

Salt & Pepper

May 2022 Year 7

COOKING IN SMALL DOSES

DREAMS PALM BEACH

FLOATING BREAKFAST FOR TWO

SECRETS ROYAL BEACH PUNTA CANA

THE FUTURE IS GREEN

DREAMS SANDS CANCÚN

THE MAJORCAN CORNER

ALUASOUL PALMA

"EL TEQUILIER"

SECRETS PUERTO LOS CABOS

AMR DIPLOMA

THE WINE CORNER

amr
COLLECTION



WELCOME TO A NEW EDITION OF SALT AND PEPPER!

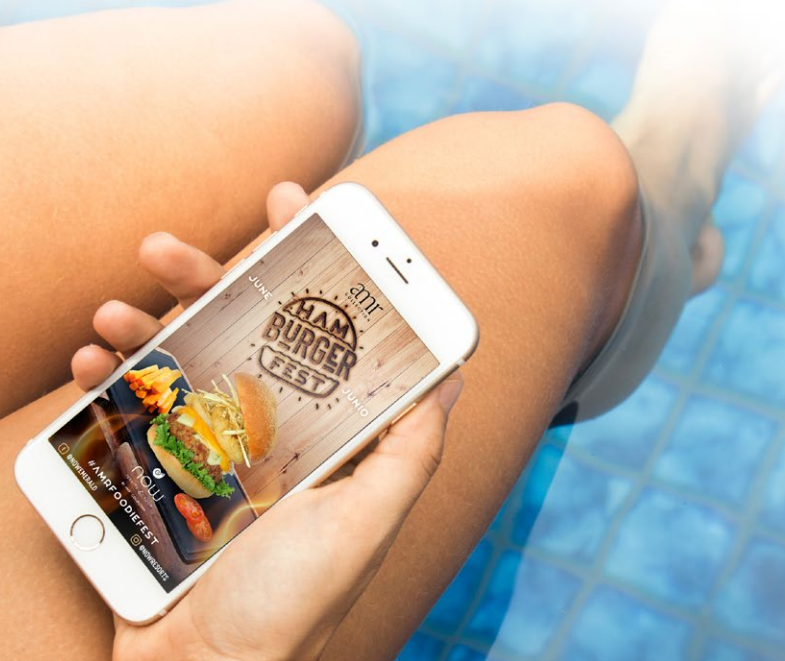
Spring is here and Festivals are starting to take place... We recently held the Cocoa Fest, which was a great experience, and we are having the Mole Festival in May. Additionally, we are already planning the Hamburger Fest, which will take place in June!

Festivals help us providing different experiences to our guests and creating presence on social media. This way, we are able to show the activities organized by the food and beverage department so that everyone is able to see that we are constantly planning something special and working on new activities in our properties.

We all have been working on our integration with Hyatt and we are excited! For the next issue we are working on some ideas to show some of the new actions related to being part of the Hyatt Family...

We are hoping to find interesting ideas in this issue!

We Are Still Cooking...
FOOD AND BEVERAGE COMMITTEE



The Wine Corner

AMR COLLECTION

AMR COLLECTION IN EUROPE

The Majorcan Corner

ALUA SOUL PALMA

Paella and Sangría

ALUA SUITES FUERTEVENTURA

Matured Meats

DREAMS JARDÍN TROPICAL

Grand Gala Buffet

SECRETS BAHÍA REAL

FROM CHANITA'S INN

Endless Privilege®

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From Farm to Table

BREATHLESS PUNTA CANA

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SECRETS & DREAMS VALLARTA BAY

Sale of Wine

DREAMS JADE RIVIERA CANCUN

The Future is Green

DREAMS SANDS CANCUN

ADDING MORE WATER TO THE SOUP

Chef's Salad

SUNSCAPE PUERTO PLATA

Cooking in Small Doses

DREAMS PALM BEACH

Repair Tables and Chairs

ZOËTRY CASA DEL MAR LOS CABOS

Taking Care of The Oil

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Sense of Place

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THE WINE CORNER

THE WINE CORNER

BY DAVID LÓPEZ,
DREAMS JADE F&B MANAGER

Hello everyone! Here we are once again to update you on the world of wine and what has been happening in the last few months.



THE WINE CORNER
AMR Collection

AMR DIPLOMA

We finally concluded the latest course of the Wine Diploma. It was an emotional event that many, and especially each one of the participants of the diploma, expected.





DID YOU KNOW? THE IMPORTANCE OF THE WEATHER FOR WINES:

Besides the vine, the weather is the second most important ingredient of any wine, and without a doubt the most variable and unpredictable of them all. Growing vines depends largely on seasonal and long-term weather, it sets limits on what types of grapes can be grown in each place and the scale of success and failure of the harvest.

Some of the climatic factors that influence the vine and its ability to produce good quality fruit and wine are the sun, temperature, rainfall, humidity, and wind, among others. But, since vines grow best in specific mid-latitude regions, the temperature tends to be more critical, especially in cold weather. The wines from cold climates tend to be lower in alcohol and more acidic than warm-climate wines, whose flavors can be less refined and more seductive.

Different climates and climatic factors play different roles throughout the year. In winter, the vines are inactive and extreme cold can seriously damage them, even though the winters must be cold enough to favor the revitalizing rest of the plant. If temperatures routinely drop below -15°C , there is a high risk that inactive vines may freeze and it would be necessary a way of protection.



In spring, when the vines blossom, frosts become a serious threat that could drastically reduce the harvest. During the growing season, which goes from 150 to 190 days, the sun and heat are essential for photosynthesis, otherwise, grapes will not ripen properly.

Average growing season temperatures in wine regions range from cool (13°C) to warm (21°C) and largely determine which varieties can mature satisfactorily. The temperatures measured in the last month of maturation must be between 15 and 21°C to get good table wines. The warmer climates, like Andalusia, Madeira, and the northeast of Victoria (*Australia*), can produce good table wines of exceptional quality.

The great differences between wine regions can also be seen in the contrast between winter and summer temperatures. In continental climates such as Fingers Lakes (*New York*), Ontario (*Canada*), or Germany, the seasonal contrast is marked due to the effect of landmass. In these regions, temperatures drop so quickly in the fall that there is a risk that the grapes will not fully ripen. In warmer maritime climates, winters are not always cold enough for vines to go dormant, and organic viticulture can be tricky because pests and diseases won't always go away during the winter. In cooler maritime climates,



such as Bordeaux, France, and Long Island, New York, the weather during the flowering stage can be unstable or cold, influencing the fruit. On the other hand, the variation of diurnal temperatures is also an important factor. Warm days followed by cold nights is a valued and the least researched combination by winemakers.

In the next edition, we will see the transition from water to wine and the effect of the wind, and some interesting facts about the wine regions.

CONTINUING EDUCATION

On March 20th, we will resume training with all the Sommeliers in the south and north regions with presentations from the Three Sticks and Head High winery, owned by the Kistler winery.
<https://threestickswines.com/>



THE MAJORCAN CORNER

BY XISCO LORENZO, JUANA SOLDAD,
JAUME FERRÀ, PEDRO JAUME; F&B HOTEL

*Balearic gastronomy has endless
delicacies.*



We want to share with all our clients our special Majorcan corner set up every day by the F&B team for our buffet breakfast at the TERRA Restaurant.

Ensaimada, empanadas, botifarró, olivas trencadas are just a few examples of what can be found on the typical Majorcan table at the Mediterranean breakfast at Hotel AluaSoul Palma.

Begin the day by the sea tasting authentic Majorcan products....

This is how we begin our days in Palma!





MOVE THE PAILA **PAELLA AND SANGRIA!**

BY MIRELLA RODRIGUEZ,
QUALITY MANAGER

A holiday in Spain, especially in the Canary Islands, is not only about the sun, a beach of fine white sand and turquoise waters, but also a whole culinary experience.

Food and beverages have always been an important part of a relaxing trip and have become more important over the years. Especially nowadays, guests want to enjoy something regional and authentic.

At the Hotel Alúa Suites Fuerteventura, we take the guest with us to the national cuisine of Spain and through the fine and delicate recipes with regional ingredients to the island of Fuerteventura, their destination.



Our chef prepares a paella at the Kentia Pool Club, where our guests participate and watch how ingredient by ingredient, with great attention to detail, it becomes a delicious meal for the whole family. The chef is supported by the hotel's entertainment team, who explain the various stages and individual steps of the preparation to our international guests in different languages.



But what would a paella be without a refreshing glass of sangria? These two things go hand in hand and are served together. Our F&B team prepares the sangria with fresh fruit, wine, and a refreshing orange/lime juice, and enhances it with a little bit of liquor. Of course, we also have a delicious non-alcoholic sangria for our younger guests and those who don't drink alcohol.

When the paella is ready and the sangria is cold, our guests enjoy these culinary delights at the terrace of the Kentia Pool Club or by the pool.

Smiling faces and empty plates are, for us, the best sign of satisfaction for the food, the sun, the beach, and the vacations by the sea.





MATURED MEATS

IN BABBO AMERICAN GRILL

BY DIMAS AGUT, F&B MANAGER

At Dreams Jardín Tropical we are in a process of continuous improvement to offer our guests the best gastronomic experiences while increasing our turnover.

During winter, we have introduced a meat ripener at Babbo American Grill, expanding the offer to a wide range of cuts, maturations, and breeds such as black Angus, Galician blond, and Simmental or wagyu to exceed the expectations of all our customers.



This expansion of the gastronomic offer allows us to become more attractive to customers and turn Babbo into a reference steakhouse in the city. The restaurant is part of the Foodies Ocean Avenue, a gastronomic space created by Dreams Jardín Tropical on the seafront with 3 stores and a beach club.

Currently, more than 20% of our clients are outsiders, which contributes an extra Revenue to the income statement.





GRAND GALA BUFFET

BY GUSTAVO GUERRA,
EXECUTIVE CHEF

The Food and Beverage team, together with the Department of Public Relations and Entertainment of the Hotel Secrets Bahía Real Resorts & Spa, have implemented costs control, satisfaction improvement, and income increase by holding a weekly Grand Gala buffet for all our guests to appreciate and enjoy great meals made with fresh, local, zero-mile, and high-quality products.



Every guest receives a glass of champagne and for every woman, flower detail at the entrance of the buffet. The evening is also enlivened with live music to give more dynamism and atmosphere to this Grand Gala Buffet experience.

It is necessary to highlight the display of fresh and cooked seafood, which is always made of local products. The professional Iberian ham show as well as a wide variety of cold starters, lobster salads, assorted canapés, and vegetarian dishes offer a gastronomic show at all levels.

Likewise, a great selection of desserts is made by our team of pastry chefs, which are topped with our giant chocolate fountain, to everyone's delight.

This way, we managed to ensure that the rest of the hotel's themed restaurants remain closed that night, thereby achieving better cost control and greater optimization of resources and energy, both human and material, as well as increasing non-package income for our guests attending our Grand Gala Buffet.

Making with this action a total enjoyment and increased satisfaction, both for our external and internal customers (*our colleagues*), achieving at the same time optimization, cost control, and income increase, which is directly reflected in the GOP.



ENDLESS PRIVILEGES®

By LUZ FRANCO, F&B
ADMINISTRATIVE COORDINATOR

*"...We created the perfect area:
attractive and very hand in
hand with our natural and
relax concept"*

team, we created the perfect area, attractive and very much in line with our natural and relaxing concept.

Here all our guests enjoy a wide variety of wines, presented by our sommelier, who offers tastings for beginners and experts in the field, paired with a wide variety of cold cuts and other exotic appetizers.

From la Fonda de Chanita, we manage to recreate the area that invites each guest to feed their mind, body, and soul, surrounding all their senses with a completely natural environment.

At Zoëtry Agua Punta Cana we invite our guests to feed their minds, bodies, and souls and discover the great feeling of total tranquility. They are pampered with our Endless Privileges® format, including countless activities that allow them to awaken their senses and relax to the fullest.

Among the activities that our guests enjoy the most is the wine tasting. Where they submit the wine to their senses, in particular taste and smell, without taking sight, touch,

and hearing for granted. Hence, the ideal place to do the tasting should be well lit, ventilated, quiet, devoid of odors, and at a medium temperature.

For this activity at Zoëtry Agua Punta Cana, we have recreated the perfect place. Our quiet, attractive, and relaxing gardens, which meet the appropriate characteristics for wine tasting. Using materials, such as wood, ropes, and other equipment that were to be discarded, plus the collaboration of our maintenance



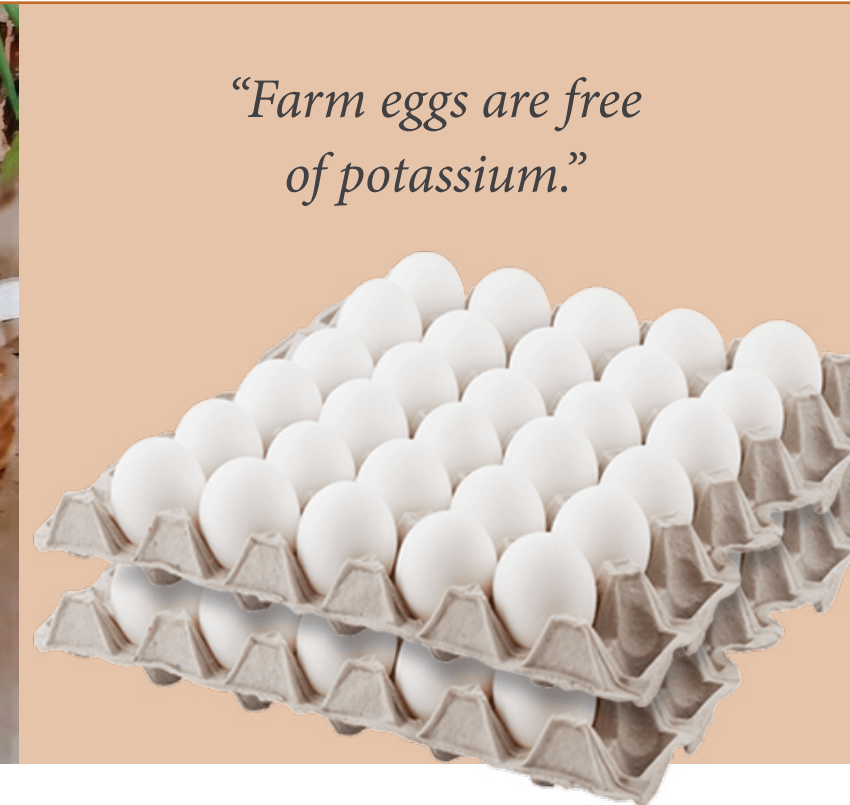
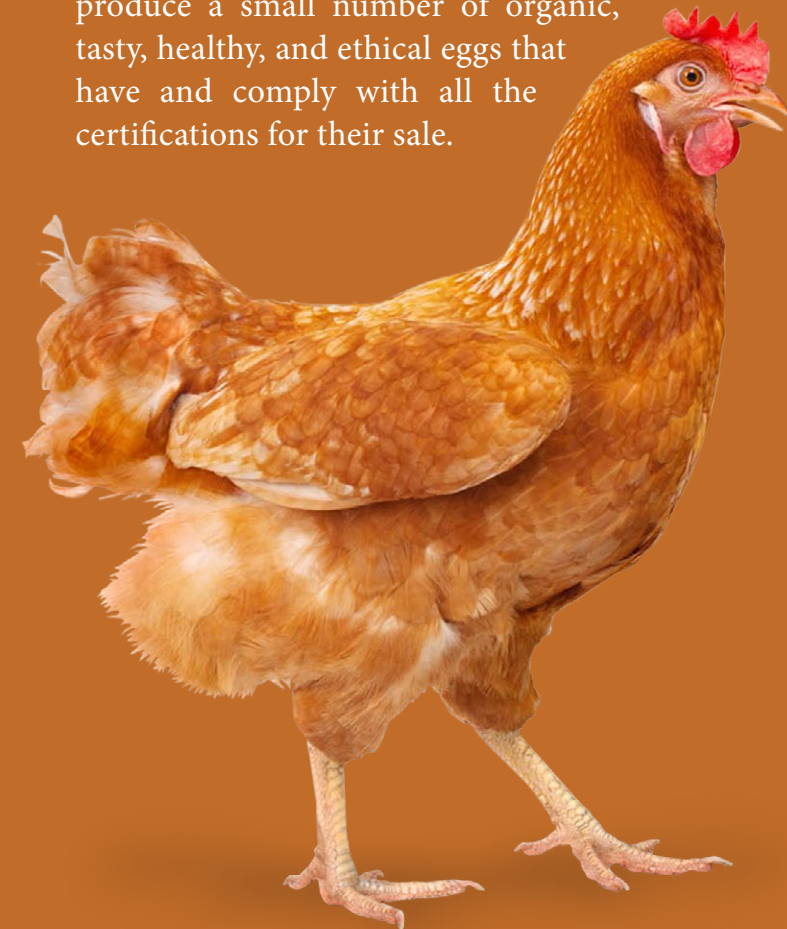
FROM FARM TO TABLE

By JOSÉ ERNESTO CABRERA, JUNIOR CHEF

At Breathless Punta Cana we seek to maximize the positive impact on society and the environment, which is why we consider ourselves a sustainable company, supporting producers in our area and the neighboring communities.

Let's talk about the egg since it is one of the most consumed produce; therefore, it is one of the products that impact our food costs the most and its correct use and traceability must be closely monitored.

A few meters away from our hotel there is a ranch with around 500 free-range chickens that produce a small number of organic, tasty, healthy, and ethical eggs that have and comply with all the certifications for their sale.



"Farm eggs are free of potassium."



By purchasing these eggs, we generate a different and special offer for our Xhale guests. Farm eggs are free of potassium since free-range hens eat natural grains and grass, and the color of the yolk is much more yellow and bright; not to mention that the flavor is even more intense. We generate a WOW effect in our clients, who enjoy such a special product and at the same time see the commitment to the sustainability of our hotel.

At the end of our breakfast day, we collect the shells of the eggs, wash them to remove any remains, let them dry, and then are packaged in corresponding covers which are collected daily and taken to the farm to be used to feed the hens. At the farm, they mix the regular food with the ground eggshells so that the hens don't get used to the taste of the shell and then try to peck and eat the eggs. Additionally, we reuse the cardboard box for the proper transport of our eggs.

With this project from Breathless Punta Cana, we show a commitment to the world, the neighboring communities, and our guests to get a WOW effect, besides getting a healthy and responsible diet.



BASICS THAT SELL

BY JUAN CHAVEZ SOTELO
F&B MANAGER



In this edition, we would like to refresh the information on the basic and essential elements that the sales teams in each restaurant refer to while serving wine to our guests.

WINE GUÉRIDON:

It refers to a support table for the exhibition and professional service of wine and prevents saturating the customer's table with the basic elements according to the protocol of service in our consumption centers.

OXYGENATOR: This tool allows the wine molecules to express their benefits at the moment they come down through a concave filter is simple gravity. The bouquet of the

wine before and after an oxygenation process is immediately perceptible.

DECANTER: It is a unique crystal or glass structure used to be poured wine, it has a smooth structure with semi-circular and kind lines that help the wine molecules to move and circulate oxygen among themselves at the moment of transferring.

TWO-PRONG CORKSCREW:

The great goodness of this piece prevails in embracing the cork with two thin sheets that are inserted along the neck of the bottle, affecting the integrity of the cork itself. It is essential when starting a protocol on a wine bottle that is characterized by its storage.

TASTE VIN: The essential tool of every Sommelier to carry out a tasting protocol to guarantee the wine's qualities. It's made with materials (*silver, tin, or alpaca*) that are insipid and odorless, guaranteeing the non-alteration of the characteristics of the wine, and allowing clear visibility in case there are sediments to be treated. Thus, the Sommelier can dictate the integrity and values that characterize a wine.



WALKING WINE CELLAR ROOM:

It becomes a genuine selling point to exhibit our Sommelier's selection in a room that allows walking between the exhibitors, providing adequate temperature and position for storage and visibility to clients and Master Sommelier. Being invited by the Sommelier to visit these corridors full of premium labels makes our customers fall in love and purchase.

THE WINE SPECTATOR RECOGNITION:

It is the certification that guarantees the correct selection to have in a Wine Cellar of a Restaurant, it has been taken by the most representative international Restaurants that participate in the struggle to give one, two, or three glasses with the hope of being awarded and recertified. Displaying this award shows pride and hard work in maintaining accurate selection and correct storage under label management inventory.



The elements of this small list are considered "BASICS THAT SELL" and that we need to have in our restaurants when talking about Wine. This is nothing but a simple reminder and recommendation.



SALE OF WINE

BASED ON QUALITY-PRICE

BY DAVID LÓPEZ, F&B MANAGER

Nowadays, the purchase or acquisition of equipment or products, whether food, drinks, equipment, and so on, became a complicated issue and we must invest more time due to changes around the world. Being able to carry out a good negotiation is essential, without neglecting delivery times and quality, which is the most important.

Wines are no exception and we decided to search for quality and price options within the market that can make up for the shortage of wine and continue to offer the best product to our guests, who are always expecting good quality at the consumption centers.

We have gone through several large-scale producing countries like Chile, Italy, Spain, and Mexico, of course. However, we have had to decide our best alternative to supply this shortage, always following the options on the table provided by the corporate purchasing team.

The decision was made focused on the American taste and we chose Spanish wines in the all-inclusive category mostly Sauvignon blanc, Cabernet, and Merlot.



“Being able to carry out a good negotiation is essential, without neglecting delivery times and quality, which is the most important”

We have done this in the last 2 months, supplying the shortages and without getting negative comments. Not to mention that wine sales have increased.

We share a table in which we can see the cost reduction that we have had for many bottles. This helps us to reduce the cost of this product, and those savings are invested in better distillates or fermented products.

WHITE WINES	AGREEMENT PRICE	ALTERNATIVE PRICE	SAVINGS
2,100 BOTTLES	154,056 MXP	125,663 MXP	28,393 MXP

RED WINES	AGREEMENT PRICE	ALTERNATIVE PRICE	SAVINGS
2,371 BOTTLES	173,936 MXP	125,663 MXP	48,273 MXP

Total savings generated = \$76,666.56 Mexican pesos, great savings that help us to improve the quality of beverages in other areas.

The monthly Rating of the wine list in January was 85.89, in February 81.70, and in March 87.03.





THE FUTURE IS GREEN

BY TOMAS CHÁVEZ,
F&B ASSISTANT

In September 2015, the UN proposed a joint strategy to eradicate poverty, protect the planet and ensure prosperity for all, from here arose the need to act immediately and in all areas. Climate change and its effects influence food production and cause crop failure, loss of forests, and changes in the reproduction and distribution of plants and animals. The bet is on health and respect for nature.

Gastronomy is no exception, as shown by the Michelin Guide, which has included a new category of distinction: The Green Star, which aims to point out the work

and sustainable and environmentally friendly practices in haute cuisine, as a way to recognize those establishments that stand out for their commitment to the environment. In 2022 more than ever, the challenge seems to be to combine gastronomic pleasure with an attitude of care towards the health of the body, the environment, and the planet.



This is why at Dreams Sands Cancun we are not oblivious to this global vision, so our mission as a Food and Beverage department is: *"Provide an experience to each one of our guests, through high-quality food and beverages; always growing and innovating in harmony with the community and the environment..."*

Electronic commerce with small producers or cooperatives is increasing, reducing the number of intermediaries increases the benefits of the area. Now any producer can

sell directly to the consumer, helping to improve their profit margin, which helps maintain these artisanal productions and boosts the regional economy and local consumption.

We promote gastronomic festivals such as Festival del Cacao, del Taco, and del Mole, and a part of our menus is based on products from the region and we buy different types of axiote with local suppliers to also favor the nearby economy.

We have eliminated single-use plastic items. We are replacing it with edible bowls made of corn dough or wheat flour, cardboard containers, and cups, biodegradable bags, compostable or biodegradable avocado seed straws which are friendlier to the environment.

Making use of the benefits of electronics, we have QR Codes and applications to view the menus and other services offered by the hotel, drastically reducing the consumption of paper and other

materials used for its preparation, technical datasheets for wine that auto-translate into different languages, among others.

For responsible consumption and to achieve a fair balance between economic, social, and environmental needs, managing to satisfy the needs of the present without compromising the capacity of future generations. Our way of consuming matters, at Dreams Sands Cancun we protect the environment, favor regional development, and promote local employment with our purchasing power.



CHEF'S SALAD

BY MANUEL NUÑEZ, F&B MANAGER

As each Region has culinary experiences, our chef decided to innovate in one of our restaurants specializing in the Caribbean menu (*Castaways*), we named it the chef's salad which is made with natural products harvested in the North Region or Cibao.

It has the following ingredients: tomato, pineapple, corn, eggplant, cucumber with a honey dressing, cilantro, pacha fruit, and tangerine. It has been well accepted

"This has made our restaurants stand out in terms of taste and presentation"



by all our guests and visitors, both national and international.

This has made our restaurants stand out in terms of taste and presentation, which we can confirm with our high demand and the comments posted on social media, as well as evaluations and reviews.

Ready to enjoy!

COOKING IN SMALL DOSES

BY RAFAEL ESPINAR OCHOA, F&B MANAGER



It sounds difficult but it is not. Use your miniature crockery, plastic or porcelain, bamboo tongs for sushi, skewers for your shrimp tempuras, shot glasses for creams or soups, spoons for rice dishes, mini bowls for salads, among others.

Some time ago we left behind the idea that the tapa is that accompaniment, half fried and half greasy, that was served in the bar every time we ordered a beer; it has become an extremely pampered dish present even in haute cuisine.

The idea is to concentrate the essence of a dish and express it to the maximum: recipes in small doses. In just one bite you will enjoy the best of a recipe: top-quality fresh food, ideally zero-mile, with an impeccable presentation, very attractive visually, and stimulating in the mouth thanks to their texture and intense flavors.

We can make any dish in a small portion, concentrate it and plate it individually in a very attractive and surprising way. There are countless ways to present finger foods, creams, foams, and salads in small glasses.

DO YOU KNOW WHAT FINGER FOOD IS?

The new trend of eating large dishes in small doses.

The philosophy of finger food goes much further:

it is the art of combining the elegant and the informal, the gourmet and the practical, the delicate and the fun. They are a set of traditional or current cooking recipes presented in small individual bites with an avant-garde touch.

It is a rather casual dining concept to synthesize a dish with all its flavors concentrated in just one bite. The idea is that it can be easily picked up with the fingers and taken to the mouth, without major complications.

It is vital to consider it to be attractive to all the senses: sight, smell, taste, touch, and hearing. Visually attractive and very creative, the presentation is key. Play with colors, textures, and flavors.

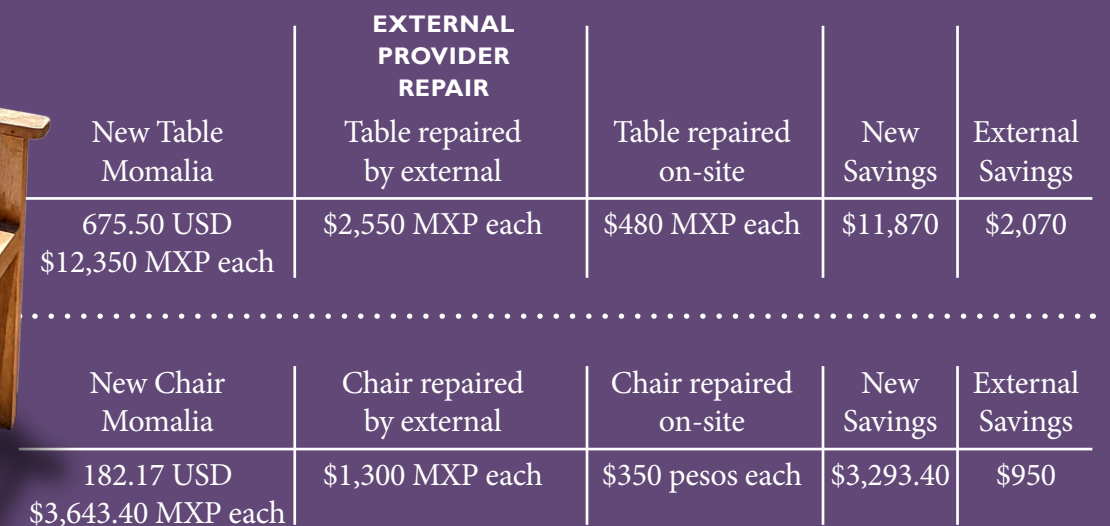
The presentation or the environment. In the same way that you take care of the dishes, pay attention to the decoration and lighting. You have to be original with the crockery: use paper, edible cones, everything that comes to mind.

Finger food is a new concept of gastronomy that proposes to enjoy food with fewer formalities, more creativity, and a lot of flavors.

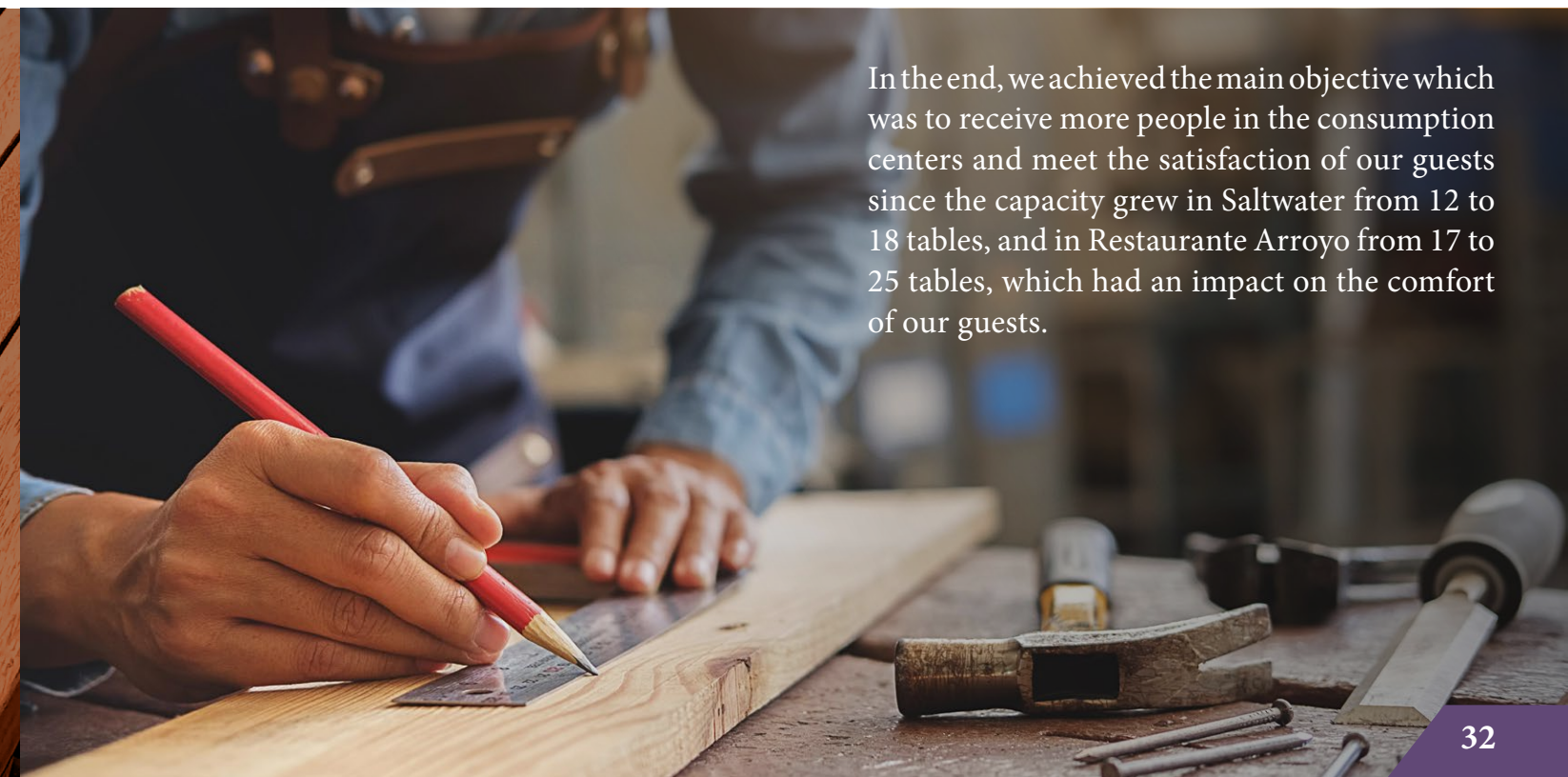




tables and chairs. Since we have similar furniture in Saltwater, the terrace of Restaurante Arroyo, and the Pool Bar Reflections, we asked for a quote at Momalia, and considering the expenses and delivery time, we decided to request an internal repair, generating greater savings.

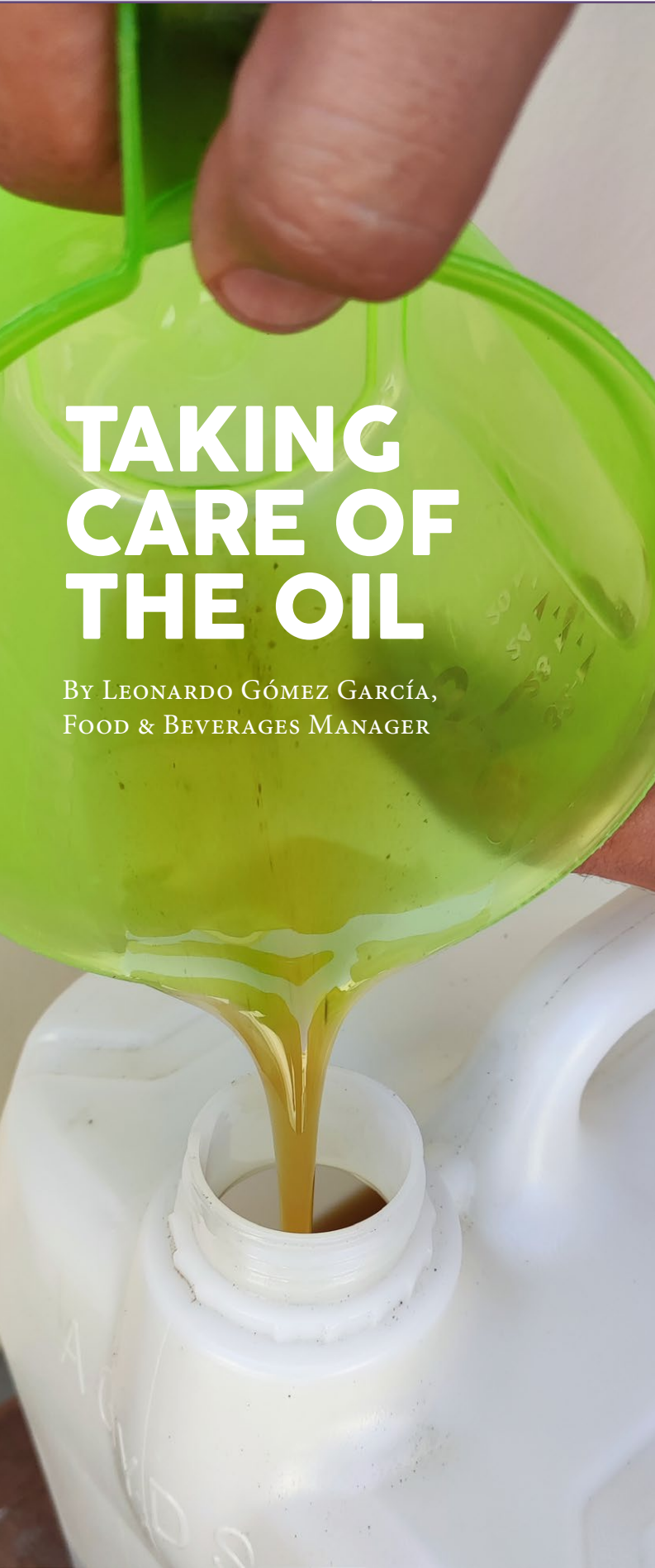


“we had to renovate our Teka wood tables and chairs”



In the end, we achieved the main objective which was to receive more people in the consumption centers and meet the satisfaction of our guests since the capacity grew in Saltwater from 12 to 18 tables, and in Restaurante Arroyo from 17 to 25 tables, which had an impact on the comfort of our guests.

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“For a long time, we have carried out the practice of taking care of cooking oil after it completes its lifetime and becomes a polluting waste.”

At Dreams Los Cabos we are committed to always seeking the best practices to maintain our balanced profit margins and at the same time take care of the environment, especially when we talk about products that can be converted from waste to income for the hotel.

For a long time, we have carried out the practice of taking care of cooking oil after it completes its lifetime and becomes a polluting waste. We save it to transform it into income. The one in charge of carrying out this hard work is the stewardship department, which collects in plastic containers the product that our kitchen team determines is no longer suitable for the preparation and consumption of the food; then, it is stored in the organic waste warehouse to keep it in the best conditions, and avoiding the presence of fauna. Every week, this product is delivered to a company specialized in recycling, which evaluates and weighs the product

to later be transferred to a specialized treatment plant, which has final products such as biodiesel, lubricants, additives, premixes, etc.

With this good environmental practice, we are contributing to the care of our planet, in addition to that, we follow our Preferred By Nature standards. Dreams Los Cabos is 100% committed to preserving our resources.





SENSE OF PLACE

By MAURICIO LARA, EXECUTIVE CHEF

At Breathless Riviera Cancun, it is a priority to guarantee the cornerstones of our brand by taking care of resources, without affecting the quality of the product and the guest experience. The post-pandemic continues to affect the destination and keeping costs under control is a difficult task.

On that note, we had our first “Sense of place” theme night, in which we tried to highlight the local products of the region by promoting the dissemination of

storytelling of each one of our dishes and the culture and gastronomic richness that this land offers. Along with the entertainment department, music, local dance, art, fashion, and a dinner show on the beach, we got the attention of our guests who lived a unique experience.

This activity allowed us to close two high-cost consumption centers (*Coquette, the French restaurant, and Strip Grill, the steak house*) achieving daily savings of 46% in the cost of proteins. Not to

mention that all the equipment used for assembly and production was made entirely in-house.

The experience was very well received by our guests since many seek to get to know and dive into the culture of the Riviera Maya.

During April, we estimate to achieve an approximate saving of 0.23 USD per person in costs of food, without neglecting the satisfaction of our clients.

DRINK DECORATIONS

By LUIS I. HERNÁNDEZ L.,
FOOD & BEVERAGES MANAGER

“We are taking advantage of all the available seasonal fruits and dehydrating them to give them an excellent presentation and better shelf life”

At Zoëtry Paraíso de la Bonita Resort & Spa we add water to the soup!

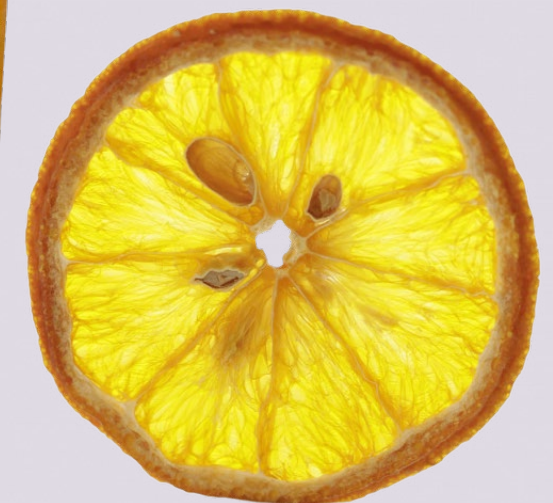
For our beverage garnishes and decorations, we are taking advantage of all the available seasonal fruits and dehydrating them to give them an excellent presentation and better shelf life.

We invested in a dehydrator and managed to use it not only to dehydrate the fruits but also to add salts, sugars, and chili peppers and give them more complex flavors.

Our team of bars, led by Antonio Díaz, has created these combinations to complement drinks and even accompany some drinks with dehydrated fruit and vegetable chips, as well as flavored salts and sugars by mixing them with their powder.

Our guests have been delighted with this innovation and asked us how can they replicate it at home, in addition to taking many pictures of their colorful drinks.

Thank you all so much for your creativity!



ICE CREAM AND POPSICLES

BY JUAN TAMAY, EXECUTIVE CHEF

At the Dreams Aventuras Riviera Maya hotel we take care of our costs daily, making the most of our supplies. There is one way, in particular, that has given us very good results and the best of all is that our guests love it.

At Coco Café, every day we have a variety of ice creams and popsicles. We use the fresh fruit previously selected to make frozen fruit popsicles (*pineapple, watermelon, melon, grapes, papaya*) which practically become 100% natural ice pops, topped to the client's taste with Miguelito powder, chamoy, or lemon juice.

EXAMPLE: The water popsicles represent a cost of \$6 pesos per product.

To fill an insert is an average of 30 popsicles. Filling an insert would represent a cost of \$180 pesos x 5, which is the amount of variety in natural popsicles that we have, giving us a total of \$900 pesos, the monthly cost of this product is \$27,000 pesos.

In this case, the kilogram of fresh watermelon is \$16 pesos, from a 5-kilogram watermelon we get an average of 60 popsicles, which represents a cost



of \$80 pesos, the cost for production of natural popsicles per month is \$2,400 pesos.

By not having water popsicles, we get savings of more than 70%, which is \$24,600 pesos per month.

Now, if we talk about ice cream, it represents a greater saving since the average cost to fill our display case with 16 inserts is \$144,000 pesos per month.

With these actions, we are saving 5 inserts, which equals \$45,000 pesos.

“By not having water popsicles, we get savings of more than 70%, which is \$24,600 pesos per month”



FURNITURE MADE OF PALLETS

BY ANA-ALICIA RAMSAMUGH,
F&B ASSISTANT

Following our Preferred by Nature certification and the sustainable way in which we operate while reducing our negative impact on the environment, the Food and Beverage team has found a way to reuse the wooden pallets that come into the hotel. We have reduced our wood purchases and the negative impact of cutting down trees that would be required to make our furniture.

Our Director of Food and Beverage of Secrets & Breathless Resorts, David Andrews, has inspired us to reuse wooden pallets. He has given our woodworking team creative ideas on how we can transform old pieces of wood into something new, creative, and useful for our operations.



To this date, we have transformed at least two hundred (200) pallets into useful and dynamic furniture for the Food and Beverage department to be used in our daily operations. The furniture that has been created has many functions, these include bars, used in cocktails and dinners on the beach or lawn, napkin holders, side stations, and podiums for restaurants.

These items give a modern yet stylish look and are practical depending on the nature of our daily operations and needs. They blend in with our look, natural feel, and the atmosphere of the restaurant.

The reuse of pallets has decreased our hotel purchases of lumber, nails, paint, varnish, etc., as well as the large costs associated with

furniture purchases for such purposes. Our Food and Beverage team has helped reduce operating costs by finding an ingenious way to adopt reuse, reduce, and recycle practices.





SECRETS WILD ORCHID & SECRETS ST JAMES MONTEGO BAY



ADDING MORE WATER TO THE SOUP
Secrets Wild Orchid & Secrets St James Montego Bay

ROMANTIC EXPERIENCES

BY ANA-ALICIA RAMSAMUGH,
F&B ASSISTANT

The Secrets Resorts & Spa catering team is very dedicated to their craft when it comes to serving their guests who purchase romantic dinners.

The main objective of having Romantic experiences is to assist our guests, creating lifelong memories, and to do this, we must be extremely meticulous in the preparation and execution of the dinners.

Romantic dinner packages range from \$320 to \$500 USD per couple with a special table on the beach, on the rocks, under the cabana, under the gazebo, or in the water.

It all starts with decorating the tables and selecting the right place. We use a variety of different colors for table linens, napkins, chair covers, etc. The menus are tailored to provide high-quality food, ranging from seafood, meats, and cheeses, among others. Lobster and New York Steak are the most requested by American guests. Our Champagne and wine selection come from our Premium Wine list, which also represents many different wine regions in the world.

What is supposed to attract the attention of our guests is the location of the table. The most private and unique places, such as cabins, are the most requested since they are considered the most romantic and welcoming.



The team greets the guest in the lounge area, they are immediately offered a glass of Champagne while their waiter escorts them to the venue. They are highly trained in the execution of food and service. Guests have expressed high praise for our team once they arrive at the table and see the atmosphere created with candles, colors, and beautiful table settings.

Guests are taken through a journey of four courses that complement the evening to make it a wholesome and memorable and unforgettable experience, the result is always a Mission Accomplished: *Longlife memories!*



FLOATING BREAKFAST FOR TWO

BY ALEX ALCÁNTARA, EXECUTIVE CHEF



“Experiences that not only encourage the purchase but also leave a good feeling in their memories”

The design of our Secrets Royal Beach Punta Cana hotel has enormous potential to create memorable and surprising experiences for our guests. Our swim-up rooms and rooms with a private pool are the perfect setting to get out of the traditional and offer unique experiences. Under the concept of *“You deserve it”*, we have introduced our floating breakfast for two. A heart-shaped tray that is not only colorful but comfortable to have a full breakfast in the pool.

The offer includes; smoked salmon bagels, seasonal fruit, cheeses, charcuterie, muesli, a bottle of sparkling wine, and chocolate truffles.

Since its recent introduction, our main objective is to make our guests’ stay more pleasant, where they can start the day with an unforgettable floating gastronomic experience, in a warm climate, with unique panoramic views, and surrounded by nature in a safe and secure environment.

The sensations experienced by our guests with these unique experiences are vital to achieving the development of the company and the loyalty of our clients, experiences that not only encourage the purchase but also leave a good feeling in their memories.

“You deserve it”



CREATING EXPERIENCES AT SEA

BY TOMAS SOLANO, F&B MANAGER

Every day, offering an unforgettable gastronomic experience goes beyond the place and the flavor. All the senses must be stimulated by each other, but more than that, the quality, attention, service, decoration, and even the lighting are very important.



Today the main objective of a unique gastronomic experience is to exceed the expectations of the guests, transcending all physical, sensory, and environmental aspects. Hotel gastronomy must always be out of the ordinary, being innovative, unexpected, and memorable.

At Dreams Dominicus La Romana we have created a magical experience at sea, specifically on our majestic pier, under the light of the sun or the moon and the stars, according to our guest's preferences, where the perfect sound of the waves of the sea and soft music, the details, the service, the quality, and the gastronomic presentation provide a special and unique moment.



“Hotel gastronomy must always be out of the ordinary, being innovative, unexpected, and memorable”



Our chef has prepared a menu for this memorable occasion where the rack of lamb or salmon is the most attractive dish, not to mention the final touch of an exquisite dessert.

“The best recipe you have is passion”





DREAMS MACAO BEACH PUNTA CANA



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

THE BEST OF US

BY JORGE CASTREJÓN, EXECUTIVE CHEF AND
JHONATAN RIJO, RESIDENT MANAGER

Dreams Macao Beach Punta Cana had the opportunity to participate in the cooking contest "GRAN PREMIO CULINARIO DE LA EXPOGASTRONOMICA 2022", where the creativity of our chefs was put to the test, highlighting Dominican products such as cocoa, coconut, medlar, mama Juana, Creole pork, and yams.

The purpose of this challenge was to create dishes with a high level of use of cutting-edge cooking techniques and in our case, we had the opportunity to be present in both categories: hot cooking and pastry.

This activity was carried out at the Hotel Lopesan Costa Bávaro, with the consent of a large group of judges and personalities from the gastronomic and hotel industry to make this event an unparalleled project, considering that it had been suspended due to the pandemic.

This initiative is supported by the Dreams Macao Beach Punta Cana hotel, considering that it encourages the training of new talents by venturing into this haute cuisine project, which can be carried out in all-inclusive hotels, promoting the high culinary level that can be generated in the country breaking the expectations of our guests and giving a plus to hotel gastronomy.

Representing the hot kitchen: Chef Domingo de los Santos and Rafael Domingo Suy; while the pastry was represented by Chef Wayro Solimán and Ricky Cedeño.

1ST PLACE IN
HOT KITCHEN
CHEF DOMINGO
DE LOS SANTOS

(Gran Premio Culinario de la
Expogastronómica 2022)

3RD PLACE IN
PASTRY CHEF
WAYRO SOLIMÁN

(Gran Premio Culinario de la
Expogastronómica 2022)

The preparation was arduous and the result was reflected by winning first place in hot cuisine with the representation of chef Domingo De Los Santos and third place in pastry with Chef Wayro Solimán.

The Dreams Macao Beach Punta Cana hotel is proud to have two of the champions of the Eastern region.

The kitchen team is under the advice of Chef Jorge Mario Castrejón Saráchaga, Executive Chef, together with the entire team of chefs and cooks that keep studying, creating, and executing cooking recipes, new trend cooking methods, molecular cuisine, history, and origin of the products used, and also refining the standards and processes of hygienic handling of food, the development of recipes, costing, planning and organization of execution to continue providing the best of us.

SKEWERS FEST

By MANUEL HERNÁNDEZ, F&B MANAGER

At Sunscape Puerto Vallarta we are happy to share our Skewers Fest. The idea came from our team of chefs seeking to offer our guests a wide variety of options, so we interacted with our guests to delight the most demanding palates.



“The effort has been rewarded with the favorable comments of our guests,”

With great enthusiasm, our culinary team prepares the Skewers Fest every week, the menu includes a variety of twelve different skewers, among them, are the traditional ones: beef, chicken, seafood, mixed, and vegan; as well as combinations of ham, cheese, vegetables, and fruits, giving them an experience of variety and a combination of flavors, which have been to the liking of our guests, becoming a successful event and one of our most popular dishes.

Our World Café restaurant is decorated and shines with this festival, accompanied by a view of the bay. The service team takes care of every detail and suggests the range of skewers to be prepared.

The effort has been rewarded with the favorable comments of our guests, which motivate us to continue creating, innovating, experimenting with new ideas in our kitchen, as well as highlighting the culinary creations of our passionate staff.

At Sunscape Puerto Vallarta we continue moving the Paila, to see what comes out....

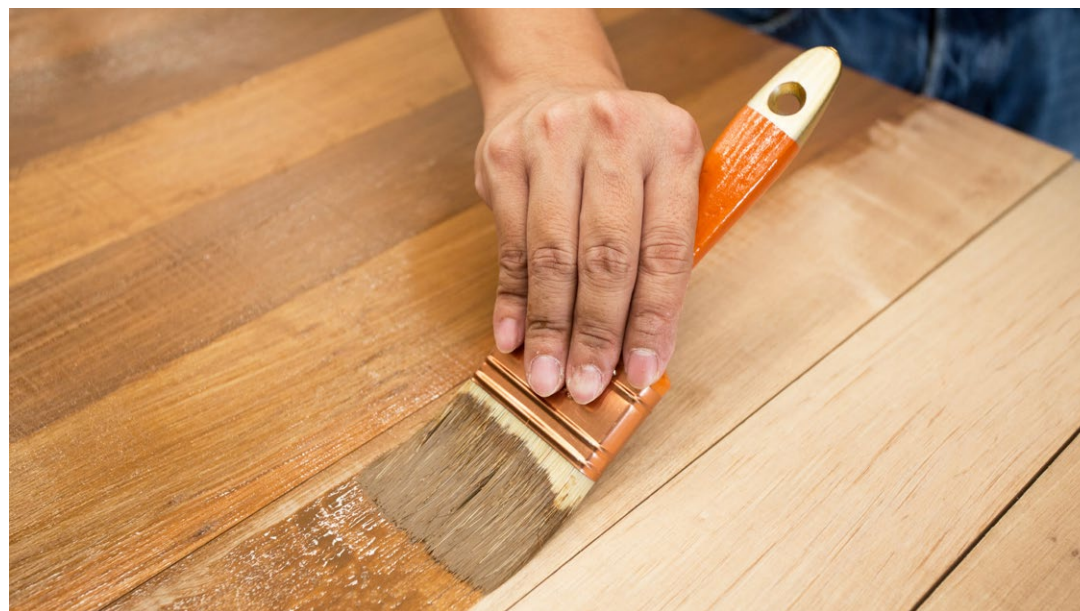


REPAIRING WOODEN CHAIRS AT RESTAURANT EL PATIO

BY GUADALUPE HERRERA,
F&B ADMINISTRATIVE ASSISTANT

At Dreams Huatulco Resort & Spa, we know that it is essential to keep our consumption centers in optimal conditions and the timely maintenance of our operation team is necessary to create a pleasant atmosphere for our guests. However, this generates heavy expenses that inevitably take a large part of our budget and therefore impact the GOP.

One of the priorities this year was the repair of the wooden chairs in our restaurant El Patio, which were originally made with henequen yarn, which was worn out due to use. The quote for this work was made with an external provider but we also estimated how much it would cost to repair them in the hotel, of course, with the support of the Engineering and Maintenance department.



REPAIR WITH EXTERNAL PROVIDER

\$66,000 MXP

REPAIR AT HOME

\$29,500 MXNP

Savings \$23,500 MXP

After making a sample and analyzing both the quality of the work and the cost involved, we decided to repair them at home. With this, we managed to save \$23,500 pesos in total, and give a new life to the restaurant's chairs, which will undoubtedly impact the comfort and satisfaction of our guests.





The result has been very flattering, the comments of the guests are very positive, and everyone enjoys this attractive and unusual piece of furniture. Our guests do not miss the opportunity to take pictures of it.

A NEW OPPORTUNITY

Imagination is fundamental when it comes to knowing how to create new functional and decorative objects with what we have stored and not used.

In one of our warehouses, we found an abandoned cart, which at the time was used as decoration for the Mexican Restaurant. Most certainly, it was to be discarded; however, thinking of giving a better presentation in our dessert display at theme dinners in the pool area, someone from the staff suggested giving it a new opportunity and placing it in the area of La



By RICARDO MONDRAGÓN BAHENA,
FOOD & BEVERAGES MANAGER

Plaza. We thought this was a good idea and it was installed and enabled for the presentation of our desserts in our Mexican dinners.

We did not spend money, since we already had the paint, and with a bit of creativity, we created our display, which has satisfied our guests and our team.

With this cart we improved the service and presentation of the desserts for events at the pool area, offering a better-quality presentation in our settings.



PORTABLE GUÉRIDONS

BY EDGAR CERVANTES, EXECUTIVE CHEF

To provide our guests with a more complete experience, the F&B team at Breathless Cabo San Lucas renovated our VIP lounge for XHALE members.

We bought two portable guéridons for food to daily display canapés created by our chefs. We created a participation calendar in which they will make their creations and ideas to enhance the experience of our guests. The food will be delivered to their table while they relax, play a board game, talk, socialize, and enjoy a personalized cocktail.

We seek to encourage the creativity of our culinary team by encouraging them to evolve the pairing of flavors, innovation, and improvement of assemblies and at the same time experiment



with different ingredients to work with.

This tool has also provided us the opportunity to test and see the reaction of guests to different dishes to introduce on our menus, to see and analyze their popularity and amount of consumption by working along with our Concierge team, which is always on the lookout discreetly collecting feedback from our guests. With the support of our mixologists, we create food pairings focusing on the mixture of cultures and specific regions. We have made it possible for our guests to have a unique experience with personalized hors d'oeuvre service and signature cocktails in the comfort of an Ultimate VIP Lounge.



THE BEST SETTINGS ARE FOR THOSE AT HOME

BY CARLOS NÚÑEZ, F&B MANAGER



A special event or celebration must be planned and leave its organization in the hands of specialists, like us at Secrets Maroma Riviera Cancun, who have extraordinary colleagues in the banquet area.

We are committed to continuous improvement and this is how we use the Executive and Operations committee meetings, as a forum to set up banquets. We ensure that all departments, departmental leaders, and staff know about the extraordinary set-ups that we have and obtain positive and/or corrective feedback on the products we offer to our guests, mainly as internal customers.

Each assembly, as we mentioned before, is a canvas. We take care of every detail as much as we do with our guests, always trying to seek innovation and gradual improvement. Let's not forget about our Executive Chef, who delights us with his dishes and presentations. Our best ally for new set-ups and creations at our house. Finally, to have a world-class setting, the bar department demonstrates its creativity and commitment by giving its best to our staff.

We are convinced that working together and as a team, we will turn dream vacations into lifelong memories.



Within the elements to consider for an event, the setting or staging is perhaps one of the most important and relevant. The assembly is to an event or celebration what the canvas and the frame are to painting; they constitute the aesthetic, structural, and functional basis on which an event takes place. A remarkable staging predicts a remarkable event, poor staging will rarely make an event stand out and be unique, memorable, and personalized.



THE LAST DINNER AT HOME

BY DENIS RADOUX, F&B MANAGER



The time has come to enjoy the outdoors. One of the many surprises we have prepared for our recurring guests is the barbecue among friends, which is offered to them on the last night of their stay. This idea arose while we were observing a couple who frequently visits us: they met another 2 recurring couples. After their stay, they contacted each other in different parts of the world, organizing the meeting in the place where they met: Secrets Akumal Riviera Maya. For this reason, we offered them “*the last dinner at home*”, immersed in a fresh and Caribbean atmosphere, where they get to choose the ingredients and the chef performed a master class from scratch: how to light the charcoal, the secrets of the embers, the sealing, and pairing; it was the perfect occasion for our Sommelier team to offer a range of wines selected according to the type of meat or seafood they preferred, having an unforgettable experience.



Now, our tips to put together the perfect barbecue!

THE BEGINNING: an essential ingredient to provide a unique smoked flavor, charcoal! It is essential to place the necessary amount in the correct area, to light it starting from the edges, and the fire will be unified until it reaches the middle part. The real secret is to create a uniform layer of charcoal.

THE KEY IS IN THE EMBER.

It is recommended to do it with incandescent combustion, reaching the point of burning the upper part, which will help small parts of oxygen to enter, capable of sustaining without flame. The correct technique is to play with the ember, you don't take the meat to the ember, you take the ember to the meat.

If the heat of the grill is insufficient and soft, the result will be dry and “boiled” meat. It doesn't matter how good the meat is.

THE PROTAGONIST...

This is a key moment in the preparation, the diner will select the type of meat. If the meat is thick, we must add grain salt on both sides. At the beginning the intensity of the grill must be high, which will allow us to seal the exterior and retain the juices, finishing its cooking over medium to low heat.

THE FINAL TOUCH IS A GOOD WINE TO PAIR WITH!

When we talk about red meats, seafood, and grills, wine is essential, not only because it will help digestion, but also because the flavor they make together is wonderful. The wine pairs, that is why you have to look for aromas and flavors that combine perfectly, they should not overshadow the flavor of the meat or counteract much. For beef such as entrecôte, you should select a Cabernet Sauvignon Red Wine Reserve. For seafood or leaner beef and milder flavors, the wine should be less intense, but with high acidity notes and light wood flavors. For lamb it should be softer, we can accompany it with a Merlot, which has a velvety flavor and a slight sweetness that will combine perfectly. You can also choose red or rosé wines, even white wines, as long as they are aged.

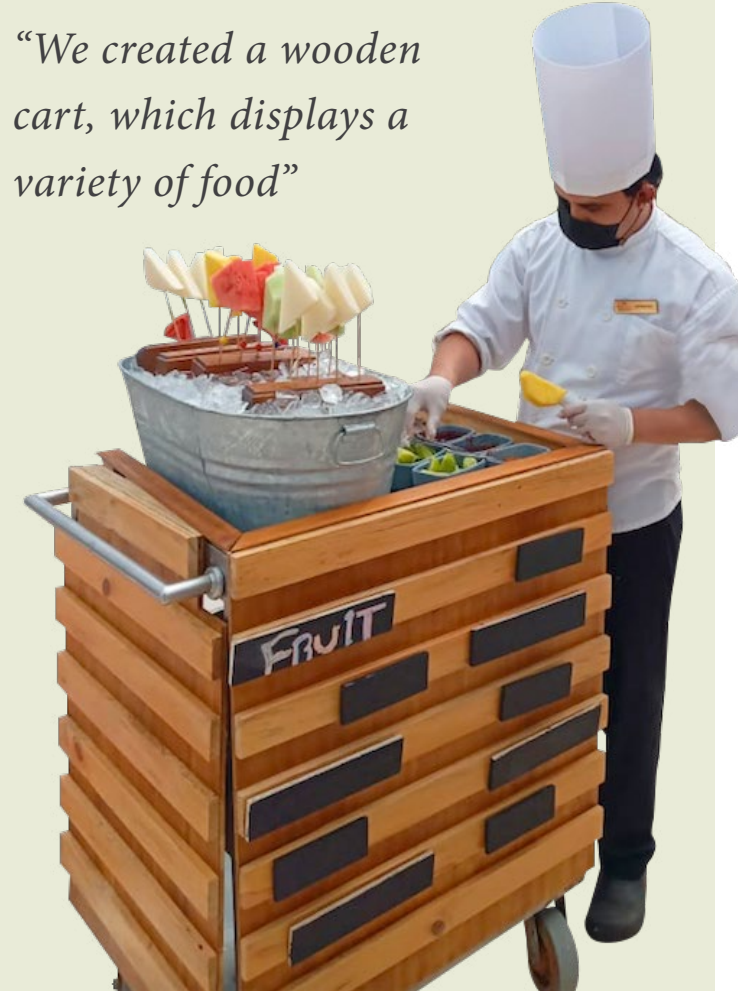


WOODEN CART

By DIANA LAURA GUEVARA SÁNCHEZ



"We created a wooden cart, which displays a variety of food"



On this occasion, the Food and Beverage department, together with our staff, managed to materialize this initiative. It consists of delighting our guests with different food, sandwiches, and desserts, to reach every corner of our hotel. We created a wooden cart, which displays a variety of food. Some of the dishes are prepared at the moment, we have ceviches, ice cream, toppings, a variety of pizzas, and so on. With this initiative, we manage to reach those who are enjoying the sun, sea, pool, and other areas of our hotel.

At Secrets The Vine Cancun, one of our most important tasks is to exceed expectations and continue to create unforgettable experiences day after day for all our guests and thereby be able to leave a good taste in their mouths, always looking for ways to pamper them, as well as thank their choice and preference, continuously innovating and capturing ideas to make their stay unique to continue achieving a high level of satisfaction.





RESTAURANT DINNER SPECIALS

BY DIEGO PÉREZ P., F&B MANAGER

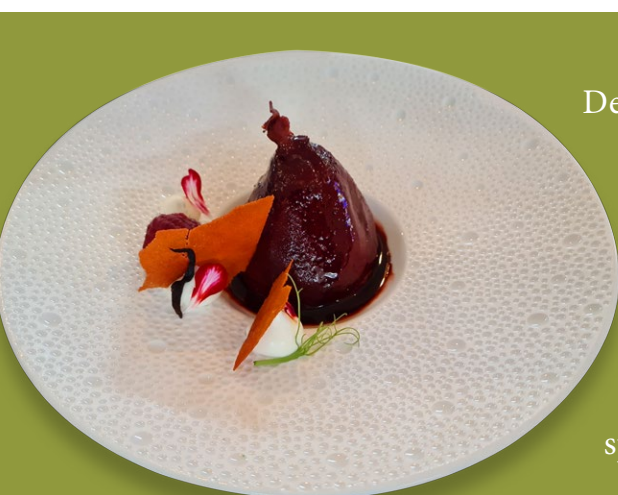


At Dreams Natura, as in all hotels, we know that creativity is part of a chef's skills. All menus are the basis of each restaurant; therefore, each chef applies their creativity and specialty dishes represent a time to bring out the skills of each specialty chef. Every day they renew their ideas, inspired by shapes, flavors, textures, colors, aromas, and even their own experience. All this leads to creating new dishes, always seeking to be at the top for our hotel standards and our guests.

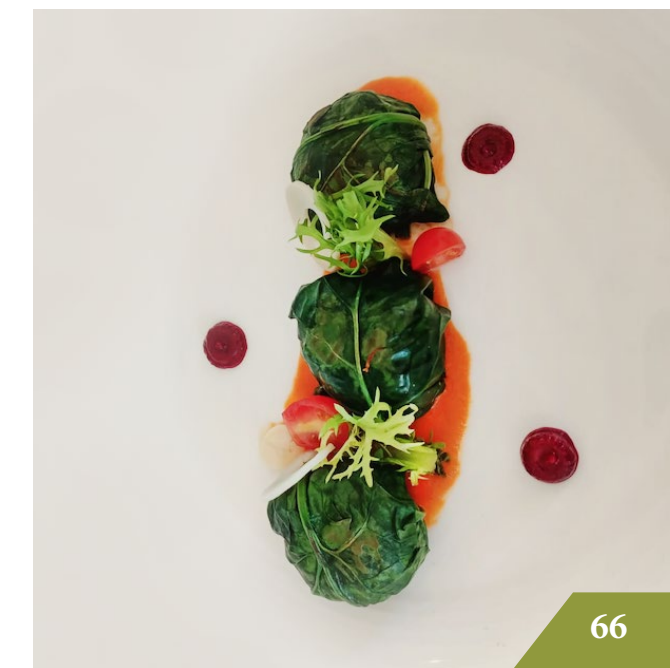
At Dreams Natura we have six special restaurants: Oriental, Italian, French, Seafood, Steak, and, of course, the Mexican, which represents us with pride. We do not doubt that you can enjoy the menu of each one of them

and if you feel like trying something different, you will surely find it in the special dish of the day of the restaurant of your choice.

Knowing also that each person's diet is different, due to ideologies or illnesses, which is why the chefs also present the vegetarian option. This allows us to be able to satisfy the needs of our guests and everyone staying in our little paradise may feel especially welcomed.



Dear readers of Salt & Pepper, as always, it is a pleasure to be able to write about STIR THE POT... LET'S SEE WHAT HAPPEN. This article will be directly focused on the dinner specials at our restaurants.





Our Seaside Grill restaurant once a week, it changes its logistics from being an a la carte restaurant to becoming a beautiful “Buffet Style Grill”.



GRILL NIGHT

BY NEFTALI ZEPEDA MERCADO, EXECUTIVE CHEF

As part of the strategies for the satisfaction of our guests and to be able to offer them a different gastronomic experience, we twisted our Seaside Grill restaurant without losing its essence. Once a week, it changes its logistics from being an a la carte restaurant to becoming a beautiful “Buffet Style Grill”. We install a natural charcoal grill to provide an exquisite flavor to all the meats, vegetables, and garnishes that are prepared, all accompanied by the traditional sauces that are offered on our menu. We take advantage of the occasion by adding local and international sauces to the delight of our guests’ palates.



The great team of bars surprises us with a special bar that offers spectacular cocktails with local and international distillates that have left more than one with a great taste in their mouth.

To make it even more perfect, the atmosphere we offer is very unique, with tables in our main garden surrounded by local flora, without missing the view of the spectacular Gulf of Papagayo; the ideal atmosphere to enjoy an unforgettable dinner. The entertainment team surprises our guests even more by offering happenings of different shows full of color, enthusiasm,

and talent throughout the night, making the evening more extraordinary.

As an experience, it has taught us that together and “stirring the pot” great ideas can come out. It enhances our guests’ satisfaction and provides great experiences for our entire team.



EXCLUSIVE AREA OF BALINESE BEDS

BY ALEX ALCÁNTARA,
EXECUTIVE CHEF



package income by offering the guest to improve this memorable day with a Moët Ice accompanied with natural strawberries.

“The fact of being able to enjoy lunch in the same bed, either from the menu or our proposal of the day, without the need to go to any restaurant or snack, provides the feeling of being a VIP guest.”

Since we turned this location into a source of experiences and sensations, we have seen the results reflected in the increase in satisfaction and the sale of wines.

Finally, I would like to add that the success of this experience would not have been possible without the contributions and brainstorming of the different departments and collaborators involved in the process. Once again, we must say that TOGETHER WE CAN!



At Dreams Punta Cana we live our mission to the fullest, *“we turn dream vacations into lifelong memories”*. Our exclusive area of Balinese beach beds with a frontal view of the sea allows us to accomplish our mission.

Beyond being just a hotel location, we have managed to turn them into the experience that every guest wants to live during their stay, achieving the perfect mix between luxury, rest, and fun.

The day begins with a nice welcome from our Beach Concierge staff, who offer the guests lemongrass and coconut-scented wet wipes, while they are taken to their assigned beds.

The Beach Concierge team identifies in advance the reason for the guest’s stay to personalize the service around a possible celebration.

This experience would not be complete without the refreshing touch of mineral water and a selection of fresh seasonal fruit, which paves the way for a non-





ROMANTIC DINNERS ON THE BEACH

BY MIJAIL NICLE ZÚÑIGA, EXECUTIVE CHEF



"...this led us to the creation of different experiences, such as the Romantic Passion Dinner and Romantic Dinner Love.



After the pandemic, we reconfirmed that we cannot live without love. We have reconciled with our loved ones and we have seen the relevance of living as a couple and in harmony with our environment. We discovered that love is more than a word and we found love again. So, for Valentine's Day, we decided to celebrate with a wonderful offer of romantic dinners on our beautiful beach.



On this occasion, we give special recognition to the sale of these romantic dinners, which represented a great challenge in 2022, due to the high expectations that we wanted to achieve compared to previous years.

In 2021 we searched for and tested several formulas to increase the romantic dinner package and this led us to the creation of different experiences, such as the Romantic Passion Dinner and Romantic Dinner Love. With the help of the entire F&B department and using their great creativity, we manufactured the equipment required to achieve the great experience we had in mind. On Valentine's Day, we achieved great sales, which allowed us to exceed the budget for the month, more than we expected.

At Dreams Royal Beach Punta Cana, we create stories for couples with exceptional moments to be remembered for life.

“EL TEQUILIER”

BY GAD KALEB, F&B MANAGER

“For the pleasure of having met in this life, let’s toast with tequila!”

At Secrets Puerto Los Cabos we always want our guests to have the best experiences in the world of the amazing variety of Mexican drinks. El Patio Restaurant has a wide selection of high-quality tequilas for sale, where guests may find tequilas such as Don Julio Real and Clase Azul Añejo.

This idea is an initiative led by the manager of the Dagoberto Restaurant together with Martin, a waiter from the same restaurant, who in recent months had the opportunity to visit Casa Cuervo in Guadalajara, Jalisco, and expanded his knowledge.

THE METHODOLOGY:

To visit our guests during the noon shift in the main pool area and carry out a suggested sale on site. We promote tequilas and mezcal that are outside the all-inclusive bar, emphasizing consumption so that the client knows and expands their taste of more than 100 brands of tequilas and mezcal.

Within this dynamic, it is possible to make a connection with the



guests to capture and channel the sale to the appropriate areas, as well as being able to connect with guests who are celebrating something special and thus make a special reservation at any of our consumption centers to create WOW moments.

Thanks to the availability of tequilas in the consumption center, our manager Dagoberto Moreno together with our waiter Martín Bartolo decided to overcome their limits and dedicated their mornings to learning everything related to the world of tequila. This self-taught learning and training formed the perfect mix for both to find the necessary confidence to form a tequila cart that they named “El Tequilier”.



MEZCAL PAIRING WITH REGIONAL OAXACAN SNACKS

By PAOLA HURTADO AND JAVIER AMAYO, MEZCALIER



Oaxacan gastronomy is considered one of the best in the world and one of its most important attractions is mezcal, which has been cataloged as a distillate of high quality and value, not only because of the slow and organic growth of the agaves but also because of their diversity and their perfect molecular chain. Agaves such as Espadín, Coyote, Tobalá, Tepextate, Cuishe, Arroqueño, Tobasiche, Ensamblés (*mixtures of agaves*), or reposados are the main ones involved in the production, distribution, and export of such remarkable elixir.

For this reason, we could not miss the opportunity to encourage the tasting of mezcal among our guests; creating a significant and traditional pairing with regional Oaxacan snacks. Attending these tastings, our guests get the opportunity to enjoy a cultural and gastronomic experience, where they get to know all the mezcal agaves and a short lesson by our mezcalier Javier Amayo.

To give this project more visibility, we decided to create two sales strategies; the first one consists of a personalized cocktails list and the second is an Oaxacan-themed tasting. The first one is focused on small groups of guests (*couples, families, and groups of friends*); and the second is for convention groups that we have at home throughout the year.

This proposal has been presented to the representatives of the agencies and guests, who choose the best option according to their needs. At the end of this experience, we not only manage to promote the sale of mezcal bottles to increase our non-package income but also generate a flow in the local economy of various cultural groups that are behind the production of this ancient distillate.



RESULTS

AN INCREASE IN MEZCAL SALES: NON-PACKAGE INCOME (1ST STRATEGY)

January - 2021	January - 2022
\$4,893 Dlls	\$5,806 Dlls

EVENT GROUP OF 85 PEOPLE ON MARCH 2022 (2ND STRATEGY)

Charge per person	Cost	Net Unit
\$250 MXP	\$65 MXP	\$15,725 MXP

With the consumption of mezcal, the local economy is activated, artisans are given work, we increase our non-package income, and we fatten the pig.

“Generamos un flujo en la economía local de varios grupos culturales que están detrás de la producción de esta bebida ancestral”

MARGARITAS FEST

BY JOSÉ LUIS SÁNCHEZ,
F&B MANAGER

For those hot days in the Mexican Caribbean, when our guests have decided to come and rest with family and friends, what better than enjoying a delicious and refreshing drink with a very Mexican touch. Shortly, a margarita for them will not only be refreshing but a whole experience.



At Dreams Tulum we could not miss this great opportunity to show a small but important part of our characteristic Mexican folklore and culture. We organized a Margarita Fest that, with the support of our entertainment staff, invites guests to try different shapes and flavors; however, while guests enjoy their drinks, our sommelier and bar staff offer a short introduction to the world of Tequila by presenting selected tequilas.

This way, guests can take it home to continue their Mexican experience by acquiring one of our 100% Mexican tequilas. This activity is carried out once a week at sunset, so that before starting their dining experience, guests may whet their appetite and take home a good souvenir. This is how we encourage the opportunity to get closer to our guests and fatten the pig.

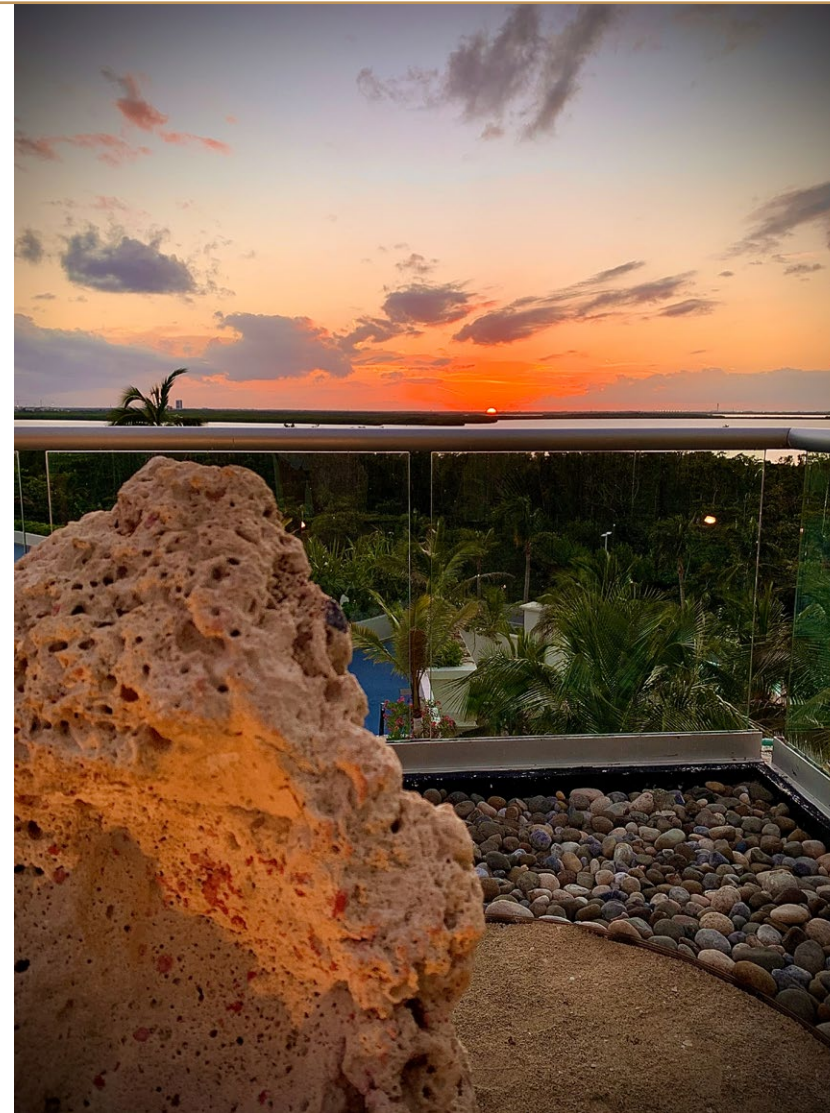


INNOVATION IN ROMANTIC DINNERS

BY IRVIN SÁNCHEZ, F&B ASSISTANT

With the idea of transforming a usual experience into something truly extraordinary, here is how the sales and operation team at the Now Emerald Cancun hotel managed to achieve it.

They say that two minds are better than one, but if we bring together a group of people with qualities and great thoughts, we will surely get good ideas to increase our non-package income.



We considered the most beautiful resources and those that we could use for the special occasions that couples or families are looking for to generate a catalog of options for the different experiences requested at the resort. Starting from this, our Sous Chef José Chan created menus for romantic dinners, dinners with wine sales, cava menus, and chef's table menus looking forward to innovating with the current market at the hotel.

Undoubtedly, the weather plays a very important role in this sales strategy, which is why we thought of indoor locations and, without a doubt, outdoor locations for the photo session as another tool for sellers. We tell our guests about the Spice terrace with a view of the Nichupte lagoon at sunset, which is a true beauty; not to mention the cozy and private experience at our chef's table with great and elegant dishes to taste for those who are decided to try.

From January to this date, we have had in these locations marriage proposals, anniversaries, birthday celebrations, graduations, and even a celebration of being alive and with each one of them, we have discovered new ways to live the experience and also to fatten the pig.



"...we thought of indoor locations and, without a doubt, outdoor locations for the photo session as another tool for sellers."





CHEESE CORNER

BY NOE MUÑOZ, F&B MANAGER

Currently, it is estimated that there are about 2,000 varieties of cheese in the world. They all start from a common origin and are the result of thousands and thousands of years of tradition.



its ease of transportation, good conservation, and its high content of fat, protein, calcium, and phosphorus.

At Dreams Vista Cancun, we recognize ourselves as being tireless and constantly looking to satisfy the tastes and trends of our guests.

For this edition, we focused on cheese lovers and we dedicated ourselves to investigating and discovering that based on their different varieties, textures, properties, and aromas, these are not to be enjoyed alone, we faithfully believe that a good wine not only enhances and gives status but also provokes a very pleasant explosion of flavors in one's mouth that lasts and brings emotions. We took advantage of it and make use of our magic combining the expertise and mischief of the food and beverage team to offer pairings, using our creativity to turn space into our new Cheese corner. We create settings for this experience on our terrace with impressive views, creating memories that our guests will surely remember for life.

If we go through the history of cheese a bit, we see that, according to Greek mythology, it was the Gods of Olympus who taught humans how to make cheese, but this does not hold up at all. Something more plausible is the Arab legend in which a nomadic shepherd didn't have a container to transport the milk, and as a result of the heat on his way back, the milk turned solid and, in this way, they learned to make cheese. However this happened, they learned to make cheese and nowadays we enjoy this delicacy. Cheese has been stored for times of scarcity and has been considered a food with numerous benefits, like



“has been considered a food with numerous benefits, like its ease of transportation, good conservation, and its high content of fat, protein, calcium, and phosphorus.”





PANAMANIAN STRAWBERRY

BY ADRIAN AIZPURUA, CHIEF BARS

Without a doubt, one of the challenges during this new normality is the search for resources to buy new equipment or materials for daily operations. Looking for saving alternatives in our most consumed supplies is extremely helpful and necessary.

From our fourth province of the Republic of Panama, we receive a select product, planted and harvested by our Chirican producers from our beautiful highlands, where the climate is very privileged for the production of this *Fragaria* fruit, commonly called strawberry or frutilla.

On this occasion, we wanted to contribute to the operating costs subject within the food and beverage department. We had a product of very good quality but the cost it represented was too high. This product was already packaged in 1-liter containers with a

cost of \$6.00 dollars per unit, and a cost per gallon (3.75L) of \$22.50 dollars. That said, we began the search for a product with quality and good price; fortunately, we found it with one of our suppliers.

The product is Panamanian frozen strawberry, which comes in a vacuum package with a weight of 2.2LB per package, and a cost of \$2.70 dollars. These strawberries go through a blending process with drinking water (48oz) to obtain 2 liters of strawberry puree, which is used for the production of cocktails, juices, and non-alcoholic cocktails.

By finding a quality product, we provide our guests with a natural and preservative-free option, which in many cases makes the product lose flavor and freshness.

In conclusion, we can observe the difference in terms of cost and quality. The first item had a cost per gallon (3.75L) of \$22.50 dollars and our production of frozen strawberries in gallons (3.75L) has a cost of \$5.06 dollars. Our savings for each gallon of strawberries produced in our bars results are \$17.44 dollars per gallon.

Looking for new alternatives for our daily supplies can represent great savings that you can use to buy equipment or materials, always taking care of quality.

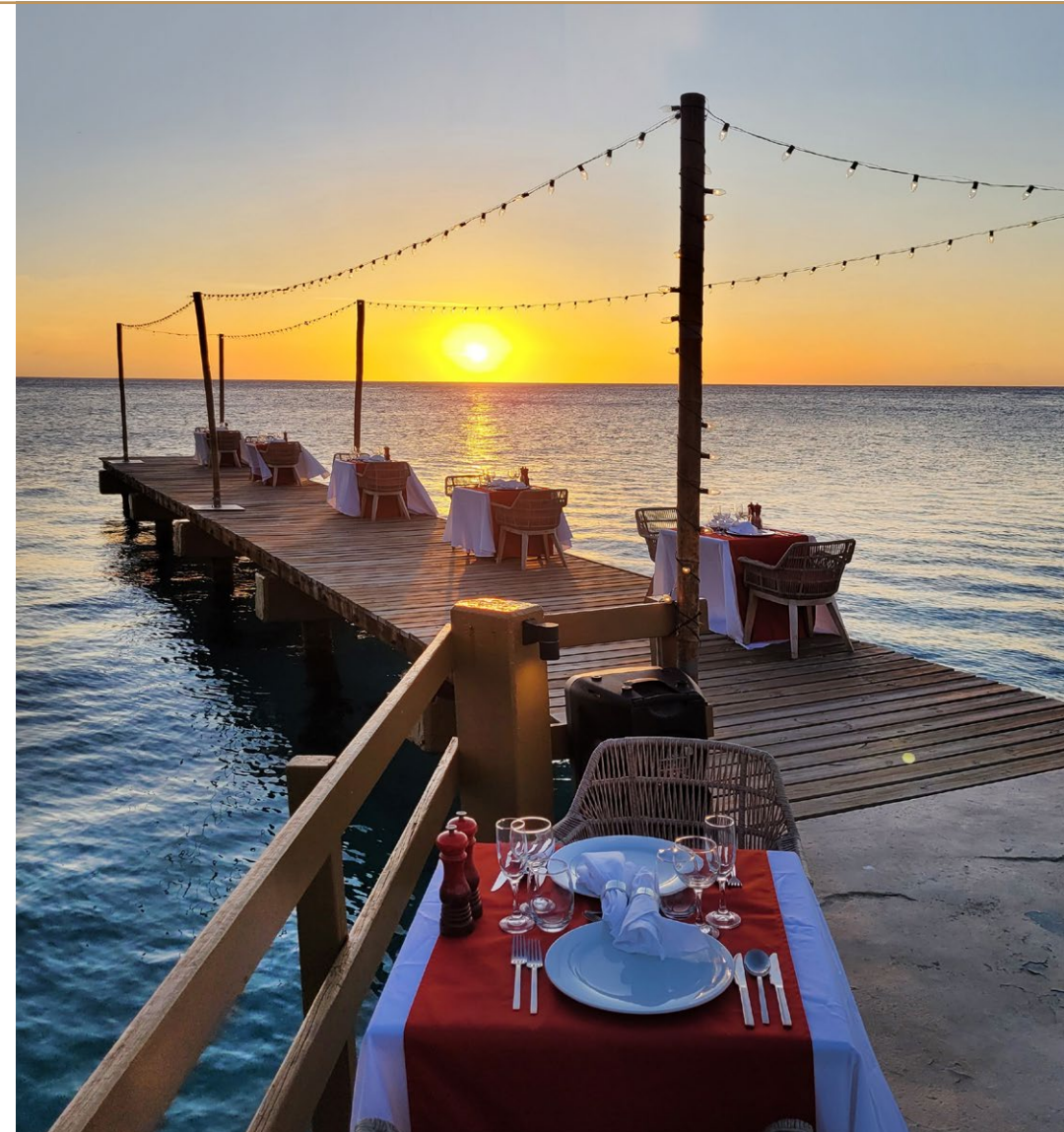
Together we can!



SETTING FOR ROMANTIC DINNERS

BY JULIO CARRION, F&B MANAGER

Welcome to Dreams Curacao! Where the entire team is focused on continuously improving new experiences for our guests.



the moment more attractive, like our premium wines, special appetizers, and digestives. We try to make our menu more attractive and innovative by offering, for example, the famous Tomahawk, the fresh lobster or the exotic bluefin tuna, which are top quality products and also help us to easily sell these experiences.

Among these scenarios, as you can see, we also want to get the most out of our Cavas in our restaurants, as well as our “Romantic Yacht Dinner Set up”, is a project that will be available from next May once the details of the menu, as well as the identification of the expenses by the company that manages the Scuba Diven.

As the best scenario, we currently occupy our pier on the beach, having the opportunity to hold several dinners for last Valentine’s Day, which were successful, receiving extraordinary comments from our guests.

We will continue to review each area of opportunity where we can improve new implementations and potentially power our sales.

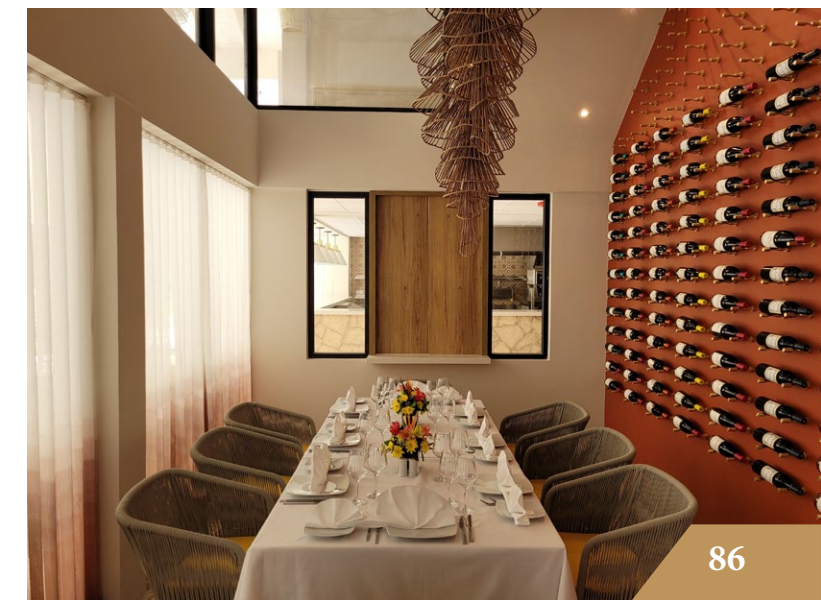
“Romantic Yacht Dinner Set up”, is a project that will be available from next May



An important part of these experiences is focused on the settings of our unique romantic dinners, which we created with the idea of creating extraordinary memories so that guests can experience a different, personalized, unique, and surprising service; a truly unforgettable moment.

Another objective of these dinners, which is implicit, is to be able to increase our non-package income. Each one of the settings shows different scenarios to be enjoyed by couples or families, who come here looking for this experience.

We have to take full advantage of these moments and everything influences to create and make





TEA TIME

BY JULIO CARRION, F&B MANAGER

An English tradition that dates back to the 19th century, when the Duchess of Bedford, who was feeling unwell, asked for some tea and snacks to get herself together. It made her feel so well that the following days she invited her friends to share a pleasant and delicious moment with her, establishing the famous tea time between 3:00 and 5:00 pm.

Initially, this tradition was only for nobles and high society, with delicious sweet and savory snacks, and the finest and most aromatic teas served in delicate teapots and cups.



Years later this tradition spread to the other strata of society, which found the tea time a sublime moment of relaxation. This practice has spread in many countries and nowadays many people still enjoy making tea time. At Dreams Las Mareas we decided to highlight this activity for our guests, seeking to offer

them that moment of relaxation and sharing. So, every day at 5:00 pm on our terrace with a view we set up an attractive and colorful tea, with beautiful crockery, delicious snacks, and a variety of teas for all tastes. The leading role in our Tea Time is achieved by the wooden table made at home with a mirror placed on it, which was designed to give a feeling of luxury, elegance, spaciousness, lighting, freshness, and to highlight the details of every cup, spoon, and snack. This idea has been widely accepted by our guests, both domestic and foreign, who expect to meet every day to enjoy this exquisite and pleasant moment admiring the sunsets from our beautiful property.

Now, let's enjoy a cup of tea!



.....
“The Duchess of Bedford established the famous tea time between 3:00 and 5:00 pm.”



At Secrets Cap Cana we encourage the professional growth of our staff, allowing them to grow within the company. In the hotel industry, there are unique values for the good development of our employees, such as teamwork, honesty,

and punctuality. These employees have been able to give their best every day and identify with the values of AMR Collection.

BY FELIX A. PILIER, F&B MANAGER



JOSE SANTIAGO GOMEZ

He entered in August 2021 in the position of a waiter in the Bordeaux restaurant. In 2022 he was promoted to a sommelier. Santiago previously worked at Royalton as a restaurant waiter, and he is from Higuey, Altagracia; he has stood out for being a very dedicated, passionate, and detailed employee.



ROLANDO PASCUAL

He started in March 2017 in the position of pantry chef A, and in 2021 he was promoted to station Chef. He previously worked at Escape Park (Cap Cana) in the position of kitchen manager. Rolando is a Chef with many qualities, dedicated, and creative. He is passionate about what he does daily, with an outstanding personality.



FIORDALISA SALAS

Joined in August 2017 in the position of 2nd-grade cook, in 2018 she was promoted to 1st-grade cook until she reached her current position as station Chef. She previously worked in Bahía Príncipe (Playa Nueva Romana) in the position of kitchen assistant. Fiordalisa has stood out for her organization, punctuality, and great sense of responsibility, virtues that opened the doors to grow and develop within the company.



JONATHAN DÍAZ PEÑA

He joined in December 2017 as a baker, in 2019 he was promoted to station Chef until reaching his current occupation baker Chef. He previously worked at Hard Rock holding the position of bakery manager. It is a pride to see employees like Jonathan grow in the kitchen department and this has been an inspiration for his teammates.



BY ANÍBAL BUENO, F&B MANAGER

MARIA DEL CARMEN HERNÁNDEZ

Carmen as we know her is a sample of service with a friendly smile that is shown after making a child happy.

HOW LONG HAVE YOU BEEN IN THE HOTEL?

- 8 months and counting...

HOW HAS BEEN YOUR JOURNEY IN AMR?

- It is a great company with great aspirations in every way and for everyone. I have always wanted to belong to this family.

WHY DO YOU LIKE BEING IN THE KITCHEN DEPARTMENT?

- Making people happy with the food (*she smiles*) is a way for me to be happy too. I've been cooking for my family since I was 13.

WHERE DO YOUR ENTHUSIASM AND CONTINUOUS MOTIVATION COME FROM?

- My family motivates me and I cook for them frequently.

TELL ME HOW YOU FELT WHEN YOU WERE PROMOTED?

- *Sunsational!* It is good to be considered in a company with such expansion, I think it is a golden opportunity for all of us who are dedicated to service.

WHERE DO YOU SEE YOURSELF PROFESSIONALLY IN 5 YEARS?

- First, going step by step consolidating every stage, then climbing to the next position, and then leave it all to destiny. Most of the time, destiny is what we create.

DO YOU HAVE ANY SOURCE OF TRAINING?

- For sure! I watch a lot of tutorials and I practice at home. I have them at hand in case I need to surprise anyone.



DO YOU HAVE ANY SPECIALTY?

- Red mole (*she smiles*), I love it. However, in the hotel industry, I love cooking meat because it's more versatile and has infinite ways to be cooked.



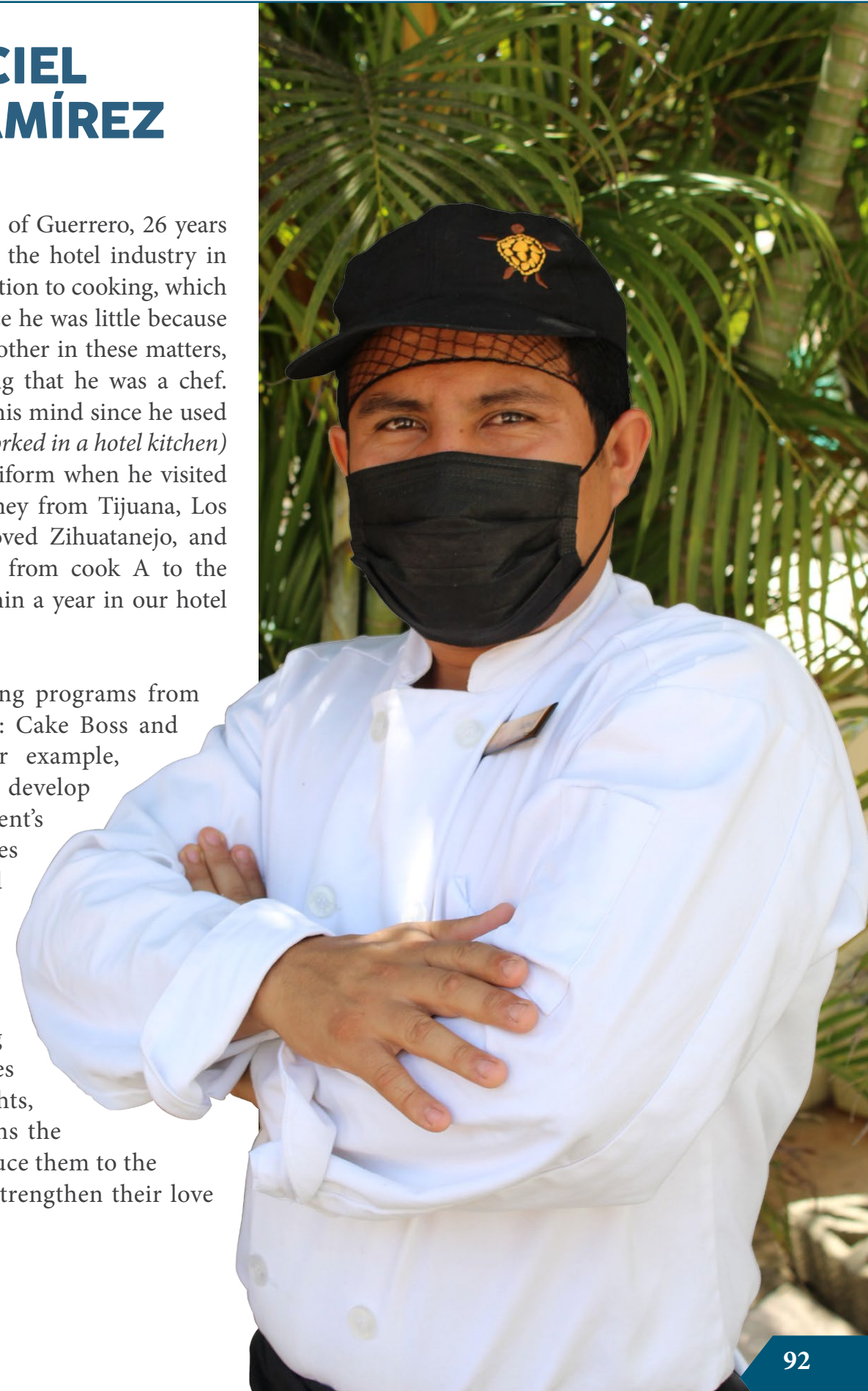
IRVING JACIEL RAMOS RAMÍREZ

Cooking is my calling.

Born in Zihuatanejo State of Guerrero, 26 years ago. His path led him to the hotel industry in 2010 with a special attraction to cooking, which caught his attention since he was little because he always helped his mother in these matters, visualizing and fancying that he was a chef. This dream persists in his mind since he used to see his uncle (*who worked in a hotel kitchen*) dressed in this nice uniform when he visited them. During his journey from Tijuana, Los Cabos, and in his beloved Zihuatanejo, and after 6 hotels, he went from cook A to the position of Manager within a year in our hotel in Ixtapa.

He likes to watch cooking programs from a didactic point of view: Cake Boss and Cooking and Food, for example, to see how situations develop always meeting the client's requirements. He likes Mediterranean and Italian cuisine.

Shrimps a la diablo are his favorite dish to prepare and loves eating them. Irving innovates the Buffet on theme nights, and he receives and trains the new employees to introduce them to the gastronomic world and strengthen their love for cooking.



By MIGUEL ROMERO,
F&B MANAGER

FELIPE DE JESÚS GONZALES

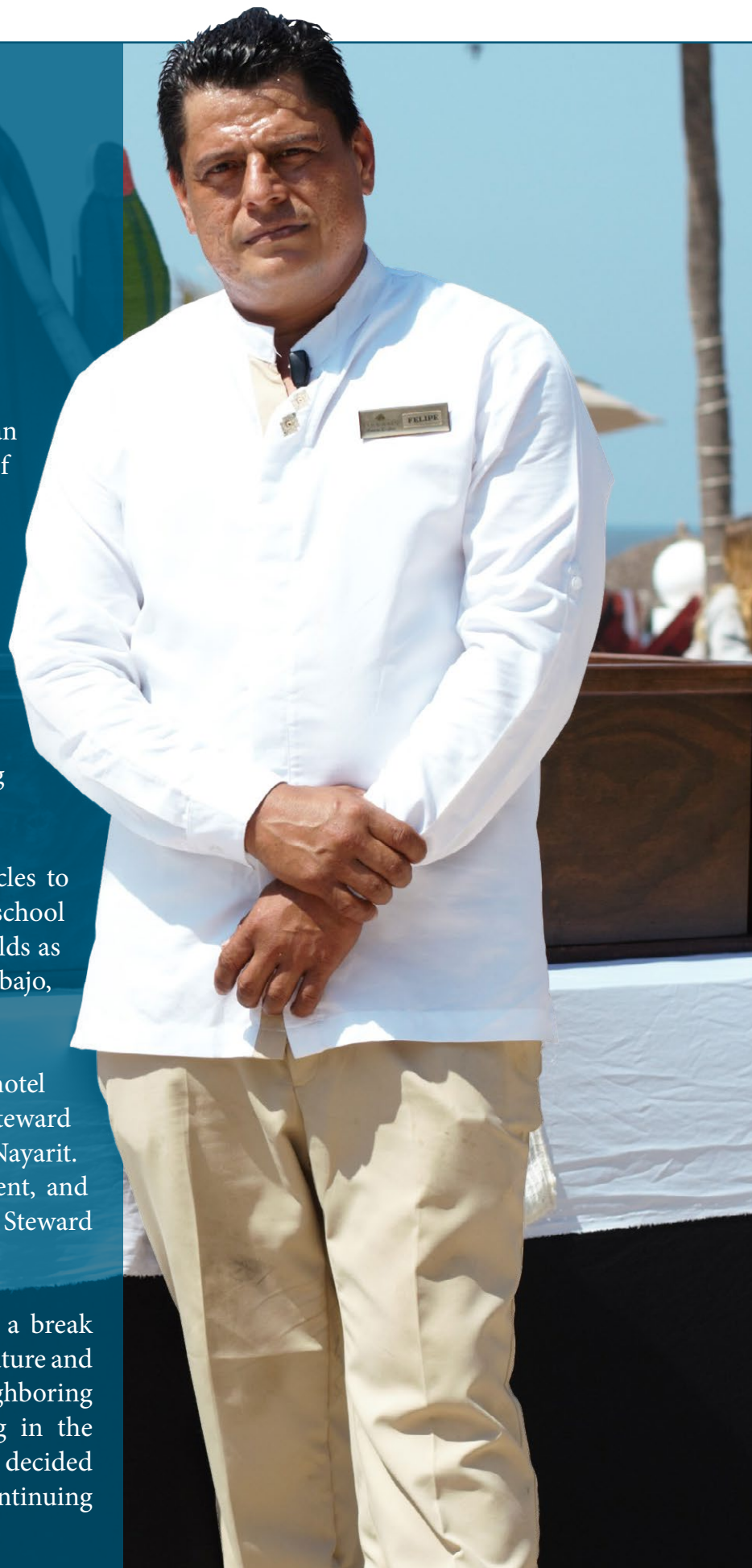
Pelayo, originally from the town of San Juan de Abajo Nayarit, is the youngest of five siblings, from a hard-working family.

Proud father of three daughters: his first-born daughter, Erika Patricia was born when he was 18, a year later he had his second daughter Elizabeth del Pilar, and 5 years later his third daughter, Marjori Lizeth. Felipe became a responsible man who is always looking for the well-being of his family.

At his young age and against all obstacles to continue studying, Felipe finished high school and began his professional life in the fields as a day laborer in his native San Juan de Abajo, knowing hard work at an early age.

In 1997, at the age of 17, he entered the hotel world in the kitchen department as a steward in a prestigious hotel in Nuevo Vallarta, Nayarit. Thanks to his great interest, commitment, and passion for his work, he was promoted to Steward Supervisor 6 months later.

From 2002 to 2004 he decides to take a break from the hotel industry to seek a better future and quality of life for his family in the neighboring country of the United States, working in the construction area. After this period, he decided to return to his native Nayarit in 2005, continuing



"...he was promoted to the position of Chief Steward at the beginning of the year 2022, where he has consolidated and stood out for his constant creativity and development with the new trends and adapting to the needs of our most demanding clients."

his hotel career in different renowned hotels as Assistant Chief Steward.

It was in November 2014 when Felipe joined the AMR family at Hotel Secrets & Now in Puerto Vallarta as Steward's supervisor. Due to his excellent performance in 2015, he was offered the opportunity to join Dreams Villamagna as a Steward supervisor until 2019. Later, he moves to the Sunscape Vallarta Hotel in 2020.

Finally, in November 2021 he returns to Hotel Dreams Villamagna as a Steward supervisor under

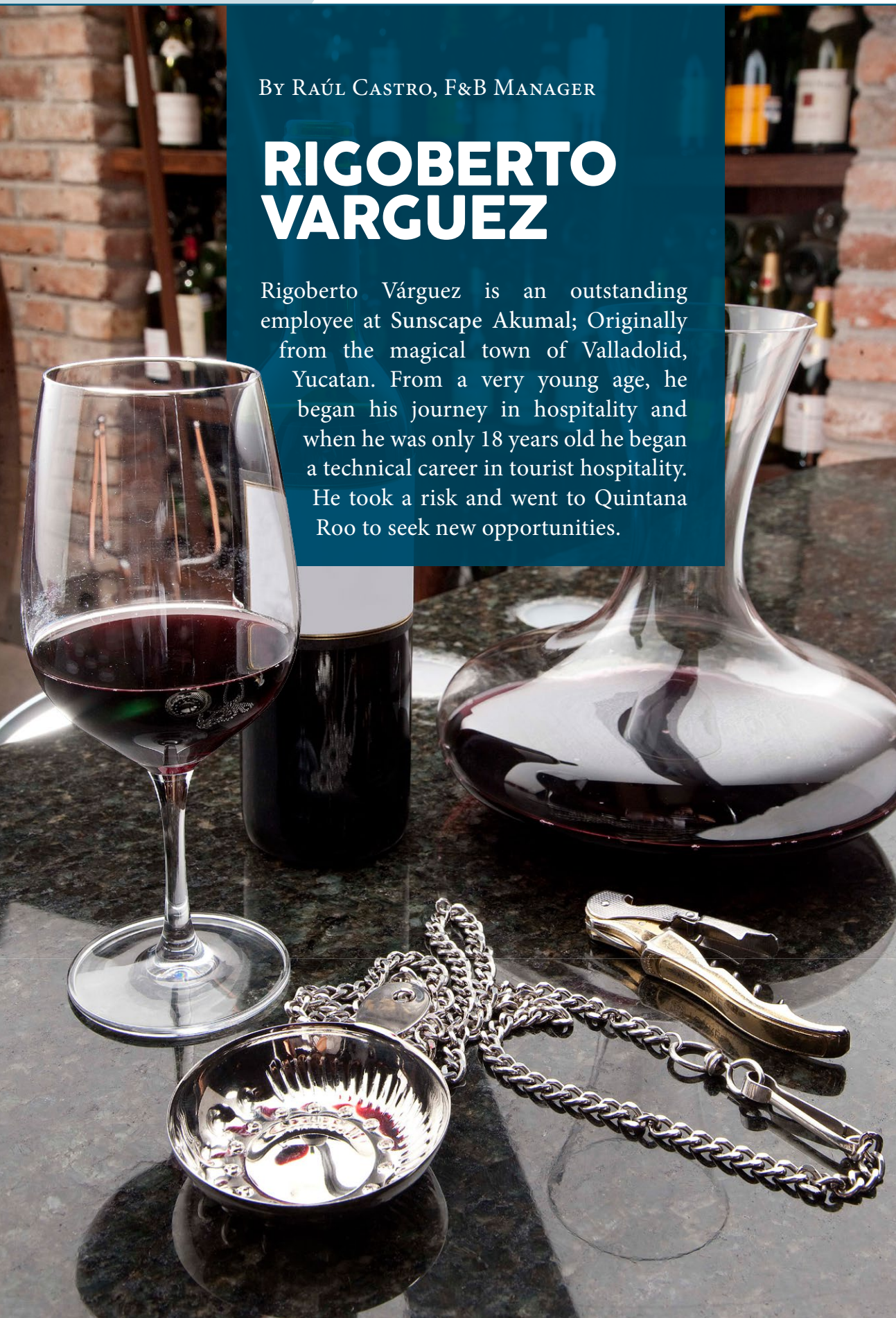
the three-month Chief Steward training program.

After his successful training, he was promoted to the position of Chief Steward at the beginning of the year 2022, where he has consolidated and stood out for his constant creativity and development with the new trends and adapting to the needs of our most demanding clients.

BY RAÚL CASTRO, F&B MANAGER

RIGOBERTO VARGUEZ

Rigoberto Vázquez is an outstanding employee at Sunscape Akumal; Originally from the magical town of Valladolid, Yucatan. From a very young age, he began his journey in hospitality and when he was only 18 years old he began a technical career in tourist hospitality. He took a risk and went to Quintana Roo to seek new opportunities.

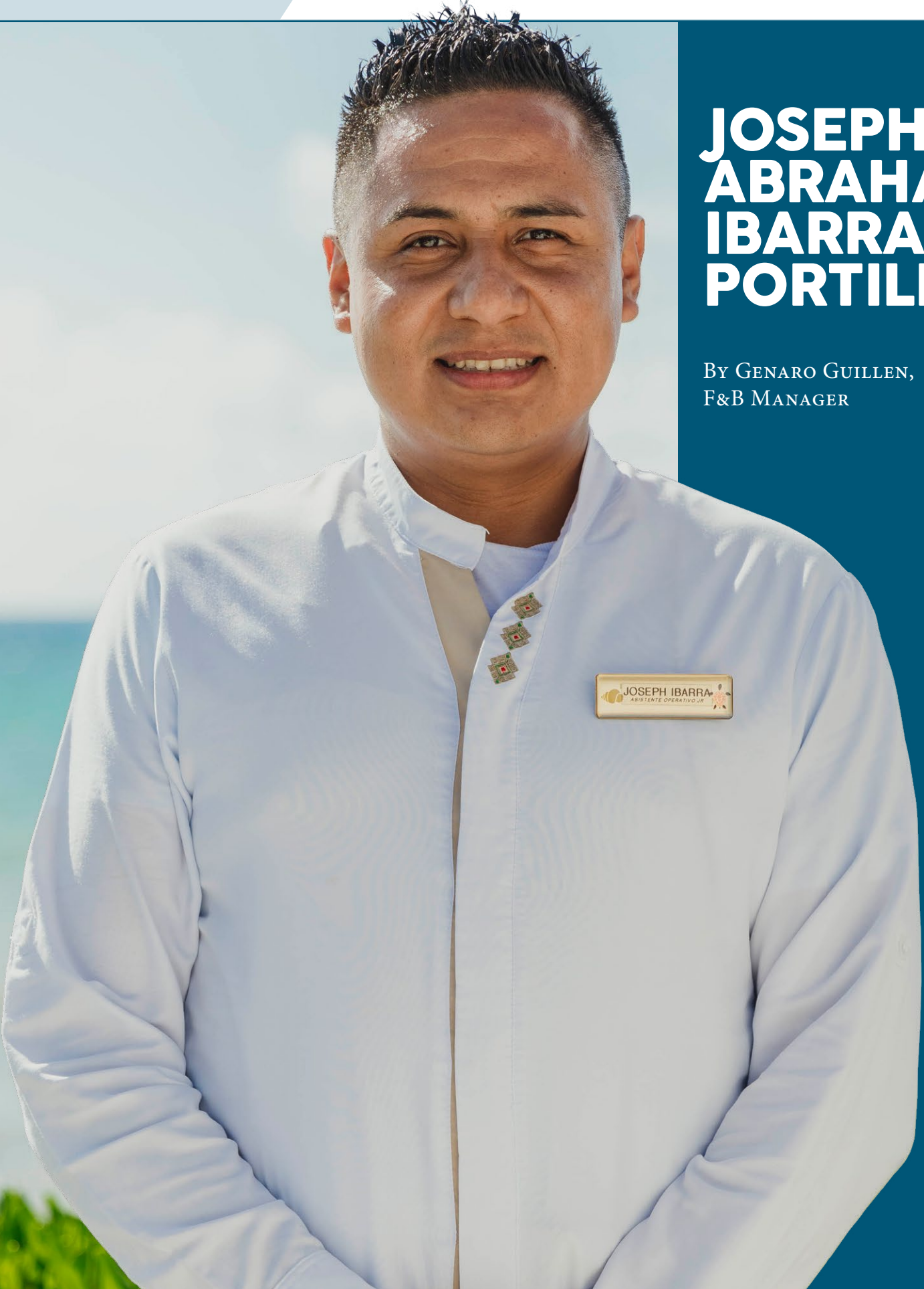


He began to work in some hotels in the Riviera Maya and in 2010 he decided to take his first basic wine course, achieving passion in the wine world. From that moment his taste for sales and wines began. In 2013 he was about to take a Sommeliers Diploma at Secrets Maroma, and in that same year he joined the AMR chain at the Hotel Dreams Tulum in the position of waiter; in 2016 he decided to enter the Hotel Secrets Capri Riviera Cancun where he shown great performance, responsibility, and good service and he was offered the opportunity to work as a restaurant captain, in addition to being an ambassador of Casa Madero in 2015, 2016 and 2018. In 2019 he was promoted to food & wine concierge. In November 2020, he had the opportunity to become captain at the Sunscape Akumal Hotel and in November 2021 he resumed his training at Escuela Española de Sommelier, and in January 2022 he was given the opportunity as a Sommelier at our hotel, where he stands out currently. He shows passion, refined taste for wines, and excellent sales techniques.

In his free time, he likes to spend time with his family and inspire his little daughter. Everyone can achieve great things, which is why Rigoberto will continue to prepare himself to continue aspiring to new successes.

Step by step, dreams come true.





JOSEPH ABRAHAM IBARRA PORTILLO

BY GENARO GUILLEN,
F&B MANAGER

For this issue, whose focus is on job growth within the company, we chose a collaborator who has stood out for his dedication and desire to continue learning and growing professionally.

Originally from Mexico City, Joseph arrived at Isla de Cozumel, known as the island of the swallows, at the age of 17, and he discovered that he was passionate about service and became interested in learning English. He considered this language an amazing tool to improve and grow professionally to get better opportunities.

In the morning he was a waiter in a restaurant and studied English in the afternoons, completing his studies satisfactorily and thus verifying that the time invested was worth it. He wanted to learn more about the world of food and beverages and he took courses on 5-diamond service standards, spirits, sauces, flambé, contemporary food, and banquets.

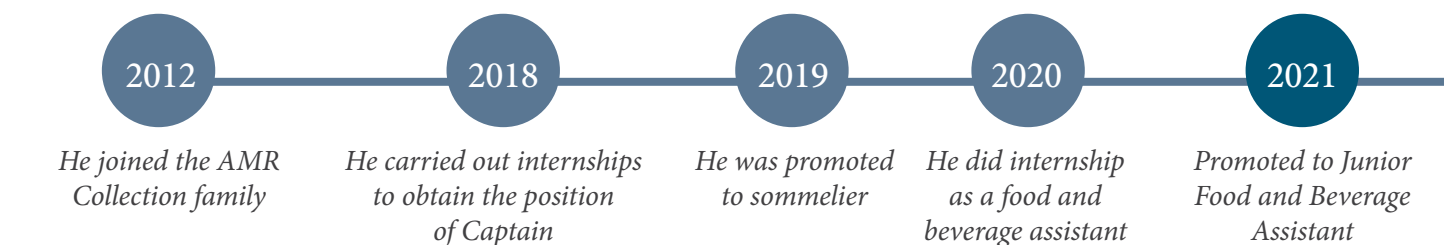
In 2012 he joined the AMR Collection family as a waiter in specialty consumption centers. He continued his education in food and beverage at UQROO, finishing successfully and graduating as one of the top students.

In 2018 he carried out internships to obtain the position of captain at the consumption center,

getting promoted to a new job position. In that same year, he was selected to take the company's wine seminar and graduated with pride and great satisfaction as a sommelier. Considering his previous preparation, in 2019 he was promoted to sommelier of Secrets Aura and Sunscape Sabor Cozumel, executing a very efficient job, and creating and developing wine sales strategies that provided very good results reflected on the monthly budgets.

In 2020 he did an internship as a food and beverage assistant, developing and learning new skills, which was very important for his professional career within the hotel organization.

Later, in 2021, he was considered for promotion to Junior Food and Beverage Assistant, where Joseph has proven to be a passionate employee, always with an excellent service attitude and taking advantage of every opportunity that he is provided to continue learning and preparing for new challenges. Without a doubt, he is a great example of growth and discipline for those who want to follow his footsteps and shows that every minute invested in his preparation has paid off.



LIZETH AMAYRANI SILVA RAMÍREZ

By FIDEL CASTAÑEDA,
FOOD & BEVERAGES MANAGER



*“Currently promoted
to the position of
Jr Sommelier”*

Lizeth Amayrani Silva Ramírez was born in Acapulco, Guerrero, she has been living in Cancun for 16 years now and has a beautiful nephew that she considers her son.

She likes soccer, music, dancing, going to the movies, reading and cooking.

She joined Secrets Playa Mujeres on February 08, 2019, as a restaurant hostess, carefully demonstrating the desire to continue learning and improve herself. Her passion is to be a more qualified person, which motivated her to learn about wines.

She said that she enjoys being a Jr. Sommelier because every day she learns new things while interacting with guests. Every day is different from the one before. She loves doing training and training staff and she loves Riesling white wine.

Thanks to her perseverance and discipline, she was currently promoted to the position of Jr Sommelier. For Liz, as she is known by her team and colleagues, it is very pleasant to see the faces of guests and to know that you just have created something unforgettable for them.



ELIDETH FRAGA

BY PEDRO GARCIA GALIANO,
F&B MANAGER

Elideth Fraga is from Acapulco, Guerrero. She studied gastronomy at the Culinary Institute of Cancun, being the first generation, and she also has a diploma in Sommelier training from the ASM.

She joined the team in November 2018 as a bar supervisor at Hotel Dreams and Secrets Playa Mujeres. In August 2019, she became the manager of the World Café restaurant in Dreams Playa Mujeres, performing a successful job. Due to her prior knowledge and love for teaching, Elideth conducted hygienic food handling training for the newly hired staff week after week. This helped her to apply for the position of quality and sustainability coordinator of both properties, which she did for 1 year and 8 months learning about AAA standards, mystery guest audits, Distintivo H certifications, Cristal audits, knowledge in Preferred by Nature, collecting knowledge that would help her to become a food and beverage manager.

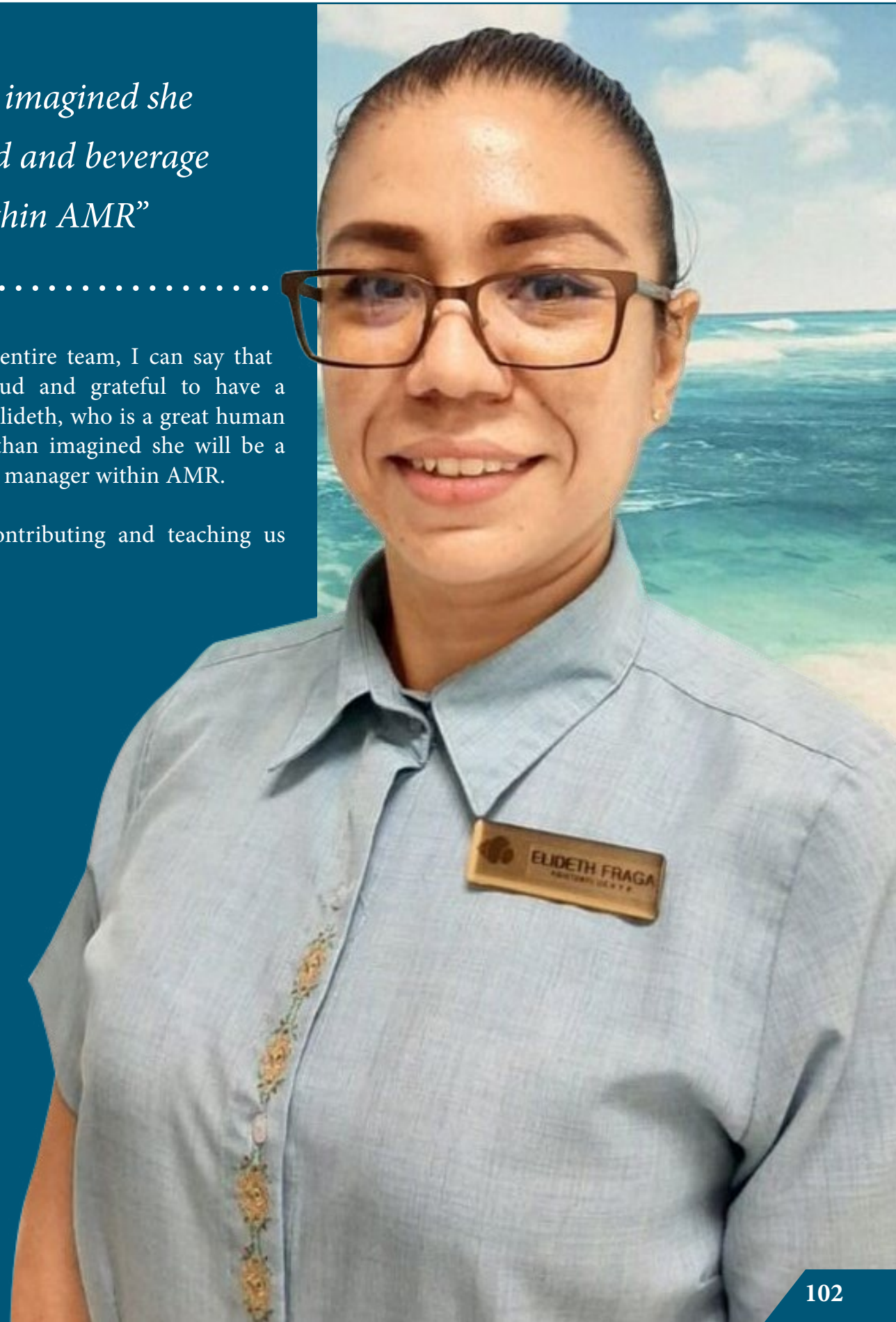
In September 2021, she applied for the Jr. Food and Beverage Operational Assistant vacancy at Secrets Playa Mujeres, which she achieved and held for 6 months before being promoted to Sr. Food and Beverage Assistant at Dreams Playa Mujeres, where she gained experience and knowledge of an adults-only property, with much greater volume and with so much elegance and luxury characteristic of our brands. Without any doubt, she will be able to fulfill her first goal to become a food and beverage manager.

Elideth, in addition to being passionate about her work, is also passionate about sports activities. In her free time, she likes to go to the gym, do yoga, and play soccer. She also likes to be with her dog, go to the beach, and visit different places, especially if there is food and drinks.

“Faster than imagined she will be a food and beverage manager within AMR”

On behalf of the entire team, I can say that we feel very proud and grateful to have a professional like Elideth, who is a great human being and faster than imagined she will be a food and beverage manager within AMR.

Thank you for contributing and teaching us every day!



BY CHEF ANTONIO MARTINEZ AND RICARDO NAVARRO

“The growth of companies comes from the growth of its people”

We will tell the step-by-step stories of two collaborators who work in the heart of F&B. We are referring to Pastry Chef, Luis Cocom, and Miguel Madariaga, Chef de Partie.



CHEF LUIS COCOM

Originally from Valladolid, Yucatan, he began his career 14 years ago as a pastry assistant in a hotel in the Cancun hotel zone. It took him 7 months to achieve promotion as a baker, and he continued his path by joining the great Hyatt family as pastry chef A, where he was also promoted to head bakery and pastry chef, defined as someone very trustworthy, capable, with a high sense of responsibility and attention to details.

In 2019 he joined AMR Collection as assistant pastry chef at our sister hotel Secrets Capri Riviera Cancun. His desire to continue learning and taking on new challenges led him to a new job opportunity at our beautiful Dreams Riviera Cancun where in January 2022 after many challenges, successes, continuous learning, and total dedication, he was promoted to Pastry Chef, fulfilling another professional goal. He currently runs the bakery efficiently, and honorably, with a high level of responsibility, and a sense of urgency.



CHEF MIGUEL MADARIAGA

Originally from Dzitbalche, Campeche. He studied Technical Engineering in Gastronomy at the Universidad Tecnológica del Poniente in Yucatan, and he currently has 7 years of experience in the hotel industry. He began his career in 2016 as a kitchen assistant, he joined AMR Collection in 2017 as Chef B at Breathless Riviera Cancun, and for 3 years he acquired more knowledge and experience. At the beginning of 2020, he had the opportunity to work as chef A at Dreams Riviera Cancun in the specialty restaurants and banquets, where he did his professional internship for three months for the position of chef de partie, covering all areas: cooking, pastry, butchery, and banquets. He continued to enrich his technical knowledge, his organizational skills, management of staff, and other fundamentals of supervision. By the end of 2021 thanks to his effort, dedication, consistency, and support from his colleagues, he was promoted to chef de partie at Dreams Café, where he currently gives his best. The key element of his success has always been his extraordinary attitude.

It is difficult to be able to put into words all the feelings, dedication, passion for what they do, pleasant experiences with people, and appreciation. They always say they are happy.



ZEMEZE RICHARDS

BY TEANA PLOWRIGHT, F&B MANAGER AND
DIANA HEADLEY, F&B EXPERIENCE MANAGER



At Zoëtry Montego Bay Jamaica we firmly believe in the development of our employees. We strive every day to educate, train and encourage them to master their duties, to enjoy doing it with passion and love. We delve into the strengths and capabilities of our employees to understand them and help them find their true talent and passion within the hospitality industry. We believe that what a person enjoys doing, is done perfectly, with the same emotion they feel when performing a specific task and then when they end up mastering it.

We have a gem in our team who works in “In-Room Dining”, Zemeze Richards. We realized that whenever he had the opportunity, he would come into the Coyaba restaurant to help with water and dishes. Once, we switch him with another partner and test his skills. He was so excited that he returned to the restaurant every night, hoping to get the opportunity once again. His enthusiasm, made us invite him to join the cross-training program, receiving complete training in the knowledge of service standards. Needless to say, it was a whole success.

The goal is for all employees to be fully aware of all roles and responsibilities within their departments. This initiative allows

employees to have a better understanding of the importance of each function. We increase flexibility and enable lateral service in case of need.

Congratulations, Zemeze Richards!





BY MYRLAINE CARMONT,
F&B RESPONSIBLE



“We believe that when someone has potential, we must recognize it, and pave the way for its development”

At Secrets San Martin, we are very proud of our employees, who are the true essence of our service and the example of our warm culture concerning service:

RHEA SANDIFORD FROM WAITRESS TO CAPTAIN

An employee with great talent in service. She studied and graduated with a lot of effort in the field of hospitality. She began working with us as a waitress, demonstrating from the first day the ability to be proactive and the desire to develop within the restaurant.

We began to notice in a positive way that Rhea works with lots of love and enthusiasm, both with the guests and her colleagues, demonstrating a born leadership. One of her greatest qualities is that she likes to share her knowledge with the team, she has great communication skills and she is always available to help everyone. She is a very creative colleague, with an imagination capable of doing great things with limited resources.

For us, she represents a cornerstone of our department. She has a bright future with this company; she could be the next F&B manager or wedding planner, even the manager of this hotel or any other Secrets in the years to come.

In her free time, Rhea loves making videos, taking pictures of San Martin, sharing with others, and spending time with her family. She loves to cook and share her culture with others.



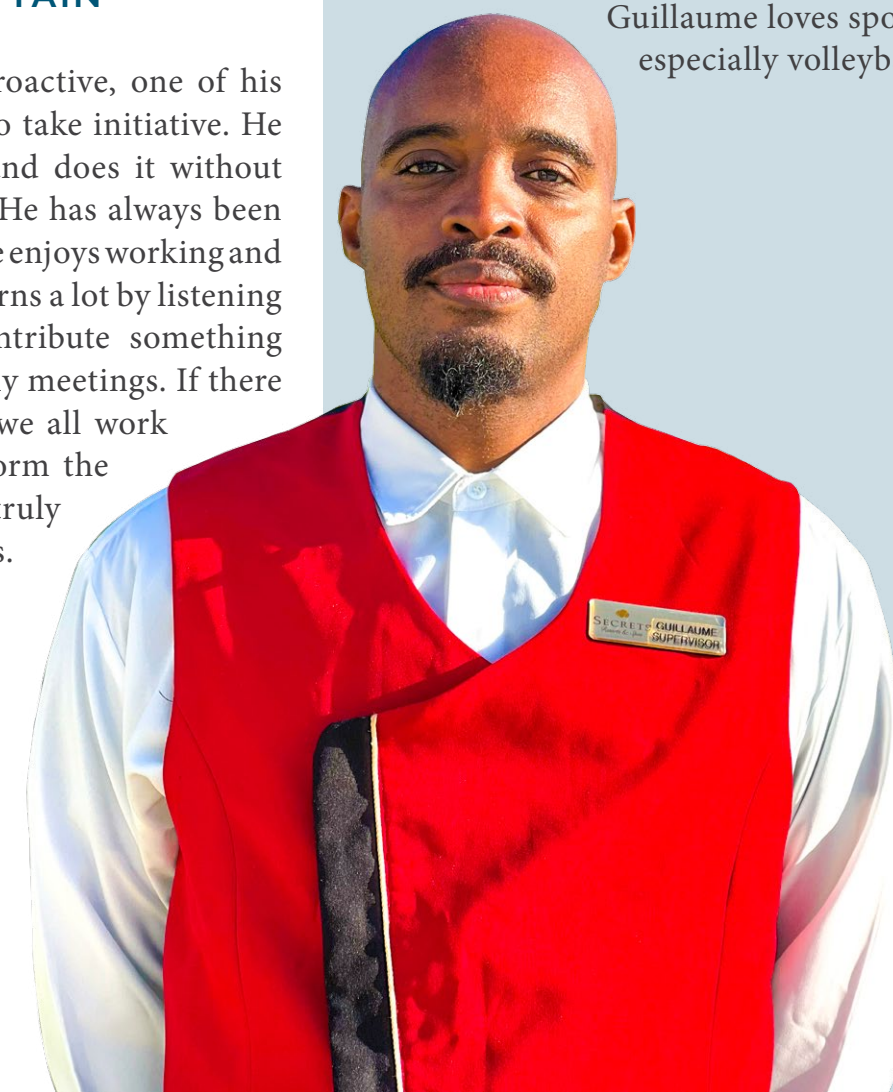
GUILLAUME BRYAN FROM WAITER TO CAPTAIN

Guillaume is known to be proactive, one of his main virtues is that he likes to take initiative. He sees something to be done and does it without waiting for it to just happen. He has always been drawn to hospitality because he enjoys working and interacting with people, he learns a lot by listening to their stories and can contribute something positive by the end of our daily meetings. If there is a problem to be resolved, we all work as a team to solve it and inform the other departments. He is truly passionate about what he does.

His focus is on providing outstanding service and making guests' vacations exceptional. He is aware that his work and effort reflect him. He chose hospitality because he loves to make people happy, whenever he gets the chance. Guillaume

wasn't looking for a promotion but we couldn't resist. We believe that when someone has potential, we must recognize it, and pave the way for its development.

Guillaume loves sports, especially volleyball.





RESORT	F&B MANAGER	EXECUTIVE CHEF
BREATHLESS & SECRETS RIVIERA CANCUN	Danielle Corradi	Mauricio Lara
BREATHLESS CABOS SAN LUCAS	Ciro García	Edgar Cervantes
BREATHLESS CANCUN SOUL	N/A	Charlie Paz
BREATHLESS MONTEGO BAY	David Andrews	Antonio Valero
BREATHLESS PUNTA CANA RESORT & SPA	Emilio Punzano	Israel Gata
DREAMS ACAPULCO	Ricardo Mondragón	Francisco Sánchez
DREAMS AVENTURAS	Arturo Amador	Juan Tamay
DREAMS CURAÇAO	Julio Carrion	Wilmer Cuellar
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Omar Gasca	Arquímedes Bultron
DREAMS DOMINICUS LA ROMANA	Tomás Solano	José Hichez
DREAMS HUATULCO	Alan Arrebillaga	Antonio Elizalde
DREAMS JADE RIVIERA CANCÚN	David Lopez Ricardez	Luis Castellanos
DREAMS KARIBANA CARTAGENA	Felipe Bancelin	Rafael Suárez
DREAMS LAS MAREAS	Jorge Blancas	Marin Agosto
DREAMS LOS CABOS	Leonardo Gomez	Alejandro Canul
DREAMS MACAO BEACH PUNTA CANA	Sergio Calderón	Jorge Castrejón
DREAMS NATURA	Diego Perez	Alejandro López
DREAMS ONYX PUNTA CANA	Emilio Punzano	Alejandro Tovar
DREAMS PALM BEACH	Rafael Espinar	Harold Reynoso
DREAMS PLAYA MUJERES	Pedro García Galiano	Fernando Rivera
DREAMS PUNTA CANA	Onofre Pol Matheu	Pascual Salcedo
DREAMS RIVIERA CANCÚN	Ricardo Navarro Cisneros	Antonio Martínez Bonilla
DREAMS ROYAL BEACH PUNTA CANA	Francisco Jiménez - Maitre General	Mijail Nicle
DREAMS SANDS CANCÚN	Gregorio Vázquez López	Antelmo Limón Cabañas
DREAMS SAPPHIRE RIVIERA CANCÚN	<i>Vacancy</i>	Jose Luis Santos Novelo
DREAMS TULUM	José Luis Sánchez	Alan Daniel Juarez
DREAMS VILLAMAGNA	Miguel Romero	Sergio Acuña Morales
DREAMS VISTA CANCÚN	Noé Muñoz García	Erik Velasco
NOW EMERALD CANCÚN	Abraham Vázquez Poblete	Rosendo Corona Correa
SECRETS & DREAMS BAHÍA MITA	Fernando Pulido	Silvano Ramos
SECRETS AKUMAL RIVIERA MAYA	Denis Radoux	José Armando García Torres
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Genaro Guillen	José Caballero
SECRETS CAP CANA	Félix Pillier	Ibai Torres
SECRETS HUATULCO	Alan Arrebillaga	<i>Vacancy</i>
SECRETS MAROMA BEACH	Carlos Nuñez	Victor Arriagada
SECRETS MOXCHE PLAYA DEL CARMEN	Oscar Martínez	Mario Blanco
SECRETS PAPAGAYO COSTA RICA	Alejandro Viramontes	Neftalí Zepeda
SECRETS PLAYA MUJERES	Fidel Castañeda	Jose Mena
SECRETS PUERTO LOS CABOS	Lionel Piombino	Vladimir Domínguez
SECRETS ROYAL BEACH PUNTA CANA	<i>Vacancy</i>	Manuel André Cendón
SECRETS ST. MARTIN	Myrlaine Carmont - Restaurant Manager	Bruno Brazier
SECRETS THE VINE CANCÚN	Xavier Mantecón Piña	Ricardo Cabeza
SECRETS VALLARTA BAY & DREAMS VALLARTA BAY	Juan Chavez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	David Andrews	Antonio Valero
SUNSCAPE AKUMAL	Raúl Antonio Castro García	Bernardo Franco Sánchez
SUNSCAPE CURAÇAO	Diego Espadas	Josafaht Alvarado
SUNSCAPE DORADO PACÍFICO IXTAPA	Anibal Bueno	Daniel Pech
SUNSCAPE PUERTO PLATA	Manuel Núñez	Apolinar Nuñez
SUNSCAPE PUERTO VALLARTA	Manuel Hernández	<i>Vacancy</i>
ZOËTRY AGUA PUNTA CANA	Alberto Valenzuela de la Fuente	Carlos Quijano
ZOËTRY CASA DEL MAR LOS CABOS	Alejandro Vargas Palacios	Juan David Velasquez
ZOËTRY MONTEGO BAY	Teana Plowright	Lyndon Lawrence
ZOËTRY PARAÍSO DE LA BONITA	Luis Hernández	Noé Mirón
ZOËTRY VILLA ROLANDI ISLA MUJERES	Felipe Vega	Felipe Vega