: from the traditional bamboo, to all types of noble woods, iron or bronze, and also new materials such as plastic, silver, aluminum, etc. Moreover, there is a great variety of drawings, images and calligraphies carved in the same sticks, which represents a huge amount of designs and models; although it is true that the most known chopsticks among the Chinese population are still made of wood or bamboo, followed by the plastic ones.

The Chinese chopsticks have become an essential piece of cutlery made with a perfect technique.



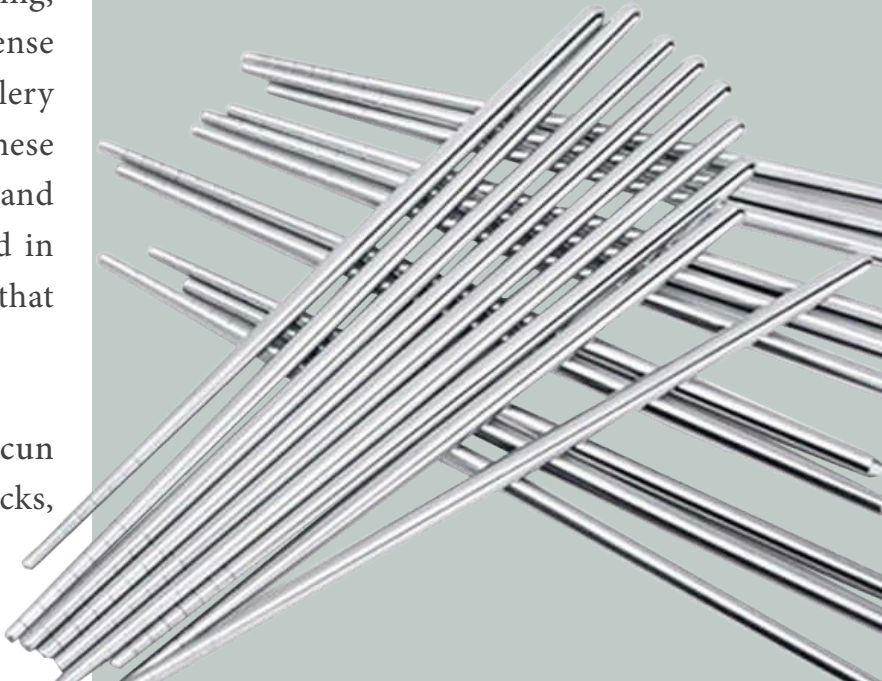


The invention and generalization of the use of chopsticks have also contributed to the consolidation and dissemination of Chinese people’s intelligence.

Despite its simple form of presentation in pairs, the chopsticks cover practically a sequence of functions such as holding, moving, picking, spreading, catching and tearing, providing a sense peace and harmony compared to Western cutlery (*spoon, knife and fork*). Therefore, the Chinese utensils, considered as objects of fortune and good luck among the people, are widely used in weddings and funerals of all ethnic groups that inhabit China.

As we mentioned, in Breathless Riviera Cancun Resort and Spa, we use stainless-steel chopsticks,

which are easier to wash, rinse, and sanitize to be used again, generating a lower cost as predicted in our GOP savings, taking as an example the next comparison of Silk City restaurant.



ATTENDANCE					
CAPACITY	PAX PER DAY	PAX PER WEEK	PAX PER MONTH	PAX PER YEAR	PAX PER 3 YEARS
130	220	1540	6600	80300	240900

PURCHASE OF CHOPSTICKS IN 3 YEARS						
	DEC-17	OCT-18	FEB-19	TO THE DATE	DOLLARS	PESOS
OPENING	160 PAIRS	60 PAIRS	36 PAIRS	256 PAIRS	\$1,159.68	\$20,874.24

CHOPSTICKS	COST PER PAIR IN MXN	SILK CITY RESTAURANT WITH 130 PERSONS CAPACITY IN MXN	AVERAGE ATTENDANCE SILK CITY 220 PERSONS PER NIGHT IN MXN	PER WEEK IN MXN	PER MONTH IN MXN	PER YEAR IN MXN	PER 3 YEARS IN MXN	SAVINGS IN MXN BY NOW
WOOD	\$0.59	\$76.30	\$129.13	\$903.92	\$3,615.67	\$43,388.08	\$130,164.25	\$130,164.25
STAINLESS STEEL	\$81.54	\$10,600.20	\$10,600.20	\$10,600.20	\$10,600.20	\$10,600.20	\$20,874.24	\$109,290.01



RIB EYE

Maximizing the cost in a successful way benefits directly our income, always by the hand with innovation, creativity and the experience of the Chefs. Our Executive Chef Jorge Ku and his team work at all times the traditional trends of the avant-garde cuisine.

Extract fine cuts from the basic pieces. From a basic piece of Prime Rib, you get the Rib Eye, there are approximately 8 ribs to obtain the Rib Eye and from the first 6 or 7 ribs the Short Rib comes out, practicing traditional trends, benefitting our costs and always focusing on the satisfaction of our guests.

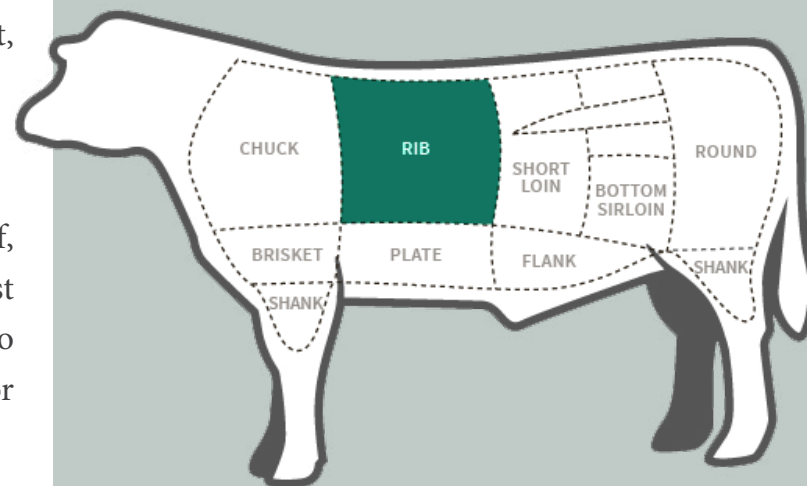
The Rib Eye is a thin American cut of the rib of beef, soft on the palate with a little more fat than most of the cuts, which is its main characteristic. Due to these qualities, it achieves a very particular flavor

and it can have a golden outer appearance.

In our kitchen, we make the most of the leftover product of the basic piece and it is used as much as the ribs, which our Chefs use to prepare the traditional Gravy sauce, guaranteeing a better flavor to this mother sauce.

Our Rib Eye can be found in the Seaside specialty restaurant as our KING dish with greater popularity and acceptance by our guests.

Our Chef/Butcher Lorenzo Cue, originally



from Tenosique, Tabasco magical cattle town. Since he was a child, he grew up by family tradition among the tablajeros (*now known as Butchers*) and he started to work as a butcher assistant in 1999 during 6 months and due to his good performance and

his fast learning, he was promoted in 2008 as Chef Butcher. He has now 20 years of experience.

In 2014, he joined Dreams Puerto Aventuras, where Chef Lorenzo commented that he had established himself as Chef/Butcher, since he has lived moments of truth where he has to use his experience, always taking things with a good face looking for solutions in order to improve.

Chef Lorenzo loves to train and support his subordinates as part of his culinary professional learning.



COMPARISON CHART

PRODUCT	PIECE KG	8KG
RIB EYE	\$252.03	\$2,016.24
PRIME RIB	\$153.50	\$1,228.00
SAVINGS	\$ 98.53	\$ 788.24



PURCHASING TIPS FOR OPERATIONAL EQUIPMENT

To start talking about this topic we must know specifically each one of our departmental inventories, since there are different operational equipment.

All this can be defined as the act or the sequence that goes from requesting goods, operational equipment, food, we always have to have in our portfolio with different references in order to quote the different prices in the market, always including a previous negotiation with suppliers and subsequently a settlement with them.

Once we have a preliminary study or purchase planning, then we have to see what is the best equipment based on cost and the brand because there are some brands that guarantee the durability of the product and also offer us a warranty.

THE FIRST STEPS OF THE PURCHASING PROCESS:

1. Recognizing the need.
2. Evaluating alternatives *(we can use options according to our needs as a company).*
3. Purchase decision *(to know how to invest and to know if it necessary)*
4. The purchase *(it has to be a smart purchase to make the most of our budget).*

We use these tips in order to save money and at the same time to take care of the environment.

At Zoëtry Paraiso de la Bonita we perform different activities in the food and beverage area, and this helps us to reduce costs in terms of equipment and the reduction of environmental pollution.

We have different events throughout the week, one of them is a minuta de ceviche mounted in the main courtyard where all our guests are surprised by the way we use our natural resources, since the food is served in a peculiar way in a coconut shell at the same time using the pulp to give the exact touch of a Caribbean recipe.

These events help us reducing the monetary cost in matters of disposable material, which are unnecessary, and we also reduce environmental pollution.

Thanks to this and to the fact that we are a Green Forest hotel, we add points to the care of mother nature since these coconut shells are organic matter.

We feel very happy and our guests are fascinated to be part of these activities and at the same time contributing to the environment.



SALMON BURGER

We are in an era where originality and versatility are two prominent features in this century, so our guests demand more and more creative recipes, but at the same time, we at F&B have to optimize our raw material to bring a healthy cost.

In Secrets Playa Mujeres, in our Oceana restaurant, we decided to incorporate a classic dish of fast food but more gourmet: salmon burger, but as we know the cost of this fish could present some inconveniences, so we began to analyze the best way to take it finished.



We know that salmon is always one of the most demanded proteins in our hotels, and we have it in more than one menu in our restaurants.

The presentation we have available is vacuum-packed slices.



Particularly, this presentation of salmon forces us to make squared cuts and the tails become leftovers. Although we know that there is no problem with the tails and with the cuts, it is just an aesthetic matter.

Well, those leftovers of tips and tails, we put it in the mill and mix them with the desired ingredients and the result is our burgers.



INGREDIENTS (2 UNITS):

- 400 grams of milled salmon
- 2 tbsp. of Dijon mustard
- 5 tbsp. of chopped shallot
- 2 tbsp. of chopped dill
- 1 tbsp. of capers
- Salt and pepper
- 1/2 cup of breadcrumb

TO PREPARE THE BURGER (OPTIONAL):

- 2 slices of burger buns (*with brioche is tastier*)
- Red onion
- Greens
- Tomato / Lettuce

PREPARATION

Mix the milled salmon, mustard, shallot, capers, dill, salt and pepper in a bowl without destroying the salmon and then add the breadcrumbs. Mix it with a blender spatula. Divide the mixture into 2 patties, cover them and let them refrigerate for a few minutes.

Heat the grill (*medium-high heat*). Oil the grill and cook the patties for 4 minutes, covering them. Turn them over and cook for another 3 or 4 more minutes. They can also be made in a pan or in the oven. It is important not to overcook them or they would get dried.

Spread your favorite dressings on the buns and prepare the burgers at your liking (*it is advisable to bake the buns a little before so they are crunchier*) and enjoy!



The vacuum machine is not a last generation equipment; however, this important tool is still missing in many of hotels' kitchens and restaurants.

But what are the pros of having a vacuum machine?

The main objective of this machine is “*to extract the air and other gases that are in the environment and to seal the product*”. Once the oxygen is extracted, the product can last for a very long time (*even more than 12 months*), since it prevents the oxidation and bacteria cannot reproduce without oxygen.

Of course, over the time there have been discovered additional benefits, such as infusions, types of cooking where stands out the Sues vide or Sous Vide (*vacuum in French*), better control of refrigeration temperatures, better freezing in IQF, among others. All of them are usable and applicable within our hotels and with significant improvements both operationally and financially.

In SEPCR it has managed to contribute to great benefits due to its multiple contributions. For us, is that friend that has helped us to have cost savings in proteins, sauces, garnishes and production in general. How has this happened? Well, putting them in small portions according to what is going to be used has reduced waste



and production times; it's produced only once and then it is gradually used, the life time of the product is longer, of course it is always verified organoleptic characteristics of the products before they are used. Another great advantage is the cooking within these packages. This type of cooking gives us one more option to either cook or regenerate food, helping them to lose less natural moisture, scents and focus the flavors you need to direct in your food.

Undoubtedly our vacuum machine has helped us to “*pour more water into the soup*” we reduced the leftovers, we have one more cooking method, the product life time is extended and we also have the flavors in the Sous Vide cooking method.

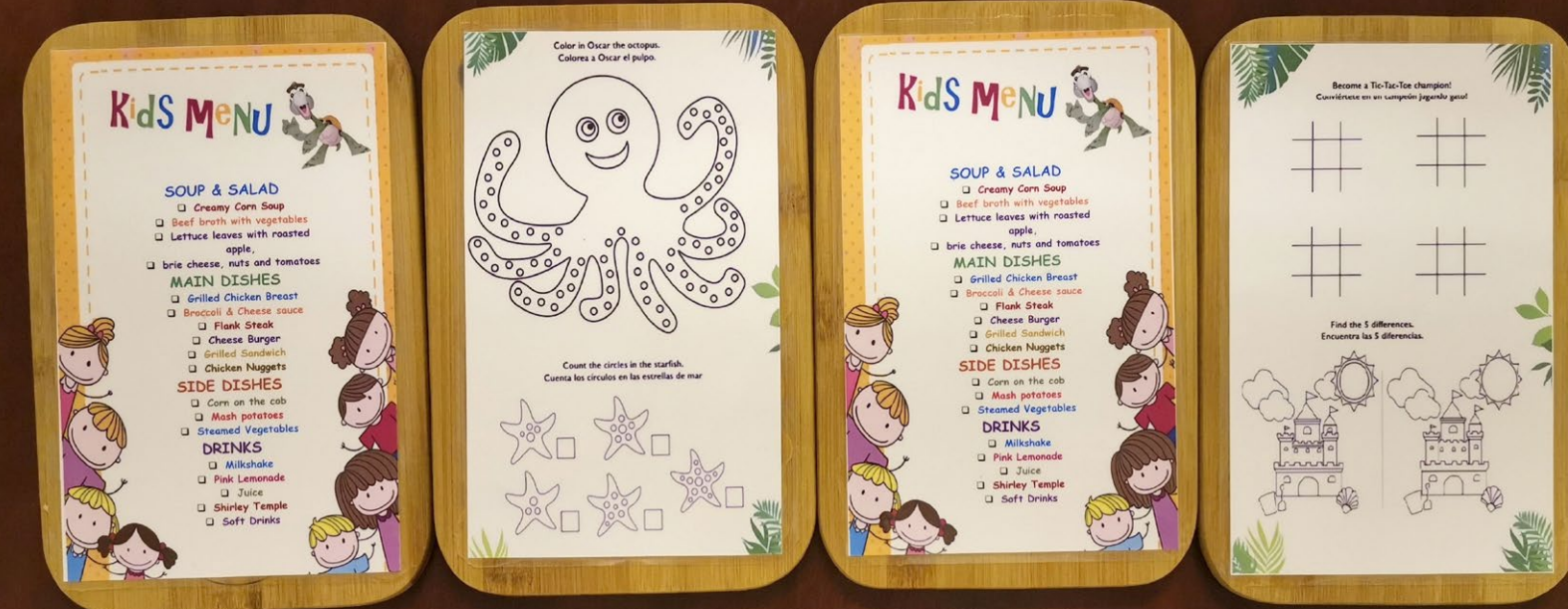
I invite those who already have it to get the most out of it and those who do not, make the effort to acquire it. See you and read in the next edition of our Salt and Pepper Magazine.



VACUUM MACHINE: PLEASURE OR NEED?

BY: CHEF NEFTALÍ ZEPEDA,
EXECUTIVE CHEF.

SAVINGS PRACTICES



At Dreams Los Cabos we are committed to the constant search for improvements and finding savings options that allow us to have the best results.

A good practice has been to create children menus including wood and recyclable items that can be easily cleaned and have a longer life time, avoiding the consumption of expensive materials, purchase and paper waste.



HOMEMADE JAM



At Dreams Huatulco, after we carried out a comprehensive cost analysis, we realized that one of the most expensive items at breakfast is the individual portion of jam, which cost \$589.34 each box of 72 pieces; and because of the large influx of guests, sometimes we use up to three boxes per day.

As an alternative to these, we decided to create the “Homemade Jam Station” for our breakfast at the World Café restaurant. Different flavors



are prepared every day, including the classic ones such as strawberry, blackberry and peach; combined with others that are really delicious and out of the ordinary; for example, papaya, red-wined onions, nopal, guava, green tomato, etc... that our guests can take in individual ramekins. This way we can pamper our guests with a natural option, without conservatives and Gluten Free, and at the same time it is considerably cheaper, reducing the cost and increasing satisfaction in a healthy and handmade way.

It is worth mentioning that this action supports our sustainability and environmental impact.



GUARNEQUE AS CENTERPIECE

By: FIDEL CASTAÑEDA.
FOOD & BEVERAGE MANAGER



Looking for actions that represent savings in costs and that do not affect the brand attributes, we decided to look for a natural and unique centerpiece. Guarneque is a decorative indoor plant, characterized by its elongated green leaves with white stripes. They are very popular plants due to the ease of their cultivation and the

remarkable ornamentation of their leaves. Its growth is very slow, it doesn't reach remarkable dimensions. The Guarneque, doesn't require cold since it's a plant of warm climates, it may live well in hot and humid environments at temperatures around 27 ° C. It is a shade plant so it does not require direct sunlight. It is important to clean its leaves with a damp cloth, as it could obstruct the stomata preventing their normal physiological functions.

Generally, in our consumption centers, we use roses, carnations or birds of paradise as centerpieces, which represents a very high fixed cost per week and they require more care.

EXAMPLE: our main restaurant, Market Café, has 95 tables. In money, it would be as follows:

It is a long-lasting plant. It only requires one investment and their life time is indefinite.

- **ROSES.** Lasts from 3 to 4 days. Costs \$ 20 Mexican pesos, by 95 tables, by 52 weeks, equals \$ 98,800 Mexican pesos.

You can find it with our suppliers: Sac-Nah flower shop.

- **CARNATION.** Lasts from 5 to 6 days. Costs \$ 9 Mexican pesos, by 95 tables, by 52 weeks, equals \$ 44,460 Mexican pesos.

- **BIRD OF PARADISE.** Lasts from 4 to 5 days. Costs \$ 30 Mexican pesos, by 95 tables, by 52 weeks, equals \$ 148,200 Mexican pesos.

- **GUARNEQUE.** Lasts approximately 1 year. Costs \$ 75 Mexican pesos, by 95 mesas equals \$ 7,125 Mexican pesos. Saving a considerable amount in our budget.



CREATIVE IDEAS IN MOUNTINGS

AND CREATIVE PRESENTATIONS MADE
BY OUR KITCHEN TEAM

BY: JORGE JIMENEZ M., FOOD & BEVERAGE MANAGER.
COLLABORATION: ARTURO VALADEZ, CHIEF STEWARD.



There is no doubt that creativity is wonderful and allows us to do a lot with little and very nice things with common materials that if we do not pay attention we let them pass and we do not even look at them or consider doing something with them.

Costa Rica is a country that recycles many wastes and it is common to find useful things made out of recycled materials that would end up in the trash.

This time we were inspired by this idea to show how to make a base to place spoons in a buffet, sugar, tea bags, napkins or laces with materials that we found in the hotel out there without being use and with an uncertain destination, we have washed them polished and placed them in coffee break stations

or buffets as useful elements for a specific function, with a decorative touch. And the best, is that it is very cheap.

Our Chief Steward Arturo Valadez is a very creative and diligent person with the hands and mind of artisans, always looking to repair things or seeking to reuse things and objects found in the hotel, transforming them into useful and decorative objects, and, as I said before, for free. They could be made of wood with incredible results but due to the restrictions that the Crystal Program gives us, it is convenient to use materials without porosity. A matter that we must have in mind.

It is true, they are leftovers of construction materials



such as stone, marble and plastic, and some others have been found in the beach. With a little bit of imagination, you can do very nice things and give a casual and relaxed touch to a montage.





CHEF'S SPECIAL

The main benefit we get from the CHEF'S SPECIALS is to reduce food waste. In the restaurant management is common to see your inventory and wonder what you are going to do with the food that is running out.

If you have a good production process, you should know what food should be thrown away if not used immediately.

The chefs put on the special menu the new dishes they want to try or the highly seasonal ingredients such as vegetables, fish, seafood, meat, etc.

Offering special offers is an excellent way to interact with our customers, it also provides an opportunity for chefs to develop their creative skills and for the restaurant is a great opportunity to use ingredients and products efficiently, reflected in their results in a favorable way.

-Would you like to know our Daily or Chef's Special? - The question that makes every guest to consider his choice. The chef's special is much more than a sales opening for its guests. When done correctly, a daily special may be just what you need to spice up your menu, reduce the waste of food and give our guests a pleasant experience, so that they would recommend us and come back. The chef creates new dishes and offers them as

specials, you can add flexibility and variety to your menu without the need to change it. While new and improved menus attract new customers, it is also attractive to our staff, which nurtures their creativity to create new dishes. This translates into an increase in communication between staff members and clients.

Creativity not only refers to the creation of new and excellent dishes, but also implies good management and development of the creative skills of the staff, as well as how to put them into practice, which allows them to do their best in the kitchen. If you are able

to do it, then you can be sure that your restaurant will be successful.

We have been daily monitoring the popularity of the menus in restaurants and adding the chef's special. It has been well accepted; guests love the variety they can get daily with the same menu.

It is an excellent way for the Chef to develop his creativity and add his own touch to the restaurant, reducing the consumption of high cost dishes, contributing in a very important way in reducing the cost of food.

POPULARITY OF THE ITALIAN MENU - MARCH, 2019

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
CONCEPT	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	TOTAL
MUSHROOM	10	7	10	10	25	7	10	5	11	9	10	8	9	10	11	152
PARMAHAM	8	8	11	2	2	8	9	0	5	10	0	0	0	0	0	63
ROCKET SALAD	6	6	9	0	20	5	8	10	6	6	10	7	6	9	9	117
CEASER SALAD	17	10	13	13	28	11	12	6	10	13	13	11	10	14	13	194
CAPRESE	9	13	14	15	12	10	13	11	9	15	15	13	12	15	15	191
MINISTRONE	7	12	12	6	10	6	6	13	6	7	9	10	9	11	12	136
CHICKEN SOUP	6	10	10	8	16	7	7	8	5	5	7	8	6	9	9	121
FETUCCINI TOMATE	6	9	7	7	7	6	6	6	9	6	10	6	7	8	7	107
PENNE 4 CHEESE	8	8	15	9	19	7	10	7	8	10	11	9	8	9	13	151
LINGUINI SEAFOOD	12	12	19	11	13	13	12	9	10	14	13	15	13	13	10	189
LASAGNA	0	0	0	0	16	0	0	7	0	0	4	1	0	9	11	48
MEATBALL SPAHETTI	10	14	10	13	16	12	11	5	7	2	12	12	12	10	12	158
BEEF TENDERLOIN	11	12	10	12	12	9	9	8	5	12	13	8	4	11	18	154
STUFFED CHICKEN	13	11	12	12	5	8	11	9	8	6	15	13	8	17	11	159
PORKLOIN	6	10	6	6	7	5	6	10	6	9	6	6	5	6	6	100
SALMON	8	13	11	11	14	13	13	5	11	11	10	11	7	10	12	160
SHRIMS AND SQUID	9	12	13	13	10	15	14	10	15	0	12	14	9	12	9	167
MEATBALLS PASTA	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	10
4 CHEESE PASTA	9	8	10	6	7	0	0	0	0	0	0	0	0	6	0	46
PIZZA	6	2	3	4	5	5	9	4	2	3	6	6	8	0	3	66
CHEF'S SPECIAL	12	142	13	9	16	9	11	10	11	14	12	14	10	12	16	183





One of the daily challenges of Gastronomy is to surprise and to use trends. In this occasion we presented some ideas we have made in BRCSL with the culinary team. One of the ideas that emerged was to use the screens of our halls to project the logos of the groups or videos with artistic images.

The second idea is to interact with guests in the group cocktails where our chefs perform Show Cooking, for example: to smoke canapés and raise the capelo in front of the guests, to use the siphon to place foams just before they take the bite or flaming some ingredient as a final touch of a dish. This generates that the cameras



of the guests' phones automatically show up to share this unique experience on their social networks.





illuminated heart, a red wooden sign with the word LOVE and a small lounge where the couple can enjoy their welcome cocktail before dinner begins and where everyone sees sargasso we see the opportunity to form images or write words of love in the sand with it.

At the pier it was decided to mount some red bows and a lantern, as well as a small lounge to enjoy the evening. We have to mention that our guests loved these new mountings, and of course, part of the charm is the wonderful beach we have at Secrets Capri Riviera Cancun.



Following the values of the company in the search for continuous improvement and adhering to our Unlimited-Luxury® concept, at Secrets Capri Riviera Cancun, the Limit is the Sky. With the help of our team of F&B, especially the Operational Assistant of F&B, the Room Service Manager and the Food & Wine Concierge, it was decided to improve the guest experience with more attractive mountings for dinners



under the stars, taking advantage of the beautiful beach and the famous Pier decorating the panoramic view of Secrets Capri.

Moving the paila to bring our creativity out, we came up with the idea, for dinners at the beach, to place 2 torches as a frame towards the waves, an

LOOKING AT THE STARS

By: ANTONIO SPADARO,
FOOD & BEVERAGE MANAGER.



BY: DENIS RADOUX,
FOOD & BEVERAGE MANAGER.

WEDDING MOUNTINGS

This paradisiacal landscape is different from other popular places to celebrate weddings, which is why



In this case the style of the couple is reflected in the combination of circular and square tables, and the floral arrangements that fall to the ground looking like a garden combined with the colored glassware contrasting the color of the flowers in the centerpiece.

we cannot miss this important date for a couple in love who has the willing to marry each other and become one. For this reason, every detail in the mounting is very important. We take care of the small things since the beginning for this special event. In this planning we go from tasting the dinner menu, choosing the location and type of table setting to the external aspects such as: lighting, flower arrangements, type of table, color and tablecloths. We do all of the above always looking to represent the style of the couple.

THE CEREMONY

An aspect that cannot be ignored since it is the most representative in a wedding, is the ceremony, whether religious or civil, because it is the beginning

of the marriage where the commitments and ideals get together. Thus, requesting a table exclusively for them gives them privacy but at the same time they share and enjoy the event with their guests.

THE RECEPTION OR DINNER

As a final touch: the dinner. It is a fundamental part that shows the good taste of the couple reflected in the perfection and selection of each food that you share with each one of their guests. Each one of the previous choices must create a beautiful atmosphere along with the happiness invading the couple and the excellent service we leave a great memory of such a wonderful experience.



MOUNTING WITH MATERIALS OUT OF SERVICE

The hotel Secrets Silversands Riviera Cancun is distinguished by the proactivity, professionalism and creativity of its staff. On this occasion we share some of the ideas we have had in different areas of Food and Beverage in order to improve the decoration, the mountings and therefore the guest experience.

Consumption centers, bars, kitchen and even Room Service have implemented the use of materials out of service as part of a program that aims to enhance the use of our work tools, to improve our mountings and also to help the environment.

Here are some ideas:

CORK: It is one of the most abundant materials in hotels. Using them as a t-card holder gives the buffet mountings a more fresh, interesting and attractive idea to the guest.



MARBLE: Once again, using this material for the production of t-cards has not been a bad idea, on the contrary it has given us variety and creativity in the mountings. On the other hand, we have also used it for the elaboration of bases for the assortment of special amenities. Additionally, they combine perfectly with the decoration of the rooms; they offer greater attractiveness to the amenity and they contribute originality.



TEQUILA: With the support of our suppliers, we make special mountings in the bars using bottles of Tequila for exhibition, and the training given to all our employees is a way to promote our culture as well.



BOTTLES: One of the ideas with the greatest impact on our guests and undoubtedly the most appreciated one, has been the use of bottles with dedication in our Cava Bacanal. The idea is that once our guests enjoy an unforgettable evening, they are given the chance to leave their mark on Secrets Silversands. Once they have finished their wine, the bottle,

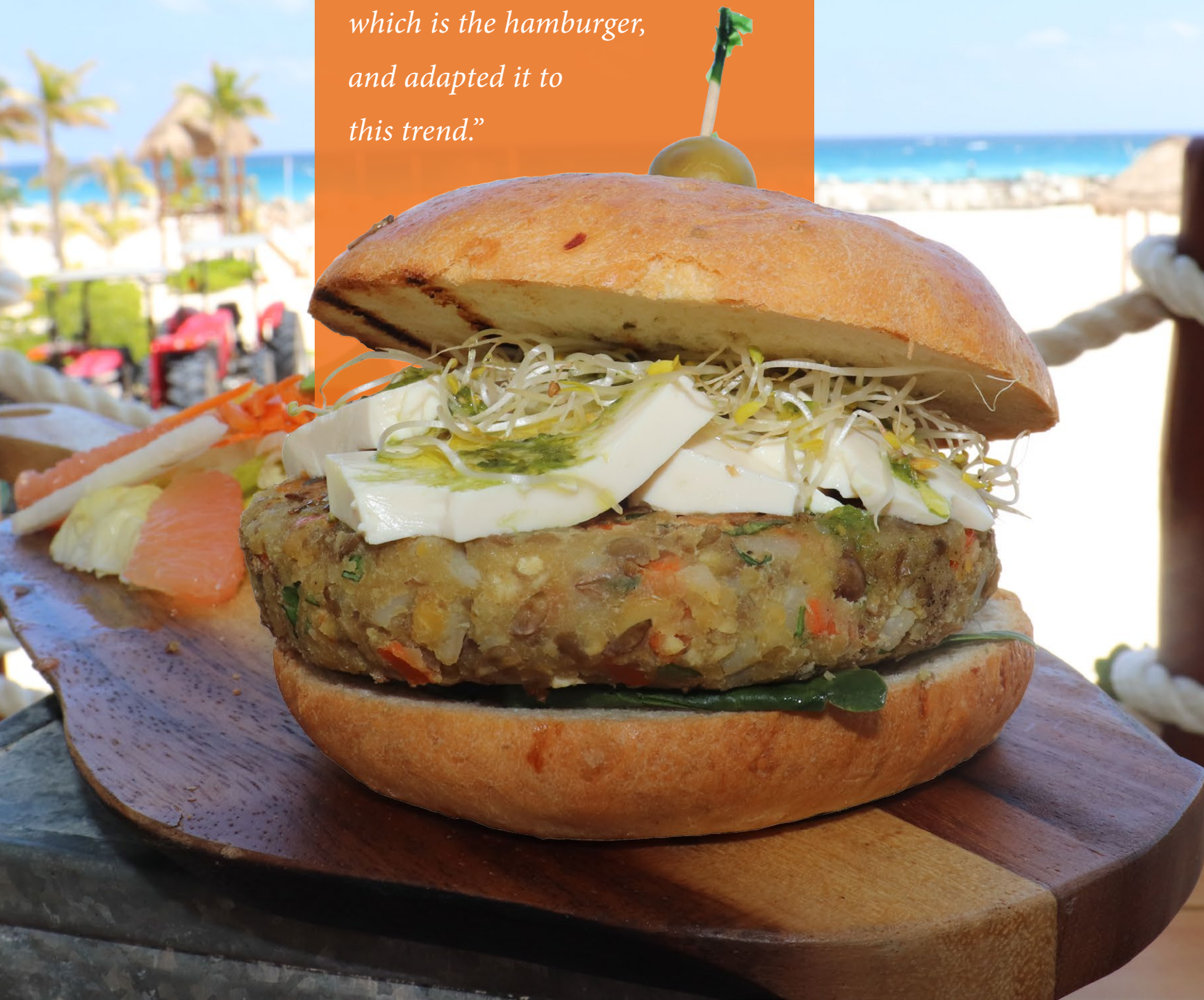


instead of being discarded, is given to the guest to leave some memory in it, so that he can draw or write whatever they want and feels at that moment; that's why Cava is full of bottles with hearts, names of lovers who visited the place and lots of love. The best thing about this idea is that year after year there are couples who return and sign new bottles or simply come back to see their bottle once again. The decoration of the lovers' bottles, gives without any doubt an added value to our Cava, it provides us a sentimental connection with our guests.



VEGAN BURGER

“...the most popular and most requested dish on the beach, which is the hamburger, and adapted it to this trend.”



The search for healthier food has led to a trend that focuses on the vegetables. Consumers around the world are opting to reduce, more and more, in their diets the content of products containing animal meat and to increase the consumption of vegetables.

Vegans completely eliminate meat consumption in their diets. Due to this movement, in Reflect Cancun we made the most popular and most requested dish on the beach, which is the hamburger, and adapted it to this trend. Instead of meat, it is actually a paste made of chickpea, lentils, boiled rice and mirepoix. This burger is part of the new Beach Bar menu where 7 different types of creative burgers are offered and created by our executive chef.



WOOD FIRE IN THE LIGHT OF THE MOON

BY: FRANCISCO RODRIGUEZ, FOOD & BEVERAGE MANAGER
KELVIN VASQUEZ, E-CONCIERGE & RAQUEL VASQUE, MANAGER ASSISTANT.

At Sunscape Puerto Plata we create unforgettable experiences. A getaway to the Caribbean can mean many things, however, it is a flight where everything can be possible for two people lost in love.

We have created a special night for the lovers, it is an evening with live music and set in the romanticism that only the Caribbean can offer.

Our purpose in carrying out this idea is to give our guests the option of having a special and indulgent moment just for them, thus generating

valuable income. It is to engineer and carry out a management using our natural resources and create of these something exceptional. Every detail of this evening has been meticulously structured, seeking to conceive an impact on the lives of two people in love, this is the most sublime way to make your visit in the Caribbean memorable, as well as to create the feeling that you are somewhere of the world, & is that those moments for us are the most important.

At Sunscape Puerto Plata we create stories between two people with exceptional moments that become unforgettable in their lives. Remember, love are two hearts that become one in the middle of a bonfire, they are two souls that meet again in the light of the moon with the sound of the waves breaking the beach.

SECRETS / HIDDEN ROMANTIC DINNER

By: EXECUTIVE ASSISTANT GENERAL MANAGER.



In Secrets Cap Cana we have incorporated new styles for the romantic dinner or as we named it; Secret / hidden Romantic Dinner, for our guests' best delight. We refer to *"best delight"* because during this time of year the climate is much cooler near the beach and can cause food to get cool quickly and our guests won't enjoy the Flavors of their dinner, causing discomfort and dinner refund.

Therefore, we have ventured into romantic dinners in the garden or *"Secret/ Hidden Romantic Dinner"*. Secrets Cap Cana goal is to give our guest



a different experience, better atmosphere, more exclusive service in a private garden and under the moon light. In fact, these dinners have had a great reception from our guests because they love the discrete and the atmosphere, without the breeze near the beach.

As Secrets Cap Cana is always hand in hand with the service and INP, we have gone further preparing several spaces for these dinners around the hotel for when the Sargasso season starts, since this has affected our shores on several occasions. During summer, the level of Sargasso that accumulates on our coast makes it difficult for us to make romantic dinners on the beach so the creation of these spaces is better for our service and the INP.



promote them simultaneously. After all, there is no better occasion for that wonderful bottle than have it in a special dinner. For this reason, we look for an interactive approach, visual promotional samples are useful to awaken the idea of wanting to make a romantic dinner, but not so much for the wine sale, or other products, which are more impulsive purchases.

Therefore, we have placed our Romantic Dinner table right at the entrance of World Café, where we serve our buffets for breakfast and lunch, and it is the main spot among our main restaurants at night. In this place, we have the highest possible guest traffic in our operational area, and therefore, the greatest number of opportunities for contact and interaction with guests.

We have two brilliant and outstanding employees who are at this desk daily from 8 a.m. to 8 p.m., and besides managing reservations for the Hibachi



tables of Himitsu, they help our Hostess and provide general information to all passing guests. Instead of waiting for interested people to come to the desk, throughout all these interactions, they use each conversation to promote and try to sell the “romantic dinner experience”.

A simple, practical and personal approach is always worthy!

This experience includes the dinner itself, and a bottle of

TABLES FOR ROMANTIC DINNERS

For Food and Beverage, the sale of romantic dinners and bottles of wine are our main objectives to generate “Non-Package” income, without considering that also F&B also has the non-package income of other departments like Sales or Weddings. Naturally, these two go together, so we seek to





KITCHEN WINE PARTY



I would like to start with the following sentence:
- *“The art of combining dishes and wine with the sole purpose of achieving a synergy of aromas, flavors, and even colors is called Pairing”.*

In order to add a more gastronomic experience to our guests and in the same way to benefit the increase in income from wine sales, we decided to introduce our *“Kitchen Wine Party”* once a week.

The main objective of this special dinner is to provide our guests the experience to perceive an environment where they can socialize, meet new cultures under a harmony of colors, textures and flavors.

Every week that we have made this dinner, it has been an amazing success! All the diners manage to enjoy the great wit, creativity and follies of our

Executive Chef, along with his original kitchen team, together with the skills of our Head of bars, besides being able to appreciate one of the best views of our Resort, towards our beautiful Panama Canal, where you can see the traffic of boats, waiting to enter famous canal. Encompassing all the aforementioned sets we managed to create an atmosphere where the experiences are completely different from daily ones, in our beautiful resort.

Our sales strategy consists in sending the information to our guests before their arrival, in order to make them a little bit familiarized with the activities that take place in the hotel and can plan their attendance to such dinner.

Another important matter is the sales strategy with UVC, which allows us to provide our partners with an upgrade and so that they feel different from our

other guests, as they are the first to be invited to have a dinner for a special price.

This is achieved by working together with UVC’s Member Service department, which is responsible for contacting guests and offering them a special package created especially for them. This sales strategy has helped us to significantly increase our non-package income.



AND THEY DRANK HAPPILY EVER AFTER!

We all know that the wedding market is one of our best incomes, which is why we decided to focus our sales goals and efforts on this one.

This is the best day of their lives and we want to make it even more special, which is why we contact the bride and groom upon their arrival to offer this new experience, improve their toast with an excellent Champagne, to have a champagne open bar or simply place a champagne station so their guests can celebrate by buying one of our bottles at a special price.

We cannot miss this opportunity to celebrate either at their rehearsal dinner or at their wedding cocktail or during the same, even the champagne station may be a plus for their guests.

We must be careful to offer this product because it could be misinterpreted and be taken the wrong way.

To improve their experience and make their wedding something unique is our main goal. In the end, it is also an extra benefit for the hotel. We can complement the station with a little sparkling wine to improve the perception of it. Do not forget that the focus is the client and not the sale, this should come by itself with the continuation of the wedding.

Each wedding is different and unique so the station should go according to the wedding.

As for the sale, this must have an attraction in terms of the cost so that their guests can take advantage of it to celebrate with the newlyweds.

JUPAS FOR ROMANTIC DINNERS



The majestic Bahía Conejos offers the perfect setting to frame any special occasion, therefore, taking advantage of the unparalleled view and faithfully following our philosophy of offering our guests unforgettable moments, we offer the possibility of enjoying a beautiful evening under the light of the moon in synchrony with an exquisite dinner to enjoy the whole experience with all the senses.

In search of continuous improvement, in the month of March we made modifications to

the mountings of romantic dinners, creating a new concept with a more attractive and ecological design.

With the valuable collaboration of the maintenance department, we manufactured easy-to-assemble jupas so that the mounting would be practical and fast. Additionally, they are decorated with white fabrics and are illuminated with series of led lights in warm colors, creating this way a more elegant area.

We also removed the use of torches with citronella, which were a great expense, had a fuel aroma and of course, is a pollutant.

This is how we offer an atmosphere that creates a sense of privacy and romanticism while the couple enjoys a wonderful dinner and personalized service.

HIGHLIGHTS:

Revenues from romantic dinners increased by 80% compared to the previous month.

March: 80% monthly closure with respect to the goal, considering that before this action we were at 26% of the monthly goal.

“...we offer the possibility of enjoying a beautiful evening under the light of the moon in synchrony with an exquisite dinner”





SATISFACTION + COMFORT + INCOME

At Secrets Puerto Los Cabos we are very aware of our goals, as well as the determination to fulfill them one hundred percent. Our main objective, of course, is to take the guest to their maximum comfort. Another purpose is to generate income for the resort, making the most out of our resources.

Thus, benefited by the perfect climate of Baja California Sur and considering the incredible possibilities that we have, we have decided that this year, in addition to the regular lounge chairs in the pool (*where our guests spend most of their mornings taking exquisite sunbathing*), to buy 9 Balinese beds, which were placed at specific points of the Main

pool, beach and in the Club Preferred pool, offering the desired comfort and attention to the sweet sound of the waves along with the delight of high-end distillates and a specific selection of fresh fruit. Collaborating hand in hand with the Concierge department and in order to coordinate the rental of the beds by personalizing the guest service, three striking packages were proposed and offered:

PACKAGE	INCLUDING	COST
1	Schedule: 9:00 am – 5:00 pm 1 bottle of Arduini + bowl with fresh fruit	50 USD
2	Schedule: 9:00 am – 5:00 pm 1 bottle of Möet & Chandon Brut 750 ml	100 USD
3	Schedule: 9:00 am – 5:00 pm 4 days in a row 1 bottle of Arduini per day + 1 bottle of Möet & Chandon Brut 750 ml	200 USD

We must highlight that all packages guarantee personalized attention from one person of the pool staff. The acceptance of our guests has been favorable. They have already commented their pleasure and satisfaction for these beds in different opinion platforms such as TripAdvisor and many social networks.



SEASHORE BREAKFAST

BY: FIDEL DIEGO PEREZ, FOOD & BEVERAGE MANAGER



day enjoying the freshness of the morning breeze, the charming blue of our Caribbean Sea and its warm white sand. All this coupled with the excellent personalized service offered by our staff, make up the perfect mix to turn this into a unique and memorable experience.

The breakfasts, prepared by our Executive Chef José Luis Santos, surprise and amaze our guests due to the freshness and seasoning of their preparation, in addition to an excellent presentation and dedication in each one of the dishes.

What can be more pleasant than having a delicious and fresh bread and a steaming cup of aromatic coffee? Or a dish of delicious and fluffy hot cakes, accompanied by colorful red fruits, a bubbly mimosa prepared with a fresh orange juice?

Our guests can relax and enjoy a delicious breakfast

surrounded by and incomparable environment created by the sound of the waves rolling, the different shades of the blue sea, the mixture of aromas, the fresh breeze caressing their faces while watching the sun rising over the horizon and the reflection of it over the water, in an imposing dawn.

The only thing our distinguished guests have to do is to decide on the bottle of champagne of their choice to enjoy this wonderful and unique experience. The rest, is on our own.

Come and enjoy our fascinating seashore breakfasts at Dreams Riviera Cancun!

On this occasion, the Dreams Riviera Cancun team seeks to maximize all possible areas within our hotel, making the most of each one of our available spaces, giving guests several options to enjoy their stay with us, giving them a different alternative, whether they are a family, a romantic couple or if they prefer mornings or evenings. We give them many options for all kinds of preferences.

Our purpose is to take advantage of the great climate we have, the beauty of our beaches and our wonderful landscapes, we introduce the romantic or family breakfasts on the seashore in front of our Seaside restaurant, where our guests can start their





GOURMET PAIRING DINNER AT OUR CAVA

BY: ALBERTO FLORES,
FOOD & BEVERAGE MANAGER

In Dreams Tulum we create new experiences: unique in culture, flavor and wine, all of them authentically Mexican. With the purpose of offering something different and of greater reputation to our guests with a great gastronomic variety that surpass their expectations. In our Cava, which is located within the Italian Restaurant Portofino, our guests can enjoy a pairing dinner and enjoy an excellent fine dining service as well as being able to spend

a pleasant moment with their loved ones/family including unique and memorable experiences.

Special dinners are held at La Cava from \$ 100 USD per person, in order to provide an authentic night to those guests who want to have a more private and exclusive moment with their family tasting the Mexican wines paired with traditional Mexican gourmet food. For this purpose, an exquisite Mexican menu consisting of 5 times and 2 Mexican wines selected by our Sommelier considering the different tastes of our guests.

In addition, they are offered a Premium Menu with a cut of very good quality meat if they decide so.

And, to complete it, our chef performs a flaming of seasonal fruits with tequila in front of the guests in our Cava.

The aforementioned is carried out aiming to please our guests on a higher level and at the same time being able to reach our wine sales goal.

Dinner is surrounded by a quiet atmosphere, good environment, music and wine bottle stands, going from our guests arrival to our Cava to the decoration of their tables.

In this experience it is possible to overcome both the expectations of our guests and our sales goals.

The cava dinners have helped us a lot in TripAdvisor to get very positive comments from our guests. Besides, during this 2019, cava dinners have been essential to achieve the monthly wine sales goal.



CREATE YOUR OWN OPPORTUNITIES

DO NOT EXPECT THEM TO APPEAR ALONE...



JOEL HERRERA TUKUCH
CHIEF STEWARD ASSISTANT

The Steward department is a very important part of our company, as it provides timely monitoring of the food safety and administration processes of the OS&E.

Therefore, we have a great representative of that department:

Joel Herrera Tukuch who joined Secrets the Vine in 2016 with many dreams and great enthusiasm. Joel has stood out for his great commitment and dedication in the application of our standards and procedures achieving excellent results throughout his career at SEVCU.

Due to the above, he is promoted in 2018 as assistant chief steward; position that plays with great attitude and proactivity. His motivation is the Family, his loved ones encourage him to continue preparing to be ready for a next professional challenge as future Chief Steward in AMResorts.



NOE TORRES MACIEL

KITCHEN ASSISTANT IN EL PATIO RESTAURANT

He was born in 1991, in El Tule, Municipality of Tomatlán, Jalisco. He started his career as a steward, helping to keep the utensils and the kitchen clean at the Dreams hotel in Puerto Vallarta from 2009 to 2011. He also worked at the Garza Blanca hotels from 2011 to 2013 and then in the Secrets from 2013 to 2015.

In June 17, 2017 he joined the Dreams Villamagna family as steward, where he had the opportunity to practice in the butchery area and immediately afterwards in the main kitchen for 3 months (*from September 26, 2018 to December 28, 2018*), when his Executive Chef Diego Agrest considered him –after evaluating his performance and commitment– and promote him as a Kitchen Assistant at the Gourmet restaurant of Mexican food called El Patio, in January 2019.

His dream is to become Executive Chef eventually.



JESÚS PÉREZ MARTÍNEZ

SOUS-CHEF



He started to work in our hotel in 2018 as Kitchen Manager in the Bluewater Grill restaurant, aiming to innovate and standardize menus for the consumption centers, to make some buffet changes and to diversify the gastronomic offer of the consumption centers, improving quality and seasoning, which was achieved in a short period of time working together with the team.

His career and acquired experience in gastronomy in specialty restaurants, boutique hotels and cooking courses have reinforced their knowledge.

Jesús has experience and training at AMResorts, since he worked as a kitchen manager at Dreams Huatulco, he is innovative, creative and persevering, he is passionate about team-working and he was promoted to Sous-chef in March 2019.



Jesús has a bachelor's degree in Gastronomy from Universidad del Valle de Puebla, he is from Tehuacán, Puebla and he is 29 years old, with a very promising future. He is very passionate about customer service and he wishes to continue his professional career in the area of F&B: his next achievement is to be Executive Chef at AMResorts.





JAVIER AY LÓPEZ

He was born in the state of Veracruz, Mexico on August 17, 1988. He arrived to Cancun Quintana Roo in 1995 and he carried out all of his studies in this same state.

His first work experience in this tourist pole was the purchase and sale of scrap, where he earned enough money to continue with his studies.

Married and with 3 children: Hannah, 8 years old; Joselyn, 6 years old; and Brandon, 5 years old.

He loves spending time with his family and enjoys watching wrestling and reading in the company of his eldest daughter.

About 14 years ago, he did his internships in the Food and Beverage department at the RIU Caribe Hotel as a bartender's assistant.

After a year, he entered the Oasis Viva Cancun hotel as a waiter. One year later, he moved to the Oasis Playa Hotel, its name at that time, but as mini-bar supplier and ended up as a restaurant waiter.

Following his career, he started to work in the Excellence Playa Mujeres Hotel as a waiter, where he worked for 7 years in different specialties such as Italian, French, Indian, Mediterranean, Meat, Buffet, among others.

Later, he joined the company at the Dreams Sands hotel in January 2015, already as Head of the Room Service Area. He opened himself his path to many opportunities and he managed to get in the Now Jade Riviera Cancun, as Room Service Waiter, where, due to his experience and good performance, was promoted to the position of Head and soon after was promoted as Room Service Manager, position that he has nowadays.

For his ability to show that he can handle any challenge that he faces and together with his concern to continue to grow, he is now in a process of development in order to climb one more step and he hopes that in a short-term future he could take the position of F&B Assistant. We are certain and proud that he will be able to achieve it and we are going to support him.

BRIAN DE MIREL PEREZ

Born in Cancun, Quintana Roo.

He studied in the city of Cancun, studying the elementary school in the "Año del Centenario" school, the Federal Secondary School No. 20 "Jose Martí" and the High School in the "Kukulcan" campus.

Since he was underage, he began to work at Burger King as a general employee.

He started to work in the Now Jade hotel, in his desire to continue growing, where he worked as Steward for about a year. His energy and goals made him practice in the restaurant area as an assistant waiter, and after three months of excellent reviews, he was promoted to this position.

He is currently working in the Carnival restaurant showing his great will to contribute to good comments both internal and from our guests. Due to his performance and attitude shown so far, we foresee a potential future for him within the department of F&B in in a few years in other positions requiring more responsibility.

In his free time, he spends time with his family, especially with his mother and sisters, since he is

the one who has all the responsibility at home. He loves soccer and movies, being his favorite "Fast and Furious".

By: DAVID LOPEZ, RESIDENT MANAGER.



EFFORT HAS ITS REWARDS

BY: EDUARDO AYALA,
FOOD & BEVERAGE MANAGER.



At the Secrets Aura and Sunscape Sabor in Cozumel we are very proud to have an excellent team of employees who over the years have shown that AMR values are not only followed but also lived!

We want to tell you two stories of employees that are examples of success due to their perseverance, productivity, teamwork, responsibility and passion for what they do:



JORGE ALFONSO AGOSTO

He started to work in hotels in 2012 as Steward in the Zoëtry Paraíso de la Bonita hotel, where his love for the kitchen began as he became more eager to learn and applied for internships. Thanks to his performance and enthusiasm, he earned the opportunity to work as cook's assistant, an opportunity he still remembers as he learned the lesson that having an attitude makes the difference. Later, he moved to Secrets Maroma as cook B

looking for another learning opportunity and that is where he worked in both hot and cold kitchen for 2 years until he was invited to the opening of Secrets Akumal with the promotion of cook A, position in which he developed until –again, due to his efforts– he was promoted to Chef de Partie. In his quest to learn new experiences he got hired at Dreams Los Cabos as chef in charge of banquets,

developing more and more skills for two years in different kitchens and acquiring new skills. Nowadays, he is Sous-chef Jr. and he is a witness of the continuous growth in this company and the opportunities that arrive to those who work hard and with the heart.

FRANCISCO VELAZQUEZ

He is an example of hard work since he joined Secrets as a waiter in the year of 2010, showing since the beginning a facet of incomparable dedication as he stood out from other colleagues for his charisma with the guests. Francisco was credited with multiple mentions such as best collaborator for his great performance and popularity. Thanks to his desire to excel, he practiced as a captain and once he completed the practices, he was promoted; always performing outstandingly. After this he decided to try his luck in other companies but there was no other like AMResorts and that is why he rejoined the company with new energy to reach new goals and that led him to be selected for a program of preparation of internal talents as a Food and Beverage assistant Jr. widening his range of knowledge in this field since he got more into service bars, kitchen and restaurants demonstrating great commitment and dedication. When the position of Chief Steward became available, he raised his hand to support the department that was left unguided. Since then, he has done an excellent job always looking for innovation and



using creativity for all the mountings he does, demonstrating that when someone really wants to achieve something... It is possible!

CHEF THINEO

Steps of Progress, Development and Growth only arise when you leave your comfort zone; by persisting with effort, dedication and, above all, a lot of passion, you become who you want to be!

We share the profile of one of the persons that with these attributes has managed to establish itself as a professional in the culinary field:

Chef Tineo comes from humble origin. He is from the city of Puerto Plata, and he lived a period of time when progress and development weren't enough to grow. However, as a young man he became a good man and fought for an overcoming challenge to the precarious elements that surrounded his entire community. As time passed by, and practically playing with the ingredients that were available, he discovered that there was art in the creation of innovative dishes. That's how he began his true taste for the art of cooking, which is what really gives us life.

Over time he graduated from the school Montemar Puerto Plata, belonging to the Pontifica Universidad Católica Madre y Maestra, in 1988. His first job, after finishing his studies, was as a chef at the Santo Domingo hotel for a year and a half. Then, we became kitchen supervisor at Playa Dorada Hotel, for 2 years. He continued with his career climbing over the years and today has more than 30 years of experience in



the culinary art field.

In his long career as a kitchen professional he has worked in European countries, within the Republic and now he works for AMResorts. His beginning in the company was for one of our elite Resorts: Secrets Cap Cana, as Sub Chef for two years until November 6, 2018, when he earned his promotion as Executive Chef in Zoëtry Agua. He also shares that he carries in his blood the culinary passion and creativity when designing exclusive dishes. His favorite book is “*Manjar de la*

Familia” by Ferrán Adrian, a book that reminds him the development of his life that combines the passion for cooking and the devotion to his family.

Mr. Tineo suggests to be committed and dedicated on your profession. It is the only way to guarantee your achievements.

His trajectory is a lesson of growth:

It is a great honor and pride for the Zoëtry Agua family to acquire the human talent and qualities of our Executive Chef, Mr. Rafael Tejada Tineo! During his time here at home, he has demonstrated efficiency and professional ethics that provides a high-quality service for our guests.

His culinary dishes are masterpieces that are constantly the main attention of our restaurants. Beyond the art represented in his innovative dishes, Chef Tineo gives us inspiration in all the areas of opportunity to create our customary WOW effects! For all our food and beverage team, it is like having a teacher who, by his example, offers opportunities for growth to all collaborators that leads to future leaders. For his effort and dedication our Chef has become a symbol of inspiration.

This dish is an example of how some combinations of unusual ingredients result in a healthy concept while it provides a new flavor to the palate.

This one, is another creation that gives a taste to the palate to those who enjoy the taste of life without an emphasis on the healthy concept, even though using better-quality ingredients you obtain similar benefits.

Zoëtry Agua Pork Ribs.

Thanks to our Chef Tineo we have something for everyone's taste! Here at Zoëtry Agua Punta Cana



BBQ Salmon, corn polenta and asparagus.

are proud to promote the progress and development that leads to growth. Our motto is “TOGETHER WE CAN” and we all together –our executive, operative and administrative teams, and all our working areas– are able to open the door to new opportunities in order to achieve progress.



ALCOHOLIC DRINKS ARE FORBIDDEN IN COCO CAFÉ IN FAMILY HOTELS

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

In our hotels we have a large number of options for our guests to enjoy liquors, either in the pool bars, restaurant bars, in the lobby, and so on.



Something very important for AMResorts, is to take care of the ideal environment in family hotels; for this reason, we have implemented the following:

“ALCOHOLIC DRINKS ARE FORBIDDEN IN COCO CAFÉ IN FAMILY HOTELS”

Coco Café is a consumption center where the families gather to taste delicious desserts, pretzels, cookies and a variety of coffees. It is a place where adults, young people and children get together and it is essential to take care of the family environment.

We have a great commitment with our guests. For us, the family hotels are a great responsibility

and we always keep in mind all our initiatives and variety of services we offer in order to create memorable experiences for all our guests.





THANK YOU

RESORT

F&B MANAGER

EXECUTIVE CHEF

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