

Salt & Pepper

May 2021 Year 6

AMRESORTS EUROPE
¡WELCOME!

TROPICAL FINGERS
DREAMS JARDÍN TROPICAL TENERIFE

THE WINE CORNER
AMRESORTS

CHILIGUARO STATION
DREAMS LAS MAREAS

SEA DELIGHTS
DREAMS ACAPULCO

amRESORTS®



GREETINGS AND WELCOME, SISTER HOTELS IN EUROPE

We especially welcome our siblings in Spain, which are already part of this Salt and Pepper issue. It is an honor to have you and also work along with you, siblings in Europe!

We hope that you may find this an informative magazine, full of new ideas for continuously improving within the food and beverage department, where our main objective is to innovate and surprise our guests. All of our actions are driven by this main objective, especially under the current circumstances in this complicated world.

2021 has been a different year. We keep learning and evolving rapidly in the hospitality sector. We are responding to the ups and downs of the market directly affecting the leisure travelers. North America is now ruling the world: their vaccination plans are keeping a friendly-traveling environment while other nations are banning international travels.

This is binding our teams to meet the requirements of our CleanComplete Verification™ program: our new normal. The best part is that we do it in an easy and comfortable way so that our guests enjoy their vacations to the full.

Again, welcome siblings from Europe...
Working together, we will enrich every page of the Salt and Pepper magazine!

We keep cooking!

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Sea Delights
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Cheese Selection
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Fátima Puc and Juna Reyes
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Promotions
NOW SAPPHIRE

Melisa LLevellyn
SECRETS WILD ORCHID & SECRETS ST. JAMES JAMAICA

Guillermo de Armas
DREAMS JARDÍN TROPICAL

Ivonne Mezo, Herman Avendaño, Óscar David and Erasmo de Jesús
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THE WINE CORNER

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

Dear readers,

As you know, we began to write stories about wine in the AMResorts Hotels that we will be sharing in this space called “*The Wine Corner*”. Here, we will share news and happenings related to this impressive world.

A BIT OF HISTORY

In 2009, the Food and Beverage department of the Hotel Secrets Maroma Riviera Cancun began a dream that 12 years later became a great project: “*AMResorts Wine Certification*” endorsed by Escuela Española de Sommeliers Barcelona and with curricular value. Currently,

70% of the graduates are listed and in training in our hotels.

This certification went through different processes: first, it began as an internal certification for 3 to 4 hotels participating. Over the years, and with the incorporation of other properties and brands

this number grew up, and in 2015 both the management and venue were transferred to Secrets Akumal Riviera Cancun. Carlos Miramontes and David López wanted to completely change what had been done during 8 years, and after a full year of planning, by mid 2017 and along with Escuela Española de Sommeliers, Barcelona, we started this project that currently has a greater demand and an added value to each one of the participants of the latest 3 certifications.

On Tuesday, April 13th, we hosted the 4th Generation of Certifications despite the current conditions. We have all made a great effort to continue with this project that not only benefits our students, but also each one of the properties towards our ultimate objective: the sale of this wonderful drink named wine.



Continued on the next page →



CONTINUING EDUCATION

We continue with our commitment to keep working hand in hand with the Food and Beverage Committee, which has provided us with support since the beginning of the pandemic by being able to switch to online trainings, which have become a tradition within the Food and Beverage department. We started the year with great presentations: Patricia Velazco, owner of La Trinidad wine house; a liquor seminar by our colleague Juan Carlos Chan; Humberto Falcón with the presentation of Vinos de Balero and Maria Tinto; a great presentation in February of Vinos de Ramón Bilbao by Cecilia Heat Wine, ambassador of the brand; a presentation of Moët Chandon by Ana Gadsden (*Moët Hennessy*); and much more! Presentations of blue-class tequila, Monte Xanic, El Cielo, and Vinos de Argentina are on their way. We are currently working on the schedule for the second semester of the year and we are hoping to have many surprises and new speakers.

AMRESORTS: HOST OF THE WSET

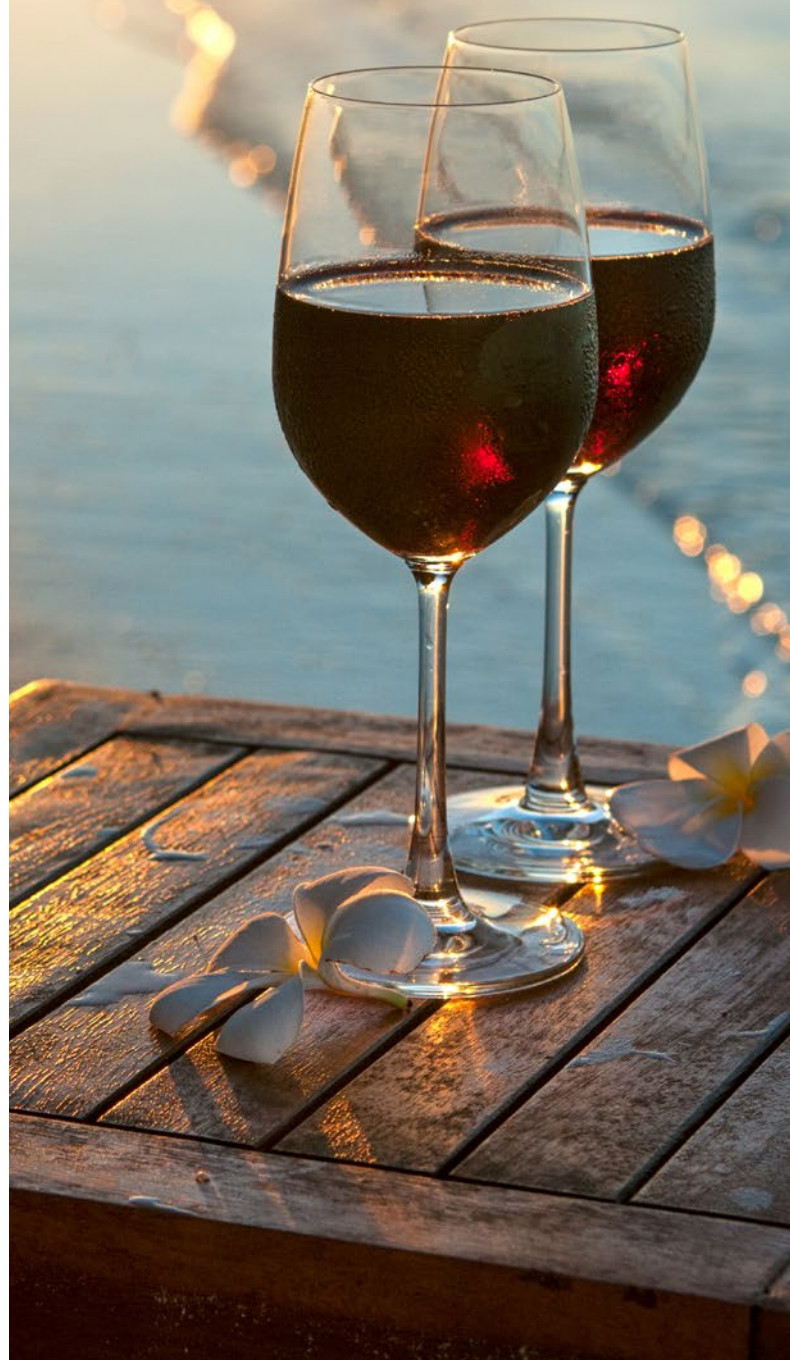
As part of our continuing education program in wines, on November we will be hosting for the second time the WSET courses in the Riviera Maya. This year, the certifications will be level 2 and level 3 in wine. These qualifications will have a preferential price for all AMResorts collaborators, in addition to a deferred payment plan so that they can participate.

WHAT IS THE WSET?

WSET is the acronym for Wine and Spirit Education Trust and it is a wine and spirits training institution recognized by the British Government, of great prestige and worldwide reputation. It was founded in 1969 and since then it has positioned itself in more than 60 countries as an indisputable international benchmark in certified education, for non-connoisseurs, amateurs and professionals of wine and spirits.



WSET
APPROVED
PROGRAMME PROVIDER



FRANCISCO CAN
Breathless Riviera Cancun
& Secrets Riviera Cancun
MAITRE D×SOMMELIER
AMResorts Wine Association 2012



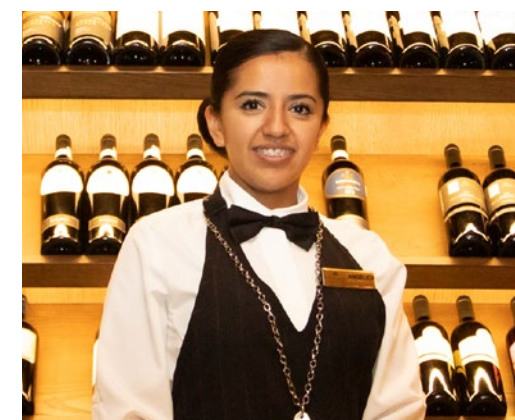
JOSEPH IBARRA
Secrets Aura & Sunscape Sabor Cozumel
SOMMELIER
Certification 2019



EDGAR MORALES
Zoëtry Paraíso de la Bonita
MANAGER TO "LA CASONA" REST.
Certification 2019-2020



LUIS HERNÁNDEZ
Now Jade
SOMMELIER
Certification from Escuela Española de
Sommelier AMResorts 2017/2018



LAURA CASTILLO
Secrets Akumal Riviera Maya
WINE CONCIERGE
Certification from Escuela Española de
Sommelier AMResorts 2017/2018



ÓSCAR GARCÍA
Zoëtry Paraíso de la Bonita
SOMMELIER
Certification 2019-2020



IRWING SOTO
Now Sapphire
BAR MANAGER / SOMMELIER
Internship for F&B Assistant
Certification 2019



JACINTO CIAU
Secrets Playa Mujeres
RESTAURANT MANAGER
Certification 2018-2019





COOKING AMONG STARCH CLOUDS

Rice is a basic ingredient in the Mediterranean cuisine. Everyone cooks it in different ways, but no one is better than the other; however, there are experts who know rice deeply and have managed to handle this wonderful cereal to get specific desired results, doneness, flavor absorption, and delicious mixtures.

RICE

Rice is the seed of the *Oryza sativa* plant, although the origin of the plant is still in dispute and is a basic food in many culinary cultures (*especially Asian cuisine*). It is a semi-aquatic grass with annual growth and its height varies from 0.4 to 1 m in height.

In the case of Spain, the areas with the largest rice fields are in Bajo Guadalquivir, Albufera de Valencia and Ebro Delta.

STARCH: AMYLASE AND AMYLOPECTIN

Rice is a cereal with a high starch content which is composed of amylase and amylopectin.

Nutritionally speaking, amylase is a hydrolase enzyme that has the function of catalyzing the

hydrolysis reaction of the 1-4 bonds of the α -amylase component by digesting glycogen and starch to create simple sugars. It all has to do with the grain moisture.

Amylopectin, on the other hand, allows the rice grain to be fluffy and separate with little tendency to stick once it has been cooked. Amylopectin is a common glucose polysaccharide in plants, it represents more than 70% of the starch weight. Gastronomically, it makes rice more tender and stickier.

“Starch is composed of amylase and amylopectin.”



TYPES OF RICE

BAHÍA (*Japanese variety rice*)

SÉNIA (*Japanese variety rice*)

BOMBA (*Japanese variety rice*)

BOMBITA (*Japanese variety rice*)

CARNAROLI (*Japanese variety rice*)

ARROZ INTEGRAL (*Japanese variety rice*)

ALBUFERA (*Japanese variety rice*)

CITRUS IN BLOOD ORANGE RICE, BURNT LEMON SCENT AND HINTS OF LIQUID GOLD.

RICE PREPARATION

INGREDIENTS

Orange juice · water · Sénia rice · orange jam · virgin olive oil · cinnamon stick

PREPARATION

In a pressure cooker, heat the juice and water with the cinnamon until it boils. Pour in the rice, cover and when steam starts to come out of the valve, lower the heat to the minimum and keep cooking for another 14 minutes. After this time, remove from the heat and let it rest for 5 more minutes. Open the lid to let the rice cool, emulsify with the EVOO, little by little, stirring it with a spoon, then add the jam.

PREPARATION OF ORANGE JAM

INGREDIENTS

Orange · brown cane sugar · water

PREPARATION

Peel and boil the orange peel 3 times. Drain and blend in the Thermomix. Cut the orange in a rustic way and cook it low heat with water, sugar and the ground skin. Let it cool.

MOUNTING

Rice · brown cane sugar · other citrus fruits (*tangerine, grapefruit*) and lemon zest. Put it in the plate, sprinkle with brown sugar and lemon zest and burn with a blowtorch. Garnish with fresh citrus pieces, lemon zest and bleached orange.



THE MERMAID OF THE MERMAN KING

THE RED PRAWN

The red prawn (*Aristaeus antennatus*) is one of the most exquisite seafood found in the Mediterranean Sea, it is highly valued for its deep flavor.

A vivid red color, with bluish areas on the shell and light areas on the abdomen zone that provides it a striped appearance. Up to 25 cm in length, they live in depths of 150 to 1,500 meters (*although the usual is 200 to 800 meters*). They have a high nutritional value and a low-fat content. Its flavor is 100% marine and iodized with a sweet touch, specifically stored in its head. It is very important that they are fresh to appreciate their full flavor.

Fishing has a great tradition throughout the Mediterranean coast, and the most common modalities are bottom trawling, tracking and fishing with minor gear. The Garrucha red prawn stands out among the main commercialized species due to its price and taste.

The red prawn caught in Garrucha is one of the most exquisite seafood of all the Mediterranean Sea treasures. Since its foundation, this town has been linked to fishing and sea. The prawn size is larger than the classic pinkish-shelled prawn and its meat is more delicious.

It is all about the fishing ground where the prawn is captured. The Garruchero coastline is characterized by having deep sea beds very close to the coast. This is mainly because the continental shelf is underdeveloped and quickly moves to the oceanic slope. As fishermen in the area explain, this cliff fishing ground is a perfect habitat for the red shrimp due to its topography full of depths.

In Garrucha you can catch red shrimp three miles away from the coast, while in other places in the Spanish Mediterranean you have to sail up to 14 miles. The underwater topography is decisive, and so are the muddy bottoms that allow the red shrimp to breed in Garrucha in a spectacular way. The water temperature allows to find them at a depth of about 800 meters during warm months, and at about

500 meters during the colder ones. The result of this whole ecosystem features is a large red prawn with a tough meat full of flavor.

SWEET GARRUCHERA RED SHRIMP WITH SALMORRETA AND CHIVE CREAM

PREPARATION OF SALMORRETA: INGREDIENTS

Ñora (*sweet pepper*) · peeled garlic · tomato · water · virgin olive oil for frying.

It is advisable to use extra virgin olive oils of a high oleic variety (*picual, hojiblanca*) since they handle better the temperature. The least advised is the arbequina.

PREPARATION

Remove the seeds from the ñoras, scald quickly in oil at 150°, fry the garlic in the same oil. Bake the tomatoes at 180° for 10 min. Blend everything (*also the oil that we used*) in the Thermomix with water.

INMARMOL PLATE (Macael / Almería)

AND THE REST...

Is pure art, dedication and culinary vocation.

Enjoy!





COCKTAILS AND SUSTAINABILITY IN BARS

WHAT IS A SUSTAINABLE BAR?

A sustainable bar is the one with sustainability rules or standards in almost all its activities, from the origin and use of its products, to the controlled consumption of water, electricity, and so on.

Having said this, and with the sole intention of sensitizing our readers a little more, we proceed to present our cocktail as: sweet and fragile like honey, close like lemon, and traditional like Palo Mallorquin. Today, we are happy to introduce “Lemon bee”.

We could not find a better place to present this beverage than the Hotel Zoëtry Heritage Mallorca, surrounded by lemon and orange trees, and aromatic and medicinal plants.

This morning, we collected some lemons in our property, the same lemons that we use to make refreshing lemonades to our guests. Xisca knocked on the door, and it is a sign that the honey is here; she has been collecting honey for years, her parents used to do it. She is our queen mother, a woman with a contagious smile, who is unintentionally forming part of a sustainable circle...

ONCE WE HAVE ALL THE INGREDIENTS GATHERED, WE PROCEED TO ELABORATE THE “LEMON BEE” COCKTAIL

- Mix the juice of a lemon with 3 tablespoons of honey and mix. (We keep the lemon peels to get the essential oils that will give the cocktail the aroma once it is finished).

- Cool a glass with broken ice (*not crushed*), as if it were “on the rocks”.
- Put 5cl of Palo Mallorquin liquor and 3cl of lemon juice with honey in a shaker and mix vigorously.
- Remove the water from the glass and pour the content of the shaker. Add more ice if necessary.
- Twist the lemon peel over our cocktail to give it a citrus aroma.
- Decorate to taste, in this case we will put a slice of green lemon and a piece of honeycomb.



WHAT IS PALO MALLORQUIN LIQUOR?

This liquor, which has the Protected Geographical Indication seal, is a dark colored spirit drink obtained by maceration and/or infusion of cinchona bark and gentian roots, with sugar, caramelized sugar and ethyl alcohol. The origin of Palo de Mallorca is linked to the medicinal properties of its two main ingredients: gentian and cinchona, which contains substances like quinine, which give it a bitter and astringent taste, but with healing properties. During the 16th and 17th centuries, Palo de Mallorca was used as a medicinal beverage.

By mid 19th century, thanks to the incorporation of other ingredients such as alcohol and sugar concentrates from figs, grapes and carob, which improved its bitter taste, it became the favorite aperitif of the islanders at the beginning of the 20th century.



FOOD DISPLAY

BY GENARO GUILLEN, F&B DIRECTOR



In this new issue of Salt & Pepper we want to share that we created a very low-cost food display, using household materials. As it is known, in this new normal, many of the presentations that we had planned for consumption centers and outdoor events have been radically modified, aiming to reinforce hygiene systems and processes to continue guaranteeing the health of all our guests and collaborators as part intrinsic to our operations. One of the areas with several modifications and special care have been the buffets, since food

now has to be handed in individually in the self-service area, whereas in other areas there is a chef who is serving the food and avoiding contact with tweezers, as was previously being done. And, one of our strongest allies in this normality, are the anti-sneeze barriers or any type of barrier that may give our guests a perception of increased security, in terms of food.

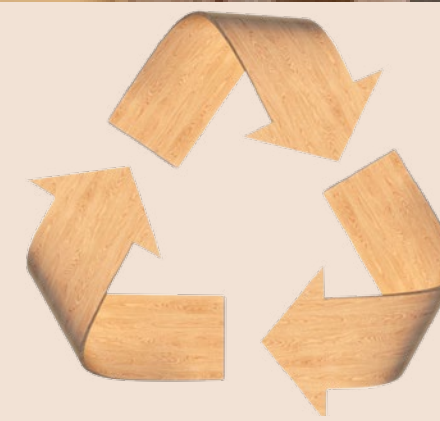
That said, using our imagination and aiming to create new things using pieces of equipment out-of-service, our Steward team searched and found a weary wooden cabinet with no doors and paint damage. Also, a large piece of glass that could be cut to measure and assembled in the cabinet to make a new piece of furniture that could be used outdoors. Also, we found a useless trolley with useful wheels.

Thus, helped by the talent and creativity of Francisco Velázquez, our Chief Steward, who has knowledge in carpentry, we proceeded to create a piece of furniture that was perfect for our needs and would also meet the new protocols.

We removed paint from the entire cabinet, the damaged parts were repaired, we varnished the whole thing and created this new furniture to use as a food display for our chefs to provide our guests their food along with a smile. Additionally, we added a local touch: the snail that characterizes us as a brand. At last, we placed the glass as a display case and anti-sneeze bar at the same time. All for \$10 USD.



“...we created a very low-cost food display, using household materials..”



WOOD: HANDICRAFT WORK

BY JESUS BUCIO, EXECUTIVE CHEF & DAVID GÓMEZ, F&B MANAGER



Today, wood is still a fundamental element within the service industry, in both rooms and food and beverage department. Whether it is placed for functional purposes or just for decoration, wood is always present in one way or another.

The use of this raw material is not only a matter of tradition, it is also used for practical reasons such as its special properties, as well as its long duration. The wood has enough density to have a long useful life and thanks to its properties as a heat insulator it allows us to finish some dishes at the table, creating an interaction with guests.

At Secrets & Dreams Playa Mujeres, we acquire personalized items made of fine woods in a wide



variety of shapes: chests used for romantic dinners, tables for barbecues or picnics on the beach, displays for buffets, canoes that we use as fruit bowls in rooms, and pieces of wood with volcanic stones used to preserve temperatures, which are ideal for romantic dinners outdoors.

The wood we use comes from the Yucatan Peninsula. It should be noted that its handling is completely artisanal, and this raw material is taken from trees that fell due to natural causes, which represents a minimal impact on our ecosystem. Among the woods we use are: Cedarwood, Caracolillo, Zapote, Katalóx and Tzalam.

With this action we positively impact not only the

community, but also the environment, promoting the local economy of these towns within our region and providing a new cycle to this noble material.



“The wood we use comes from the Yucatan Peninsula”



FUN, ATTRACTIVE AND LOW-COST MENUS

BY RAÚL CASTRO, F&B MANAGER

At Sunscape Akumal Resorts & Spa we practice innovation in a fun way, always raising our concept of “*Unlimited Fun*”. Our food and beverage team imagined how to create fun, attractive and low-cost menus using recycled materials obtaining extraordinary results presenting our settings and getting positive comments and providing WOW experiences for our guests.



Among our most amazing menus is our “*infinite cube*”, which the families use to set the times for the next dish. This menu has been very attractive for children as they have fun while they wait for their food.

Our guests also find interesting our *almanac-type menu* which is made of pieces of wood and recycled pull-tabs that our guests use to follow the sequence of dishes by turning pages.



And the third menu with the greatest impact is our “*CD Menu*”, which has the four courses marked in a colorful and attractive way with personalized designs according to the family's preferences and placed on a wooden base.

These menus are created for the different groups of families that visit us, they are single-use and may be given to our guests as a souvenir.

Should you need more information on the preparation of these menus, you may contact Mr. Raúl Castro, Food and Beverage Manager at Sunscape Akumal at rcastro@sunscapecororts.com

It would be a pleasure to help you with these creative ideas.



CREATE SPECIAL MOMENTS

BY ANA-ALICIA RAMSAMUGH, F&B ASSISTANT

Our Food and Beverage team gets excited when there is an opportunity to create WOW moments for our guests. So, since the moment they arrive at the front desk, our fabulous Reception and Concierge team investigate if our guests are celebrating their anniversary or birthday, if they are looking for group dinners or if they are celebrating any special occasion. Anything could be a cause for celebration!

"The pool it is located on the roof of the Altitude restaurant, where our maintenance team will illuminate it with special colors according to the celebration"

Of course, the idea is to help them organize a special dinner by the pool, which costs about \$150 USD, and it includes a five-course menu, wine or champagne.

Some of them do not know our hotel, imagine the pool... it is located on the roof of the Altitude restaurant, where our maintenance team will illuminate it with special colors according to the celebration. This dinner is the creation of our talented chefs, making it a unique and special experience.

Actually, each dinner is a joint effort of concierge, reception, maintenance and kitchen teams collaborating with the chef to prepare a special meal based on the preferences and tastes of the guests with a customized touch. Menu items may range from Jamaican delicacies and specialties to seafood dishes with lobster included. A waiter is available to serve the table and make sure that the best service is provided.

The wine selection is pre-arranged by the guests, which may include a bottle of sparkling wine, Moscato, chardonnay or cabernet sauvignon from the region that our guests choose. As they often rely on us to guide them with their wine selection, our specially trained waiters with expert knowledge of wines pre-select and make a recommendation for them.

Waiters take our guests to the table and proceed with the service ensuring that their food and drinks are delivered and explained on time. Depending on the special occasion, we may place a birthday or anniversary sign to surprise them. Our chef comes to the table to present the main dish, explains it and pays our guests a personalized visit on their special night.

Special songs are performed for our guests to complement the evening, especially during the dessert. The dessert plates or cakes are usually decorated to commemorate the moment, sometimes unknown to some of the guests, all hoping to create a memory that will last forever in our guests.





COMPLEMENTARY SERVICES

BY OMAR GASCA

Undoubtedly the challenge today is to promote non-package sales and to think of strategies all times to keep increasing them.

AND HOW DO YOU ACHIEVE A NON-PACKAGE SALE? Here is an option on how to work as a team. Give our guests options and make them dream of a unique experience that will motivate them to buy what we want them to purchase. Let's think about an opportunity to up sell to our guest, for example, offering a courtesy that will provides us an income and represents a minimum cost. With a minimum purchase in wine, offer them a private dinner with a chef's menu (*in open restaurants*) with a view to the Pacific Ocean decorated by the waiting vessels on the Panama Canal that light up as the night pass by.



At this point is when we offer an upgrade to our guest, and begin with our next strategy, the long-awaited up sell, where the objective is to leave them breathless by offering a better option every time.

We will offer the client, who already has their private dinner with the chef's menu and a bottle of wine, an upgrade. They may have options with lobster and a personalized menu set, or if they prefer a special setting for their dinner to make it even more special and unforgettable.

The next move is to guide our guest, so that the experience gets better than just dinner, so we transport them to their suite, where we offer a romantic turn down: rose petals, candles and scents for their return to be WOW. It could also be accompanied by a bottle of champagne and strawberries with chocolate.



It is important that, when offering our products, we make our guests fall in love with the experience by leading their imagination through every one of our upgrades.

We should avoid mentioning the prices when talking to the guests about the experience, the "*how much does it cost?*" question should be the last thought. Let them feel free to choose what they would like to add, take care of our body language, and do not ever push them in order to make it a good experience from the start. Let's give our guest freedom, allowing them to decide how far they want to go with the experience and what they want to include. Let's not force him to buy, let's invite him to live sensations and experiences with an additional charge. In the end, any upgrade is good, so, if the guest decides to only get the strawberries with chocolate as an extra, we will have achieved our main goal.

Together we can!!!

PRICE	WHAT INCLUDES?	ADDITIONAL FEATURES
Minimum purchase of \$50 USD	A private dinner with chef's menu (<i>open restaurants</i>) with a view to the Pacific Ocean decorated by the waiting vessels on the Panama Canal.	Lobster options and a personalized menu set \$50 USD Romantic dinner setup \$25 USD Romantic turn down in suit (<i>rose petals, scented candles</i>) \$15 USD Bottle of champagne \$99 USD Strawberries with chocolate \$20 USD





FAMILY PIZZA

By LEONARDO GÓMEZ, F&B MANAGER

At Dreams Los Cabos Suites Golf Resort & Spa we have always sought to maintain a balance between the satisfaction of our guests by having WOW moments and generating income within the activities we carry out for them. Lately, we have received groups of large families who gather to celebrate birthdays or anniversaries of many of its members.

During their stay, these groups are offered the option of holding private celebrations and adding activities for the whole family, specifically the one for kids to prepare their own pizza in the hotel's oven under the supervision of the chefs in charge of the area and under all the hygiene and safety standards. Another activity could be an afternoon of movies with popcorn, birthday cakes, piñatas full of candies and light snacks. We would use the projector at the Desires bar to play the movie of their choice.



Finally, we close the experience with pairing dinners, which the chef prepares based on the preferences of our guests. We would use the terrace of the restaurant with a sea view, and we would use the screens at the entrance to display that it is a private event and would use the fire pit area to create an atmosphere of luxury and exclusiveness.

These actions have significantly improved our guests satisfaction and the flow in the restaurants, considering the number of group members and the increase in our non-package income.



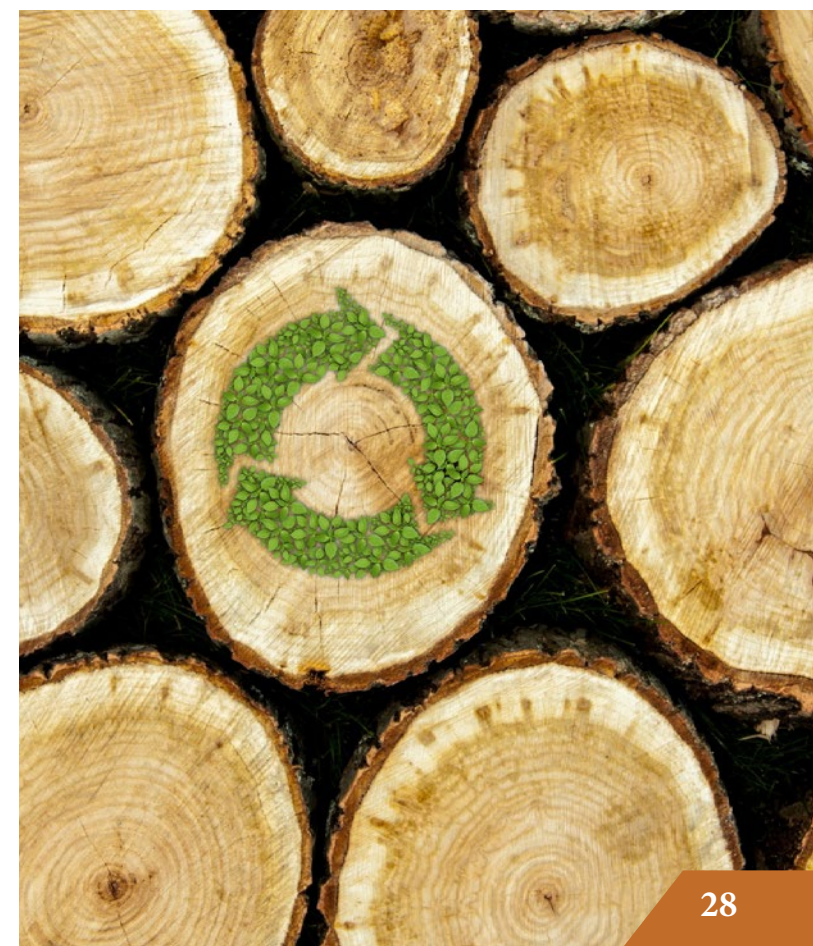
PRESENTATION AND SUSTAINABILITY

By ANIBAL BUENO, FOOD & BEVERAGE MANAGER

“We would like to present the wood, transformed into small buildable blocks which could be stacked in different ways”

They say that hunger enters through the eyes and there is nothing tastier than a well-presented dessert. The most exquisite Chefs complete the circle of a well-prepared recipe with a magical and delicate touch, creating a special momentum when our guest meets the delicacy. For us, who are immersed in the hotel industry, know that the presentation plays the most important role along with the creativity in the details, which one way or another, must go hand in hand with sustainability.

This is why the materials we use must be recycled, as part of sustainable practices. Here, we would like to present the wood, transformed into small buildable blocks which could be stacked in different ways; they are easy to transport, wash, store and handle, and they are 100% recycled and unpretentious. They achieve their purpose of completing our Chef's work and closing the inner circle between presentation and sustainability.



PRESENTATION AND SECRETS OF **LA BAGUETTE**

By FELIX ALBERTO PILIER



Baguettes are usually related to France, and you can find this type of bread throughout France and of course in some places around the world. However, in France not all “long breads” are baguettes: baguettes are a derivative of bread developed in Vienna (*Austria*) in the mid 19th century, upon the creation of the first steam ovens.

The secret of the Baguette is based on respect, tradition and passion for a well-done job. These three elements are the key to the creation of this famous bread, and as every good baker would say, to make a good bread you only need flour, water, salt, yeast and a great amount of infinite passion. French gastronomy is considered one of the most important in the world, classified as

intangible cultural heritage and a very important part of the country's culture. In France they care about and maintain their most traditional recipes; they love their cheese, wine and especially their bread. Specifically, the baguette is one of its hallmarks.

WHY IS BAGUETTE CONSIDERED MORE THAN FOOD IN FRANCE? ? It is a flagship, a tradition and a basic ingredient in any menu derived from French cuisine, whether it is the humblest or the most sophisticated. It is present in every meal and kitchen, and has a very fundamental role in great restaurants all over the world. These are some of the reasons why at Secrets Cap Cana we bake baguettes for our guests.



WHERE DO WE OFFER THESE DELICIOUS BAGUETTES? Well, we offer them in different consumption centers, especially in the Bordeaux Restaurant, where has been well-accepted by the diners. We look forward to comply with the concept of the place, the creativity and the satisfaction that we are creating with this new idea that our guests like. The most important thing for us is that all the baguettes are fresh when being offered, that they are made with a well-selected raw material, and made by our bakers, who are always committed to make these delicious baguettes following the traditional recipe of letting the dough rest the whole night. It is the key to get a creamy color on the inside and a crispy texture on the outside, full of taste and smell.

“To make a good bread you only need flour, water, salt, yeast and a great amount of infinite passion..”



JUICE AND INFUSION STATION

BY CHEF CIRO RODRIGUEZ, EXECUTIVE CHEF



Currently and continuously growing, there is a tendency to consume super foods, whether for health, diet or dogma.

In Breathless Cabo San Lucas we have decided to set up a juice and infusion station with nutritional properties, informing the guest and explaining the benefits provided to their health and highlighting that we not only care about their culinary satisfaction, but also about their health and well-being.

Always looking for innovation and guests' satisfaction, the culinary team thought of an infusion station, enhancing flavors, textures and scents. These infusions were made with ingredients found in most kitchens, searching for the perfect flavor and carrying out a previous investigation of Mexican herbal medicine, emphasizing on endemic ingredients in Baja California Sur, such as the damiana. We also used ancestral spices, which play an important

role not only because of their culinary properties, but also for their healing benefits that keep the body and spirit in balance.

It is known that Mexican herbal medicine and spices have been used throughout history mainly as flavorings in food; however, in early times they were also used for medicinal purposes. Current studies agree that some of these ingredients have the following benefits: cleanse, restore, calm and increase the energy levels in our body (like the rosemary or damiana, which has the property of bringing balance to our nervous system.)

These infusions are complemented with super foods such as: kale, broccoli, spinach, lemon, and so on. Superfoods have positive effects on health due to their composition and nature, their main purpose is to nourish our body with everything it demands and they are vital to have a healthy life since they are rich in nutrients, vitamins and minerals.

Based on the research of our team, we were able to classify our juices and infusions into different categories:



JUICES

- Detox
- Energetic
- Lactose Free
- Hangover



INFUSIONS

- Immune
- Energetic
- Restoring
- Calming

It has had a positive impact on our guests, as they have been able to have a natural alternative to cure any discomfort while they take care of their health and enjoy their vacations.

LOCATIONS AN EXTRA INCOME

BY DIEGO PÉREZ PÉREZ, F&B MANAGER



to the hotel, our team of F&B looks for the perfect timing to create a pleasant atmosphere for dinner in any location.

In these difficult times, people seek to have fun without isolating themselves and avoiding crowds at the same time. Here is where our ideas are born!

From our home to yours? Adding water to the soup? That's right, we make any location an extra income creating a great experience with good atmosphere and harmony. What to do?

The main challenge is to bring the flavor of the restaurant to an open place. For one moment, we went from being food and beverage service providers to decorators. With a couple of extension cords, lights and a creativity, we turn a common area into a magical family dinner experience.

We strive to create the perfect atmosphere: a great outdoor location, being with your loved ones, food from your favorite restaurant, the appropriate pairing recommended by our Sommelier, and the touch and taste of our Chef is what makes their memories unforgettable at Dreams Natura Resort & Spa.

SOME LOCATIONS ARE: Fishpond, restaurant terraces, trattoria, the beach and the final stop of the zip line.

We create common locations for all guests, a special place and moment that groups and couples have enjoyed. Many of our guests have shared these unforgettable experiences on social media as a reminder of their vacations at Dreams Natura Resort & Spa.

Welcome home!



Dear Salt & Pepper readers, this time the Dreams Natura Resort & Spa hotel will talk about “*adding water to the soup*”.

The Dreams Natura hotel is a new resort, and we are in the process of knowing all the areas that we can take advantage of to generate non-package income. We have three areas that have the potential to create dream activities to provide satisfaction to our guests, as well as have income from wine sales.

Looking for the perfect moment to make great memories for our guests and make an extra income





attendance in restaurants, leading to the creation of strategies in order to deliver a warm and friendly service that would exceed expectations; such as carrying out activities in the pool while offering a range of flavors and experiences focused on guest satisfaction.

Currently, guests can enjoy a refreshing drink accompanied by a delicious variety of food selected for them. We always focus on a special theme, and among these activities, we could mention the Caribbean, Brazilian beef, trattoria, pineapple pai, and so on.

Let's talk about the creation of pineapple pai: we

focused on the preparation of cocktails presented in a pineapple, a tropical fruit that our guests find tasty. Among the most popular cocktails are: piña colada, crazy pineapple, Caribbean pineapples, passion fruit, mai tai, and pineapple mojito.

Since we use the pineapple as our cocktail base, the bartenders use a special cutting tool to extract the inner product and use their creativity to prepare delicious popsicles. These may be natural or however our guest choose, avoiding waste of the organic product. It has been an extraordinary idea, and if there is residual pulp, the kitchen team prepares jam, saving up to 60% in natural products.

PINEAPPLE PAI

BY DENIS RADOUX

At Secrets Akumal Riviera Maya we are committed to optimizing resources and we have applied different strategies to avoid waste of consumable goods.

The Food & Beverage department has selected brand attributes focused on offering a variety of food in consumption centers, which has caused lower

"The bartenders use a special cutting tool to extract the inner product and use their creativity"





THE MAGIC TO MAKE ALL TASTE GOOD INSIDE A ROLL

BY XAVIER MANTECON (F&B DIRECTOR)

In order to creatively satisfy our guests and being a country with a very broad and popular gastronomic culture, we decided to bring our guests one of the most popular dishes of our gastronomy...

“THE TORTA”, a classic meal that is tasty combined with any culinary interpretation.

There's no better place to create this experience than by the sea: at the Barefoot Grill, an ideal place



that combines casual with our Mexican Caribbean breeze. What could be a common day for any Mexican is transformed into a great experience for our guests, where they may choose among cochinita, breaded meat or torta de tamal.

We have a Mexican restaurant on our property, which has the ingredients that give us the opportunity to create this activity without additional expenses.

This makes our project unique, profitable and sustainable.



CHILIGUARO STATION

BY MARÍA JOSÉ RUIZ MURILLO
F&B ADMINISTRATIVE ASSISTANT



Providing our guests with new experiences, flavors and achieving a connection with our culture are one of the main purposes of the entire Food and Beverage team at Dreams Las Mareas Costa Rica. This is the main reason why we have created an attractive and refreshing “Chiliguaro Station”, a popular drink born in Costa Rica, our host country.

The Chiliguaro is a drink composed of a mixture of Guaro Cacique (*which is an alcoholic drink made from sugar cane*), tomato juice, tabasco, salt, lemon and spices. All these ingredients combined are a delicious and exuberant experience for any palate.

Traditionally, this drink is linked to the words celebration, joy and friendship, also known as “*the last drink of the night*”, since people usually drink it by the end of a birthday party, a wedding or a friends meeting, enjoying a pleasant moment.

At Dreams Las Mareas Costa Rica, we not only care about captivating guests with our property and service, but also showing them everything that Costa Rica has to offer. In the “Chiliguaro Station”, besides offering drinks, we also invite our guests to know more about the popular culture of Costa Rica by tasting this popular drink and interacting with our employees, who share how to prepare this drink and the best way to enjoy it.

The “Chiliguaro Station” is the most popular of our “Costa Rican Night”, and we also offer it for special events like group meetings and weddings, showing it as the perfect station to have at their celebration.

Our guests have been very enthusiastic about the station and the drink, we have received excellent comments and we have been able to feel

the connection created between our guests and our destination through this activity, which is motivating to innovate every day. Moreover, it has positively impacted the satisfaction rates of our guests, who are the reason we exist.



THEMED MENUS

BY NEFTALI ZEPEDA, EXECUTIVE CHEF

Nowadays, every chef has the challenge of finding new plans and strategies to make the most out of the supplies, making it tastier and more varied every day. In “our new normal”, the occupancy may vary and we must rotate the openings of the restaurants for dinner. We must look for options appropriately use products in such restaurants without wasting any food. This is how we found a way to make the most out of our menu at Market Café.



The benefit in cost savings, which has been our main strategy from the beginning, is helpful since some supplies intended to be disposed are now used. Another great contribution that we had not considered is the interaction between the staff in each restaurant with our guests, who get to know who prepare their food. This is, also translated into getting very good comments from guests.

What was thought as a savings strategy, today has become a very particular hallmark who offers both savings and unforgettable memories.

This good practice has arrived to stay! We hope you have enjoyed this new soup recipe!

Together we can!

Taking advantage of these products in the menu has allowed the lunch shift to become a better offer for our guests, especially when we have a different theme every day. They can enjoy the experience of a teppanyaki show, sushi, pasta and risotto prepared in show

cooking, and also a barbecue with the quality and professionalism of each theme restaurant. We have seen significant savings in items such as vegetables and groceries, which have a reduced lifetime after being processed and it represents a significant percentage in kitchen expenses.



CALCULATING COSTS

BY HERIBERTO VANEGAS, EXECUTIVE CHEF



Reducing costs and food waste begins with tracking and monitoring the food that comes into the restaurant. Many restaurants order supplies in bulk. Calculating food costs in a restaurant can be a time-consuming task, but staying on budget and calculating your finances may help you save time, money, and food in

the long run. When calculating your inventory, you need to keep track of it at a specific time of the day. For example, it is best to calculate your inventory at the beginning or the end of each day. It will help you to keep your numbers consistent when calculating inventory and food cost percent.

Start saving meat by controlling the price per pound of your favorite cuts. We have made the following changes:

PORK RIB | KG., 12,87 PER MONTH

296 kilograms = 3,706.56 guilders x 1.78 = \$2,082.33 USD, which was changed to

SLICED PORK CHOP | KG., 8,20 PER MONTH

219 kilograms = 1,795.8 guilders x 1.78 = \$1,008.42 USD, which represent savings of \$1,073.91 USD per month.

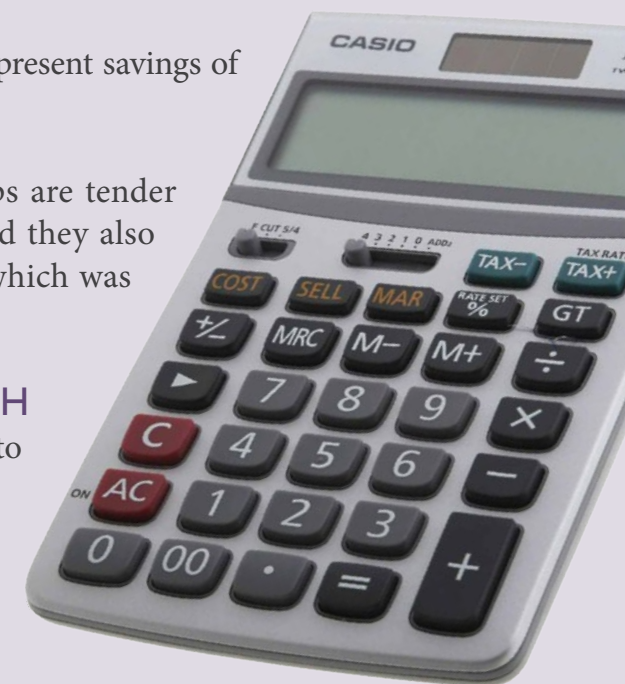
Pork loin ribs are not the same quality as the pork chops. Chops are tender and have a light flavor and have more fat than the pork loin, and they also have bones. After such change, we monitored their acceptance, which was positive.

WHOLE CHICKEN | KG. 3,63 GUILDERS PER MONTH

260 kg = 943.8 guilders x 1.78 = \$530.22 USD, which was changed to

CHICKEN THIGH IN A KG. 2.77 PER MONTH

236 kg = 653.72 guilders x 1.78 = \$367.25 USD, which represent savings of \$162.96 USD per month.



DISH WITH 8 OZ OF BEEF FILLET

BY ARTURO AMADOR,
FOOD & BEVERAGE MANAGER



In our Seaside Grill at Sunscape Puerto Vallarta, we detected that our guests weren't consuming the whole portion of beef fillet, which was 10 oz, so we decided to change the portion to 8 oz. On the following nights, it was possible to observe the desired results: the satisfaction of the guest and considerable savings in food expenses.



FRENCH CUISINE IN FAMILY

BY JONATHAN RIJO RDM;
JORGE CASTREJÓN, EXECUTIVE CHEF;
MANUEL PEÑA, F&B ASSISTANT.

At Dreams Macao Beach Punta Cana hotel, we have paid special attention to expand the gastronomic experiences for our guests, without being limited by the challenges in the daily operations due to COVID-19. We chose to provide two à la carte menus in the same restaurant, aiming to offer a greater variety and at the same time guaranteeing, in this way, a reduction in terms of operation costs, energy savings, and number of employees required for the service, among others.

Thanks to the infrastructure of the theme restaurants, we are allowed to play and implement this strategy in a peculiar way, ensuring a synergy that may allow us to achieve our established goals, such as: guest satisfaction, cost savings and consequently, the improvement of financial results.



In coherence with the aforementioned, we established to open the Portofino Restaurant, offering the menu of our French restaurant at the same time, giving our guests the option to enjoy a delicious French meal in family, since the French restaurant is exclusively for adults.

In addition to this strategy, we set up some tables on the outdoor terrace of the Portofino restaurant. Here, our guests can enjoy a beautiful evening under the stars, appreciating the landscape reflected in the water, while our entertainment team offers a pleasant atmosphere, stimulating the senses with instrumental music and at the same time making direct contact with guests.

The staff of the Portofino restaurant provides the service, and no additional staff is required since only one kitchen is open. It should be noted that this new modality has been well-received by our guests, allowing us to increase the satisfaction level registered in this segment on the Guest Satisfaction System survey. It is important to mention that some of the essential factors that “Adding water to the soup” has brought and how beneficial it has been for our hotel. The result is a win-win situation between our guests and operation, where the former gets the best part:

- A broad gastronomic offer
- We are prioritizing guest satisfaction on gastronomy experience
- Energy and cost savings without compromising guest satisfaction
- Optimization of food and drink costs
- Staff optimization
- Guests gathering
- Improvement of financial results (GOP)
- Positive changes in guest satisfaction
- Optimization of food reducing waste.

ROUNDS OF EXOTIC COCKTAILS

By TOMÁS SOLANO (F&B DIRECTOR)

Every day, the operation of Food & Beverage is directly related to savings, control of expenses and costs. Being surrounded by so many variants, we always have the need to reinvent ourselves and be more creative.



In the continuous search for innovation and improvement in all areas of the hotel and aiming to increase the satisfaction and well-being of our guests and at the same time reducing the costs presented by the daily operation, we have implemented rounds of exotic cocktails as a strategy to reduce beverage costs without affecting quality. It consists on preparing different refreshing cocktails, which are offered three times a day in the beach area and the pools, preventing the guest from requesting a higher-cost drink and at the same time, they perceive it as an additional service. This way, we maintain our cost in the established budget, and as a result we have managed to close March with 0.02% per guest below the indicated budget.

We have also changed the disposable ribbons used to label the disinfected napkins for washable cloth bags with elegant presentations. According to our calculation, we were able to determine the following:



QUANTITY AND DESCRIPTION	COST	TOTAL
500 CLOTH BAGS	125	62,500
2000 DISPOSABLE RIBBONS MONTHLY	22	44,000

Buying these bags represent a single expense because we wash them and reuse them. However, if we buy ribbons, these are used for a month and then disposed to then buy new ones, and this cycle gets repeated over and over again.

Due to these modifications, we have managed to see positive results in increasing our guests satisfaction and controlling our expenses.



THE DREAMS SEAL

BY RICARDO NAVARRO, F&B MANAGER



We have big tourism events and that's why we offer fine cuts that due to their quality, freshness and preparation are a delight, and now, we can take its presentation to the next level.

Another example of how we use the seal is the hamburger in the Seaside Restaurant, which enhances the attention to detail in this popular dish. As for the drinks, our Captain of Bars Adolfo Montiel offers to all our guests at the traditional "Fish Market" our "Coco Dreams", adding value to our guests' experiences in service and flavor; this drink is also an alternative for birthday celebrations in the pool and beach areas.

Usually, our guests take pictures of our presentations and share them in their social media, which become a recommendation to anyone seeing the photos or videos.

At Dreams Riviera Cancun we are grateful for guests visiting us and enjoying this new phase of recovery.



In our beautiful Hotel Dreams Riviera Cancun, we are going through unique times which encourage us to give more and better experiences to our guests who choose us to enjoy their vacations. Aiming to enrich and accentuate the presentation of the courtesies we regularly offer to all our visitors, we introduced our "DREAMS" seal on both dishes and drinks.

Having the "DREAMS" seal has provided us the opportunity to highlight the service experience by doing something authentic, with the personality of our brand engraved showing how proud we are of it. For this reason, we want to share with you some examples in which we put into practice this useful presentation tool.



OUTDOOR CULINARY ACTIVITIES

By GREGORIO VÁZQUEZ, F&B MANAGER



2020, the year of the beginning of the Covid-19 pandemic, brought many changes. This crisis has reorganized our priorities and one of these important changes are healthier diets. Now, we have a greater concern to promote healthier lifestyles, through a conscious consumption of the best quality products, natural and organic food, and diets that have an impact on health, considerably reducing food waste at the same time.

There is a remarkable increase in the search for functional food that may help our immune system. Since the international supply chain in pause, some companies had to focus on their own communities, searching for local products.



At Dreams Sands Cancun, we want to diversify and adapt to the current demands of our guests in terms of gastronomic offer. The terraces and picnics surrounded by nature are on demand since outdoor activities represent a lower risk of Covid-19 contagion.

The professionals at the kitchen team at Dreams Sands Cancun are always focused on generating an emotional connection that may transform a dream vacation into lifelong memories. They have prepared a broad offer of outdoor culinary activities, such as offering fresh and cut fruit, pasta à la carte, BBQ ribs, a nice cut that could be Rib Eye or New York with a delicious chimichurri topping and accompanied by a grilled corn on the cob, vegetables or mashed potatoes.

Our guests will always be more comfortable and safer having direct contact with the Chefs who prepare their food, complying with the hygiene and safety measures of our CleanComplete Verification™ program, using at all times their personal protective equipment: gloves, mask and glasses.

Being congruent with our values, we care about our team members, our communities and the environment.

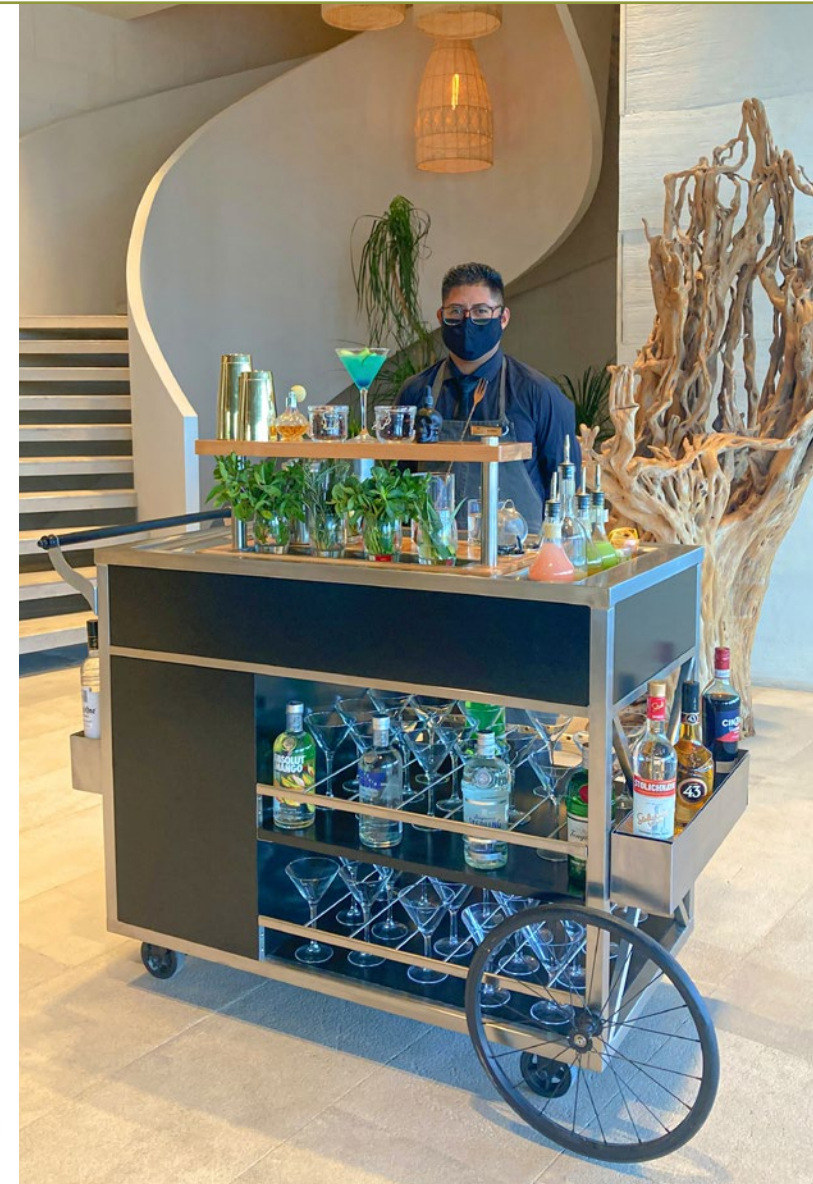
We continue stirring the pot, let's see what happens.



MIXOLOGY CART

BY FIDEL CASTAÑEDA SÁNCHEZ

Looking for new ways to surprise our guests and create a WOW effect becomes a challenge which is accomplished after doing something unexpected for them. To transform an idea which becomes reality only working as a team, with a lot of effort and dedication. The above is a summary of the planning and execution of our mixology cart. We decided to do something amazing for our guests and the result was better than expected, as the most common phrase among our guests was *“the best drink of my life”*.



Following the first value of our company, at Dreams Vista Cancun Golf & Resorts Spa Hotel we are always trying to innovate in all the areas, especially our drinks. That is why we managed to set up our mixology cart with liquor bottles in order to surprise our guests with flavored drinks, dried fruits and spices.

Helped by our head of bars and executive chef, we managed to materialize our idea to get the desired drinks. The result was our mixology cart. It measures 1.5 meters long x 1 meter wide, allowing us to assemble bottles and glasses in relation to the previous setting,

creating a small mobile bar with different drinks and cocktails of different flavors and colors, making it attractive to our guests' eyes. .

These are just some ideas that we can achieve by taking advantage of the materials that our hotel offers us. Creativity has no limits, after brainstorming and using the few resources at hand, it is easy to implement innovative and beautiful settings that may capture the attention of our guests to create *“lifetime memories”*.



MINI TROMPO DE PASTOR

BY JUAN CHAVEZ SOTELO,
FOOD & BEVERAGE MANAGER

Our Executive Chef Julio Garcia, improving the culinary art of the Mexican cuisine, set himself to the task of innovating a dish for families and groups that usually visit our Tamarindo Restaurant. This way, we honor the culture of the taco al pastor which is presented in its characteristic trompo.

As for the request of the Mini trompo de pastor, we offer it as a happening for families over 8 people that during Semana Santa and Easter visit our hotel. We think of it as a quick way to relieve immediate service demand, to involve our culinary team in the presentation, and to generate a great impression on guests. It has become a hallmark of the property.

Our Maintenance team was in charge of the process of creating and adjusting this idea, offering different options of materials and structures that would converge perfectly to materialize the presentation of the Trompo de Tacos al Pastor, offering strength and stability to cut and serve the delicious tacos al pastor at the Tamarindo Restaurant.



Creating dishes and new presentations that pay tribute to the Mexican culture is motivating to every Chef de Partie, who are engaged with their consumption centers and get creative day by day to create new specials under aesthetic structures and culinary evolution.



TROPICAL FINGERS

By DIMAS AGUT,
FOOD & BEVERAGE DIRECTOR



Honoring its name, at Jardín Tropical we merged gastronomy and nature in all our presentations. In a resort with over 12,000 square meters of subtropical gardens, with more than 1,700 species of plants, trees and bushes coexisting, we were inspired by our environment and wanted to achieve different presentations made by our chefs.



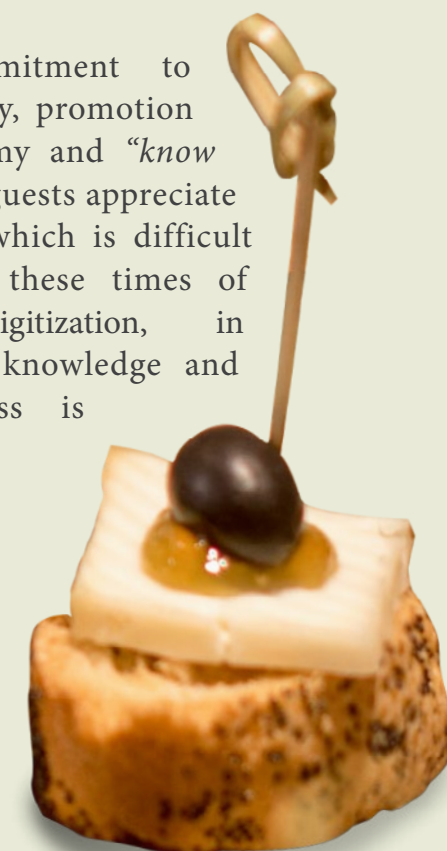
Our preferred materials are wood, old porcelain, stones, crystals and other natural elements, always accompanied by stem leaves, flowers and aromatic plants.

Another added value is our Executive Chef Richard Gonzalez, who brings his extensive knowledge in avant-garde events working along with recognized chefs like Ángel León, Martin Berasategui and Pedro Subijana, and international brands such as Hard Rock Hotels.

We always keep in mind the most important thing: obtaining an excellent quality raw material. We are aware that both our guests and our environment deserve the best and all our efforts go to find Km0 and sustainable products.

In our fingers and BBQ stations we cannot forget placing Canary Islands cheeses, Iberian sausage products and local fish fused with international flavors.

Our strong commitment to sustainability, quality, promotion of the local economy and “*know how*” can make our guests appreciate such added value, which is difficult to achieve during these times of unprecedented digitization, in which the product knowledge and social consciousness is increasing.



MAKING IT EXTRAORDINARY!

BY EDUARDO GARCIA, F&B MANAGER

Since romantic dinners are one of the most important events taking place at our property, we got creative to transform a simple dessert into something extraordinary, with romantic elements and flavors of local products. One of our romantic dinner menus wraps up with one of the world's favorite desserts: the cheese cake.

Our specialty chef Antolín Mota, re-engineering the setup of this dessert, cuts the cake in half-moon shape, and uses passion fruit as topping in order to transform the classic flavor into a more explosive one. First, he places a base of biscuit powder and a drop of whipped cream in the middle of the plate; then, the half-moon cake is placed vertically and complemented with melted sugar to create a crunchy texture; plus, a few drops of white and dark chocolate for additional flavor, strawberries which add freshness and some mint leaves. At the moment of serving our guests, we explain that we are bringing the moon to their table, and describe each element of the dessert, emphasizing that they are local production.



The setup and amazing flavors of this wonderful dessert complete the full circle of the evening, delighting the senses and celebrating romance. Our guests have been delighted and their appreciative comments have exceeded our expectations.

Besides our guests' satisfaction, adapting local elements helps us to keep low costs and increase our profits.



DELICIOUS DOMINICAN GASTRONOMY

By JOSÉ CABRERA GARCÍA (JUNIOR CHEF)

At Breathless Punta Cana we celebrate international gastronomic days. Inside our property we have our cafeteria "The Nook coffee" where we provide our guests "WOW" moments by celebrating the world most-known international gastronomic celebrations and giving small details created by our Chefs. Always providing quality, creativity, presentation and pleasant surprises.

Some examples are:

October 1st is the International Cocoa Day. In the Dominican Republic it was officially imposed in 2005, since we are one of the countries with great production of cocoa. and listed as the producer of the best organic cocoa under international standards. It is also known as the Dominican Gold. **WE OFFER A DESSERT CALLED ORO DOMINICANO.**



On March 6th, we celebrate the International Day of Oreo Cookies. It is an example of a name born as a brand which ended up being a synonym of a self-identity product. It is the most famous and most sold cookie on the planet.

WE PRESENT AN AUTHENTIC OREO COOKIE CALLED SOL DOMINICANO.



On March 25th, we celebrate the International Waffle Day, whose origins take place in Sweden but they were adopted by the whole world. On this day, especially in Sweden, people eat more waffles than any other day of the year.

WE INTRODUCE EL GOFRE, WHICH IS A SPECIAL DESSERT OF OUR PROPERTY.



On March 6th, we celebrate the International Cupcake Day. These sweets were born in the United States and are very similar to cupcakes and muffins, which are often confused despite their differences. At home, we adapted it and named it El jardín de Constanza, alluding to the beauty of the Dominican women.

INTRODUCING EL JARDÍN DE CONSTANZA.

With these themed celebrations we look forward to make our guests' vacation more pleasant by creating unforgettable experiences that they can share with their loved ones.



On October 1st we also celebrate the International Coffee Day. The idea of this date arose with the intention of bringing together all the coffee producers of the world in a single holiday. The coffee-producing countries joined the event and just on this first celebration 70 events took place in 35 nations worldwide. In the Dominican Republic it grows in the highlands and mountains of the country, but in 1735 began the cultivation and production in the south of the country.

WE OFFER COOKIES CALLED EL AMANECER DE HATO MAYOR DOMINICANA.





raised glasses, emotions and bubbles. We know that true lovers enjoyed every detail: the musical notes, the beach as the background, and the sand on their bare feet.

Keeping our CCV protocols at all times, we set everything up on the beach for ten couples only, to keep the romantic couple moments in an atmosphere that creates memories for a lifetime. The overall experience resulted in a positive impact for our guests who enjoyed the dinner and, of course, we managed to set a new sales goal for this date, taking as a reference the previous years with a total income of \$5,152.00 USD on this special day.

This experience was undoubtedly helpful for our monthly budget, remaining above 12.9%, and will be taken as a reference for the future Valentine's Day, which we are already waiting for with the bread in the oven.

We keep cooking...

SECRETS THAT MAKE YOU SIGH...

BY IRVIN SÁNCHEZ, F&B ASSISTANT

El pasado 14 de Febrero (*Día de Los Enamorados*) la February 14th (*Valentine's Day*) is a perfect date for romancing and the right opportunity to remember those secrets that make us sigh.

The food and beverage team along with the entertainment department of the Breathless Riviera Cancun and Secrets Riviera Cancun hotels wanted to create a complete Valentine's Day experience, based on two of our seven cornerstones which are the



gastronomic experiences and music. These two, are the perfect combination to achieve our goals in non-package income.

Without any doubt, love was in the air, there was a perfect pairing with this 360° experience, guided by a 5-course menu and music between dishes; there were also laughter, kisses, and



GRILLED FISH AND SEAFOOD

BY GUADALUPE HERRERA
(FOOD & BEVERAGE ADMINISTRATIVE ASSISTANT)



The beautiful bay of our hotel offers the perfect setting for enjoying unforgettable moments during any time of the day. It gives us the guideline to promote different gastronomic experiences for our guests, aiming to increase the sale of wines and, in addition, offer our guests the opportunity to spend a special afternoon, with an amazing view and unique attention.

One of the strategies that has generated sales these months has been to offer a delicious grilled fish and seafood at the terrace of our Seaside restaurant for a minimum purchase of \$150 USD in champagne or wine. We use iPads to promote the locations so that our guests can see pictures and the different options available. The only thing that our guests have to do is decide which bottle of champagne or wine they want.



We have different options suitable to every taste: grilled cuts or grilled premium seafood, which is paired with the most selected wines in our cellar and aimed for the most demanding tastes; including king crab, lobster, saku tuna fillet, among others. All these, prepared by the expert hands of our chefs, who manage to surprise our guests with the excellent presentation and seasoning of the dishes.

This wine-sale action, which is offered for lunch, has had a positive impact of 18% of the total sales.



On previous times, we reviewed different activities done by different areas and for different events; however, at Secrets Maroma Riviera Cancun we have the hashtag #todossomosmaroma, commonly used, which represents us as a team and makes so much sense right now.

Today, the daily struggle in order to achieve objectives is continuous and intense. Right now, it is also part of our monthly and annual objectives, and Success Factors.

Our theme nights are a fundamental activity which has become a cornerstone within the non-package budgets. Today, it contributes the 30% of net sales among consumption centers, which has only been



possible due to the teamwork, meaning all the teams of the hotel working together in the productions of our themed nights, which highlights the property as a whole.

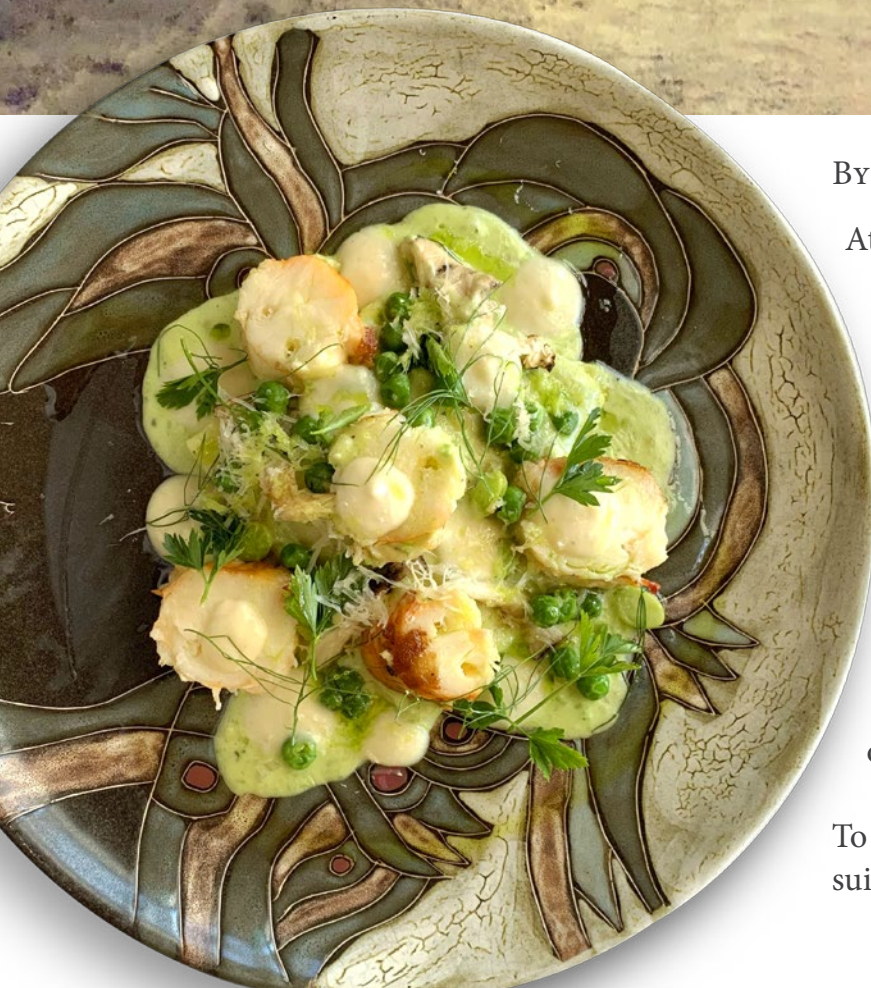
Others areas involved are: pool concierge, maintenance, and entertainment who make F&B shine and reflect these great results and sales. Nothing is achieved from one day to another, the only way to achieve it is working a lot with the head of each area creating a teamwork, allowing us to offer special dinners. It all begins with the tastings offered by the bar team prior to dinner; steward department do the settings in different locations; and the kitchen team creates different menus for each theme night; which becomes a tool

that we can use to increase wine sales. The tables are personalized and themed in accordance to the occasion, and the show is adapted to dinner schedules, creating a special atmosphere adorned with excellent service from our restaurant team.

As additional information, our net sales on theme nights for the first trimester:

JANUARY	\$18,900.00 USD
FEBRUARY	\$45,370.00 USD
MARCH	\$27,971.00 USD

OCEAN & STARS



BY LUIS I. HERNÁNDEZ L., F&B MANAGER

At Zoëtry Paraíso de la Bonita we are taking advantage of Romantic Dinners offering a new experience for our guests. We recently purchased a couple of Balinese beds that we transform into spots for romantic dinners at night, with the sea and the stars as the only witnesses.

There are dinners on the beach in many of our sister properties; however, at Zoëtry Paraíso de la Bonita we wanted to create a menu according to the place and the climate, which was immune to the breeze that sometimes cool or throw the food away.

To achieve this, our Executive Chef created a menu suitable for the circumstances and palates of our



guests. On the other hand, our Chief Steward used the equipment we have and set up the Balinese beds to create a romantic space. This new experience is called Ocean & Stars. Since it has so much success, we ordered tablecloths and decoration according the theme. Our guests love this experience and the least we can do is to put all the love and dedication to make it extra special.

This way, we are taking advantage of another location inside our property to host memorable experiences for our guests and it is also a display window of the talent and creativity of our team.

Thank you so much Chef Noé, Chief Florencio and everyone involved!



SEA DELIGHTS

BY MANUEL HERNÁNDEZ RAMOS,
FOOD & BEVERAGE MANAGER

To innovate is to born every day. This is why at Dreams Acapulco we support and encourage our Chefs creativity slightly transforming high-quality genres, always placing a personal touch in each dish. Simplicity is the key, highlighting part of its flavor makes it attractive.

Our culinary team seeks to highlight the essence of seafood dishes; that our guests manage to connect their emotions with the gastronomy of the sea, which is why the scents of garlic and butter evoke the touch of the breeze at the beach, sun and sea.



In our Portofino restaurant, two succulent delicacies from the sea are offered as a specialty of our chef. Both are prepared in front of our guests.

OCTOPUS ON THE ROCK

This delicious delicacy is served on a hot rock; the octopus creates a dramatic visual impact when contacting the red-hot rock. Additionally, the flavor, the herbs and oriental sauces are unique.



TUNA SPHERE

Another gastronomic specialty is tuna: it is a mixture of flavors of the sea with honey, inside the smoky sphere. It is an amazing experience for the most demanding tastes.

These special dishes are offered in our exclusive El Portofino Cava and Restaurant. A mixture of dishes from the sea with a Mediterranean touch, they are pieces of art which have been successful and recognized.



and rooms. This way, we can mix different colors and flavors depending on the recipe for each one of the cheeses, and our guests will be able to enjoy different and great flavors. The consistency of each one of them will depend mainly on the milk used for its preparation, which could be cow, goat or sheep.

Generally, people eat the cheese with French bread and fruits. Obviously, the selection of wine to pair with the cheese will be very important; in this case, we would have the opportunity to have either red or rosé wine.

Cheese and wine are two things that have always belong together; although there are myths about their combination. Over the time, we have discovered that wines and cheeses can take us to higher levels of gastronomic pleasure when paired wisely. The most important thing is to choose flavors and aromas that complement each other. Soft-flavored cheeses should be paired with dry white, young red and even rosé wine from Provence. The most intense cheeses are perfectly combined with sweet and red wines with more body.

Combining wines and cheeses is an activity that awakens our senses. Getting it right or not will depend on how well you prepare the palate to achieve the tastiest combinations.

Enjoy your meal!

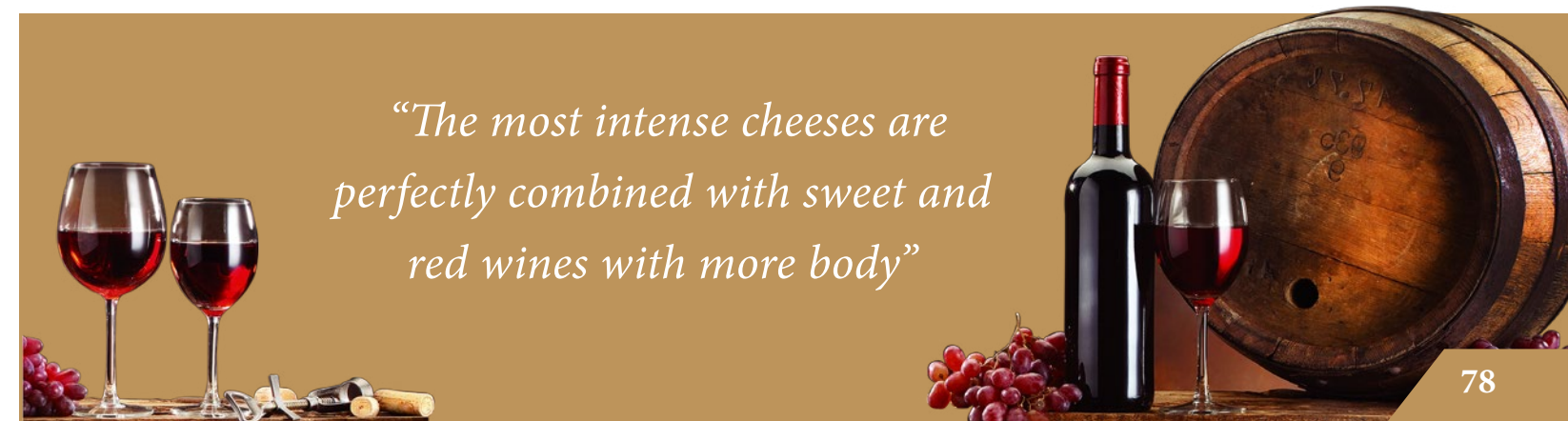


CHEESE SELECTION

BY MYRLAINE CARMONT,
RESTAURANTS MANAGER

In the French part of St. Martin, the selection of cheeses available is very large as it is almost a cultural fact in France to have a wide variety of cheeses.

The variety is so wide that we would be able to eat a different type of cheese daily for over a year. These wide variety of cheeses gives us the opportunity to get creative while preparing dishes for restaurants



“The most intense cheeses are perfectly combined with sweet and red wines with more body”



A ROMANTIC AND UNFORGETTABLE EXPERIENCE

BY FRANCISCO RODRIGUEZ (F&B DIRECTOR)
AND PABLO VILLAMAN (EXECUTIVE CHEF)



At Dreams Palm Beach Punta Cana, we are well known for creating strategies focused on our guests, we want them to experience the best dazzling, romantic and amazing vacations of their lives and at the same time to get the opportunity to increase our non-package income.

So, we created a dinner package (*not included*): “**BONFIRE DINNER AT THE BEACH**” in order to increase our income. Also, our guests will get the best experiences, enjoying the warmth of a bonfire while dining and behold the landscape: the sea, palm trees and a soft and relaxed music in the background.

Together with our Executive Chef we designed an



exquisite menu according to the special occasion for a very pleasant night. Our Sommelier usually offers 3 options of bottles of wine to pair and our guests may choose one, which is included in the package. This is a dinner that our guests can enjoy in couple or with family, living an unforgettable night by the sea next to a bonfire.

Guests have enjoyed this experience a lot, they have said to be very happy and satisfied with this unique experience. We have also achieved our established goals of non-package income.

Keep in mind that, since we offer this attractive dinner, our non-package income has increased by 15%.

Moreover, we would like to highlight that every time we do this activity, we work along with the quality team to comply with all the CleanComplete Verification™ protocols to avoid any bad practice or virus-spread. We do this so that our guests feel safe being in a spectacular dinner surrounded by a relaxing atmosphere.





WINE TASTING DISPLAY

BY MANUEL NUÑEZ,
FOOD & BEVERAGES MANAGER

*“El que al mundo vino y no toma vino,
¿A qué vino?”*

—BERNARDO PIUMA.

In the Food & Beverage department of Sunscape Puerto Plata Dominican Republic, we are constantly looking for new and effective ways to increase our non-package income. That said, in order to create memorable experiences and committed to increase our sales, we introduce our most innovative idea, which is dedicated to wine lovers.

This strategy is implemented twice a week with a small tasting for our guests, so they are able to try the product and buy a bottle. To make the sale of wine more attractive, our sommelier teaches, in a funny way, where the grapes come from, the way it is grown, and the procedure of making wine. Many of our guests, despite being wine lovers, don't know exactly where they come from.

We can say that this strategy, besides being a lesson for our guests, is an unforgettable experience for life.

Our display is always placed in strategic places at our guests' sight: near our main pool, in front of the main buffet or sometimes in the lobby. What we are looking for is to get our guests' attention.



ALÁN JUÁREZ

By LUIS PICHARDO,
FOOD & BEVERAGES MANAGER

Alan Juarez, originally from Morelia, Michoacán, passionate about gastronomy, from a family of chefs and in search of self-improvement, moved to the Riviera Maya 7 years ago, and he has been working for AMResorts starting as a chef A at the Secrets the Vine hotel Cancun and at the same time he completed a certification in Mexican cuisine at Le Cordon Bleu.



During two years he has been part of the great family of Dreams Tulum, joining as Executive sous-chef. Recently, with a lot of effort and dedication we gave him the opportunity to become the total manager of the kitchen operation with the main objective to improve the performance in consumption centers, menu creation, look for kitchen trends and impose Mexican gastronomy as a flagship, respecting the different cultures in the merging.

ON APRIL 1ST, HE WAS FORMALLY APPOINTED AS EXECUTIVE CHEF OF DREAMS TULUM.

As an industry professional, he is cooking all the time, he likes to interact with the guest, listen to the employees, create gastronomic events, see reactions and emotions “*Cook to live, live to Cook*”, striving every day to provide excellent service and creating a passionate work environment with a single and strict demand from their bosses: *Have fun!*



FÁTIMA DEL ROSARIO PUC KAUIL

(COOK A - CHEF DE PARTIE)

BY NOE MUÑOZ,
FOOD & BEVERAGES MANAGER



She was born in the municipality of Nabalám, Yucatán, which literally means “*land of the jaguar*” in Spanish. Her childhood took place in a spot surrounded by crystal-clear cenotes, in one of the richest states, gastronomy speaking. Originally from the Mayan ethnic group, she learnt how to cook the most typical dishes, making use of their diverse plantations, exotic local meats and delicious food from Rio Lagartos.

She considers herself a lover of the town and the market, of traditional flavors such as relleno negro, cochinita, poc-chuc, mechado, traditional turkey escabeche, and flavors which tell stories passed from one generation to another.

Her love for cuisine was born at a very young age. Determined to follow her dreams, she moved to the state of Quintana Roo and began her culinary career passing through prestigious hotel brands, specializing in traditional Asian cuisine.



There is no greater legacy than the memories I'm leaving in every diner and every cook, each dish, each recipe. That's how I want to be remembered, because of my fusions and flavors made in my kitchen.

JUNA JOSÉ REYES HDEZ

(ROOM SERVICE WAITER –
CAPTAIN OF ROOM SERVICE WAITERS)



Juna was born in a small ranch in Minatitlán, Veracruz, in a humble and honored family. He had the dream of studying a professional career in the area of Tourism. Juna has been always interested in studies; nowadays, he is studying a master's degree program in education. One day he wants to return to town to teach and share with young people in his community the beautiful side of working in the hotel industry.

He started as a waiter in the buffet, which he considered was very difficult at first, but one day he was asked to support in Room Service. From that day on, he knew he liked it there, he felt safe and committed. He considers that this department is very controlled and continuously demanding and delivering the meals on time and hot were his priority. Juna has a passion for teaching and he had it clear. He was convinced that he wanted to grow within this area and he tried every day to earn recognition and to have his practices authorized. He knew of his ability to pass on his knowledge and to make waiters as disciplined and attentive as he once was.

He did his internship before the pandemic and



when the hotel closed for a long time, he had to go to support other sister hotels. He was offered to stay at every hotel he went to but his heart led him to the Now Emerald Cancun Hotel, which he always considered her second home and where he saw more opportunities.

He worked so hard for an opportunity of change and the latest pandemic wave he lost every hope. But then, the day he was waiting for so long arrived and he is now Captain of Room Service Waiters.

With dedication, responsibility and effort, everything is possible.

Now Sapphire Riviera Cancun would like to introduce 4 employees who make us very proud. They have been with us from the beginning of their professional careers and it has been great to see their growth within the F&B department. This article is a small tribute to their career, their effort and dedication.

PROMOTIONS

By CARLOS MIRAMONTES, F&B MANAGER

OUR FUTURE



IROSHI LEZAMA CAPTAIN OF BARS

Originally from Puebla, Iroshi has been working with us for 5 years. He started as a bar waiter with an outstanding performance. While he was a waiter he was the most mentioned employee on social media and SSH, besides having an excellent record of wine sales. At the end of his internship he was promoted to bar captain. Iroshi is an excellent team leader, he listens and attends to his employees. His first project was to put the Tequila and Wine table into service during the day, which has had a significant impact on the hotel's wine sales.



ANTONIO LOEZA RESTAURANT MANAGER

Originally from Mexico City, Antonio lives in Cancun since 2000. After completing his high school studies, he began working at Palace Resorts and then moved to the Now Sapphire. Antonio began as a waiter, then promoted to Captain, then bar supervisor, and finally, Restaurant Manager. He is currently finishing his degree in tourism business administration. Antonio is an excellent employee, a true leader and an excellent person. We believe that Antonio will be a Bachelor and Assistant in Food and Beverage and one day he would become a great Food and Beverage Manager of our AMResorts properties.

SILVANA HERNÁNDEZ ROOM SERVICE MANAGER

Originally from Jalisco, Silvana arrived in Cancun in 2013. On the same year she was hired as hostess and due to an excellent performance, she was promoted to captain and recently to Room Service Manager.

Silvana is a woman highly committed to her work, a leader in her department and our pride in Now Sapphire. We are sure that this is not Silvana's last promotion and that in the near future, she will be directing the Food and Beverage department.



CLAUDIA HERNÁNDEZ EXECUTIVE SOUS CHEF

Originally from Tampico, Tamaulipas, Claudia has a degree in Gastronomy in SUGAR University. She arrived in Cancun in 2013, the year in which she began working at Now Sapphire as a chef in Paramour, after multiple promotions earned due to her talent and dedication, Claudia is currently Executive Sous Chef. She leads the operation of the kitchens hand in hand with Chef Santos, who is her right hand. Claudia Hernández is an example of personal growth, dedication and talent. We are proud of her and we believe that she will soon have an opportunity to become Executive Chef.

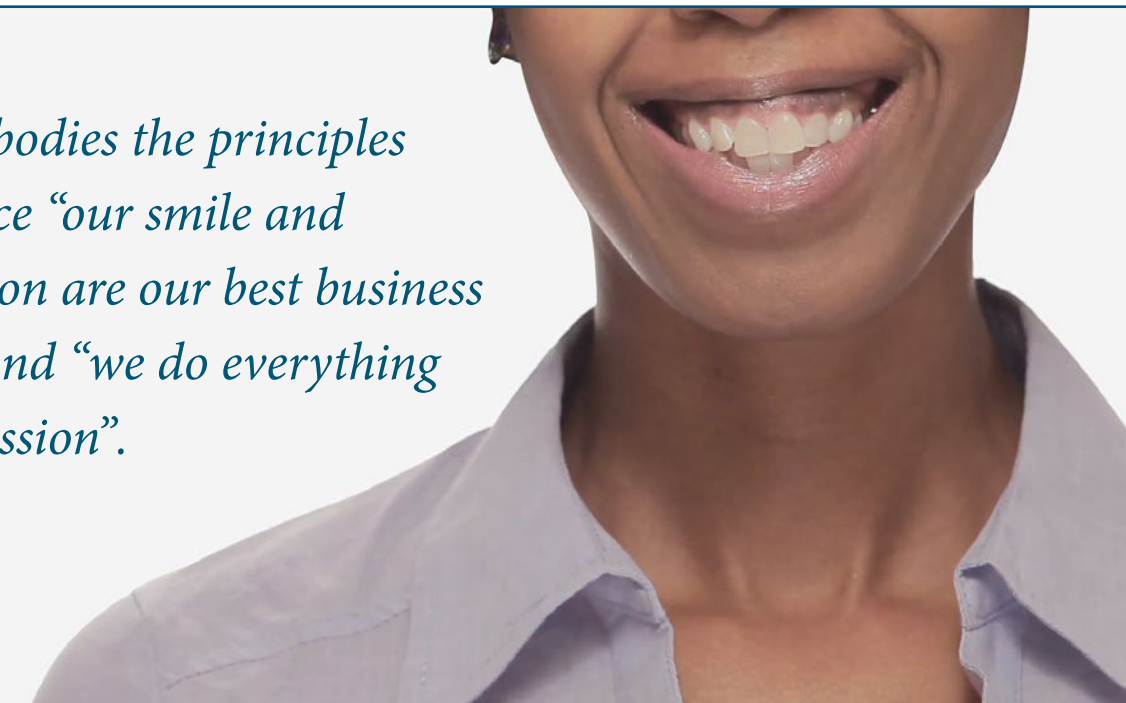




MELISA LLEWELLYN

BY JULIET KERR-GRAY,
F&B MANAGER ASSISTANT

She embodies the principles of service “our smile and salutation are our best business card”, and “we do everything with passion”.



Melisa Llewellyn started working within the hotel industry at Secrets Wild Orchid & Secrets St. James, Montego Bay, Jamaica on September 7th, 2011. She started as a waitress at Oceana restaurant where she worked for two years and then was transferred to World Restaurant Coffee. Melisa is motivated by her motto “merge good values with customer service and you will always exceed your customers’ expectations.” With this positive service attitude, Melisa has a long history of exceeding guests’ expectations due her particular service.

Melisa has been a true professional throughout the years. She demonstrates dedication and commitment with her coworkers. When it comes to the principles and values of AMResorts service, Melisa embraces them all with her soul. She embodies the principles of service “our smile and salutation are our best business card”, and “we do everything with passion”.

The new normal has brought many changes within our Food and Beverage operation. Melisa is a true ambassador for our resort and she believes in growth, inner development and is proud of her new role as Hostess. This exciting journey began in October 2020. Melisa is a unique employee who practices the concepts of innovation, adaptability, creativity and flexibility. She demonstrates every time to be a good listener, detecting and meeting our guests’ needs. Melisa is a very nice person, she welcomes and greets every guest with warmth; she is very versatile, quick, flexible, and multitask. Melisa is indeed an asset to our team and our hotel in Secrets Wild Orchid and Secrets St. James, Montego Bay, Jamaica.

GUILLERMO DE ARMAS

By DIMAS AGUT,
FOOD & BEVERAGES MANAGER

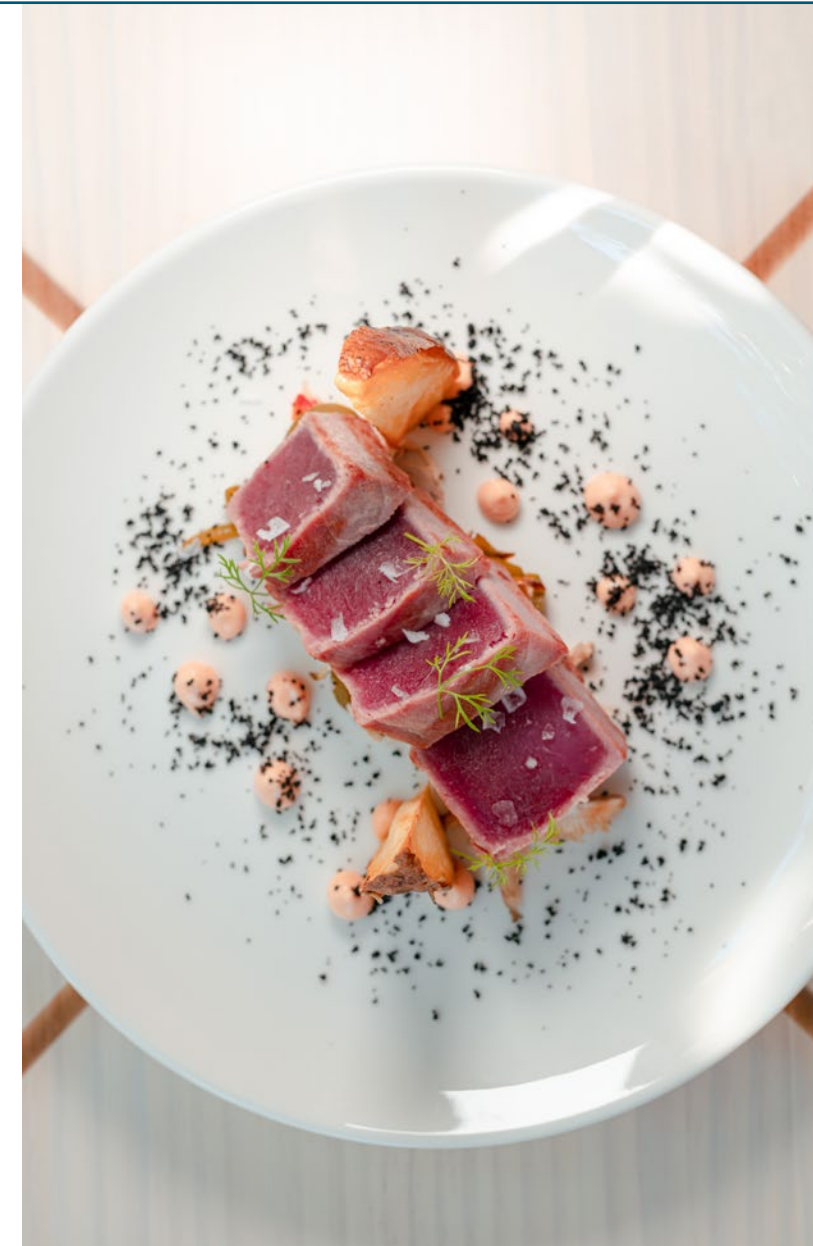


He was born in Tenerife and has a higher diploma in cooking management, he is very fond of his home town, and is in love with Canarian cuisine.

He joined the Jardín Tropical team in 2018 as Chef de Partie at Las Rocas restaurant, the beach club in the south of Tenerife. After two years of hard work and preparation to become the leader of a kitchen team, we knew we could count on him for reopening El Churrasco; a spectacular luxury steak house. He was in charge of the setup guided by Richard González, our Executive Chef.

Months ago, once El Churrasco was working in full, we trusted Guillermo once again for a new project in Las Rocas restaurant, which he always considered as his home. It was his moment to get in charge of the kitchen, achieving a turnaround in the restaurant by enhancing the Canarian flavors of fish and rice.

We want to thank him for all his enthusiasm and dedication in these challenges and we hope we can continue creating future projects together within the great AMResorts family.

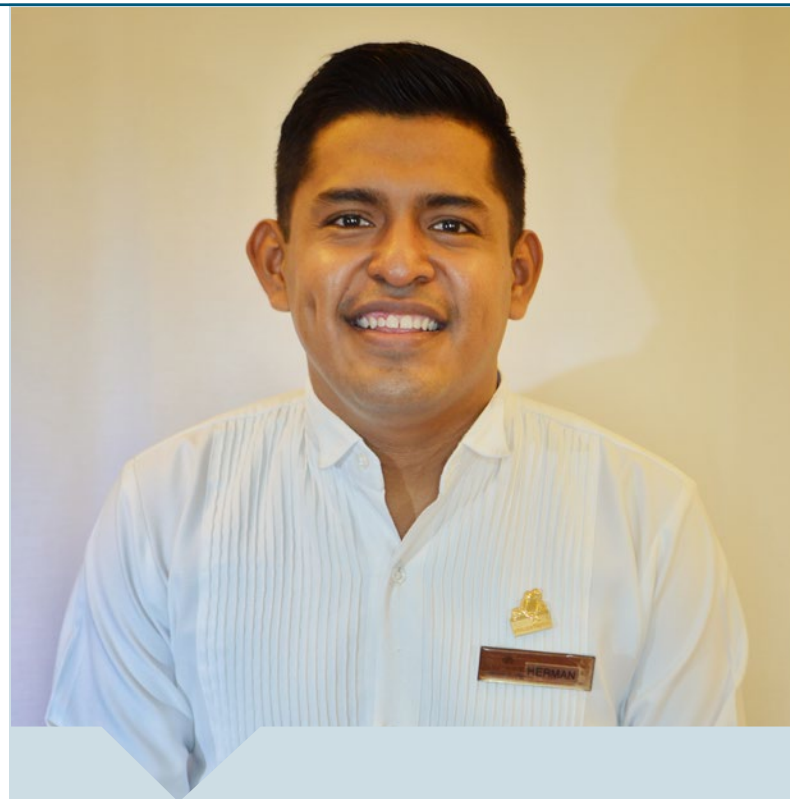




IVONNE MEZO VARELA

is a 36-year-old employee, who has a degree in Tourism Administration from Universidad del Mar Campus Huatulco. Her career in the hotel world and specifically in the Food and Beverage department began in a recognized hotel in the Mayan Riviera as a hostess. Shortly after, she decided to do her operational practice so she could be promoted to Captain of waiters; which she accomplished but in the bar area. One year later, she arrived at AMResorts and joined us at the Secrets Huatulco hotel, as Captain of waiters. Then, a year later she was promoted to Restaurant Manager and due to her great commitment, hard work and availability, the Food and Beverage department decided to promote her as Room Service Manager.

.....
"My family is my engine to work with passion. My work environment is essential to work every day as a team and department, which is why I'm proud and grateful to be part of this company"



HERMAN AVENDAÑO MÉNDEZ

Born in San Pedro Pochutla, Oaxaca, Mexico, he comes from a family of 7 siblings. He studied until the 3rd semester of the Bachelor's Degree in Psychology. He arrived at Secrets Huatulco on November 1st, 2017, as busboy in the Food and Beverage department. He later let his supervisors and manager know his interest in being part of the Room Service department.

In December 2018, he was promoted to waiter. Time passed by and due to his effort, commitment and great work, he was promoted to Room Service on December 15th, 2020.

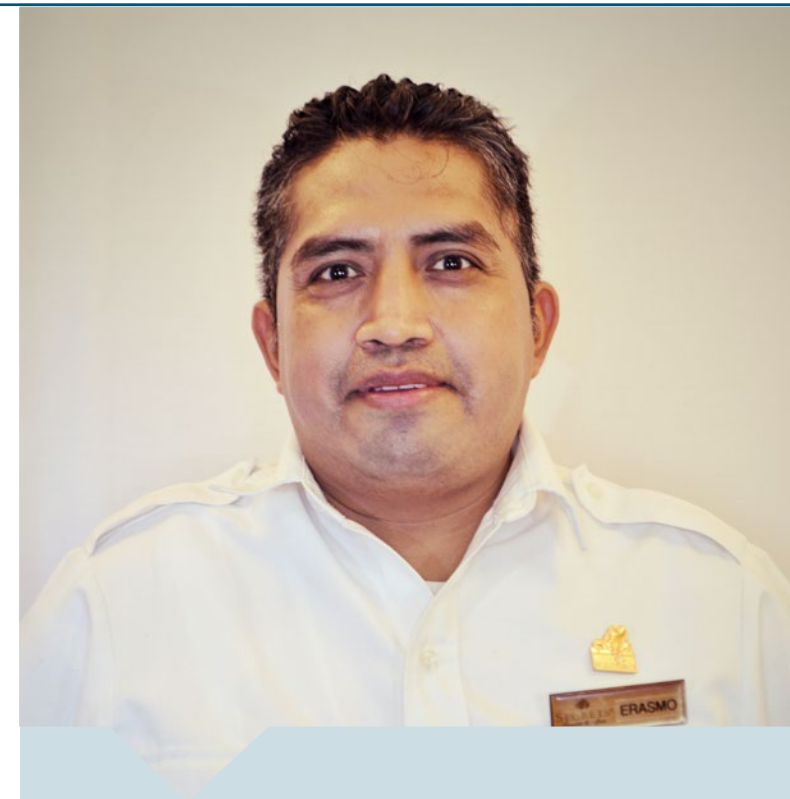
.....
"I like working at this hotel because of the opportunities to develop my skills. I enjoy working in my area since there is fellowship and support within the team. I would like to acquire experience and learn in this company to keep being promoted."



ÓSCAR DAVID SÁNCHEZ LÁZARO

is a 22-year-old young man, originally from the City of Oaxaca de Juárez. Being a nature and beach lover, he decided to settle in Bahías de Huatulco and work at Secrets Huatulco Resort & Spa hotel in 2016. He started in this company in Steward department for almost 2 years. During this time, he requested an internship in the bar department, because it was something that he always wanted to do. David was part of the hotel's "Task Force" while we were closed. During this period of time, David showed commitment and dedication to the company and his work. A few months later, when the hotel reopened, we decided to give him the opportunity to be part of the bar team as an assistant bartender where he is currently working.

.....
"I love the work environment of Food and Beverage. I think we are part of a department in which we all support each other."



ERASMO SANTIAGO DE JESÚS,

is originally from Mexico City. He has been working in many places like Hacienda de los Morales, El Club Francés de México and Los Cabos, San Lucas. He arrived at Secrets Huatulco Resort & Spa in 2015, where he started as steward and after 6 months we decided to promote him as a steward supervisor because of his great knowledge and experience in the area.

Erasmo is a professional, cheerful, purposeful, and proactive employee, he is always willing to support other areas when required. Erasmo considers that teamwork is essential to comply with quality and good service at all times.

.....
"I am grateful for being allowed to work in this company, and I appreciate all the support provided by Chief Steward Adrián Martínez, who besides being a good boss is a great friend."

By F&B DEPARTMENT



BY LEONEL PIOMBINO

The Food and Beverage believes that challenges are not meant to paralyze you, but to help you discover who you are, always aiming to improve ourselves.

Within our team there are wonderful people who take advantage of every moment to demonstrate their initiative and personal growth, which deserve our recognition.

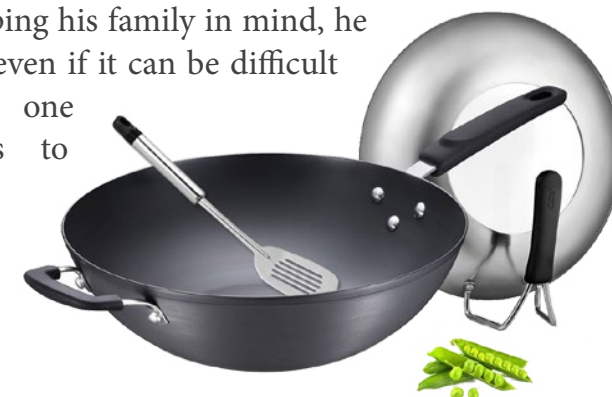
ALÁN DAVID CARRILLO ALFARO

Originally from the State of Mexico, he arrived in Los Cabos on January 28th, 2020 to spend a few weeks vacationing. However, after being advised by a friend, he decided to join our Food and Beverage team as kitchen assistant.

Due to the closure of business, because of the pandemic, he was invited to become part of the brigade that would safeguard the hotel. During this time, he perfected his cooking and teamwork skills.

Alan was promoted from kitchen assistant to chef B because of his constant effort. Among his future plans, he would like to venture into specialty restaurants, specifically seafood.

Alan has definitely become an essential part of our team since he always transmits his energy. Always keeping his family in mind, he shares that even if it can be difficult sometimes, one always has to smile.



MARICRUZ VALENCIA PÉREZ

Maricruz is a hostess in a specialty restaurant who demonstrates an excellent attitude of service, availability, and dedication. She has demonstrated discipline and leadership during her internships, besides working together with other captains and people in charge. Her work reflects the effort put into complying with the CleanComplete Verification™ protocols, as well as instructing each one of the employees under her care.

The initiative that Maricruz has shown is admirable because every day she shows us how much she wants to continue growing. Without any doubt, we see a promising future for Maricruz.



RICARDO VELÁZQUEZ

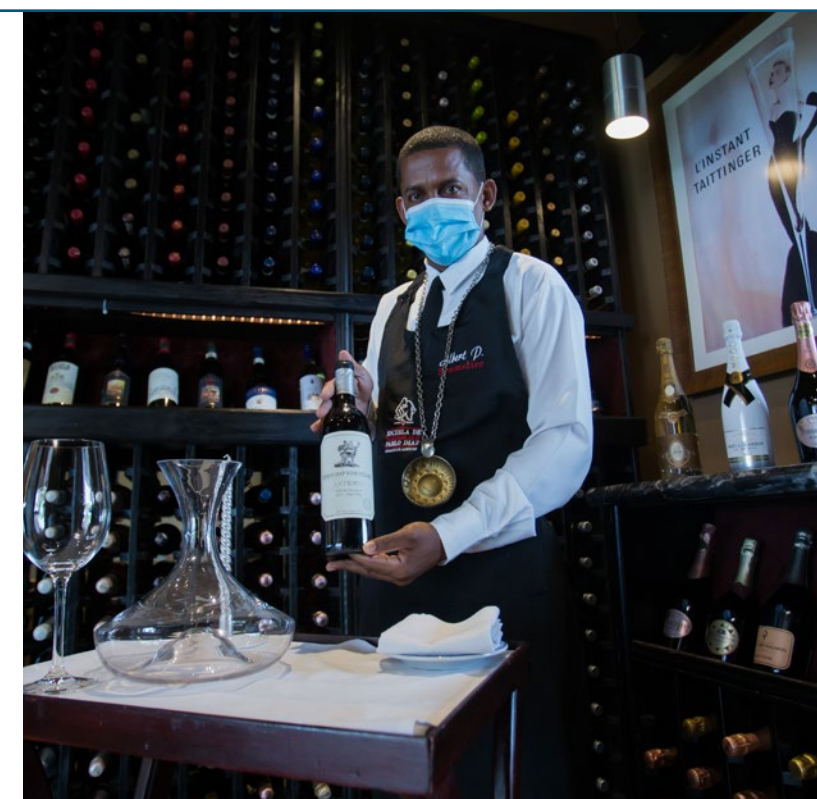
Even though Ricardo had been working in the U.S. for 13 years as a cook, he began his career at the resort as a steward. Today, he has joined the team at El Patio restaurant as kitchen assistant. He is very thankful to our Executive Chef Ángel Contreras and Sous Chef Iraís Vazquez for the opportunity to be in charge of the kitchen. Ricardo says to be learning day by day the new trends in Mexican cuisine. His motivation is to continue to improving himself to get the opportunity to go after his true passion, which is the grill and cuts, where he initially found love for cooking.

The message that Ricardo would like to share is: work hard!



ALBERT PAYANO

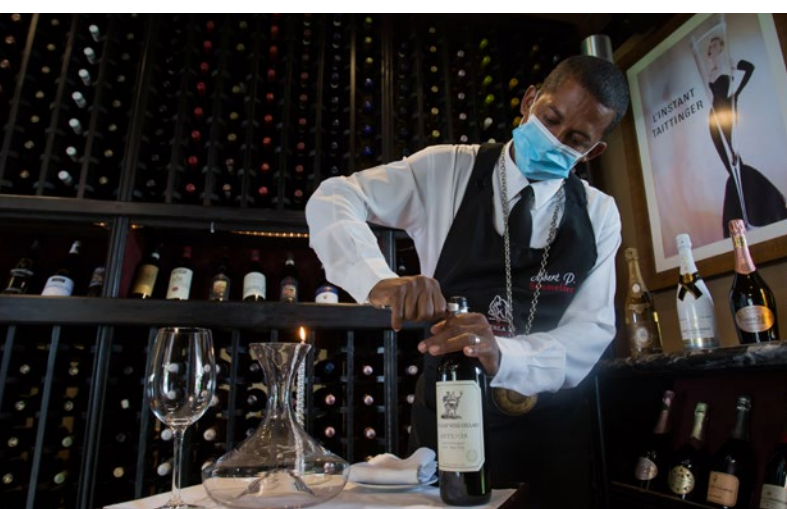
BY JUAN LANTIGUA, F&B ASSISTANT



progress. This is the reason why we constantly offer it through operational practices and workshops with the support of technical institutions, health and quality centers. This continuous preparation pays off, it allows our employees to obtain the necessary skills to meet our brand standards.

On this occasion we would like to introduce Albert Payano, who was hired by the end of 2009 as a restaurant waiter, performing an excellent job. Later, due to this good performance, he was promoted to Restaurant Captain, demonstrating in this position his ability and commitment, obtaining excellent results in promotions and meeting our non-package sales goals.

Albert was chosen for a Sommelier training and he also participated in workshops and courses taught by oenologist Ramón Difó. By the end of his technical studies in the Dominican Republic, he was promoted to Sommelier and he has become an important piece to achieve our wine sales goals of our hotel.



AMResorts is known for the opportunities provided to our employees, in terms of training and growth within the company. We believe that when our employees grow, we also grow, and it allows us to identify since the very beginning the talents that may be part of our teams through the Human Resources department.

Training is the key that opens doors, it is the key to





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	Julio Carrion	Vanesse Tweebloom
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Omar Gasca	Arquímedes Bultron
DREAMS DOMINICUS LA ROMANA	Tomás Solano	Carlos Quijano
DREAMS HUATULCO	Sergio Calderón Latasa	Antonio Elizalde
DREAMS JARDÍN TROPICAL	Dimas Agut Rodrigo	Ricardo González Álvarez
DREAMS LOS CABOS	Leonardo Gomez	Juan Tamay
DREAMS LAS MAREAS	Jorge Blancas	Marin Agosto
DREAMS NATURA	Diego Perez	Adrian Peregrina
DREAMS MACAO BEACH PUNTA CANA	<i>Vacancy</i>	Jorge 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	Leonardo Trujillo
DREAMS TULUM	Juan Carlos Garcia Chan	Alán Daniel Juarez
DREAMS VILLAMAGNA	Luis Omaña	Diego Agrest
DREAMS VISTA CANCÚN	Fidel Castañeda	Erik Velasco
NOW EMERALD CANCÚN	Noé Muñoz García	Rosendo Corona Correa
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	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 ST. MARTIN	<i>Vacancy</i>	Bruno Brazier
SECRETS VALLARTA BAY & NOW AMBER	Juan Chavez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Bernard Mazet	Antonio Valero
SECRETS THE VINE CANCÚN	Javier Mantecón Piña	Ricardo Cabeza
SUNSCAPE AKUMAL	Raúl Castro	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	Alberto Valenzuela	Heriberto Vanegas
SUNSCAPE DORADO PACÍFICO IXTAPA	Manuel Hernandez	Antelmo Limón
SUNSCAPE PUERTO VALLARTA	Yann Grisseline	Antonio Reyna
SUNSCAPE PUERTO PLATA	Manuel Núñez	Andrés Martinez Heredia
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

THANK YOU!