

MAY | 23

Salt & Pepper

Zanca Shrimp Broth and Shrimp Aguachile

SUNSCAPE DORADO PACÍFICO IXTAPA

Holy Week in Mallorca

ALUA SOUL PALMA

Wellness Kitchen

SECRETS THE VINE

The Taste of the States

BREATHLESS CABO SAN LUCAS

Unicorn

SECRETS AKUMAL

WORLD
OF
HYATT

Inclusive
COLLECTION

Spring Season Has Arrived!

A time of love, petunias, and wildflowers mark the beginning of the year’s busiest season for weddings and honeymooners for the World of Hyatt Inclusive Collection (HIC).

A season where, in addition to continuing to grow as a company, we continue to create new and very creative ideas to captivate our guests.

We hope that in this edition, you will find innovative actions and tools that contribute to the growth and development of your operations and the colleagues that make up HIC.

Our best wishes to everyone; we hope you can build a great and very successful Spring season.

HIC FOOD AND BEVERAGE COMMITTEE

*We keep cooking and
experimenting!*



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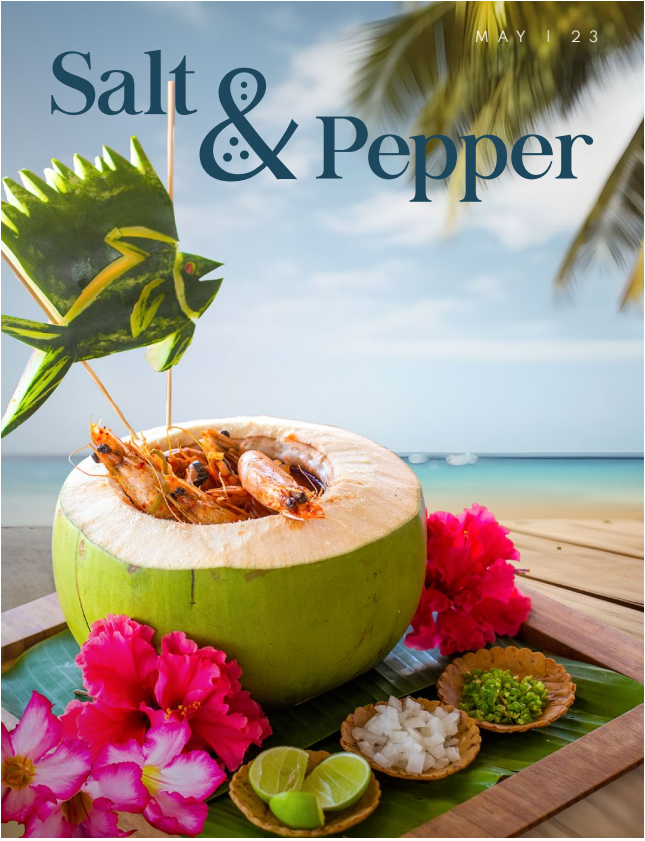
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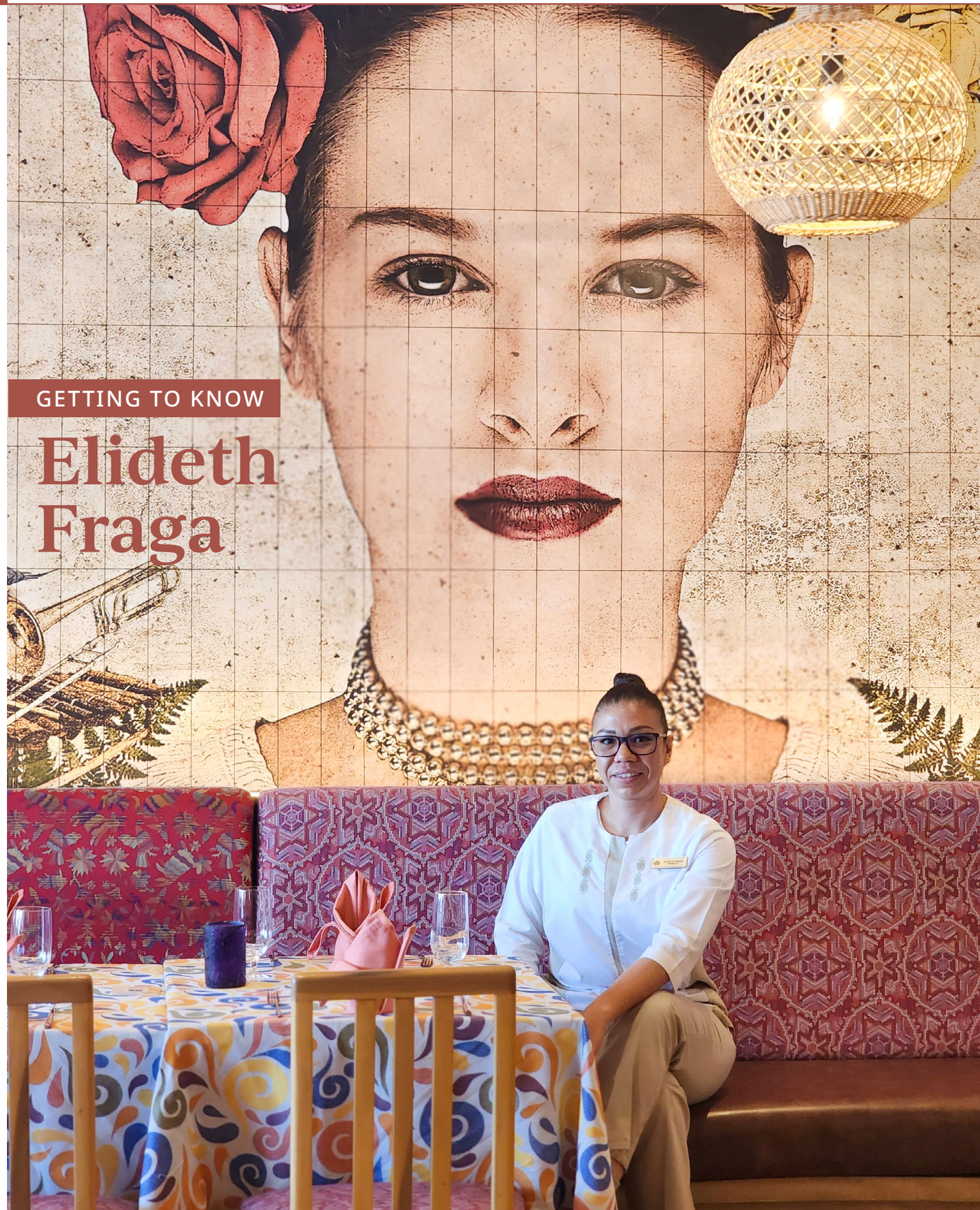
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GETTING TO KNOW

Elideth Fraga



Name: Elideth Fraga
Position: Sub-manager F&B
Hotel: Secrets y Dreams Playa Mujeres
Years of experience: 15 Años
Studies: Bachelor's degree in gastronomy
Place of birth: Acapulco, Guerrero
Favorite food: I love tacos; my favorite ones are *tacos dorados*
Hobbies: Go to the gym
A quote that you like: "Hakuna Matata," a phrase from my favorite movie: The Lion King

1. How did you get into this profession?

I studied gastronomy, and when I was 18, I realized I needed to learn even more. Therefore, I decided to work in this area to gain experience and knowledge.

2. What is the best part of your job?

I love teaching; we must educate the team because we can't do it alone.



3. What has been one of the challenges you have had in F&B, and how have you managed to overcome them? Guest service entails many challenges and very common guest complaints. What has helped me is being adaptable and listening with empathy so that guests have a positive experience of the hotel and one's work.

4. How do you motivate yourself, and how do you motivate the team? With my favorite phrase: Hakuna Matata. Knowing that it is possible encourages me to do it. Also, I tell this to my team so they know I am here to support them.

5. What do you think can be done to increase the participation of women in the sector?

I think it's essential that we start letting them know that they need to believe in themselves and that they can achieve what they want.

6. What advice would you give to women who want to dedicate themselves to this sector?

That they follow their dreams, that they believe in what they are capable of doing and achieving.

Photography: Concepción Rivera, Social Media Coordinator/ SECPM y DREPM

WOW MOMENTS

Sweet Wow



A WOW moment is that surprise factor that makes us live an incredible experience, and there is nothing more WOW than waiting for you with delicious and sweet detail with visual appeal.

With this belief, our executive chef undertook the task of creating a variety of amenities that met that factor:

“OPEN THE EGG” is a very colorful amenity, which motivates our little guests to have fun breaking this cute amenity and finding a sweet gift.

“ZEN GARDEN” represents peace and balance in life, a spiritual way to enjoy elegant chocolates.



“MACAROON SLIPPER” is a visual delight to pamper the little princesses of the home.

GREAT IDEAS IN SET-UPS

Ice cream station

Dreams Aventuras has proven to be an excellent location for families with active and playful children. Every day we see our little guests running and having fun everywhere. It inspired our colleagues in the kitchen area to create a cabinet with a waterproof bottom to keep the ice and place different sweet toppings to accompany the delicious variety of ice creams offered at Coco Café.



It was an enjoyable way to pamper our little guests with something attractive and colorful and the adults who crave “something sweet” after a meal.



GASTRONOMIC TRENDS

From Farm to Table

While many restaurant industry trends are digital, with the rise of hotel services and ghost kitchens, many establishments are choosing to take their diners back in time. Rustic and traditional preparation methods from around the world are returning in restaurants, offering customers experimental dining and delicious set menus. At Dreams Aventuras, we created the concept of a trattoria pizza bar. A gastronomic concept with a wood-fired kitchen in the purest “farm to table” style with artisan products and rustic processes, taken to an exquisite culinary level, with excellent results and growing demand from diners who enjoy unforgettable evenings night after night.





Material Reuse

By: Noé Muñoz. F&B Team.

Bar, restaurant, and room service teams coordinate to store empty bottles of wine and other liquors to paint and decorate them in different ways, with lights and different low-cost elements. Additional bottles are cut, sanded, and decorated with a card.

This adds an extra touch of decoration to our set-ups and complements the decoration at consumption centers, theme nights, and romantic dinners.



Clients: Guests
Indicator: Reuse of material
Implementation cost:
USD \$2.00 for each 3 bottles approximately
Results:
175 bottles have been reused.





Recycling of Wooden Wine Boxes

By: Alejandro Viramontes, F&B Manager.



Some initiatives for which the company has stood out have been innovation, care for our environment, and creativity, providing great differentiators in our services and attributes, and making us much more competitive than other brands who seek to replicate what we do.

Applying these three initiatives, we found many valuable items in our operation with which we can generate and implement extraordinarily great ideas for the benefit of our departments, hotels, and the company. One of the ideas we had a few months ago was to create elevations for our banquets and coffee breaks, which would allow us to provide the movement and elegance that characterizes our company's settings.

We did a tour of the discard areas and found



beautiful wooden boxes used to transport the bottles of wine. At first, glance seems like garbage or a container to transport products; however, in the right eyes, those boxes, ready to be discarded and become trash, became *"recycled ground gold."*

Once in our hands, the reuse and recycling process began; we cleaned and disinfected them, taking care of hygiene protocols and prioritizing health. Later, once they were ready to be worked on, we carefully sanded and varnished them; the final result was astonishing. Many collaborators thought they were bought or that someone else did this work for us, but no, they were the same boxes, with a different vision.

Today these boxes are a treasure to our operation. As our wine supplier has the opportunity to deliver the wine to us in these boxes, we keep and turn them into elevations and many other products. Our imagination and creativity with these items have been very fruitful.



The Taste of the States

By: Edgar Cervantes, Excutive Chef;
Azucena Briseño, F&B Assistant.

Considering the diversity of our collaborators, who come to work at our hotel from different parts of the country, we analyzed how to include and nurture our culinary offer of all their gastronomic traditions and cultural knowledge.

This is how the *"The Taste of the States"* project came to light. On a map of the Mexican Republic, we placed the photos of kitchen supervisors and cooks where they were born.

Subsequently, a State and weekly calendar were developed for our supervisors and cooks to prepare and share their home state's typical products and foods.

With this activity, we encourage the creativity and inspiration of our cooks. The dynamic is as follows: once they have made their dish, they all vote to choose the winning ones, which are continuously included in the menu of weekend specialties at the Ocote restaurant (*Mexican cuisine*).



Internally, The Taste of the States supports the dissemination of gastronomic wealth in Mexico and encourages pride, a sense of belonging, and the emotion of our colleagues while fostering creativity and teamwork.

Likewise, it offers our guests a wide variety and complete gastronomic experience, presenting them with various flavors, dishes, and techniques used in Mexican gastronomy.

Getting the Most Out of Fruit

By: Noé Muñoz. F&B Team.

At Dreams Vista Cancun Golf & Spa, we set out to find options to reduce operating costs, mainly in food production, and simultaneously use our resources. The chefs and restaurant managers had the initiative to meet and brainstorm for the department's continuous improvement.

.....

"This idea greatly impacted the guests since being a family hotel allows children to enjoy a refreshing and healthy snack."



Several ideas and opinions resulted from the meeting, one of which was that the buffet restaurant is the one that has the most potential to exploit in terms of inputs, the main most attractive proposals that directly impact the hotel's savings were analyzed and applied, which were:

To take all the fruit that was not consumed before its exposure time expires (2 hr.), then all the fruit is provided to the bakery for that same day to make homemade ice pops, the freezing process lasts approximately one day, and the following day we distribute them around the pool and beach. This idea greatly impacted the guests since being a family hotel allows children to enjoy a refreshing and healthy snack. Without leaving adults behind, there's nothing better than homemade coffee desserts made with leftovers from the room service coffee break area and the buffet at the end of the shift.



After analyzing and applying these ideas, we realized that they were highly accepted by the families and reflected in the cost of inputs, keeping it healthy.



Rehab Cart

By: Alexander Colunga, Chief Bars.

With the support of the team of bars, directed by Mr. Alexander Colunga, we built a Rehab cart to offer a variety of drinks to wake up and heal hangover; or to start the day differently and casually.



Implementing this idea is low cost and has shown a high impact on our guests, setting new ideas and trends for innovation and raising our quality results.

These drinks are distributed daily in various areas of the hotel. The purpose of this service is to please our national guests, who are increasing, and recognize them with drinks such as ojo rojo, cheladas, micheladas, and sangritas. This cart also offers toppings such as salt and pepper prepared at



home, cucumber seck (*a Mayan recipe*), tamarind sticks, chamoy sauces, and our original black sauce with habanero tatemado.

Región: MXCAR NORTE

HSS indicator: CPositive feedback toward collaborators

Costo de implementación: \$USD 12.00

Result: The hotel's bar service rating increased by 2.43 points, and one positive comment was received in two weeks.

Contact: Narda Cabrera - calidad.brerc@breathlessresort.com

Feedback: Excellent idea



Wine Styles

By: Alonso Lázaro, Head Sommelier.

Much has been written about the world of wine in its different stages: cultivation, production, conservation, service, etc. However, in the vast majority of consumers, there are always doubts about their style and how to differentiate them.

What is quality wine?

Most of the world's winemakers believe that the quality of a wine depends on the quality of the grapes from which it is made. Likewise, the quality of the grape depends on certain natural and human factors that are determinants to produce it. We are referring to the climate, the type of soil, and the work in the field to potentiate the harvest. French people call it *"terroir."*

Does the quality of a wine have to do with the price?

Contrary to what many people think, wine's price differs from quality. A young wine can be fresh, fruity, well-balanced, and pleasant on the palate; however,



a long-lived wine with more extraordinary character could be too tannic or offer too much acidity, showing an imbalance. The most important thing about wine is its balance, regardless of the price or style.

Let's repair some styles of wine.

Around the varietals that participate in its production, we find:

"Monovarietal wines" are those made with a single grape variety.

"Varietal wines," although their legislation depends on each country, are wines made with two or more grape varieties; but in the mix, there is a variety that predominates with at least 75%, and it is the grape that appears on the label.

"Court wines," "mixtures," or *"blends"* are made with two or more grape varieties, and none of them predominates in the mix with at least 75%.

Regarding its longevity:

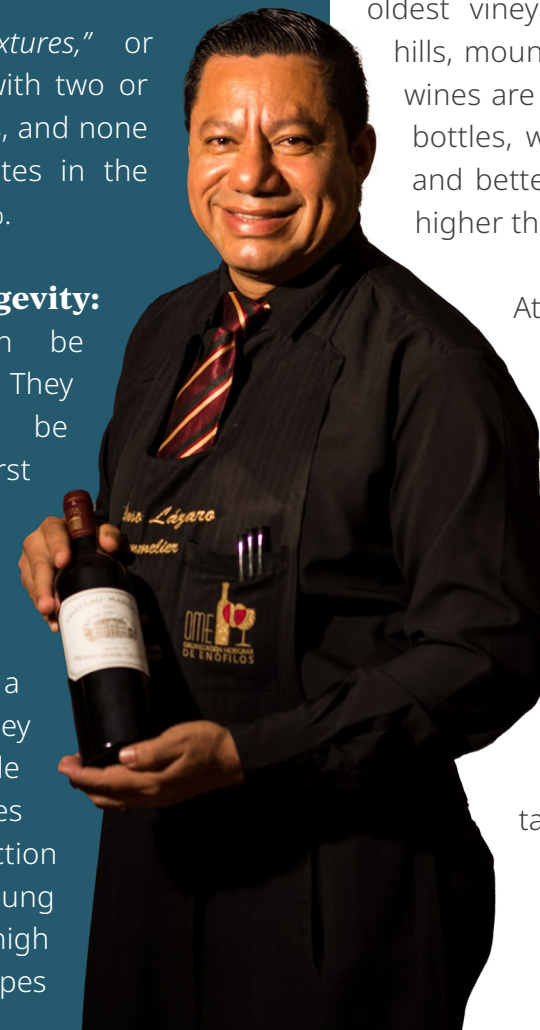
"Young wines" can be white, rosé, or red. They are produced to be consumed in the first 2 or 3 years after the harvest. These wines are designed to be drunk in their youth; they have a short life because they are light and have little structure. The grapes used for its production come mainly from young vineyards with high production. The grapes

are not very concentrated and would not withstand barrels; oak chips are sometimes used to give certain wood aromas. These wines generally come in modest bottles with second-quality corks, agglomerates, or even synthetic corks or screw caps. It must be said that the screw cap option for young wines is the best since they are much better preserved by not allowing oxygen to enter.

"Longevous wines" this class of wines are more concentrated, dense, and with more extraordinary character; they are ideal for aging. In general, they are aged in new French or American oak barrels.

The grapes used in its production are of the best quality and come from the oldest vineyards in the best valleys, hills, mountains, etc. These premium wines are presented in more robust bottles, with top-quality long corks and better label design. Its price is higher than that of a young wine.

At Hyatt Inclusive Collection, we have a wide variety of wines; our selection includes the most important wine-producing countries and regions worldwide. Each property has an expert sommelier capable of guiding our guests to find the best choice according to the taste of each palate.



Weddings in Zoëtry Mallorca

By: Julia Merino, Events Manager.

Imagine a secret and secluded place in the Mallorcan countryside steeped in history, a historic 15th-century estate where you can celebrate your dream wedding.

Imagine getting ready in one of our elegant suites, each different and unique. Celebrate your wedding in our 19th-century neo-gothic chapel with a capacity for 100 people, with decorated white chairs, and the carpet awaiting the bride's arrival... Enjoy an excellent aperitif enlivened with music in the area of our 15th-century flour mill, appetizers, and themed food stations. How about a station with Mallorcan products? Or a ham cutter show cooking? There are no limits.

Imagine your gala dinner on a Mallorcan patio under the moonlight or in our Ses Bovedes hall, a beautiful vaulted room with a unique character.

Our chef will happily prepare your menu based on your tastes and preferences. And a finale with an open bar and dancing to put the final icing on your celebration, smoke machine, photo booth, or perhaps an after-midnight snack.

All this is what we offer at **Zoëtry Mallorca**, but it is not only the space; it is the atmosphere, the smells, the colors, and the sounds of the farm that will make you feel special, as well as our events and banquets team that will be with you from the first moment, taking care of every detail to ensure that your wedding is one of the most



unforgettable days of your life and that above all you do not have to think about anything other than enjoying the moment and having fun with your family and friends.

At **Zoëtry Mallorca**, we offer various special services adapted to the wishes of each couple. If you celebrate your wedding with us, we also provide you with the following:

- Personalized advice from your wedding planner.
- Free tasting of the wedding menu for up to four guests.
- Fresh flowers in the chapel, aperitives, and dinner.
- Accommodation in a junior suite for the newlyweds on the wedding night.
- A massage for two.
- Our wedding gift for the couple: one-night accommodation at **Zoëtry Mallorca**.

We are waiting for you so that you can know everything we offer you. Welcome to **Zoëtry Mallorca**!





Gastronomic Experience with Sustainability

By: Francisco Marco Cobas, Chef.

At our Alua Village Fuerteventura hotel, we work continuously, listening to customers and adapting our offer to the latest trends. In recent months, we have seen that the drive for sustainability is also reflected in the gastronomy sector; guests are increasingly concerned about their health and environmental impact. That is why our F&B department has implemented numerous actions to offer healthier and more sustainable food.

The approach to sustainability has to be the leitmotif of all our creations, whether in the catering services, in our buffet or à la carte restaurant, or during our thematic animations. In the welcome attention, we have created two dishes that perfectly combine these new concerns: a plate of



km0 Canarian cheeses, assembled with typical sauces from the island, and a plate of fresh and seasonal fruit, emphasizing the shapes and the colors to please tastes and vision.

At the level of our buffets and restaurants, we always try to use local and zero-kilometer products, with a wide variety of salads, tomatoes, peppers, and so on, that make up our salad bar and healthy corner, increasingly requested by customers. We complete with local, thematic corners, where you can catch the mojos, wrinkled potatoes, gofio, Canarian cheeses, and other specialties our guests love. We try in the same way to take care of our assembly to transmit our concern towards sustainability, increasing the use of natural materials such as wood and bamboo to decorate the spaces.



Our gastronomic designs and preparations are accompanied by enhancing local wines strategically placed on buffet or wine cellar shelves. Our guests highly appreciate wines such as white Yaiza (*dry or semi-sweet*) or the Lomo Listan Negro, which originate from the Canary Islands themselves, and allow us to increase our NPI and provide an unforgettable experience for our customers.



Foodies Square

By: Dimas Agut, Food & Beverages Manager.

With the perfect location, right on the seafront and with unbeatable views, we developed the foodie's square concept, a gastronomic space that includes Coco Café, That's a Wrap, and Babbo American Grill that evolves throughout the day. We start with breakfast and brunch, offering the rhythm of the best versions

of acoustic pop. We continue with a lunch proposal for all tastes, from a quick snack with pizzas, bruschettas, hamburgers, and dishes to share to the most formal such as rice dishes and grilled meats; we have also thought of healthy foodies with a comprehensive proposal of salads, woks, and poke bowls.



From mid-afternoon until sunset, our bartenders are the stars, tropical cocktails, and tikki to the rhythm of the best reggae versions.

The time has come to wrap up a perfect day. Luxury, relaxation, and romance are perfectly combined with flamenco sounds and the smell of Babbo's grill.

With this deployment, we managed not only to capture non-package income from hotel clients but also more than 35% of the clients in foodies square are external to the hotel.



Texture, Color... Are We Talking About Canarian Cheeses?

The canary islands have an undeniable reputation when it comes to cheese production. Many of them are made with milk from native breeds of goats, although another dairy (cow or sheep) is also used.

Although the production processes are similar, the climatic and orographic characteristics of the islands make each cheese unique. In addition, the use of different toppings in its preparation, such as paprika,



gofio (toasted cereal flour), or even the traditional mojos (*green and red*), not only makes them more attractive to the eye due to their colors but also gives them even more special flavors.

We have three protected designations of origin; Majorero cheese from Fuerteventura – the first to achieve the designation of origin in 1996 –; Palmero cheese from La Palma, and Flor de Guía from Gran Canaria. It is unsurprising that, according to the world cheese awards, Canarian cheeses are recognized among the best in the world year after year.

By: Zaira Gómez, Deputy Director
and Alberto Muro, Chef.

particularity and the aromatic grasses the sheep feed on give these cheeses exceptional organoleptic qualities.

Its interior texture is particular: creamy and irresistible. Its creamy texture should not confuse us since it is a cheese with a robust flavor, recommended for true cheese lovers.

We want to mention some of the delicious dishes of Canarian gastronomy in which cheese is a fundamental part of its preparation. The almogrote (*pâté made from very cured cheese with red pepper, garlic, and olive oil*), the grilled cheese accompanied by mojo sauces or palm honey, or the delicious desserts such as the torta de cuajada or the quesadilla herreña.

It is no coincidence that we are the autonomous community that leads cheese consumption in Spain!

On this occasion, we wanted to mention the Flor de Guía cheeses that have captivated us due to their particular product. Unlike other varieties, they use rennet of vegetable origin from the thistle flower (*hence its name*).

This flower is collected and later used during the maceration of the cheese during April and May. This



Energy and Water Consumption

By: Management and Reception.

The first human beings lived in harmony with nature, being part of it and the rest of them. The ability of the human species to alter the environment began to manifest itself through agricultural activities, livestock, and fire. It was only during the industrial revolution that rapid technological growth made it possible to use machines in industrial, agricultural, transportation, etc. It also involved using and exploiting fossil fuels and the intensive use of mining resources.

On the other hand, the human population began to grow exponentially. From the industrial



revolution until now, the impact of human activities on the environment has affected the entire planet. The environment degrades faster and faster, endangering its ability to support life.

Awareness of global environmental problems has been growing progressively. Little by little, this issue began to be dealt with internationally through organizations such as IUCN and the United Nations for the Environment. Environmental policies have achieved improvements in resource efficiency.

In the hospitality field and, specifically, at the ALUASUN Continental Park hotel, we carry out a series of guides for saving energy and water. In the common areas of the hotel, we take advantage of natural sunlight during the day since we have a large number of windows, and in case of using artificial light, we use LEDs. Additionally, the hallways on each floor are illuminated with motion sensor lights.



The rooms have an informative sign. This sign explains the responsible use of water, the change of towels and sheets, and the use of more sustainable containers by the hotel cleaning staff. Garbage bags and ecological cleaning products are also used. In the bathrooms, we have showers, and the WCs have a double-button cistern, allowing complete or partial flushing, saving water when it's not needed.

As for the restaurant, kitchen, and bar areas, we consider several aspects. First, they are reducing and controlling energy expenditure, such as with passage sensors for lighting, disconnecting those machines that are not being used, and avoiding wasting. Second, they separate the waste. As for single-use packaging and products, such as napkins or paper tablecloths, they use biodegradables.

In conclusion, Spain is currently the third tourist destination worldwide. The importance of the hotel sector for the city is economic, labor, and environmental.

To achieve a sustainable activity, tourism must be based on caring for the environment, so business people, workers, and clients in the tourism sector must have a culture of prevention. For this reason, it is necessary to work on managing our daily activities, such as energy consumption, the use and contamination of water, the optimization of products, and the management of non-recyclable waste.



The temperature regulation is independent in the different areas of the hotel. At the reception, we have air curtains that help maintain the area's temperature and, in this way, do not use the air conditioning excessively.



Healthy Food Space

At the Alua Gran Camp de Mar hotel, we developed a new project called “Healthy food space.”

Why this new project?

Every day, more customers arrive at our destinations expecting healthy, Mediterranean, vegan, and vegetarian food.

For many of our clients, vacations mean relaxation in their culinary habits and customs, where they find exposed buffet lines and food at all hours in hotels, becoming a mode of liberation from obligations that can harm their well-being. The routines that

they usually have at home with a healthy diet are only addressed if they know how to put an end to an intake of food in a free buffet.

The objective at Alua Gran Camp de Mar is to promote a varied and balanced diet from the center, in an area of the main dining room, offering various menus every day, limited in fat and low in sodium, using olive oil in the preparations and reducing the quantities of added sugars.

It is also committed to cooking in the oven and steaming, healthier than others, with a regional

By: Francisco Piqueras, Chef Kitchen.



touch, preparing local recipes, and above all, also making room for vegan and vegetarian menus to complete the offer.

Food is an essential pillar that we must support to maintain a healthy life. For this, it is crucial to know which foods are correct when following an adequate diet and avoid falling into nutritional errors.

We leave you a practical and simple idea to start acquiring healthy habits that are easy to prepare, are based on the food pyramid, and combine the different foods to cover a healthy person’s energy and nutrient needs.

Eating healthy is much easier and more enjoyable than we often imagine!

STEWED LENTILS

Ingredients for 4 people:

- 200 g brown lentils
- 180 g of red pepper
- 300 g of potato
- 100 g of carrot
- 50 g garlic
- 80 g onion
- 20 g of olive oil
- 2 g paprika
- 3 bay leaves
- 1 chorizo pepper dried
- Salt

Form of preparation:

Wash and chop half the onion and red pepper and fry them with olive oil in the pressure cooker. Peel, wash and chop the potato and carrot. Add them. Then, we add the lentils, garlic, choricero pepper, and bay leaf. Cover the ingredients with water, and add salt and paprika to taste. Once it starts to boil, cover the pot and count for 8-10 minutes after the valve rises. After that time, we removed the heat and let the pressure out. Cooking time may vary depending on the type of pot.





Wedding at Secrets Bahía Real

By: Javier Tello, General Manager.



On March 23rd, 2023, we celebrated the wedding of Sonia and Jesús on the gangway over the Atlantic Ocean of our bay lounge.

The couple chose this privileged place where the Secrets Bahia Real team proceeded to dismantle the usual existing furniture, assembling a spectacular central table, where the guests felt intimate in a reserved area and at the same time with a beautiful view of the Atlantic Ocean and the islands of Lobos and Lanzarote. A dream come true.



The ceremony began with the emotional link where, in addition to Sonia and Jesús, also participated the brother of the bride. Once Sonia and Jesús became newlyweds, they went on to taste a cocktail and a gala lunch where they tasted Canarian food and Gyozas with Norway lobster and grouper with melanosporum truffle cream, San Sebastian-style hake with baked potatoes, beef tenderloin with fin

Oise potatoes and mushroom sauce. To wrap up, a wonderful guanabana chocolate coulant, yogurt ice cream, and mango syrup washed down with the best Ribera del Duero and Navarra wines.

The spouses cut the wedding cake, and from then on, they enjoyed a DJ set and an open bar.



Desserts in Individual Servings

By: Carolina Pantoja, Guest Experience.

Within the scope of the gastronomic experience that we offer at the ocean café at Alua Atlántico Golf Resort, we ensure not only to meet the highest quality standards but also to focus on constant improvement and a firm commitment to sustainability.

The Ocean Café Buffet restaurant was initially designed to collaborate with the high volume of guests per service received by the main restaurant, the Terra Café. Today, this modest buffet, which



has a capacity of approximately one-third of the main buffet, has developed its kitchen, offering guests a different dining experience within the resort.

This charming restaurant has a late breakfast or “sleepyhead” service, as we call it, which is quite successful among our guests who prefer not to get up early during their vacations. On the other hand, our esteemed chef, Antonio Sierra, has developed a menu for dinner inspired by Italian cuisine, giving rise to a wide range of recognized dishes from this kitchen, which have been well-received by our guests, also offering live cooking. And, of course, the desserts are the “icing on the cake” of this themed menu.

After years of experience, we have been learning and optimizing ways to manage our resources correctly. After the growing awareness of sustainability, we have focused on reducing the amount of leftover food. That is why the desserts are presented in

single doses, avoiding cross-contamination and providing the estimated amount per person without generating a surplus.

It is small steps like this that end up making a difference when it comes to achieving the objectives that are set annually in terms of sustainability. Since its opening in 2022, a series of restaurants have been formed and adapted, with their respective kitchens and sustainable measures, which achieve good synergy. Not only do we meet the objectives, but we also offer a gastronomic tour for our guests, starting from the international cuisine of the Terra Café to the Mexican cuisine of Chido Tex Mex, passing through the Mediterranean cuisine of Mare Nubium, ending with the Italian cuisine of Ocean Café.





Desserts by Miguel López (Head Pastry Chef)

By: Miguel Lopez, Jose Soldado and Simón McVeigh (F&B Team).



At AluaSun Torrenova, we continue to work and cook with love and tradition. We hope to surprise our clients at all times, especially on Thursdays, when our guests can enjoy a gala where the great variety of desserts made by Miguel López, our head pastry chef, stands out.

Pleasing our customers is our pastry team's objective, seeking to improve the products offered every day and enhance customer satisfaction, ensuring that final touch in the family for every moment of the day.

The tradition of the cake, creams, and cookies is the same as always; it takes us on a path of wisdom and recipes from our ancestors. The



happiness of seeing how much that moment is enjoyed, regardless of age, is priceless. The dessert area of our buffets is where the sweet and happy touch lovingly wraps the gastronomic experience.

Love and innovation are crucial in these times, where more and more people seek to change essential ingredients such as sugar or innovate using multifunctional robots. Miguel and the kitchen team are always looking for a balance between the old and new world; it is not easy to choose a dessert, so making them with sense and affection from the moment they are created is essential.





Holy Week in Mallorca

By: Pedro Jaume, Chef.



During Holy Week, the F&B department offers our guests a piece of the typical gastronomy of Holy Week in Mallorca, preparing specific products such as:

Empanadas and carrots are part of the culinary tradition, and the varieties of their fillings make them small delicacies.

Panades are cylindrical box-shaped dough pastries with meat, vegetables, or fish. However, the most typical is made with lamb meat, which is tastier during Easter.

The rubiols are delicious Mallorcan sweets typical of the Holy Week. The dough is sweet, and you can fill them with jam, Cabello de angel, cottage cheese, or chocolate. Possibly its origin is Jewish, and it is related to dry pastry made without yeast that was consumed during the Jewish Passover and symbolizes the matzo that the Israelites took with them when they left Egypt.

The crespelle are delicious cookies of different shapes and sizes eaten throughout the year. Traditionally, they are prepared during the Holy Week, when family and friends get together. Along with robots and parades, they are part of the traditional gastronomy of the Holy Week. However, it is believed that the origin of these delicious pastries is Jewish, so its most typical shape is the flower with six petals, the same number of points as the star of David.

During these dates, our team prepares with lots of love all these unique recipes in our kitchen to keep the traditions alive and be the best hosts.

Romantic Packages 3718 Meters

By: Abel del Rosario, Executive Chef.

In the last month, and taking advantage of our excellent resources, such as the views of the ocean or Mount Teide and our incomparable tropical climate, we have created some romantic packages where the client lives an authentic experience.

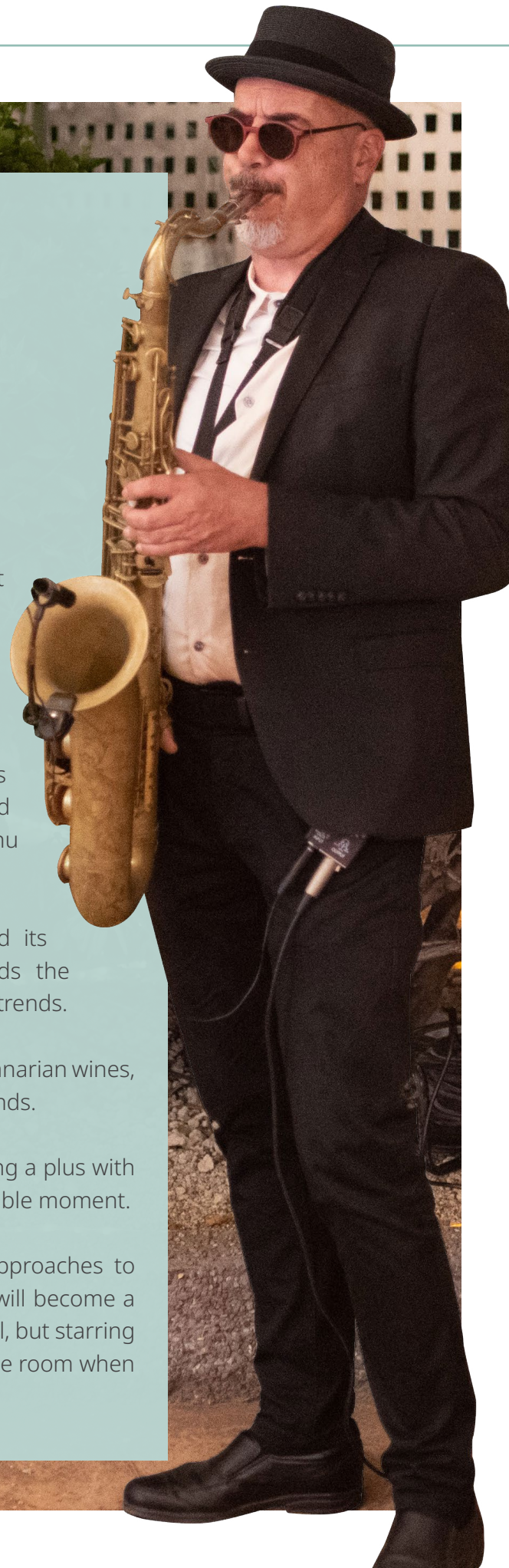
The couple is received by the maître with cava and roses to accompany them to enjoy an excellent combination and explosion of flavors, made up of a unique 12-course menu prepared by our chef.

We want to pay tribute to the Canarian product and its producers; that is why we offer a menu that blends the gastronomic culture of the island with the latest culinary trends.

To accompany the delicious dinner, we present our best Canarian wines, protected designation of origin wines, unique on the islands.

At the same time that the clients dine, we give the evening a plus with live music, violin, or saxophone, a magical and unforgettable moment.

Once the guests are at their table, a photographer approaches to take a photo of them that later, without them knowing, will become a magazine with images of the Canary Islands and the hotel, but starring the couple on the cover. This magazine will be found in the room when the evening is over.



In the room awaits the big surprise: a bottle of cava, a box of chocolates, a Canarian jam, a magazine, a body oil, bathrobes, and slippers.



Martha Gatell

By: Thomas Fehrs, Public Relations.



It is time to talk about the development of employees within the company, which is why we want to introduce a staff member who has distinguished herself for her dedication, commitment, and desire to continue learning and developing professionally.

Marta Gatell Arechavaleta finished her studies in the United States in 2012 and later arrived on the Island of Fuerteventura, ready to embark on a new adventure.

At 18, she joined the team as a waitress assistant at our restaurants and bars. Marta has gone through different stages in her career. After starting as a waitress assistant, she eventually became a waitress. After experiencing and verifying the growth opportunities within the company, her ambition was to grow within it. Our department heads support their teams and encourage their colleagues in their professional development. This is how Marta arrived at the position of director of bars and restaurants.

From day one, Marta showed she is proactive and professional. Thanks to various training courses, she was able to improve her professional and personal life.

During these years, Marta has had two adorable daughters she cares for with love. After breakfast, she takes them to school and picks them up again in the afternoon. In this way, she combines a happy family life with her work and the challenges she faces every day.

Her love for both makes her start each day smiling and joyfully. This positive energy is transferred to her work and, therefore, to our guests.

Her attitude and motivation convinced her superiors and the hotel management, and Marta was promoted to second manager of bars and restaurants.

For Marta, this was a great incentive to continue on her chosen path because there are no limits to what one wants to achieve.



Tower of Glasses and Barraquito Workshop

By: Food & Beverages Team.

The time has come to put the batteries on and face the highest point of our high season. January serves as a truce for us to prepare for the carnival. Still, before welcoming Don Carnal, we take some time to get romantic and let Cupid shoot his arrows to surprise you all with a tower of glasses at the hotel reception.

The guests who accompanied us that day witnessed an unforgettable atmosphere, living unique moments accompanied by the subtle notes of the harp music that added a romantic

and unique touch to the evening while the glasses were filled with golden bubbles. Even Cupid would have fallen in love!

The guests enjoyed a unique and unforgettable experience in which the tower of glasses became the epicenter of the celebration. It was a moment to remember and share, toast life and love.

We have also enjoyed other moments with a more island mood, in which the **Alua Tenerife** entertainment and bar teams carried out a Barraquito workshop on the hotel terrace. Our teams provided everything necessary for the workshop, and guests enjoyed a pleasant afternoon learning how to prepare one of the most popular coffees on the island.

The barraquito is a typical Tenerife drink made with coffee, condensed

milk, evaporated milk, cinnamon, and lemon. This drink is served in layers and is very popular among the island's inhabitants.

The Barraquito workshop provides the opportunity to learn how to prepare this drink and learn more about its origin and tradition, being a resounding success. Guests enjoy a fun afternoon and learn to prepare this typical drink.

If you visit Tenerife, take advantage of the opportunity to enjoy this traditional drink and learn how to prepare it at **Alua Tenerife**... Who knows... Maybe Cupid surprises you with an arrow while you drink your barraquito...



Gala Dinner

By: Pep Jurado, Hotel Manager.



March 1st is Constitution Day in Spain, a public holiday commemorating the Spanish constitution's approval in 1978. We held a gala dinner at the Alua Leo to celebrate this important date.

The dinner started with a welcome cocktail, and the guests enjoyed drinks and appetizers while exchanging greetings and conversations.



Once all the guests were seated at their tables, they could enjoy the buffet made for the occasion. Live music enlivened the night and created a festive and joyous atmosphere: a great success. The gala dinner on March 1st (*Spanish Constitution Day*) was an elegant and significant celebration, bringing our guests together to celebrate an important holiday.



Discovering Mallorca...

By: Miguel Jaume Mateu, Chef.

This summer, the **AluaSoul Carolina** in Cala Ratjada (Mallorca) will light candles in the Mare Nubium restaurant. Why don't we open the doors? Because it is located outdoors, under the stars, next to the pool, just above the Font de Sa Cala beach, and with sea views.

We want to offer a surprising service with a tasting menu in a Balearic style. Our clients will remove the islands' good taste from their palate.

We bring you the secret of our compositions, created by our Mallorcan chef, Miguel Jaume Mateu, who takes us on this gastronomic journey that begins with a dolphinfish tartare with avocado and citrus from Sóller. Sóller, a Sierra de Tramuntana valley town, is famous for its orange trees.

We take a breather from the Mediterranean sea and dare to go to Menorca, sweet rice with butifarrón sausage and prawns with a cloud of cured cheese



from Mahón. The neighboring island invites you with its green tranquility and the art of preparing one of the best cheeses in Spain, with a designation of origin.

We get completely lost in our region's healthy and appetizing diet, trying a cod with trumpet and roasted pepper aioli. The aioli, a mayonnaise with garlic, leaves us breathless...o)

But the charm of Mallorca is found in Es Pla, the island's interior, where we can immerse ourselves in its origins, the countryside full of agriculture, with its pastures, olive, and almond trees. The pork tenderloin with sobrasada, roasted sa Pobla potatoes, and egg yolk ravioli present this rustic compilation well.

After this passage through the idyllic land full of nutrients, we continue walking through the caloric experiences trying a dessert of torrija ensaimada with almond ice cream and red fruits.

At the end of our tour, we say goodbye to the day with the good views of the clear Mediterranean waters enjoying the last glass of Binissalem wine or having a romantic cocktail in the authentic sky, our Skybar Vertigo, on the tenth floor.

Have you liked it? See you in the paradise of Mallorca.

Stefanie Göhring
General Manager



Encarnación Toro Poley

By: Francisco Hernández and Maria Belén Soria. F&B Team.

At Alua Boccaccio, we proudly recognize our collaborators' outstanding dedication and work. Many are essential to the hotel's history from its beginnings to the present day.

On this occasion, we want to honor Encarnación Toro Poley for her impeccable career from her beginnings in 1981 as a restaurant waitress to the present day as Head of the hotel restaurant.

Encarna, as we all call her, has seen and experienced many changes and evolution in the hotel, inspiring everyone with her brilliant attitude in the face of adversities that may have appeared.

Highlight her tireless dedication, passion in her daily life, and extraordinary perseverance, always with the best version of her for clients and colleagues.

Thank you very much, Encarna, for your commitment and professionalism these 42 years.



Balearic Corner

By: Salvador Lara,
Chef Complex.

Welcome to the Balearic corner of the hotel Illa de Menorca! A space where we offer a tasting of regional and zero-kilometer cheeses and sausages from the Balearic islands. A festival of colors, flavors, and textures, which pays homage to all the producers and great artisans of the Balearic islands.

We offer different assemblies and compositions daily so clients can taste Balearic gastronomy. The kitchen team has selected the best local products to provide quality. All the ingredients of the sausages are native, and the cheeses are made with the best milk from small nearby farms.





From Simple to Delicious

By: Luis Juan (Quality Manager).

Gastronomy is an art that allows us to transform simple ingredients into delicious dishes.



There are various techniques to turn a simple dish into something unique. Still, the most important is creativity and the culinary skill to turn a staple into an exceptional dish.

Time is a valuable resource; every day, the hotel industry encourages us to be more practical and realistic. At Dreams Dominicus, we seek to create new options for the palate of our guests. "From the simple to the delicious" was born from the need not to waste the leftovers of bread in the service. Therefore, our executive chef, based on bread and other species, introduced the Moroccan meatball dish at our main buffet,

which was well received for its taste, smell, and presentation.

Meatballs are a popular dish worldwide; each country has its version; **Dreams Dominicus** is no exception. With some imagination and some essential ingredients, we can make delicious and satisfying dishes that delight the palate and nourish the body.

This simple but exquisite and innovative dish comprises garlic, oil, butter, tomato sauce, basil, black olives, and Parmesan. It is a tasty additional option for our vegetarian guests.



New Delight

By: Yokasta Vargas (Administrative Assistant).



Our gastronomy has, like each country, its version of a classic comforting dish. For Dominicans, the pastelón is one of those dishes that can accompany any other food. This dish consists of a stew made in layers, like an Italian lasagna or a Greek moussaka.

Pastelón is one of the Dominican foods acceptable to prepare and consume at any time; it is probably one of the most incredible and delicious things we have tasted. That is why, at Sunscape Puerto Plata, we want to present the pastelón made with ripe banana and chicken in coconut sauce" as another one of our recipes prepared with natural products from the region.

Our Food and Beverage Manager and Executive Chef have created this tasty recipe to attract customers from other parts of the world. Our

exquisite dish was made by adding Caribbean ingredients such as ripe banana, garlic, onion, cheese, butter, and a delicious chicken filling in coconut sauce. Its preparation consists of stewing the components separately, then layering them together with the cheese in a pan and baking until the cheese is bubbly and golden. To present this new dish and give it a more striking and natural preparation, it is shown in the same coconut and finally gratin with a harmony of cheese and crispy coconut.

Enjoy!





Sustainable Fishing and Responsible Consumption

By: Felipe Bancelin.

At Dreams Karibana Cartagena Golf & Spa Resort, we take advantage of the hotel's location with three artisanal fishermen corregimientos that are: Punta Canoa, Manzanillo, and La Boquilla. We have contributed to strengthening the Association of Artisanal Fishermen and significantly contributing to sustainability in our territory; we have reached commercial agreements to offer fresh and high-quality products while supporting the local community.

With the help of our Quality Manager, we have implemented plans,



strategies, and talks on Good Manufacturing Practices and HACCP to guarantee the attribute and traceability of the product from slaughtering to home.

They provide us with fresh fillet, Caribbean oyster, crab claws, and platero fish for frying. In the same way, hand in hand with the purchasing department, we have achieved negotiations and the ideal process to save and get a quality product processed in IQF, which helps us control the daily production cost.

Together with the Association of Artisanal Fishermen, we are evaluating the possibility of creating an activity that allows hotel guests to live the experience of fishing in the open sea. For this, we are adapting the equipment to guarantee safety for our clients and offer a unique experience in the Colombian Caribbean.

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"We have achieved negotiations and the ideal process to save and get a quality product processed in IQF, which helps us control the daily production cost"





MARINATE FOR SALMON



MARINATE FOR BEEF STEAK

Different Types of Marinades

By: Daniel Moreno M. (F&B Manager).

The marinade can be made up of spices, fruits, vegetables, and seasonings; marinating lets your food absorb the seasoning and aroma of the marinade for hours. To build the base of an excellent marinade, there is a golden rule that can be summarized in four words: salt, bitter, sour, and sweet, and a fifth element that our guests love: spiciness.

Once we mix the ingredients, the meats or vegetables are submerged in the marinade and left to season for a while. Then, when you cook them, the reward is invaluable because the food is full of flavor! The traditional way of making a marinade is to leave the meat or vegetables resting in the marinade for hours or overnight. We have equipment and utensils that help us reduce process times and costs.



Meat tastes better with a suitable marinade. To create it, you can use sea salt, fish, soy, or tamarind, all of which help to enhance the flavors, profoundly improving them. If you want sour options, different types of vinegar work well, whether cider, wine, or balsamic.

Even alcohol in the form of rice, wine, and beer is also perfect. Citrus fruits add flavor, while ingredients like ginger, lemongrass, and coriander add floral notes to marinades. The garlic, whether crushed, roasted, or powdered, adds a nice touch, while the tomato paste is the base for all the other flavors.



MARINATE FOR CHICKEN

Consider varieties like cane, palm, coffee, molasses, maple syrup, or even coconut milk for sweet flavors. Honey is also a great option, glazing foods with an irresistible, sticky coating.

Of course, not every marinade requires every item, but the option to mix and match as you please is

there for you to customize and play with anything you like.

We have a vacuum packer and ancestral knowledge of food margination; at Dreams Playa Bonita Panama, we have managed to please our guests with unique flavors in à la carte dishes, outdoor barbecues, themed buffets, and many other food presentations.



**Al Pesto
Salmon**



**Cajun-Style
Chicken**



**Beef fillet
with
Fine Herbs**



Special Moments Corner

By: Alan Arrevillaga,
F&B Manager.

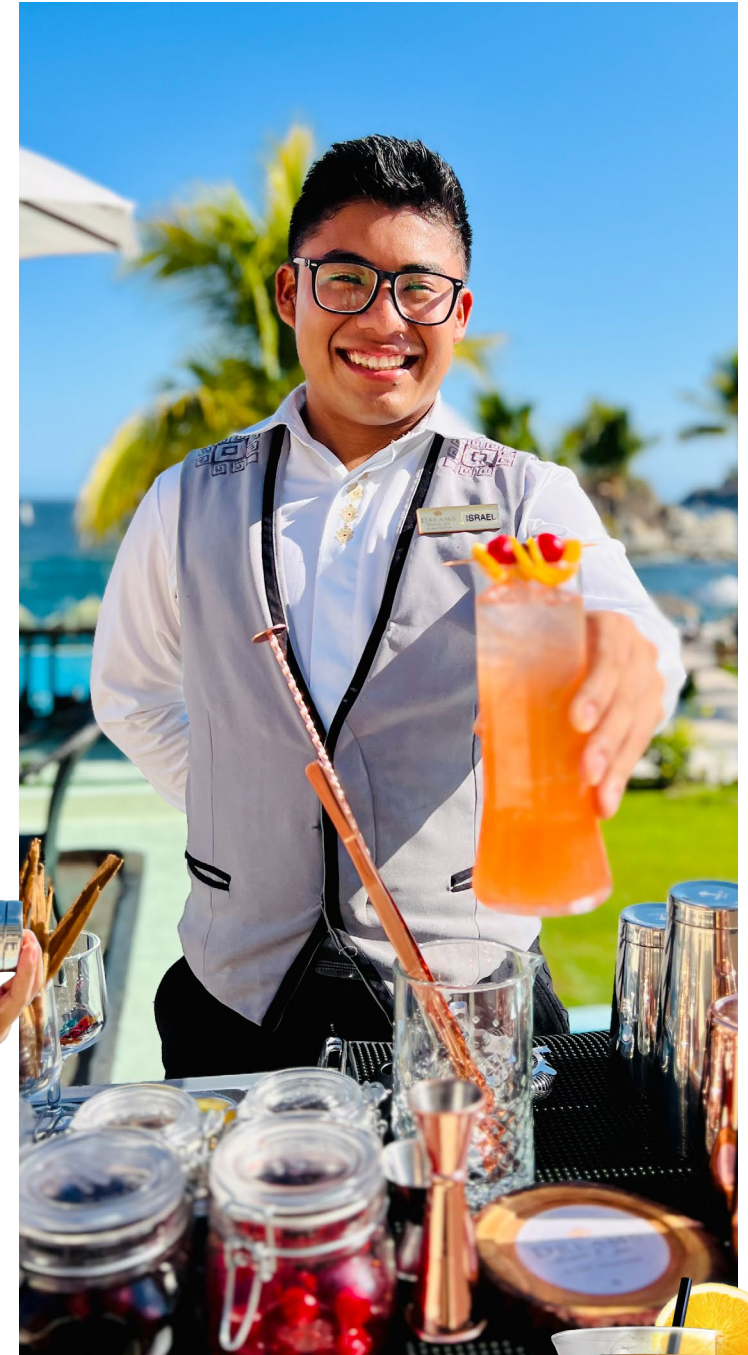
In the search to contribute with new ideas that benefit the experience of our guests and improve the quality of our service, we undertook the task of creating a unique experience in the Rendez-vous bar, creating the



"Special moments corner" dedicated every week to a classic mixology cocktail and different versions of it (such as Old Fashion, Manhattan, Negroni, Singapore Sling, Margarita, and so on.)

We decorated a mobile cocktail station with motifs of the cocktail of the week, paying homage to these significant drinks in the history of international mixology.

Our guests can have a pleasant time in the lobby bar while enjoying a delicious cocktail specially prepared by our bar team. We make sure to use the best ingredients, fresh fruits, homemade natural syrups, and spices of excellent quality to ensure a memorable experience.



This action helps control the cost of beverages, reducing the demand for premium liquor while taking advantage of space and creating unforgettable experiences for our guests.





By: César Germain Arroyo.

Wellness Kitchen

The kitchen has been modernized and made many changes from trends to lifestyles. The demand of modern society has sought a lifestyle change to be oriented towards a wellness style based on more natural, organic, healthy products and omitting artificial colors or preservatives.



Secrets The Vine Cancun has focused on working on this lifestyle to delight the palates of this segment of tourists. Our executive chef and his

entire kitchen team help us be at the forefront of the current demands for our wellness clients.



Korean Cuisine

The Korean market has become a trend at **Secrets The Vine Cancun**. Every day we have an increase in Korean guests who come to enjoy our gastronomy. Because of them, we have focused on breakfasts that represent this theme and have a positive impact on customers, surprising them with dishes based on their culture,

including vegetables, curries, seasonings, spices, proteins such as beef, pork, fish, crustaceans, and shellfish; to exceed the expectations of our customers.



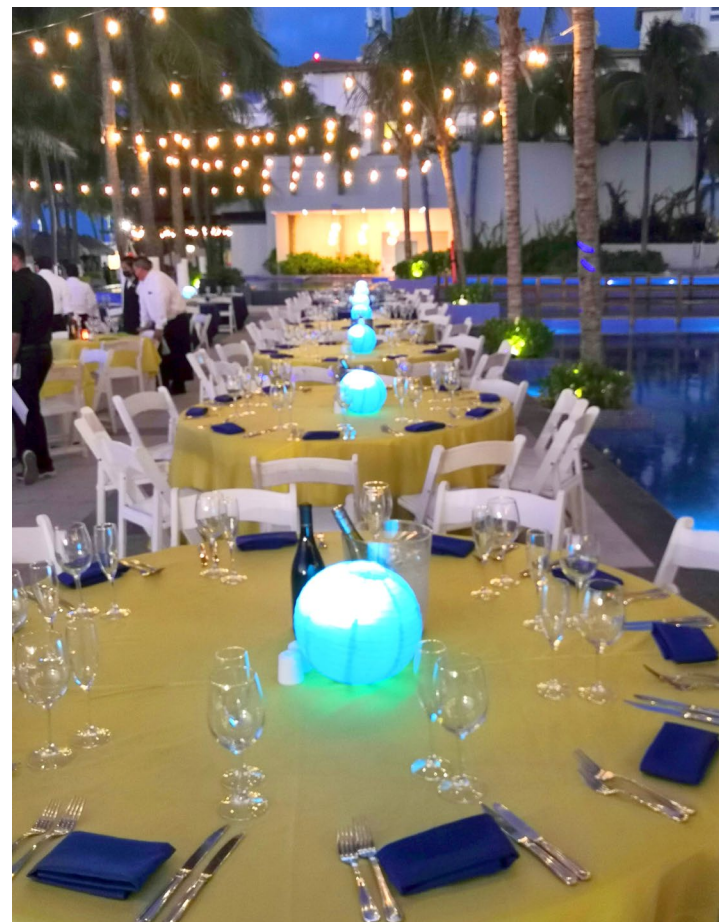


Event Decoration

By: Tomas Chávez, F&B Assistant.

To organize an event with personality, various options must be considered, such as designing and developing the desired style and setting, coordinating colors, defining the textures of decorative elements, centerpieces, and lighting with garlands of lights or reflectors with indirect light, among other details.

Each action in the event must contain a visual guideline when putting together a set. Therefore, the first step will be to recognize the style of the event: classic, modern, minimalist, lounge, etc.



example, with the proper lighting, you can achieve great environments.

The purpose of the setting is to look for stimuli that positively respond to what you want to project with the event's theme; the central idea, where we will focus the attention of our guests, will be based on the decoration.

There are basic rules when it comes to decoration, such as that there are color combinations that are not harmonious and should be avoided: the variety of two cold colors (*green and red*), monochrome montages, white tablecloths with white ceramics and white napkins can all break visual harmony or project a lack of texture and playfulness.

Another point to consider is to create uniformity in the visual setting of each table; that is, if cheerful glassware is placed, classic gold-edged glassware cannot be used simultaneously. Sometimes, to cause an impact, less is more, and the simplest is often more refined and elegant than agglomerating textures and styles. By coordinating the colors very well, you can attract diners' attention.

Considering the above, at Cancun Resort & Spa, the creative and enthusiastic team of food and beverage colleagues established the following within our departmental mission:

"The decoration of an event is not judged by what it costs, but by the impact it generates on the guests."

We seek to generate positive impacts in the events that take place during the vacations of our distinguished visitors.

There is a wide variety of valuable items and materials to make decorations, no matter how modest or ostentatious. To decorate a significant event, it is not necessary to have a large budget or the latest technology and design; you can consistently implement key objects and apply some *"tricks"*; for

Swicy

By: Fabián Salinas, Executive Chef.

My name is Fabián Salinas, and I am the Executive Chef of Now Emerald Cancun; in this section, we will talk about the trends in gastronomy for 2023, among which are:

Wellness kitchen

Vegan and vegetarian cuisine

Sustainable kitchen

Kitchen with swicy trend

Sweet and spicy

Social networks in gastronomy

This time we will talk more about the “swicy” trend.

In 2023, gastronomy for the new generations (*millennials and centennials*), as several studies point out, is all about intense and daring flavors. The “swicy” trend that you will hear throughout 2023 is an Anglo-Saxon term that merges the words “sweet” (sweet) and “spicy” (spicy).



A combination of flavors present in oriental cuisine that, beyond salty recipes, we can even find in chocolates to which a touch of chili is added. Palates are becoming more accustomed to spicy and bittersweet notes every day.

I love Asian cuisine, not only because of the intensity of its flavors, the respect for each ingredient it uses, and because it has been part of my career but also because of how similar its ingredients can be to those we use in Mexico and because it opens up the possibility of mixing all these flavors and creating new trends.

I invite you to include a recipe with this type of flavor in your restaurants. It has been much fun, and the guests have liked it; we have had better comments

from our young diners than older people. We get the impression that they also want to try something new.

In our Mexican and Asian restaurants, we include a “swicy” touch in some dishes. We work with a special homemade sauce called honeyrasha, which sets the trend for sweet and spicy in one bite, a sauce based on ginger, honey, soy, and pepper. We can see something in different recipes and types of gastronomy, including Mexican cuisine.

In the same way, we can find more daring flavors in the desserts and the mixtures of sweet and spicy flavors, as in our chocolate Abuelita cake and ganache with chile pasilla. I think it's important to keep up with the new generations and listen to our guests' feedback.

Colleagues, I hope you all try something in your restaurants and share your experience and comments.

Greetings!



The Setting of VIP Amenities

By: Raul Castro, F&B Manager.



At Sunscape Akumal Resort & Spa, we are always focused on continuous improvement. We took on the task of optimizing the luxury experience of our VIPs by creating homemade wooden amenity holders. With the help of our carpenter, two models were designed to differentiate the types of amenities according to the category.

- The first consists of 3 levels; on the first, the bottle of wine; on the 2nd, the corkscrew and the glasses; on the third, a plate of fruits (*apples, bananas, red grapes, guava, and seasonal fruit*). , in addition to the personalized letter by our general manager.

- The second model is a cube in which the bottle is placed horizontally, and the wine glasses are on top, accompanied by the fruit bowl and a personalized letter from our general manager.

In this way, we generate more significant enhancement in the assemblies. If you want more information about the preparation of the porta-amenities, you can contact Mr. Raúl Castro, Sunscape Akumal's Food and Beverage Manager, at rcastro@sunscapecororts.com. It will be a pleasure to support you with these creative ideas!





Artisan Bread

By: Alan Arrevillaga Pérez.

The innovation, presentation, and creativity we offer in our services are undoubtedly an essential part of the culinary presentations of our chefs at Secrets Huatulco.

Last year, we added a section of luxury artisanal bread finely assembled by one of the fundamental pieces and elements of the hotel, our chef baker Diana Lagunas, who, in addition to providing incredible stands on Christmas and new year dates, constantly creates delicious and innovative options for the buffet and our specialty restaurants. During the wine festival 2022 edition, our chef-baker had the opportunity and enjoyed working hand in hand



with Carlos Ramirez Roure, one of the most recognized chef-bakers in the country and famous for being named Chef of the Year in 2022 by the Vatel Club México, being the only baker to have achieved such a distinction.

From this meeting and learning, the idea of maintaining culinary innovation arose and establishing our already famous section in the buffet of "artisan luxury bread", with the structure of sourdough as a primary reference. Our chef Diana Lagunas has thus delivered a luxurious experience to our guests' palates, who have recognized the variation between consistency and flavor compared to bread in general and distinguish us among sister hotels.





Reuse Food

By: Enrique Bladimir Santana Almonte (*Operating Sous Chef*).

To use each remaining food resource at the dreams onyx resorts & spa hotel carnival buffet, each person in charge is responsible for making good use of food suitable for reuse; this guarantees cost savings and



the preparation of exquisite dishes. The main objective is to maintain the culture of savings and that everything goes to use with first having obtained all the benefits that could provide us.

The operational sous chef Enrique Bladimir Santana Almonte, presents us with a Mexican display at the buffet lunch made from various tacos and mini sandwiches resulting from the leftover leg in the fork at dinner the day before. In this preparation, we saved USD 263.00 every week.

At Dreams Onyx, we know that all resources can be used efficiently and provide our guests with the experience of delicious dishes and satisfactory results at the company's cost.





Centerpieces Made with Recycled Bottles

By: Myrlaine Carmont, F&B Manager.



Unfortunately, our beautiful island of St. Martin does not have a recycling system. Being a sensitive issue in the world and knowing that it is essential to act to preserve the environment, we have started at home, doing everything possible to generate less garbage and recycle everything we can.

We collect glass bottles of water and wine to make centerpieces. These serve as decorations for events: weddings, group dinners, romantic dinners, New Year's, meetings, conferences, and the list goes on and on.

Transformation happens when our colleagues participate in this craft activity:



First, we divide the team into groups so that everyone can have some activity within it; later, we set up a workshop in a restaurant; each person is assigned a table with their work tools, then, together, we collect the bottles and soak them to remove the label.

Secondly, we selected the color of the spray paint, which, this time, was gold, a neutral color that blends with practically all other colors; it shows royalty and refinement.

The third part is the exciting part; the team prepares by putting on the apron, the gloves, and the mask (above all, for the safety of our team, to go straight into the action, paint and make our works of recycled art.

The result is fantastic; now, our recycled bottles are in our wine display in front of every restaurant. At the bar, we put jam jars with rechargeable candles on each table. For romantic dinners on the beach, we also put bottles with lamps to guide guests from the entrance to their tables. Thus, this helps us consume less electricity and creates a romantic atmosphere.

Activities like these help us get to know each other, learn and listen more, discover hidden talents, and be creative and unique. We also learn to generate savings by not buying and renting so many centerpieces, as well as to save the island with less garbage and give us a topic to discuss with guests when they compliment us on our decoration; we feel very proud of that.





Food Waste in Numbers

By: Juan Carlos Soberanis, Food & Beverages Manager.



Nothing better than numbers to visualize and become aware of the loss caused by food waste.

According to the "FAO (Food and Agriculture Organization of the UN), it is estimated that a kilo of discarded food costs an average of € 10.00; in addition, it produces a co2 emission of about 3kg. While millions struggle to feed themselves, world hunger is increasing; approximately a third of food is wasted."

At Dreams Acapulco Resort & Spa, we have proposed to make our team aware of the importance of avoiding waste as much as possible and trying to obtain the best performance from food and beverage products.



We all have a significant role to play, not only for food but for the resources that are increasingly needed to produce it, based on three essential factors:

- First, planning the production and process of the food to be prepared based on the occupation and the number of guests at home.
- Second, maximize the performance of the products to be processed.
- Third, recycle as much as possible, always maintaining hygienic food handling standards.

On this occasion, we focus on the fruits of the buffet, where our collaborators select and process the products very efficiently, cutting the whole fruit and selecting the best cuts to present them. The

lateral parts or amounts of the same are used to process juice. Or flavored waters that we place in dispensers; in this way, we have a double use of resources.

At the end of the buffet, the best fruit not consumed is selected to be cut into cubes and used in cleric drinks during dinner service in restaurants, thus obtaining a third use, minimizing production costs. 60% of the fruit is used for the service, and 35% is rescued compared to last year when nothing was recovered.

The entire food and beverage team, including our chefs, supervisors, and collaborators, are increasingly aware of the impact that food waste has since it not only threatens the business itself but also seriously affects the environment; definitely, going against good practices demonstrates ignorance and disinterest in the social and ecological impact of these actions.

That is why we seek every day for each employee to be a guardian of good practices and to become one of the best ecologically responsible companies.





Recycling Glass is Taking Care of the Environment

By: Paola Galán, F&B Administrative Assistant.

Industrial progress over the last century has led to significant environmental degradation, seriously endangering man's survival on Earth. Due to this, awareness about the ecological impact and how to reduce it has become very relevant during the last decades.

Trying to contribute our small grain of sand, at **Secrets Puerto Los Cabos**, we have adopted a method to recycle glass bottles, which the manatee, rendezvous, and desires bars throw away daily. But why glass bottles? Because glass is a material that most favor recycling,



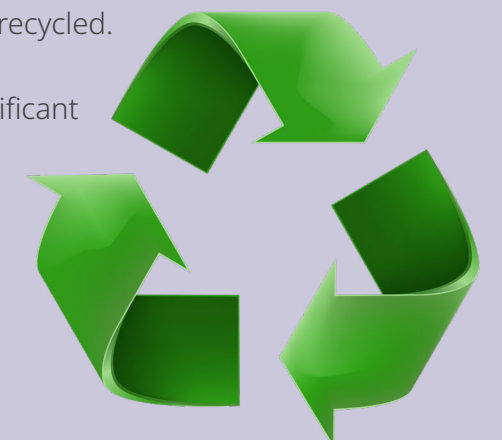
bottles can be recycled multiple times to make more bottles, jars, and other gadgets.

In the area designated for recycling, the bottles go through the process of reception, registration, accounting, color separation, destruction, weighing, and batch packaging. The bottles are separated into three colors: transparent, green, and amber (*brown / topaz*); this selection means that fewer raw materials (*sand and soda*) are used at the time of their recycling in the plant, as well as the considerable reduction in emissions of CO2 since

the processed glass melts at a lower temperature in the furnaces of the stained-glass windows.

Our objective is to standardize this recycling by corporate since glass has infinite lives; as an example: for every ten glass bottles achieved, 300 days of charging for a mobile phone, and the co2 that we avoid emitting into the atmosphere, is equivalent to 42 kilometers by motorcycle. This process has brought us great benefits by becoming the first of many hotels in the Pacific zone to do this satisfactory work. It is a challenge and satisfaction for us to raise awareness about recycling since it is a material that can be fully recycled.

Small actions generate significant changes.



Improved Settings

By: Francisco Javier (*Executive Chef*) and Yvann Monteiro (*Executive Sous Chef*).



At Dreams Royal Beach, we have started the year by uniting the hard work of countless gastronomy professionals to renew the central buffet's main dishes so that the thousands of guests who visit us can have an unforgettable experience in tastes and colors.

Dreams Royal Beach is revolutionizing its setting and thematic traditions, implementing exquisite and tasty dishes, and unifying the stay of thousands of tourists in endless cultures and traditions, with the commitment to work hard for the excellence of its service and quality.

This work is also reinforced in the special montages of annual events, such as the ceviche fest, Dominican independence day, and the big game, depositing in our work all the dedication, love, passion, and commitment that we feel for the kitchen.





Innovating with Wood and Stone

By: Omar Gasca, F&B Operations Manager.



Wooden plates with black stones are a sustainable and natural alternative to conventional ceramic or glass plates. In addition to their elegant and original appearance, these dishes have a low carbon footprint and are resistant to the passage of time. The black stone accompanying them gives them a touch of sophistication and protects the food from direct contact with the wood.

One of the main advantages of these products is their reduced environmental impact. These plates are made from natural and sustainable materials, such as wood and volcanic stones, so they do not generate polluting waste. In addition, they are reusable and



durable; this reduces the need to use traditional earthenware, which can harm the environment.

Another advantage of wooden plates with black stones is their durability and resistance. These pieces of equipment can last for many years with minimal maintenance, reducing the need for frequent replacement. In addition, since it does not scratch or crack easily, the cost of buying spare parts for tableware is diminished. Necessary before making a purchase, assess the quality of the material; this is essential to generate long-term economic savings.

During the traditional "*Hamburger and Beer Festival*," which presents delicious burgers and beers for guests and provides a unique

dining experience, **Breathless Montego Bay** chefs discovered new food presentation equipment that will continue to be used in our dish options. The presentation of the burgers on wooden plates with black stones has been a determining factor positively impacting the satisfaction of our guests, who can now enjoy an even greater variety of culinary options during their stay.





Beach Night & Family Style Dinner

By: Otto Hernández Olmedo, F&B Deputy Manager.



At **Dreams Los Cabos**, we always look to innovate in creating environments and products to satisfy those who travel with their family or want to live unique and memorable experiences.

In the search to add options to our unique experiences, such as romantic dinners, le petit chef, and so on, we created an excellent setup for those who want to celebrate in a family atmosphere. We have implemented a special family-style



dinner in a private location with personalized service. In collaboration with the team of stewards in charge of every detail in the assembly, from the access marked by a path of candles, the grill area, entrance, and dessert station, as well as the campfire assembly and a mini-camp with the necessary accessories. The chef manages a personalized menu based on tastes, preferences, and food restrictions. The familiar atmosphere of this setup allows you to immerse yourself in a casual atmosphere and enjoy your dinner at a carefully detailed table.

Each element of the assembly is designed so that each family member can enjoy from dinner, the after-dinner for adults at the table, to the bonfire and camp for the youngest.

In short, it is the ideal setting to take photos and make the enjoy family experience memorable.



We are very proud to have such a professional team that focuses every effort towards creating family experiences and satisfying our guests during their stay at Dreams Los Cabos.

Zanca Shrimp Broth and Shrimp Aguachile

By: Ricardo G. Mondragón, F&B Manager.



To innovate is to be reborn every day; for this reason, at **Sunscape Dorado Pacifico Ixtapa**, we encourage creativity in our chefs based on choosing high-quality concepts, giving them a minimalist transformation always with a personal and unique touch.

Part of the secret is to highlight the flavor with authentically regional ingredients, evoking the flavors and colors and awakening the emotions of our guests in



Therefore, when considering our excellent regional cuisine, we are committed to presenting our traditions, always using the best selection of ingredients that nature offers to prepare the masterpieces of our chefs.

At **Sunscape Dorado Pacifico Ixtapa**, aware of our virtues, we use creativity to pamper all our guests, using a valuable resource in the decoration of the dishes, managing to capture fascinated glances by observing how in a friendly way we allow national and foreign guests to discover that in addition to flavor, smell, and texture it is also pleasing to the eye as it has that fresh and natural touch.

In this Lenten season, the delicious caldo de camarón zanca and aguachile de camarón presented in a coconut shell, are very particular dishes from Guerrero, putting Ixtapa, Zihuatanejo very highly.



*"we encourage creativity
in our chefs based on
choosing high-quality
concepts"*

Clay Plates

By: Luis I. Hernández L., F&B Manager.



At Zoëtry Paraíso de la Bonita, we moved the paila to see what came out and found...

To make the most of all our resources and use creativity in the assemblies and presentations, we gave a second life to some clay pieces.

Chief Florencio Chan and his team found the opportunity to reuse the lids of the clay pots assembled for our weekly Kermés La Bonita, where we present small portions of our flagship dishes.

Due to the use and how fragile these artisan pieces can be, the "ears" that the lids have to hold and uncover the

pot can fall or break; however, when our colleagues realized in the count of breaks for equipment removal that some ears had utterly detached, leaving a smooth surface.

Having enough for specific assemblies, the test was carried out, and they were perfect as small plates for amuse bouche and petit fours for themed dinners and amenities, having the ideal dimensions for this use.



With this, we demonstrate that whenever there is creativity, a resource can be used that would otherwise end up in the trash when it may have a longer useful life than we initially thought. Many thanks to Chief Florencio and Chef Rubén León's team for the proposal of plates and assemblies with the adequacy of these clay plates.

Together we can...!





VIP Lounge at the Freestyle Pool

By: Silvano Bretón (Bars Assistant).

At **Breathless Punta Cana**, we are committed to elevating the all-inclusive experience, creating innovative details focused primarily on our guests' satisfaction. At the same time, we are determined to achieve sales objectives by making the most of our resources.

We have created a VIP lounge area in the freestyle pool, where guests enjoy the magnificent Caribbean climate.

With a minimum consumption of USD 250.00 from our premium drinks



contrast, our team guarantees personalized attention and comfort together with the delight of high-end spirits.

With this initiative, we have received excellent comments from our guests about the quality of the drinks and the service received by the bar team. Similarly, we have exceeded our extra sales goal by 60% in the last six months; this service is top-rated in groups and special celebrations.



menu (brands not part of *Unlimited-Luxury®*), we guarantee the guest the lounge of their choice, where they will enjoy live shows and all the entertainment activities in the front row. In





A Fairy Tale Wedding

By: Onofre Pol Matheu.

"At Dreams Macao Beach, we not only offer a venue for weddings but a unique and magical experience that will remain forever etched in your memory"

Today, the wedding market in the Dominican Republic has become very competitive, which means that resorts must work even harder to provide an exceptional experience for the bride and groom and their guests. As F&B managers, we must consider specific details so that each wedding is remembered by the bride and groom and their guests as an unforgettable experience.



MAKE EVERYTHING LOOK LIKE A FAIRY TALE

One of the main reasons why couples decide to get married at Dreams Macao Beach is to have a dream wedding in a paradisiacal place. Therefore, the ceremony venue and reception must be decorated to look like something out of a fairy tale. To achieve this, the decoration team must have a clear vision of the style and theme of the wedding. Details such as flowers, lighting, and the choice of colors must be carefully selected to create a magical atmosphere.

DIFFERENTIATE YOURSELF FROM THE COMPETITION WITH THE SETUP

The wedding setup is one of the key elements to create a memorable experience for the bride and groom and their guests. Instead of following the same layout and style as resort weddings, we offer the ability to create something unique. For example, rustic wooden tables and wicker chairs can be used for a bohemian wedding instead of having typical round tables. Or, instead of having a specific buffet table, the bride and groom can opt for a live food station with a chef where guests can customize their meals.

SHINE AS F&B DEPARTMENT ON THE WEDDING DAY

As F&B managers, we must work closely with the wedding coordination team and the bride and groom to ensure that every detail is carefully coordinated. We must be present at the wedding to provide exceptional service and ensure the dishes are served on time.

To achieve this, remember to surround yourself with the best, be inspired by classic fairy tales, and, above all, follow your heart. Together we can!

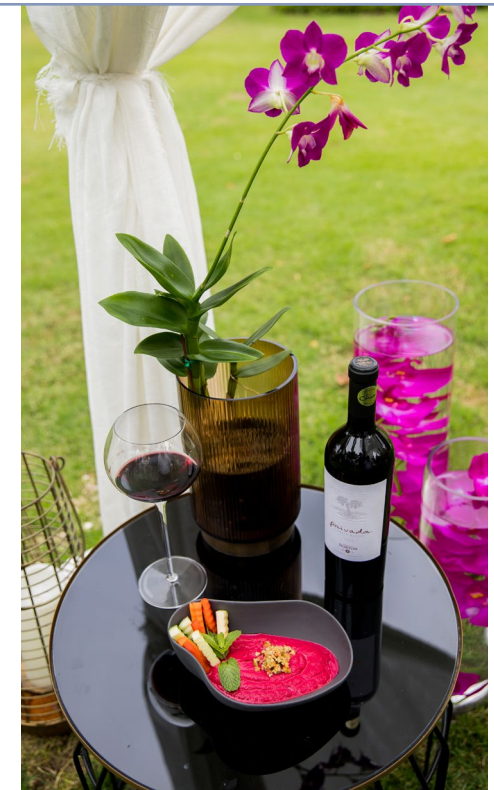




Healthy Dinners & Organic Wines

By: Felix Pilier and Ibai Torres.

At Secrets Cap Cana, we are focused on improving gastronomy. We have created a new concept for our most demanding guests who like healthier gastronomy; we have implemented a new gastronomic concept based on healthy vegan dishes and organic wines. It is a project that was launched to keep us at the forefront of healthy gastronomy and to be able to attract customers who have a focus on food. These dinners are held in the Pool Terrace and have been very well received by our guests. In addition to offering an additional option for dinner, we take the opportunity to sell our wide variety of organic wines selected in a unique menu.



WHAT IS HEALTHY ORGANIC FOOD?

Healthy organic foods are those that are produced through ecological procedures. No fertilizers, pesticides, or chemicals are used on the harvested soil. Therefore, this type of food is considered healthier because they do not contain toxic chemical residues. Eating healthy organic foods has become a growing habit in recent years. Physical well-being is one of the reasons why food is no longer the same.



WHAT ARE ORGANIC WINES?

Organic wines are known as those produced from grapes that have been grown organically and certified as such. In its cultivation and vinification process, chemical products such as fertilizers, herbicides, and pesticides have yet to be used. In addition, friendly management of water and natural resources has been carried out. To produce this type of wine, indigenous or selected yeasts are authorized, without genetic modifications, cold, clarification using natural proteins, filtration with filtering soil, and the restricted use of sulfur dioxide.



Oriental Beer and Premium Sake

By: Juan Chavez, F&B Manager.



Opening a consumption center allows us to add to our gastronomic proposal and raise the threshold of flavors and textures offered to our guests. The Gohan Sushi Bar concept offers a menu with dishes designed under a mixture of ingredients and unique accents, a service focused on practicality without the formality of an Asian restaurant, and the guarantee of original recipes with the hallmark of the house.



When we opened the door, we decided to take the Gohan Sushi Bar experience to another level, including products that, in addition to encouraging non-package entry, enhance the variety of flavors and textures of the property's iconic dishes.

Through oriental beer and premium sake, we theme a consumption added to the service sequence, allowing guests to immerse themselves in an oriental-style experience.

This new range of products is part of the management of the food and beverage committee, which has placed ingenuity and expanded the versatility of products in operation, creating added value to the guest's expectations and promoting non-package entry strategies.



It is worth mentioning that activations of this nature are fed back by "panel tasting" with the service hosts, where they learn to integrate their sales card when intervening with guests and develop specific tastings that produce broad requests from guests and that are capitalized with income generation.



Sunset Romantic Dinner

By: Fernando Pulido, Food & Beverages Manager.



As of the 14th of this month, we have launched a new concept of romantic dinner. To make our dinners more attractive and take advantage of the sunsets that Bahia de Banderas gives us, we have designed a unique package, looking for the best location to admire the sunset, maintain contact with nature, and be seduced by a privileged view of las Islas Marietas, we have chosen our olio restaurant to adapt it and receive 15 couples once a week, with an exquisite 6-course menu led by a select group of chefs.

Our clients find a hot and pleasant atmosphere, illuminated by torches and dim light, that invites romance, with shows and romantic music that envelops the couples who attend the appointment in that atmosphere of love that is achieved by unifying these elements.

Just let yourself be pampered by good food and enjoy with your particular person on a date under the stars, listening to the roar of the waves of the sea and admiring the setting sun that plunges into the deep blue waters of the Mexican Pacific.





Promotion Champagne Up Sale

By: Alfonso Ruiz Velasco, F&B Assistant,
Orlando Gomez, Chief Bar and Sergio Calderón.

Hand in hand with the life changes generated in this decade, there is a great need to implement strategies to meet and exceed our guests' expectations in modern hospitality. This allows us to take advantage of our values, starting with experimentation, which will enable us to know the preferences and requirements of each of our guests.

We are promoters of our beautiful property and a window to the world, achieving different experiences in the pleasure trips of our repeat guests. We continue to strive daily to implement new ways and methods to generate satisfaction and increase the sale of wines.

Daily a uniformed junior sommelier waiter tours the pools with a perfectly presented champagne cart, sharing the available champagne and wine offerings and the option to create

pairing lunch or dinner experiences, led by our expert sommelier in a warm and welcoming atmosphere. Comfortable.

We maximize sales options, and in each of our bars with the most significant influx, we set up attractive displays to encourage and



attract our guests, who will acquire a fabulous wine and gastronomic experience in addition to a bottle of champagne.

The focus on continuous improvement and adaptability characterizes us as a company, and we are highly committed to developing ourselves with passion.

Together we can!



Event of Bodegas El Cielo de Valle de Guadalupe

By: Ignacio Saucedo, Food & Beverages Manager.



Recently, **Breathless Riviera Cancun** dressed up and received Bodegas El Cielo de Valle de Guadalupe for presenting nine of its labels. On this occasion, the food and beverage team joined forces with the entertainment team to create a different dynamic where several breathless brand pillars were included, thus innovating and creating a cutting-edge event.

The atmosphere created with new elements allowed us to enjoy a new version of

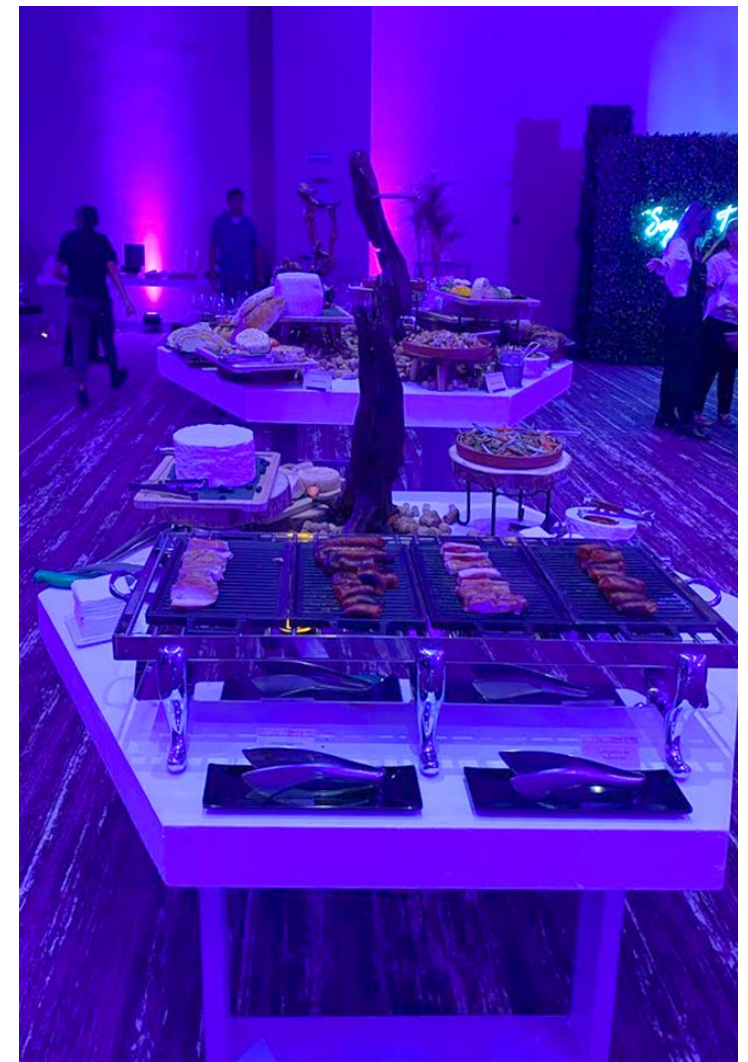
the wine fest, emulating the wine shows of the old continent. Our head sommelier, Dayren Garibay, and Sommelier, Víctor Messino Jr., performed the tasting in a new format, where at all times, they facilitated the experience provided by winemaker Luis Valenzuela from Bodegas El Cielo de Valle de Guadalupe accompanied by his entire team.

The assembly of the tasting broke with tradition since nine stations were arranged where each label

was presented and a central food island where, based on the recommendations and suggestions of our guests, the pairing of each one of them was proposed—the wines. The lighting and music from our guest DJ were the ideal complements to enjoy the flavors of the gastronomic sample arranged by our Executive Chef Julio Poot.

Based on the flavors of our magical Mexico, we selected elements from the country's regions to highlight the pairing of this tasting. The palates of the guests, which included sommeliers, food and beverage managers, and general managers of the zone, were delighted with a variety of cheeses, including quesillo from Oaxaca, panela from Hidalgo, queso seco from Chiapas, and cotija from Michoacan. Also, carne ahumada from Temozón, longaniza from Valladolid, and carne seca from Nuevo León, as well as crystallized fruits from CDXM and ate de guayaba, were the complements to highlight the exclusive variety of wine.

The white wines of the event: Capricornius Chardonnay, Cassiopea Sauvignon Blanc, Andromeda Chenin Blanc.



The red wines: Eclipse Blend, Galileo Tempranillo, Copernicus Cabernet Sauvignon Tempranillo, Orión Blend Tempranillo Reserva, Perseus Nebbiolo San Giovese, and the presentation of Centaurus Malbec Reserva.

We'll say goodbye and see you soon. We appreciate the support provided by our general director, Mr. Rene Malacara, and everyone involved; without his support, none of this would be possible.

Even feeling the aroma and body of the wines tasted, all that remains is to say cheers!





The Big Game in Dreams Sapphire

By: Adriana Castro,
F&B Management Administrative Assistant.

To enjoy some time with family and friends, last Sunday, February 13, we had a great experience with the final of the great American football game, held year after year to the delight of young people and adults.

In this long-awaited event, we participated in the food and beverage departments hand in hand with entertainment, maintenance, and others. We organized with the necessary to create an unforgettable moment for all attendees since we wanted to present something that would be enjoyed to the fullest with the family.



We used our tennis court for the great event; we placed garlands of vintage lights, scenery, and furniture to set the scene and convey to attendees the feeling of being at home and sharing with their family and friends. The courts were divided into two parts; the first location was for the general area, and the second was preferred.

We sectioned our preferred area into eight places, in which vans equipped with a 50-inch tv, lounge room, and refrigerator with soft drinks, beers, and ice were installed; each station had its waiter for personalized service. Similarly, these stations had their buffet station, premium beverage bar, and a station for alcoholic and non-alcoholic chamoyadas. In addition to these areas, they included a tequila cream as a gift.

The entertainment team placed a mechanical bull in the middle of the

area for young people and adults; all our entertainment colleagues wore football uniforms of the most recognized teams. In the other section of the court, high tables and lounge chairs were placed for the comfort of the guests; for the first time, a 9-meter long by 4-meter wide screen with a projector was installed to have a better view of the game, and of course, the halftime show; during which there was a surprise of cold pyrotechnics to give them the feeling of being in the stadium since the end of the season is highly anticipated by all. Our main objective was to offer our

guests a pleasant experience; the result was unique. All attendees enjoyed the idea of equipped vans, since they were more comfortable and with some privacy, in addition to the personalized service of your waiter.

On the other hand, we had many children during the event, and they were excited with the snacks and games our entertainment team made especially for them.

The idea of doing it in a different location from previous years, surrounded by vegetation and in an environment a little further from the crowded areas, was that our guests had the opportunity to enjoy this event to the fullest.



By: Fernando Sánchez (Executive Sous Chef), Israel Gata (Executive Chef).

At Secrets Royal Beach, we are constantly growing. In this section (*step by step*), we gave ourselves the task of mentioning two collaborators who are an example of improvement and perseverance.

We are a company in which the passion for the work we do within the hotel industry prevails, and that is periodically renewed and grows constantly. Many of our collaborators have shown they can give their best daily, never giving up and identifying with the company's philosophy.

Juan Emilio Lauterio Rodríguez

In 2014 he started in the Breathless Punta Cana hotel team as a butcher, showing quite good performance and, as a result, developing a promotion to butcher assistant.

In search of new challenges, he decides to explore. He finds the opportunity to become a restaurant manager, this time at the hotel Dreams Onyx Punta Cana, where since his arrival, he has made a significant difference in the department, showing constant unconditional support to the kitchen team, consolidating himself as a critical player and



where, due to his own merits, he was promoted as operative sous chef in 2019.

Now, 2023 opens a new opportunity for him at the Secrets Royal Beach hotel as a national sous chef, where he assumes the challenge and the chance to venture into this new stage. We warmly welcome him and wish him the best of luck in his new career cycle.



Vianel Vilorio de la Cruz

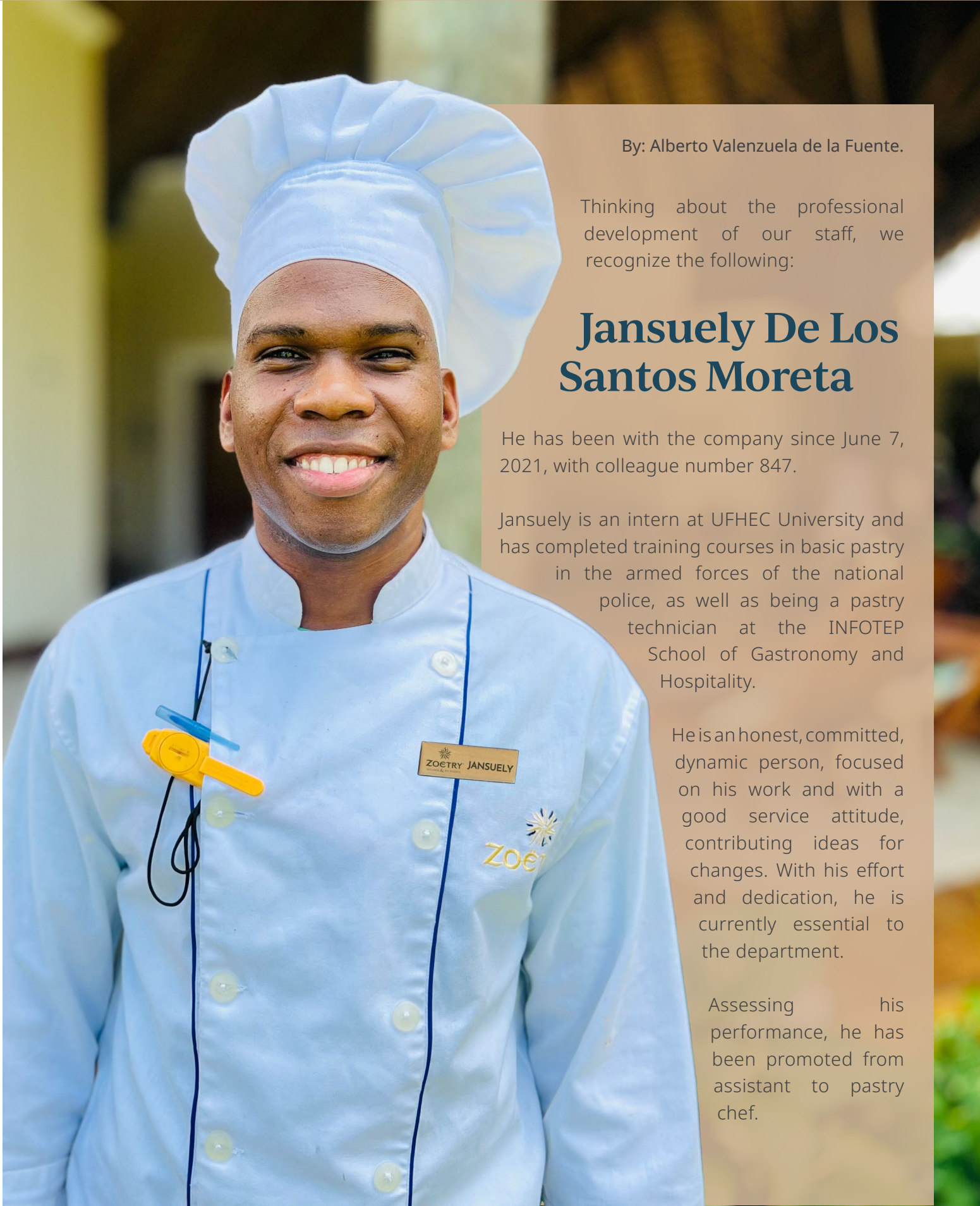
Originally from La Romana, Dominican Republic, his beginnings were in the kitchens of other hotels, later joining our company. Loyalty and perseverance are words that have been part of his career and training in several of our hotels.

In 2003 he ventured into the hotel industry as a steward at the Sunscape Casa del Mar hotel and two years later, in 2005, as a kitchen assistant at Dreams La Romana. In 2009, he came to Now Larimar as a cook, and thanks to his constant work and the positive changes in the departments, he was transferred as a kitchen manager in 2015 to Dreams Royal Beach, Punta Cana.

In 2019, he again got a promotion, this time as operating sous chef, which allowed him to learn about the operation of the specialty restaurants in the hotel, highlighting his ambition to achieve new goals within the company.

In February of this year, with the opening of hotel dreams flora, he was promoted to national chef, forming part of this property thanks to his good performance. We wish him excellent luck and congratulations on his promotion.

Successes!



By: Alberto Valenzuela de la Fuente.

Thinking about the professional development of our staff, we recognize the following:

Jansuely De Los Santos Moreta

He has been with the company since June 7, 2021, with colleague number 847.

Jansuely is an intern at UFHEC University and has completed training courses in basic pastry in the armed forces of the national police, as well as being a pastry technician at the INFOTEP School of Gastronomy and Hospitality.

He is an honest, committed, dynamic person, focused on his work and with a good service attitude, contributing ideas for changes. With his effort and dedication, he is currently essential to the department.

Assessing his performance, he has been promoted from assistant to pastry chef.



Ruben Darío Burgos Justo

He has worked with us since April 22, 2022, with colleague code 2019.

Ruben has a university degree in administration; he has participated in waiter, sommelier, office package, and practical supervision training, among other technical courses for his development. Due to his delivery and dedication, Mr. Ruben is today an essential piece for the operation, contributing ideas and controls. He did a training for maître d, with an outstanding performance.

This year he has been chosen as a supervisor of the quarter (*January, February, and March*) due to his performance at the Piragua restaurant, the restaurant with the highest score in guest satisfaction.



Donald Obregón

Originally from Cruz Guanacaste, he began working in 2014 in the steward department; in 2018, he decided to start his internship as a room service waiter, concluding satisfactorily and managing to stay in that position and working for two years he realized the passion that you feel for continuing to innovate and grow.

After the global health emergency, he decides to intern for the following position, giving all his impetus and demonstrating his incredible capacity and focus toward results.

Finally, after a year of training, he became a room service supervisor, always keeping in mind that his long-term goal is to be a food and beverage manager.

By: Victor Martinez.



Karolina Zamora

Originally from Santa Cruz Guanacaste, she joined our beautiful company in 2016 as a restaurant waiter. Realizing her passion for service, she decides to increase her knowledge by attending various courses such as sommelier and barista.

In 2019 she started her practices to become a supervisor, concluding satisfactorily and taking charge of the breakfast restaurant.

She develops as one of her most orderly and outstanding supervisors, a clear example of tenacity and desire to excel for the rest of her colleagues.

Carlos Chávez

He joined the hotel as a room service waiter in 2015; over the years, he realized his great passion for the world of wine.

Showing his incomparable dedication at all times, he decided to begin his studies in enology and began internships as a wine steward within the hotel.

Developing quickly in sales during its first year, it managed to place the food and beverage team in fourth place in sales in December at the company level.

Undoubtedly, his incomparable dedication has led him to stand out from the rest of his colleagues.



Gerardo Espinoza

He was born in Nicoya Guanacaste on May 15, 1988. He studied at the Vegas del Río Zapote school and the Liceo de Nicoya school. In his spare time, he likes to spend time with his family, wife, and daughter, visiting volcanoes and national parks.

Throughout his life, he developed by taking courses as a waiter, professional bartender, meat and seafood handler, fire management control, and sommelier.

He began his professional life in a restaurant on samara beach at 18, finding his true vocation for service. He joined the **Dreams Las Mareas** family as a waiter, achieving promotion to restaurant captain due to his endless willingness and characteristic desire to improve.





By: Anibal Bueno, Food & Beverages Manager.

Marco Humberto Olmos Rodriguez

Originally from El Naranjo, San Luis Potosí, with a year and a half residing in Puerto Vallarta, he has become a crucial part of our kitchen operation, with a recent promotion from cook A to chef de partie, allowing his aspirations to fly high to every step.

Let's get to know our colleague Olmos a little, as we affectionately call him...

Olmos, since when did you know that cooking is your passion?

From a very young age, I received this from my mother, a proud restaurant owner, and I can say that I grew up with that artistic vein; in the restaurant, she cooked, and I tried to decorate the dishes.

Is there a specialty that you are passionate about?

First, I love Mexican cuisine. Mexico has protected its heritage well and made us a world pride. And second, I also like the smell of coal! (*smiles*), I love the Argentinian grill because it's a very versatile style, and I also consider it a very exact science; that's my way of looking at it.

Any chef you follow in their footsteps?

Jose Ochoa was my first impression of a professional chef at an executive level; he always with an excellent attitude for teaching due to everything he has learned from the different places and cultures of the world that he has had the opportunity to visit.

So, this leads me to the following question:

Would you see a workplace change as an opportunity for professional growth and expansion?

Definitely! And it is also one of the things that I appreciate the most about this company, which gives you a chance to travel and see other destinations, as well as having a family that supports me.

Olmos, to finish, any inspiring phrase that motivates you every day?

Yes, although not an expression, but more of a philosophy: *I believe in continuous growth and staying well-focused. Respect for others is the basis of this growth; it must be the starting point so as not to lose your essence, despite how demanding and competitive life is; even so, you have to consider the people around you to walk and grow together in an environment of harmony and respect.*



in this chain, because I am not afraid of challenges; if I have learned anything from this job, it is to approach the people who know the most and learn from them.

He is professional at an executive level, always with an excellent attitude for teaching due to everything he has learned from the different places and cultures of the world that he has had the opportunity to visit.

Ralph Roland Seidl Bahena

Our colleague is an authentic person and highly valued in the work teams.

Originally from Acapulco, Guerrero, he arrived in Puerto Vallarta when he was three years old and has lived in this beautiful port ever since.

I define myself as a person willing to serve. I have worked in the restaurant area for about ten years and in this hotel for one year. Two months after my admission, they sent me to Da' Mario until I became a captain in charge of the crown star. I like working with people and am happy that the client returns for the service he receives in my place. My goal is to become a food and beverage manager, always



Diego Pimentel

In August 2022, Zoetry Casa del Mar Los Cabos witnessed the entry of our colleague Diego Pimentel, originally from the state of Mexico and looking for a lifestyle change; he decided to move to Los Cabos. Having lived in the destination for just a month, Diego integrated into the ZOCDM family, taking orders in the F&B departments. He was learning everything related to guest service, basics, no-nos, and the entire sequence of service in the room service department.

In Diego's words, *"With the room service captain, I learned to handle situations independently, using my <empowerment> and was always ready to support when required. When she announced her departure, she told me <if you agree, I want to recommend you to fill the position> I enthusiastically accepted."* Since then, he has been trained and promoted to room service captain.

He is someone with whom many have the most excellent willingness to work and is a much-loved Zoetry Casa del Mar team member. Three months after his promotion, Diego continues with energy and proactivity, putting excellence into practice in the service.

"I learned to handle situations independently, using my <empowerment> and was always ready to support when required"

By: Juan José Salazar Acosta.

By: Hugo Aguirre, F&B Administrative Assistant.

Exequiel Angel Ramadori

A ritual that transcended his life.

At 19, he began his career as a kitchen assistant, putting into practice everything he saw at school. He was amazed at the magnitude and complexity of this profession, being able to do extraordinary things with elements that could be classified as very simple.

A few years later, his concern to discover new places, expand his knowledge, and explore led him to leave his country of origin; he wanted to discover gastronomy through many eyes. This is how he decided to go to Mexico. Why this country? Because it was the Latin American country with the most remarkable expansion and for having spectacular and admirable gastronomy. That is how he settled in Playa del Carmen, and, in 2015, he joined Secrets Capri as a cook B.

One rainy day, he was on the federal highway waiting for transportation and gave a ride to a Chef who worked at Breathless Riviera Cancun. They shared tips about food and their phones while in his car. So, a few months later, he was at the opening of that magnificent hotel as cook A. Since he was a bit restless, he began to learn more and more and to help in other areas, prompting him to become a specialty Chef at Kibbeh restaurant. His challenge was developing the ability to change his thinking and acting because now he was an example for others.

A year later, thanks to his leaders' confidence, they continued the challenges; they allowed him to become a Jr. Sous Chef and later an Executive Sous Chef.

Finally, in 2021, he had the opportunity to continue his career as Executive Sous Chef at **Breathless Cancun Soul**, where he strengthened his knowledge. Still, above all, he has forged himself as a positive leader, focusing his energy on being happy and making others happy.

In the words of Chef Ramadori, *"If you have the conviction and love for this profession, you can achieve great things."*

Francisco Javier Can Itza

We believe in skills, abilities, and effort at **Breathless Cancun Soul**. Our area leaders train and foster progressive leadership daily so that our colleagues dare to give their best.

Javier Can Itza is originally from the state of Yucatán, his history and passion for the food and beverage operation began as a waiter assistant at Dreams Riviera Cancun, standing out with the energy that characterizes him. After six months, he was promoted to waitress of specialties, where he continued demonstrating his desire to grow.

He had to spend a few more years as a waiter to realize that the art of selling wine and champagne was in his blood; being one of the best salesmen in Breathless Riviera, he took a certification in a renowned sommelier school that took him to get the position of Jr. Sommelier.

He formalized his professional career with time, becoming certified in one of the best international sommelier schools. It was when he was promoted to Maître D' Sommelier at Breathless Riviera Cancun.

Francisco is part of the great team that opened

Breathless Cancun Soul on October 1st, 2021, with the position of the Head Sommelier, generating the best experiences for our guests, undoubtedly exceeding the expectations of many in his position.

In 2022, based on his 14-year experience and incredible passion in this field, he supported the food and beverage operation, focusing on service, follow-up, and the small details that make it stand out from the rest, without leaving one side the art of selling.

Finally, Francisco has stood out in the food and beverage operation for his leadership and dedication to making things happen in the best way and exceeding expectations in results. That is why in 2023, Mr. Francisco Can was promoted as Jr. Food and Beverage Assistant at Breathless Cancun Soul, where continuous improvement is expected as it has been in the department. Francisco has the help of the entire F&B team, and we hope to continue being part of his professional development at this magnificent hotel.



"Without fear of being wrong, I can affirm that I am the best version of the Hyatt Inclusive Collection and will soon tell you another success story"

Alejandro de Jesús Homa Pinzon

Valladolid ("Valley of the waters"), one of the oldest cities on the Peninsula and currently one of the two Yucatecan magical towns, is the birthplace of the woman who gave me life and was the muse of inspiration on my way to gastronomy. Her walk through her kitchen, and her displays of love with the dishes she prepared for me, were part of my beginning, I still couldn't speak, but she recognized those aromas that were cooking over low heat in our home.

At 12 years old, my curiosity was great; I liked watching my mother cook; today, I can close my eyes and remember the noodle soup I love so much. I knew she showed all her love for me; little by little, her hands guided mine, and her patience taught me this beautiful art.

I never imagined getting to where I am, I always thought that this evolution was far from me, but my passion has made me take leaps and bounds, and I know that, just as cooking has evolved, I have done it hand in hand with her.

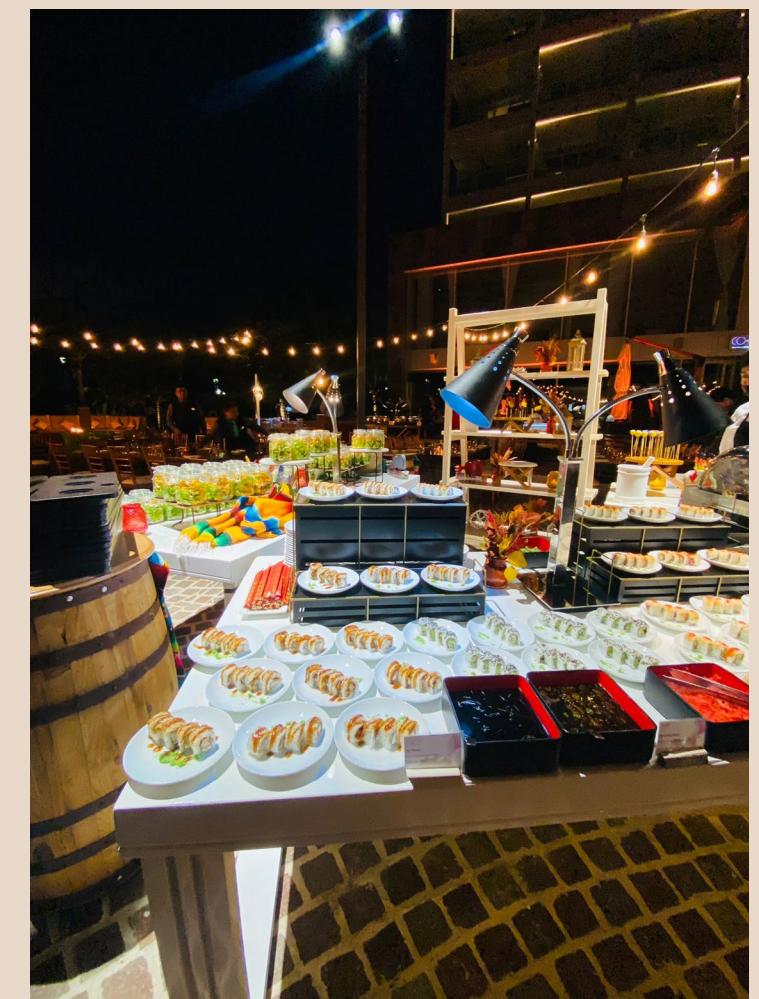
I formally started in the kitchen years ago; the first hotel that opened its doors for me was the Secrets Maroma hotel; as a Kitchen Assistant until I reached cook A. Then I took my first step and arrived at the Breathless Riviera Cancun hotel opening with the position of chef de partie. However, fate had great things for me, and soon my skills led me to become a specialty chef.

And in the blink of an eye, enjoying every dish made and every guest who fed their palate and heart, they spent five years on this property. I have always believed that *"the time that is enjoyed is the true time lived."* This

philosophy has helped me to continue being a better human being and a better professional.

Later I had the opportunity to join the **Breathless Cancun Soul** hotel, going from specialty chef to banquet chef, and now I can proudly say that I am an Executive Sous Chef. Describing it in a paragraph is easy, but there are millions of experiences, failures, anger, smiles, effort, and learning behind those words. Without fear of being wrong, I can affirm that I am the best version of the Hyatt inclusive collection and will soon tell you another success story.

If this note reaches you, I invite you to keep fighting for your dreams, giving your best, succeeding in every failure, and learning new things. Let no one stop you, and may you fly as high as you ever dreamed.



Unicorn

By: Ricardo Navarro, F&B Manager.



In our competitive hospitality industry, it is only natural that we all want to have the best colleagues. That person with all the necessary talents, knowledge, skills, experiences, and personality to get the job done automatically and better than anyone else; that is, what we know as a “Unicorn.”

However, although many unicorns are just a fantasy, excellence exists forcefully and palpably. And how can this be possible? “step by step”. We can achieve the unimaginable through the development of talent, which we already have. And as an example, we share two clear examples demonstrating their high performance, passion, and commitment to the organization.



Michel Altamirano

Originally from Veracruz, Veracruz, she studied tourism management and development at the Universidad Tecnológica de Cancún. Her hospitality career began at Now Sapphire as a line staff in the restaurant area and later became a supervisor. In 2019 he continued his journey at the Dreams Riviera Cancun hotel as a restaurant manager, a position he held for four years. Her tenacity, attitude, and skills have recently allowed her to join **Secrets Akumal** as head of bars. Michel has strengths, including intuitive leadership, to effectively manage and motivate the team she is forging.

He has an excellent capacity for customer service, creating a pleasant environment for both the guest and the colleagues that make up his team. Proving to be professional and courteous in decision making, opportunity and team management, customer service attitude, resource management, and intuitive leadership make her stand out.

Andrés Cortés

Originally from Xalapa, Veracruz, he completed his degree in gastronomy in 2010 at the Instituto Culinario Américas; he began his hotel career as a cook, baker’s assistant, and butcher, as well as participating in different events in the region. In 2015 he started his adventure in the Riviera Maya as a cook A, in the bakery and international food areas, with minimalist presentations and high-end products.

As the years went by, he learned various work styles, developing as



a chef de partie, specializing in Italian and Mexican cuisine, gaining experience and developing personally and professionally, being an excellent kitchen element and a key element in achieving goals.

In 2019 he joined **Secrets Akumal** as a specialty chef, developing menus and gastronomic experiences for our guests. Given his contributions, he is promoted to creative chef, where he consistently demonstrates high leadership by training and growing colleagues. His performance, care, and dedication place him as a fundamental piece in operation; therefore, in January 2022, he was named sous chef, a position he performs with pride, passion, and dedication.

We appreciate being part of the growth and being part of the trajectory of each one of them, as well as sharing their experience. Without a doubt, they will continue to contribute to achieving our proposed objectives and climb to the goal they set.





Onell Ramos

By: Julio Agurto. F&B Team.

Onell Ramos Olivera is originally from Oaxaca and has lived in Cancun for 23 years. At 35 years old, he is the father of two beautiful children whom he loves with all his being. He has a degree in hotel management and tourism business; he also has a certification as a tequilier and sommelier, which has been essential for his job growth.

During his career, he has been fortunate to surround himself with leaders who have shown him a love for teaching, helping him get involved in the cooking department, a position that he carried out with pleasure and passion, and being a tool that enabled him to conclude his university studies.

His first steps in the hotel industry were as a buffet waiter, where he acquired skills and a taste for customer service; his desire to grow and his determination led him to quickly climb the ranks, going through areas such as restaurant captain, restaurant manager, banquet captain, and banquet manager. Performing this last position for almost two years in Playa Mujeres, he was awarded the best supervisor of the bimester for June-August 2021 and November-December 2022.

Onell has shown that his career and leadership are the pieces that Dreams Playa Mujeres sought for the Jr. Food and Beverage Assistant vacancy. Since April 1st, 2023, he has held the position performing it satisfactorily.

We hope that during this new project, he will continue to nurture and cultivate his art of serving; we want to see it grow. Thank you very much for belonging to this family; we are sure you will achieve your dreams and soon see you involved in management.



By: Fidel Castañeda, F&B Manager.

Paulina Valente Cruz

BANQUET CAPTAIN

I am originally from Acapulco, Guerrero, and I have been living in Cancun for seven years. I graduated in business administration at UNID and have a graphic design diploma.

My first job as a waitress was at a coffee shop called Café Riviera, where my interest in food and beverage service was sparked. I started my journey in the hotel industry at the crown paradise hotel as a cashier. At this hotel, I understood I am passionate about providing guest care and service. I saw an opportunity to do something different and applied for a hostess internship, kick-starting my career in F&B in shape.

I joined **Secrets Playa Mujeres** on September 10th, 2020, as a hostess for one year and 11 months in this position. During this time, learning supervision caught my attention, and I requested my practices for the banquet captain. Due to my performance and dedication, I was allowed to be promoted in August 2022.

Today I continue to learn more about banquets, and I am taking English courses.



Julio Martinez Rubio

BAR CAPTAIN

He is originally from CDMX and has lived in Cancun, Quintana Roo for ten years. He began his career in food and beverages at an American restaurant chain called Chilli's, where he received training in various areas, starting as a service area assistant and becoming a staff trainer for this same franchise.

His first stay in this tourist destination dates back to March 2003, when he came to get married, seeing the opportunity to develop in this city and being his first job in Cancun as a supplier of bars at the Emporio hotel. In this place, he encountered one of his most significant challenges. He was simultaneously carrying out professional practices at Delphinus and concluding his career as a veterinary zootechnician at the FES Iztacala University in CDMX.

His interest in guest service in the bar area was born in this hotel. After six months, he applied for an internship as a bar assistant, achieving his change as a bartender months later. In October 2019, he started working as a bartender at the sister hotel Dreams Playa Mujeres. After two years of serving guests in bars, he decides to take an internship in the supervision area as a bar captain. As a result of his effort and dedication, he was allowed to become a bar captain in September 2022. Julio's effort has not stopped; he is finishing his internship as a bar assistant at **Secrets Playa Mujeres**. We predict a promising future for it to continue developing at home or in an upcoming chain opening.





By: Fidel Castañeda, F&B Manager.

Once again, we approach you to share two stories of entrepreneurship, care, and dedication.

Today we are proud to share the stories of 2 collaborators, not only the editor but the entire dreams jade team, after seeing them grow and consolidate their careers step by step.

Karina Belén Flores López

Originally from Orizaba, Veracruz, she joined the Dreams Jade team as an order-taker cashier on January 31st, 2019. From the day of the interview, she showed great qualities that have led her

to where she is today. After going through the positions of the captain of room service and banquets, she currently works as the manager of the largest restaurant in the hotel, the carnival buffet restaurant.

Karina studied business; she is a fervent lover of dogs and life; when she arrived at the hotel, she was looking for a place to give her stability and professional growth, which she found on this property. We continue to guide a great person and are part of how she consolidates as a leader every day. We are convinced she will go a long way since she is preparing herself professionally with the HIC wine diploma and actively participating in all kinds of training.



Diana Janeth García Álvarez

Originally from Mexico City.

Janeth's words were: *"I came to live in Cancun looking for a better job opportunity, although this was precisely at the beginning of the pandemic, I found out about the job offer within the Riviera Maya, and they gave me good comments about the brand and the hotel; I asked for information and managed to get one of their vacancies."*

This is how we have this great collaborator who, from day one, showed great potential and began a growth process. She got the hostess position on November 13, 2013, working in almost all consumption centers. Lacking supervision, she was left in charge of a

restaurant, positioned herself as a leader, and was later promoted to captain of this consumption center. In early 2023, she was promoted to Restaurant Manager, and she continues her training in the HIC wine diploma.

Diana and Karina are two role models of discipline, perseverance, and desire to grow. They highlight and show, in a predominantly male world, the character required of those of us who work in food and beverages.

A M E R I C A S

Resort	F&B Manager	Executive Chef
BREATHLESS & SECRETS RIVIERA CANCUN	José Ignacio Saucedo	Julio Poot
BREATHLESS CABOS SAN LUCAS	Julio Cesar Aguilar	Edgar Cervantes
BREATHLESS CANCUN SOUL	N/A	Carlos Galván
BREATHLESS MONTEGO BAY	Alejandro Viramontes	Antonio Valero
BREATHLESS PUNTA CANA RESORT & SPA	Ranier More	Adrian Fernández
DREAMS ACAPULCO	Juan Carlos Soberanis	Jorge Luciano
DREAMS AVENTURAS	Antonia Araos	Andres Suárez
DREAMS CURAÇAO	<i>Vacancy</i>	Wilmer Cuellar
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Daniel Moreno	Nicolas Prager
DREAMS DOMINICUS LA ROMANA	Tomás Solano	José Hichez
DREAMS HUATULCO	Alan Arrevillaga	Antonio Elizalde
DREAMS JADE RIVIERA CANCÚN	David Lopez (Gte Residente)	Luis Castellanos
DREAMS KARIBANA CARTAGENA	Felipe Bancelin	Rafael Suárez
DREAMS LAS MAREAS	Rafael Pastor	Martin Agosto
DREAMS LOS CABOS	Adrian Mundo	Abraham García
DREAMS MACAO BEACH PUNTA CANA	Onofre Pol Matheu	Pascual Salcedo
DREAMS NATURA	Xavier Mantecón (Gte Residente)	Roberto Tovar
DREAMS ONYX PUNTA CANA	Ranier More	Manuel Mesias Miño
DREAMS PLAYA MUJERES	Julio Agurto	Rafael Cervantes
DREAMS RIVIERA CANCÚN	Sergio Calderón	Antonio Martínez Bonilla
DREAMS ROYAL BEACH PUNTA CANA	Francisco Jiménez	Francisco Javier
DREAMS SANDS CANCÚN	Gregorio Vázquez López	Antelmo Limón Cabañas
DREAMS SAPPHIRE RIVIERA CANCÚN	Roberto Carlos Marin	Jorge Ku
DREAMS TULUM	Isaac López	Fernando Cervantes
DREAMS VISTA CANCÚN	Noé Muñoz García	José Antonio Yam
NOW EMERALD CANCÚN	Abraham Vázquez Poblete	Fabian Salinas
SECRETS & DREAMS BAHÍA MITA	Fernando Pulido	Julio García
SECRETS AKUMAL RIVIERA MAYA	Ricardo Navarro Cisneros	José Amando García Torres
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Salomón Cocom	“Secrets José Caballero • Dreams & Sunscape José Chan”
SECRETS CAP CANA	Félix Pillier	Ibai Torres
SECRETS HUATULCO	Alan Arrevillaga	Carlos May
SECRETS MAROMA BEACH	Carlos Eduardo Nuñez	Denis Radoux
SECRETS MOXCHE PLAYA DEL CARMEN	<i>Vacancy</i>	Orlando Trejo
SECRETS PAPAGAYO COSTA RICA	Julio de la Torre	Joser Castro
SECRETS PLAYA MUJERES	Fidel Castañeda	Rafael Cervantes
SECRETS PUERTO LOS CABOS	N/A	Vladimir Domínguez
SECRETS ROYAL BEACH PUNTA CANA	Joaquin Alcaraz	Israel Gata
SECRETS ST. MARTIN	Myrlaine Carmont	Bruno Brazier
SECRETS THE VINE CANCÚN	Felix Jijon	César Arroyo
SECRETS VALLARTA BAY & DREAMS VALLARTA BAY	Juan Chavez	José Mejía
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Alejandro Viramontes	Antonio Valero
SECRETS ST. JAMES CLUB MORGAN ST. LUCIA	<i>Vacancy</i>	<i>Vacancy</i>
SUNSCAPE AKUMAL	Raúl Antonio Castro García	Bernardo Franco Sánchez
SUNSCAPE CURAÇAO	<i>Vacancy</i>	Raul Miranda
SUNSCAPE DORADO PACÍFICO IXTAPA	Ricardo Mondragón	Daniel Pech
SUNSCAPE PUERTO PLATA	Kelvin Jones	Apolinar Pichardo
SUNSCAPE PUERTO VALLARTA	Anibal Bueno	Hector Moreno
ZOETRY AGUA PUNTA CANA	Alberto Valenzuela de la Fuente	Giuseppe Imperato
ZOËTRY CASA DEL MAR LOS CABOS	Juan José Salazar	Juan David Velasquez
ZOËTRY CURACAO	<i>Vacancy</i>	<i>Vacancy</i>
ZOËTRY MONTEGO BAY	Teana Plowright	<i>Vacancy</i>
ZOËTRY PARAÍSO DE LA BONITA	Luis Hernández	Rubén León
ZOËTRY MARIGOT BAY ST. LUCIA	Eddie Yam	José Alias
ZOËTRY VILLA ROLANDI ISLA MUJERES	Felipe Vega	Felipe Vega

E U R O P E

Resort	F&B Manager	Executive Chef
ZOETRY MALLORCA	-	Salvador Lara
SECRETS BAHÍA REAL RESORTS AND SPA	-	Gustavo Guerra
SECRETS SUNNY BEACH	Krasimir Markov	Kiril Markov
SECRETS MALLORCA VILLAMIL RESORT & SPA	-	-
SECRETS LANZAROTE RESORT & SPA	-	Emilio Lopez
DREAMS JARDÍN TROPICAL	Dimas Agut	Richard González
DREAMS CALVIA MALLORCA	Xisco Lorenzo	Jaume Ferrà
DREAMS CORFÚ RESORT & SPA	George Lampropoulos	Victor Grammenos
DREAMS LANZAROTE RESORT & SPA	-	-
DREAMS LANZAROTE PLAYA DORADA	-	-
ALUASOUL ZAKYNTHOS	-	Giorgio Dimitriadis
ALUASOUL PALMA	-	Pedro Jaume
ALUASOUL MALLORCA RESORT	-	Antonio Garcia / Javier Morillas
ALUA SOUL MENORCA	Conrado Pajuelo	Salvador Lara
ALUASOUL COSTA MALAGA	-	Luis Garcia Garcia
ALUASOUL IBIZA	-	Angelo Pellegrino
ALUASOUL CAROLINA	-	Miguel Jaume Mateu
ALUASOUL OROTAVA VALLEY	-	Gurmensindo Abel Del Rosario Cedres
ALUASOUL ALCUDIA BAY	-	Antonio Chincoa
ALUA CALAS DE MALLORCA	-	Manuel Navarro
ALUA ATLÁNTICO GOLF RESORT	-	Juan Carlos Gil & Antonio Sierra
ALUA HELIOS BAY	Darin Dimov	Valentin Slavov
ALUA SUITES FUERTEVENTURA	-	Allal Zarioh
ALUA LEO	-	Miguel Angel Tensa
ALUA BOCCACCIO	-	Esteban Sanblas
ALUA SUITE LAS ROCAS	-	Fernandez Cebrian Gregorio
ALUA GOLF TRINIDAD	-	Ocar Juve Quiles
ALUA GRAN CAMP DE MAR	-	Francisco Piqueras
ALUA VILLAGE FUERTEVENTURA	-	Francisco Javier Marco
ALUA ILLA DE MENORCA	Conrado Pajuelo	Salvador Lara
ALUA TENERIFE	-	Gurmensindo Abel Del Rosario Cedres
ALUASUN LAGO ROJO	-	Ruben Barreales
ALUASUN LAGO PARK	-	Damián Chirivella
ALUASUN OASIS PARK MENORCA	-	<i>Vacancy</i>
ALUASUN MEDITERRANEO	Conrado Pajuelo	Salvador Lara
ALUASUN FAR MENORCA	-	-
ALUASUN COSTA PARK	-	Aurelio Paulauskas
ALUASUN CALA ANTENA	Diego Miñarro	-
ALUASUN HELIOS BEACH	-	Krasimir Noev
ALUASUN TORRENOVA	-	José Soldado
ALUASUN CONTINENTAL PARK	-	Juan Carlos
ALUASUN DOBLEMAR	-	Yerbes Garcia Jose Vicente
ALUASUN MARBELLA PARK	-	-
PARQUE SAN ANTONIO	-	Alberto Muro
HOTEL OBEROY	-	-
HOTEL LINDA	-	Rúben Cabrera