

MAY 1, 24

Salt & Pepper

Culinary Experience that Nourishes Body and Soul

DREAMS ONYX PUNTA CANA

Lent Menu

ZOËTRY VILLA ROLANDI

Mediterranean Table

SECRETS CAP CANA

Aged Cuts

SECRETS HUATULCO

Rodizio Buffet

SUNSCAPE COCO PUNTA CANA



WORLD
OF
HYATT.

Inclusive
COLLECTION

A Look Outside

While looking what we are doing in our hotels, I find valuable to also revise what is happening outside our Hotels F&B arena.

Virtual kitchens are revolutionizing restaurant operations and our dining habits, adapted exclusively for food delivery via apps. They provide a savvy response to the evolving culinary landscape, emphasizing operational efficiency, cost reduction, and minimal initial investment compared to traditional restaurants. By cutting on-site service costs and optimizing space, they focus on their forte: crafting top-notch food for delivery.

This flexibility allows them to generate higher profit margins. In addition, they adapt to areas with a strong demand for home delivery, catering to people who are looking for comfort and convenience when ordering their meals through apps to consume them at home or in the office. Overall, rather than competing with traditional restaurants, virtual kitchens support and complement them by meeting this growing demand.

According to **Statista**, one out of three people in the world order food online, and according to **Kantar**, 55%

of consumers do so for convenience. It is projected that by 2027, 2.64 billion people will order food online, underscoring the importance of virtual kitchens in this changing dining landscape.

These kitchens, agile and inventive, spawn alternative brands, diversifying offerings, and slashing operational expenses. Their adaptability generates higher profits and caters to the surging demand for home delivery, aligning with the lifestyles of consumers seeking convenience and comfort. Rather than competing, they complement traditional eateries, meeting the skyrocketing demand. With online food ordering becoming a lifestyle staple, virtual kitchens, leveraging technology, deliver seamless user experiences, ensuring efficiency and value. Their rise underscores convenience, security, time savings, variety, and efficiency, making them indispensable in the digital gastronomy era.

How can we incorporate and apply this technology within the F&B hotel industry? In the realm of all-inclusive services, how can we embrace emerging technological trends while maintaining a focus on fostering genuine human connections, especially considering the omnipresence of smartphones in our lives?

Juan Salgar

Corporate Food & Beverage Director
Hyatt Inclusive Collection

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Fabiola Raigosa

- **Name:** Fabiola Raigosa Cruz
- **Position:** Head Sommelier
- **Hotel:** Secrets The Vine
- **Place of Birth:** San Luis Potosí
- **Studies:** Business Administration with a specialization in Business Tourism
- **Favorite Wine:** Ribera del Duero Crianza and Casa Madero Gran Reserva Shiraz
- Tell us about your Professional Development

I started at Secrets Maroma, my first job in the company, as an order taker. Originally, I sought to be a hostess, but there were no vacancies, so I decided to try it out. During this time, a challenge for me was when customers asked me for wine recommendations, and I had very little information to feel confident recommending something. My curiosity and desire to learn motivated me to participate in a free wine seminar organized by the hotel. After completing the first course, I was fascinated, so I decided to enroll in another to obtain a certification that could enrich my resume. Back at Secrets Maroma, my food and beverage colleagues who worked at the hotel invited me to join the team as a food and wine concierge. It was a bit unexpected for me, as I didn't have much experience with wines at that time.

Later on, I joined Secrets Akumal as a room service captain, and despite not being able to hold the position of Food and Wine concierge, I continued studying and preparing, hoping that opportunity would come to me. I always made it clear that if the vacancy of Food and Wine concierge opened up,



I was hoping to be considered. During my time there, I developed as a restaurant captain at Oceana, and finally, I was given the opportunity to be a Food and Wine concierge.

I knew that my next step was to be a Sommelier; I wanted to learn more, so I returned once again to Maroma as a restaurant manager, but it was a short time. Leaving this hotel was difficult for me because for me, that hotel had been my school. But an opportunity opened up for me at what was formerly Now Jade as my first opportunity to be a Sommelier.

During the pandemic, despite the challenges of job uncertainty and the need to seek other opportunities in something unrelated to what I had studied, I never lost sight of my goal of returning to this world of wine.

At some point, I was offered to return as a Sommelier to **Secrets The Vine Hotel**, in the beautiful wine hotel. I dedicated myself to learning everything about the hotel and to further training, and I had the opportunity to cover as an interim head Sommelier. During this time, I continued studying and preparing, which allowed me to deepen my knowledge and skills in wine service.

My constant effort to train, what I learned at events, sales projects, all paid off because I was officially assigned as the head Sommelier at my current hotel, **Secrets The Vine**.

• What courses did you take to become a HEAD SOMMELIER?

Diploma in Sommelier (SEMR) 2015
ONSOM (*Organization of Sommeliers in Mexico*) // Taster and Sommelier 2016
Spanish School of Sommelier in Mexico // Professional Sommelier 2017
WSET Level 2 Wines & Spirits (*International Certification*) 2018

Real Estate Advisor Certification (INSTITUCION CONOCER) 2022

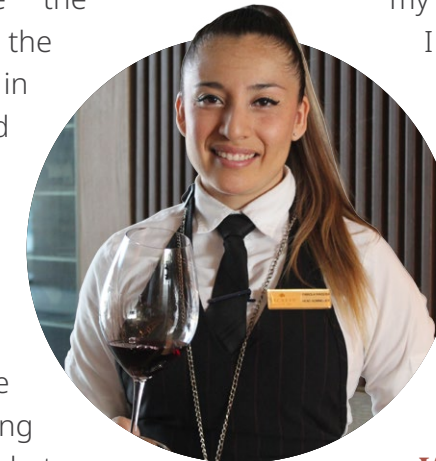
WSET Level 3 Advanced in Wines (*International Certification In progress*) 2023

Operational and Administrative Sommelier Specialization (SEP) 2024

• What advice did you receive at the beginning of your career that helped you a lot and could help other people?

Never giving up is essential to achieving success in any aspect of life. Not giving up and doing things right are fundamental principles that I transmit to my colleagues and personally value greatly.

I firmly believe that a person who aspires to grow must commit to excellence, even when no one is watching. This has been key for me because in the end, our actions affect ourselves more than anyone else. Everything we do is an opportunity for learning and growth, and it is our decision whether we want to seize it.



• What advice would you find important to convey to women who aspire to this sommelier career?

A valuable piece of advice I can offer is to always be prepared. The industry may seem attractive from the outside, but it requires a lot of work and knowledge. It is crucial to be constantly prepared and updated, as there is a lot of information to master. If you have the necessary skills and knowledge, no one can tell you that you cannot achieve what you set out to do.

Photography: Lina Arzuffi, Social Media Coordinator.

Wine Temperature

By: Alonso Lázaro, Head Sommelier

Although much has been written about it in its various stages, the topic of service temperatures continues to generate confusion for some.

The vast majority of books written about the world of wine are of European origin and often mention that red wine is served at room temperature. This saying refers to the era of castles and palaces in Europe, where the natural temperatures of the cellars averaged about 16°C, which was undoubtedly appropriate for enjoying them.

However, temperatures in the Mexican Caribbean are much warmer, and serving wine under these conditions would be an ill-advised decision. Therefore, it is understood that room temperature refers to the service temperature for each type of wine.

There are two types of cellars with different purposes:

Aging Cellar, which serves to house those wines that, due to their quality and complexity, have the capacity to improve over the years. Its storage temperature ranges between 12°C and 14°C. It is important to control the

humidity level at 75%, ensure there are no noises or vibrations, and minimize light exposure or eliminate it altogether. Many wineries build these cellars underground and store their best harvest wines there.

Service Cellar, for daily consumption wines in the hotel, bar, or restaurant. The service temperature varies depending on the type of wine:

Sparkling wines (Champagne, Cava, Prosecco) and young white wines are served between 6°C and 7°C. White wines aged

in barrels and Champagne are served between 10°C and 12°C.

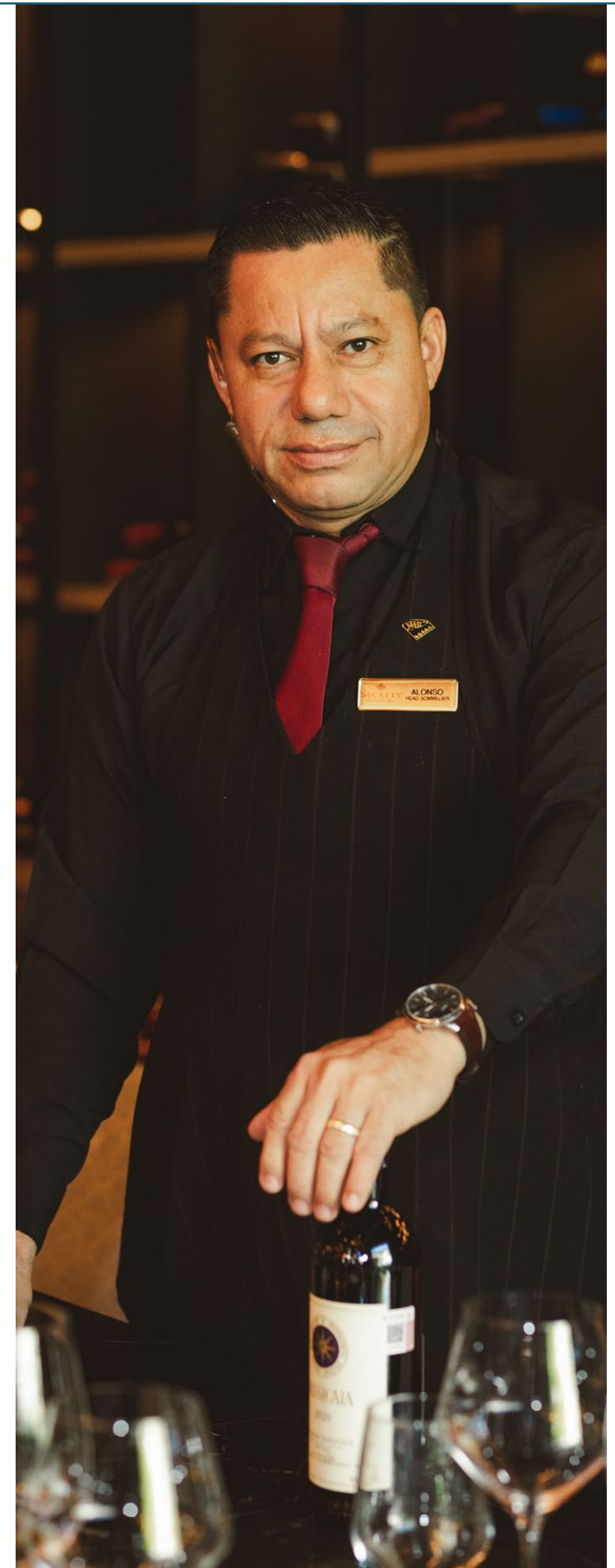
Young and fruity reds with light tannins are served between 14°C and 16°C, while more robust reds with higher tannin content that have been aged in new barrels are served between 17°C and 18°C.

Dessert wines are served between 6°C and 8°C, and port wine at 14°C.

The maximum service temperature for red wine is 18°C because at this temperature, alcohol begins to evaporate, which is the natural carrier of the wine's aromatic esters. Serving wine above this temperature would cause the alcohol to dominate and ruin the wine, so it's necessary to cool them. There's nothing more unpleasant than serving warm wine.

Champagne, white wine, and rosé are presented in an ice bucket filled with 3/4 ice and water. The ice should cover up to the bottle's shoulder to achieve a homogeneous temperature.

In the case of red wines, when the cellar doesn't have the appropriate service temperature and if the wine is served on a terrace, it's essential to cool them for 6 to 7 minutes and serve them cool. *"Our guests will appreciate it."*





Say Yes to New Beginnings

By: Alberto May, Food & Beverage Manager

"Say Yes to New Beginnings" is the motto we live by to create new experiences. With each event, we ensure our guests leave with a lasting impression, recreating magnificent settings accompanied by excellent wine and, equally importantly, an extensive gastronomic offering, all to achieve the perfect pairing. This time, we had the pleasure of introducing *"Haciendas Encinillas."*

Our idea was to evoke the sensation of being in a continuously moving environment, enjoying wines, food, learning, and homemade sculptures, complemented by entertainment and stewards. We did it!

We set up a food station strategically placed to keep up with the wine tastings' rhythm, with tables arranged around each wine. After tasting each label, guests were invited to pair it, then move on to the next station, creating a dynamic similar to what one would experience at a wine festival.



Lent Menu

By: Leonardo Alcantar, Social Media Coordinator and F&B Team.

March has been a month of creation and innovation at **Zoëtry Villa Rolandi Isla Mujeres**, where with our Lent menu, we aim to captivate our guests. Our Executive Chef Efrain Mis, along with his talented team, has crafted a unique menu that showcases award-worthy delicacies.



We present our Lent menu and invite our guests to try the flagship dishes, such as Peruvian Passion Fruit Ceviche, Three-Texture Octopus in its Ink with Potatoes, and Ikejime Mackerel Tiradito.

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*"It's no wonder **Zoëtry Villa Rolandi Isla Mujeres** is renowned for its incomparable cuisine, on par with renowned restaurants."*

We take pride in using the sea's most exquisite treasures, such as the finest seafood and the freshest catch of the day, to create an unparalleled symphony of flavors made with the most refined ingredients.

We are passionate about haute cuisine, evident in the devotion and dedication put into crafting each dish in our kitchens. We strive to ensure that every guest has a unique experience when tasting our dishes. It's no wonder **Zoëtry Villa Rolandi Isla Mujeres** is renowned for its incomparable cuisine, on par with renowned restaurants.





Costa Rican Gastronomic Experience

By: Joser Castro Arias,
Executive Chef



Costa Rica's heritage cuisine is a manifestation of interculturality, the legacy of food production, selection, preparation, preservation, and consumption practices, and the desire for innovation using ingredients with significant cultural and nutritional value. This process reflects the collective construction of a national cuisine composed of regional, differentiated, dynamic, diverse dishes rich in flavors, aromas, and textures. The creation of dishes and new flavors provides an approach to culture, with food as the central axis.

As part of our strategies to satisfy our guests and offer them a Costa Rican gastronomic experience while providing an option during wait times in restaurants, we have created a space where we offer a small appetizer focused on our Costa Rican cuisine. We embarked on giving it a somewhat different twist by setting up a cart with live preparation of a special local dish, which adds exquisite flavor. Vegetables and garnishes are prepared on the cart, accompanied by traditional sauces from our menu. To make everything perfect, we offer a very Costa Rican atmosphere, with tables around the main area, facing the beautiful restaurants around us, all with a spectacular

"We have created a space where we offer a small appetizer focused on our Costa Rican cuisine."

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view of the Gulf of Papagayo, creating the ideal atmosphere for enjoying an unforgettable appetizer.

Through this experience, we've learned that together, we can achieve great ideas for guest satisfaction and provide great experiences for the entire team, highlighting the great teamwork.





Live Stations

By: Alejandro Santana, Hotel Chef

"A live station is the most authentic and profitable way to attract customers."



Providing experiences with live stations at the hotel is an area that is actively being implemented more and more every day. The benefits to the business are numerous, including a positive impact on customer service, the wow factor, an excellent element for marketing campaigns, and better cost management in buffets, creating a distinction between a classic proposal and an innovative version.

At **Hyatt Regency Andares Guadalajara**, we have focused on creating different experiences for our guests and clients. Therefore, one good acquisition we made was an outdoor pizza oven, allowing us to provide a product of the highest quality, as it reaches temperatures above 350°C and cooks a Neapolitan pizza in less than 60 seconds.



A live station is the most authentic and profitable way to attract customers.

"A freshly prepared meal, right before your eyes, full of sensations beyond your palate, ensures success in our guests' experience."

The outdoor pizza oven is very versatile, as it allows you to prepare desserts, cuts, roasted vegetables, and anything else your creativity and technique allow you to create.

Smoked Chocolate Clams

By: Victor Eduardo Cahuantzi Neri

Currently, mass food production permeates society due to the fast pace of life, making frozen food with high chemical content the easiest option for obtaining avant-garde dishes. Because of this, there's a growing preference for using local ingredients and raw materials provided by local producers, obtained naturally without chemical additives. The process of production, rearing, and/or harvesting of each of the products they offer is done organically and often artisanal, providing us and our guests with nutrients that promote well-being.

Following this trend at **Breathless Cabo San Lucas Resorts & Spa**, the food and beverage team strives daily to create unforgettable memorable experiences with our guests. This teamwork helps foster the creation of new dishes and beverages, as well as revisiting dishes from the Baja California Sur region and giving our guests the opportunity to delight in what "Baja" has to offer. Always taking care of every detail to guarantee the quality of each dish, allowing us to create avant-garde dishes and setups adhering to this new gastronomic trend of opting for local products.

At Fishnets, our seafood specialty restaurant, we have introduced one of the region's iconic dishes, the "smoked chocolate clams," which come directly from the "Bay of La Paz." These clams arrive live from local fishermen in the La Paz region. Local suppliers rigorously follow the rules for responsible and sustainable fishing, as well as hygiene and freshness measures to deliver seafood products in the appropriate conditions. The dish has a simple preparation, remembering that sometimes less is more, which helps enhance the clam's flavor without overshadowing the main ingredient. For this, a dressing is made with mayonnaise and Dijon mustard. The clams are cleaned and chopped, then sautéed with garlic, onion, white wine,

salt, and pepper. Once sautéed, they are placed in the shell, dressed with the sauce and cheese, and gratinated in the salamander broiler until the cheese and dressing form a smoked crust. They are presented on a plate spread over a bed of coarse salt, a mix of organic lettuces, sprouts, flowers, and beetroot and carrot paint, which showcases the clams and highlights the dish with a neat and avant-garde presentation.

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This teamwork helps foster the creation of new dishes and beverages, as well as revisiting dishes from the Baja California Sur region and giving our guests the opportunity to delight in what "Baja" has to offer.





Spring is here!

By: Jorge Mejia, Food and Beverages Manager

After a warm winter and festivities at **Dreams Los Cabos**, we prepare to welcome the spring atmosphere in a sweet and colorful manner with a marine-themed happening. Winter has passed, bringing long sunny days where everything begins to bloom. After a challenging end and beginning of the year, spring break arrives;



everything is colorful and fun for the families visiting us. At **Dreams Los Cabos**, we embrace this beautiful time of year, pampering our guests with the sweet part that brightens our hearts.

Succulent sweet snacks, with different colors, flavors, and textures, envelop our palate, accompanied by one of the most privileged views of the crystal-clear waters in shades of turquoise blue, emerald green, and the white sand of the Sea of Cortez and the Pacific Ocean, creating a beautiful contrast with our cactus-filled mountains and semi-desert flora. Together with the perfect climate, it creates a unique experience for our guests.

Children and adults of all ages witnessed this table full of flavors, enjoying these delicacies and the privileged view of the sea. It was a joint effort with the culinary teams of pastry, kitchen, and food and beverage service in general.





Portable Furniture

By: Diego Gómez, F&B Assistant

Anna Castelli, an important modern architect, once said, *"It's not true that what is useful is beautiful, but it is true that what is beautiful is useful. Beauty can improve people's way of living."*

This quote reminds us that not only should functionality be correct in operation, but we also have to seek a perfect synergy between design, colors, styles, and talent; which will lead us to a perfect piece in every sense, being the perfect easel for a culinary symphony that represents us.

Always striving to stay *"top of mind,"* our stewardship carpentry team materialized their creativity by assembling portable furniture with a high-profile appearance, creating pieces that are both aesthetic and functional. The chafers are inserted as if they were part of it, masterfully concealing aesthetic imperfections such as electrical connections.

Seeking versatility that conveys a sense of spaciousness and luminosity, we chose color white, which allows it to be combined with everything,



maintaining the touch of elegance and sophistication necessary to grace any of our outdoor activities, enhancing the 5-Diamond experience, and additionally seeking the functionality of furniture that covers all operational needs.

While aesthetics are indeed a challenge when we step out of the comfort zone of the conventional, innovations of this caliber are the perfect link between financial added value, high-profile elegance, aesthetic balance that fully satisfies the sensory experience of guests and organizers.



Yubarta Cabanas

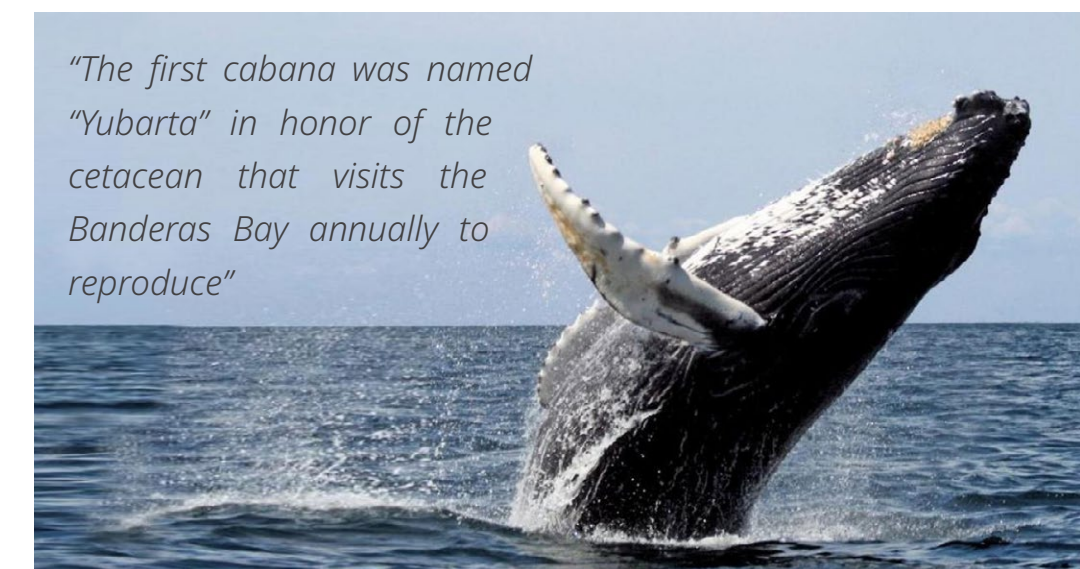
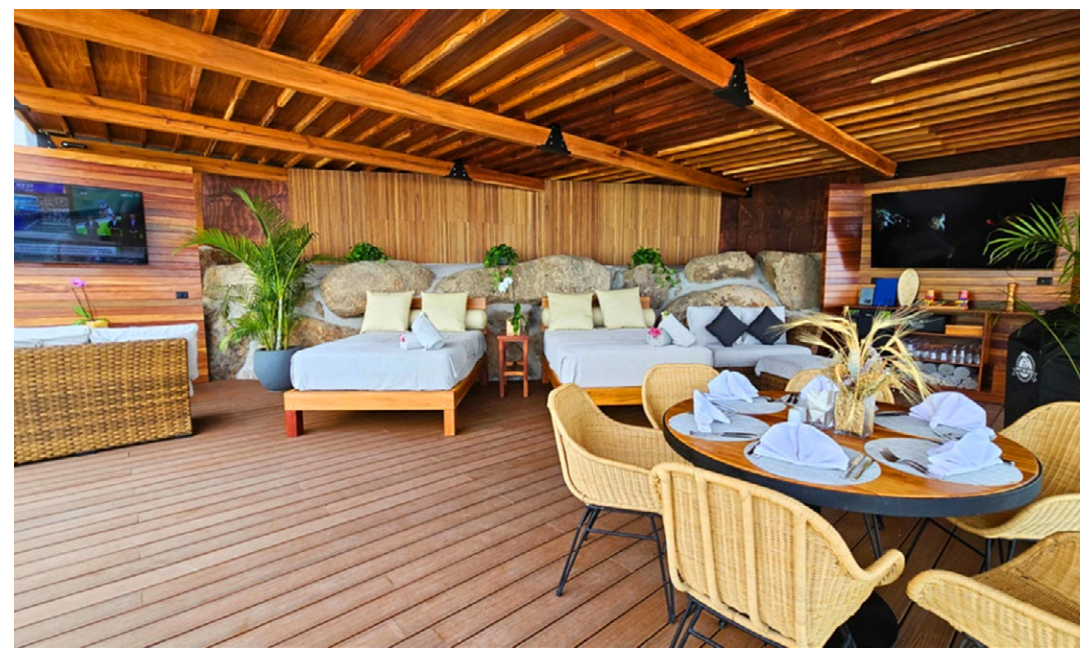
By: David Barragán, Pool Manager

In an effort to expand NPI's portfolio of options and diversify offerings, we have added to the catalog of cabanas.



The first cabana, located beachfront at **Dreams Bahía Mita**, was named “Yubarta” in honor of the cetacean that visits the Banderas Bay annually to reproduce. This impressive 15-meter-long Rorqual, nicknamed for its arched back (*humpback whale*), appears in this area from early December and can be seen along the Nayarit coast until late March. Just there, at the end of March, a fantastic place to enjoy with the family opened its doors.

Yubarta, together with “*Marietas 1 and 2*,” are undoubtedly stars in the universe of luxury and comfort possibilities offered by our beautiful Dreams and Secrets Bahía Mita. We will be more than happy to welcome and serve you!



“The first cabana was named “Yubarta” in honor of the cetacean that visits the Banderas Bay annually to reproduce”

Magical Experiences

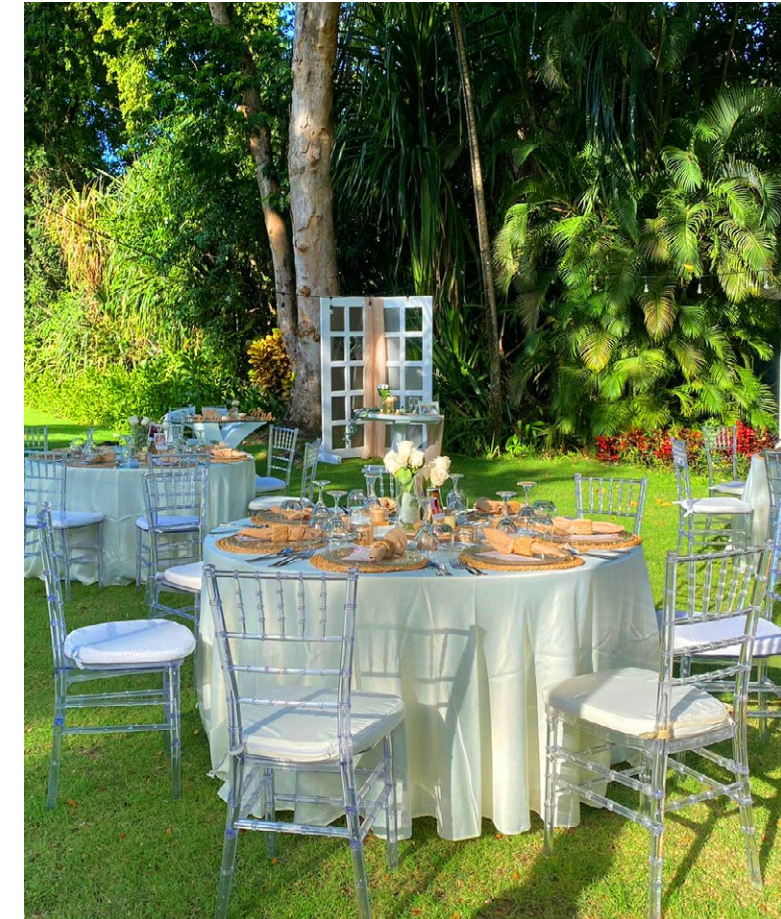
EXCEEDING EXPECTATIONS
AT SUNSCAPE PUERTO PLATA

By: Erika Ventura (F&B Administrative Assistant)

For us, at **Sunscape Puerto Plata**, creating a magical and welcoming atmosphere for our guests during their events and activities is fundamental. We strive to exceed our clients' expectations by offering dream experiences during their vacations. Each event is unique to us, just like each client who trusts our organization.

From the first contact to the big event day, we dedicate ourselves to meticulously caring for every detail in its planning and execution.

We recognize that in conducting an event, every aspect is important, and therefore, we strive for meticulous and well-structured coordination.



Careful selection of elements and customization of each detail contribute to the "WOW" effect, seeking to evoke the emotions of our clients.

At **Sunscape Puerto Plata**, we are proud to highlight the growing trend of banquets and weddings. We are pleased to present beautiful setups that reflect our commitment to meeting our guests' preferences at all times. Our goal is to provide memorable experiences in a unique and magical environment, where each event becomes an unforgettable occasion.

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*"Each event is unique to us,
just like each client who
trusts our organization"*



Amenities and Chef's Signature Desserts

By: F&B Team

One of our priorities is to ensure guest satisfaction by maximizing the resources we have on-site, so we are constantly creating and innovating in our areas, giving a second life to equipment and ensuring the image, presentation, and safety of amenities, while collaborating with other departments.



To refresh our special amenities and pastry presentations, we reused marble plates and created round and square boards. Similarly, we used food by-products transformed into new ingredients for the preparation of a homemade dessert using excess breakfast



food and turning them into exquisite products for the delight of our guests.

Following these two strategies, in the short and medium term, we have achieved an investment saving of approximately USD \$2,000.00 and a monthly saving of USD \$642.00 with the homemade dessert.

These efforts are part of a movement that is gaining strength, aiming to reduce food and equipment waste in daily-use operations that have a favorable impact on the environment and lead to financial benefits.





Steps to Achieving Optimal Cost

By: Abraham Vazquez, F&B Manager.

A well-applied cost policy runs through the department, touching several departments along the way, involving many people, actions, and active execution of policies and procedures, with commitment from involved colleagues. Ultimately, this results in significant savings to the GOP through the activation of a series of good practices aligned with quality and hotel standards. Our strategies include designing a menu with main dishes with adequate portions and correct accompaniments, allowing guests to enjoy the quality, being satisfied without generating large amounts of waste.



Tips for Cost Improvement in F&B

1. Menu planning in line with quality and brand standards.
2. Have communication with purchasing, and they in turn with their corporate office to stay updated with current promotions.
3. High-volume purchases that include good quality, on-time deliveries, correct packaging at a good price set by the corporate office.
4. Transport and store food correctly.
5. Prepare food and beverages pleasingly for guests.
6. Conduct product performance tests to better understand the true cost per weight of the product to be used and to decide whether to buy in bulk or processed and packaged ready to use.
7. Cost each drink and dish.
8. Monitor the evolution of costs daily so

that deviations can be corrected in a timely manner.

9. Offer specials in restaurants that allow the use of low-cost raw materials

10. Have the good practice of an active supplier list that includes several options for the same product, allowing access to multiple sources of supply and applying purchases to the best options.

11. Provide detailed descriptions of the specifications of each product in the coolers aligned with the standard and the needs.

12. The bars offer one or two cocktails of the day using low-cost seasonal fruits and products.

In conclusion, we benefit from achieving an optimal cost by strategically and punctually following a series of good practices and healthy processes, which may vary from hotel to hotel and involve several departments, as well as an executive leadership oriented towards achieving value for money in an articulated and consistent manner without losing sight of the company's quality standards, and this is not possible without the involvement of everyone surrounding Food and Beverage.





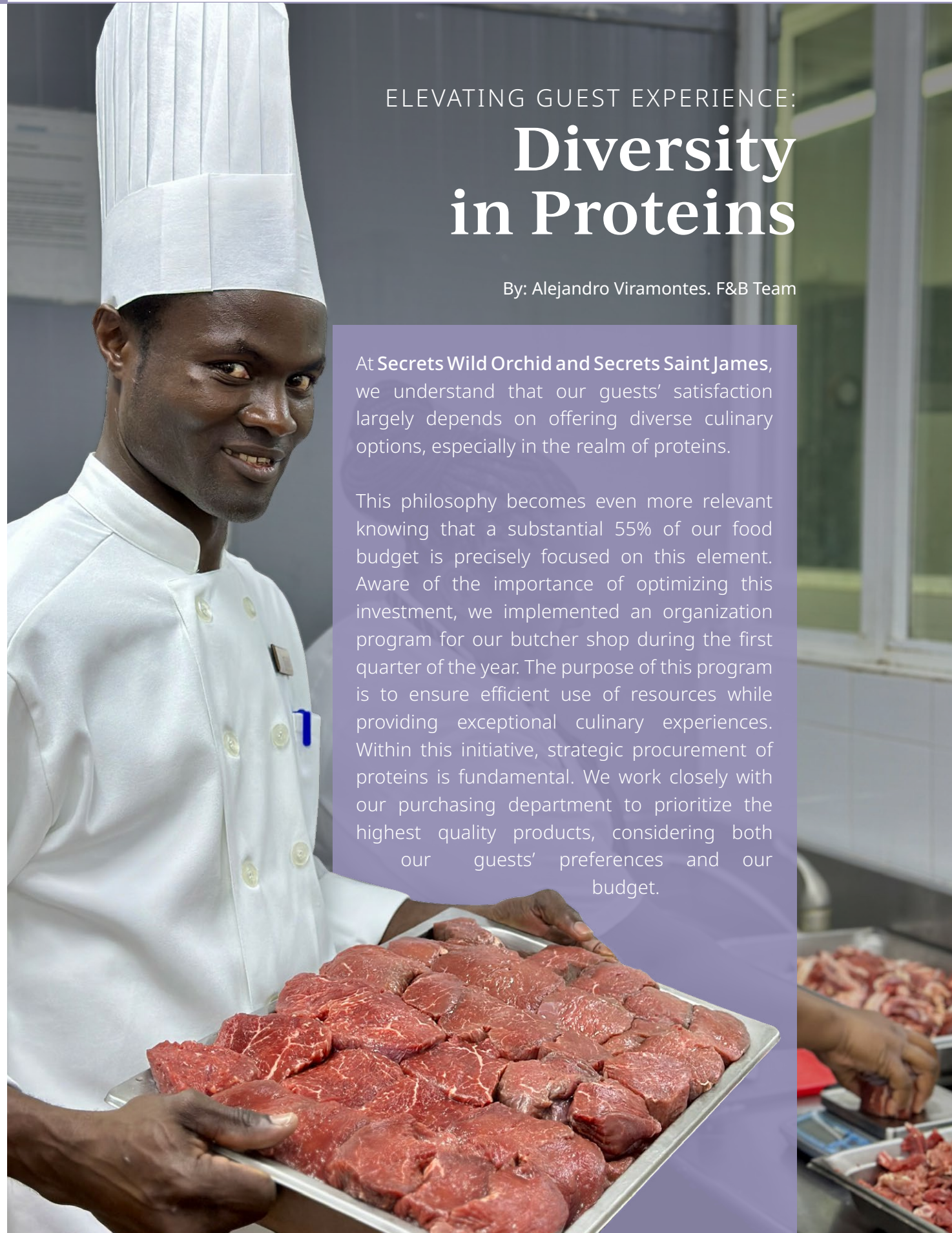
ELEVATING GUEST EXPERIENCE:

Diversity in Proteins

By: Alejandro Viramontes. F&B Team

At **Secrets Wild Orchid and Secrets Saint James**, we understand that our guests' satisfaction largely depends on offering diverse culinary options, especially in the realm of proteins.

This philosophy becomes even more relevant knowing that a substantial 55% of our food budget is precisely focused on this element. Aware of the importance of optimizing this investment, we implemented an organization program for our butcher shop during the first quarter of the year. The purpose of this program is to ensure efficient use of resources while providing exceptional culinary experiences. Within this initiative, strategic procurement of proteins is fundamental. We work closely with our purchasing department to prioritize the highest quality products, considering both our guests' preferences and our budget.



Potential products undergo rigorous performance testing to ensure the best value for money.

Additionally, menu optimization plays a crucial role in the impact of our offerings. We carefully design our menus to provide a diverse selection of proteins, including beef, pork, fish, seafood, and poultry. This strategy not only accommodates various dietary regimens but also enriches our guests' overall culinary experience with a wide range of diverse flavors.

To further elevate efficiency and consistency standards, our chefs receive training on the proper handling and portioning of cuts. By standardizing portion sizes and utilizing tools such as measuring scales, we ensure maximum quality in every dish.

The results of this effort are undeniable. Guest feedback regarding variety has been positive, highlighting the availability of different options in



"Potential products undergo rigorous performance testing to ensure the best value for money."

our restaurants. Furthermore, the emphasis on improving our beef offerings has resulted in a notable 6% increase in purchases of this type of protein compared to the previous year, thanks to the effective management of supply and portions.

In summary, the butcher shop organization program at **Secrets Wild Orchid and Secrets Saint James** has been key to elevating guest satisfaction and optimizing the use of our resources. In our quest for culinary excellence, we remain committed to refining our strategy based on guest feedback and emerging trends.





Brazilian Cuisine *Rodizio*

By: Paola Galán / F&B Administrative Assistant.

We have developed a Brazilian cuisine-themed concept 'Rodizio' that offers a salad bar, grilled skewers with chorizo, picanha, octopus, shrimp, among other proteins.





Optimizing Resources

AT OUR KITCHEN

By: Antonio Rodriguez Romero, Executive Chef.



In the beautiful setting of **Breathless Punta Cana Hotel**, the kitchen is not only a place for preparing delicious dishes but also a space where we strive to maximize the available resources.

In this article, we will explore how we make the most of ingredients such as pineapple, coconut, and yogurt to offer unique culinary experiences to our guests.

Pineapple: Freshness and Exoticism

Pineapple is a highly prized fruit in the Dominican Republic, with great flavor and unique characteristics.



We use it in slices for our breakfast and the rind for tropical setups like ceviches, salads, or cocktails, adding a touch of freshness and sweetness that enhances local flavors and complements the fresh ingredients of the Caribbean.

Coconut: Caribbean Flavor and Texture

Coconut is an emblematic fruit of this part of the Caribbean, with a smooth and distinctive flavor. We offer it in our wide variety of cut fruits in the buffet and à la carte fruit dishes. Additionally, we

use the coconut base to prepare seafood dishes, cocktails, and/or salads, transporting guests on a journey of unique flavors and textures while making the most of the product.

Yogurt: Versatility and Nutrition

Yogurt is a versatile ingredient used in a variety of dishes and beverages. We offer a diversity of flavors in the yogurt section of our breakfast buffet.

The glass jars, once used, are recycled. They undergo a washing and disinfection process for reuse, allowing us to prepare our delicious Fruit Parfaits with a variety of fresh fruits, homemade granola, and local honey, providing guests with a nutritious and delicious option to start the day with energy. This helps us avoid the purchase of special jars for this purpose, and our guests appreciate the variety we offer at this station in our buffets.

At **Breathless Punta Cana Hotel**, the kitchen is much more than just preparing food; it's a complete culinary experience that celebrates the flavors, aromas, and textures of the Caribbean. Through the optimization of



resources and creativity in the use of ingredients such as pineapple, coconut, and yogurt, the hotel offers its guests an unforgettable gastronomic experience that reflects the essence of the region while managing and controlling our costs.

Welcome to a journey of flavors in the heart of the Caribbean!



Mediterranean Table

By: Felix A. Pilier (F&B Manager).

The astonishing landscapes surrounding **Secrets Cap Cana** invite us to reinvent our cuisine and create new gastronomic experiences, this time: Mediterranean.



Among white herons, tall pines, the beautiful view of our majestic lagoon, and an entire ecosystem that never ceases to amaze us, we have served in the midst of this *'Mediterranean table'*. Motivated by the acceptance of our guests and challenging their discerning palates, we have sought to elevate the culinary experience where Executive Chef Yvann Monteiro's dishes and his entire kitchen become the protagonists of this evening.



What is Mediterranean cuisine?

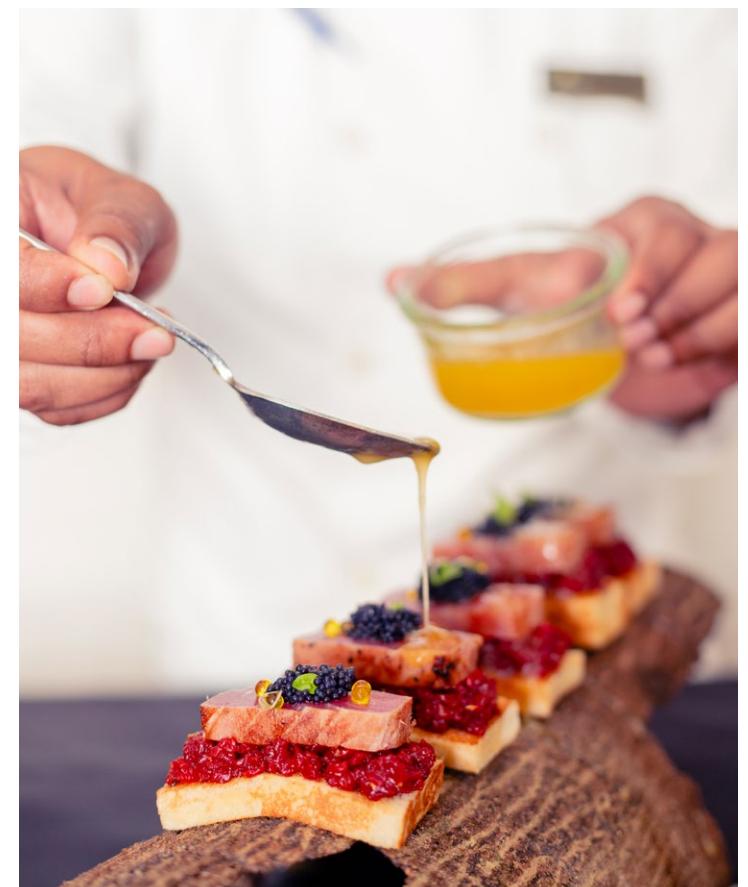
As the word Mediterranean indicates, it is a cuisine that belongs to several countries and, geographically speaking, encompasses all those that touch the much-mentioned Mediterranean Sea. From this region arise Spanish, Italian, Arab, Greek cuisines, and many more. The coastal proximity between these lands means that they share certain fish species, making their consumption a routine luxury. We bring out the grill and light the fire, and thus we have discovered the traditional way of consuming fish in that region.



The multitude of benefits offered by consuming Mediterranean meals is one of the main reasons why **Secrets Cap Cana** advocates for our guests to consume them, always thinking about their health and well-being. A proposal rich in vegetables, seafood, fish, fruits, and a touch of olive oil turns this gastronomic experience into an exquisite feast.

The nature that surrounds us will always be our inspiration.

"A proposal rich in vegetables, seafood, fish, fruits, and a touch of olive oil turns this gastronomic experience into an exquisite feast."



ELEVATING BUFFET EXPERIENCES:

Creative Presentations in the Kitchen

By: Jurandy Regina, Hotel Manager (ZOCUR)



Visual presentation is crucial in buffet service, setting the stage for a culinary journey. Craftsmanship and attention to detail create immersive experiences, complemented by thematic displays and vibrant colors. Layout and flow enhance guest experiences, while alternative methods like grass tables offer creativity and style. With dedicated craftsmanship and creative inventiveness, chefs can captivate the senses and leave lasting impressions.

In the culinary realm, the saying “you eat with your eyes first” takes on exceptional relevance, especially when it comes to buffets. Visual presentation not only serves as a prelude to the feast to come but also sets the tone for a culinary experience that lingers in memory. Whether it’s a buffet in a regular restaurant or a special event, the combination of artisanal skill and meticulous presentation is essential to surprise and make an indelible impression on diners.



Craftsmanship and attention to detail are fundamental pillars for creating memorable buffet setups. Every element, from the arrangement of dishes to the selection of serving vessels, plays a crucial role in crafting an immersive culinary experience. It’s more than just displaying food; it’s about building a visual feast that seduces the senses and stimulates the imagination.

“Visual presentation is crucial in buffet service, setting the stage for a culinary journey.”





Jerk chicken is an emblem of Jamaican gastronomy, famous for its spicy, smoky marinade, unique in the world. Breathless Resorts & Spas invites you to experience an unparalleled culinary journey with the Breathless Secret Item: freshly prepared jerk chicken at your table, straight from the pimento wood grill.

A Journey to the Flavors of Jamaica

The Secret Item is not just a dish; it's a sensory experience. Dinner begins with peppered beef patties as an appetizer (*baked empanadas*), followed by a red peas soup in a traditional pot. If you were looking to have an elevated experience of local Jamaican cuisine, there's nothing better than this!

The highlight comes with the miniature grill that transports freshly cooked jerk chicken to your table. The chef cuts it into pieces and places it on a banana leaf, imbuing the atmosphere

An Unparalleled Jamaican Culinary Experience

BY: Rodrigo Montoya, F&B Manager

with the smoky aroma of pimento wood.

A Feast of Flavors and Aromas

Accompany the jerk chicken with traditional sides: rice and peas (*rice with beans cooked in coconut milk*), festivals (*local fried dumplings*), boiled sweet potato, jerk sauce, and BBQ sauce. Enjoy a typical Jamaican dinner without leaving **Breathless Montego Bay**.



A Secret Worth Sharing

The Breathless Secret Item is a surprise for our most special guests, those seeking unique and unforgettable culinary experiences.

Enjoy a journey to the flavors of Jamaica without leaving the resort and share this secret with your loved ones.





Aged Cuts

By: Héctor Vásquez,
Quality Manager

Meat lovers can enjoy exquisite aged cuts at Castaways and La Cava Secreta, using the fat aging method, which is an intermediary between traditional aging types: wet and dry. And within the wet, we find the salted/wet and the malolactic/wet.



Each method offers a unique and exceptional culinary experience. In our case, we use a butter cover, its function is to reduce moisture evaporation without preventing the natural enzymes and bacteria of the meat from breaking down the muscle connective tissue, making it more tender, intensifying the flavor, and softening the texture. The fats act as a barrier and the blood juices remain and concentrate, in addition to transferring special aromas and flavors of the fat used. Our aging process usually lasts at least a month and even more, depending on the type of cut.

Who can resist the complex, earthy flavors that evoke nuts, herbs, dried flowers, ham, and cured cheese, with a melting, buttery texture, rich in umami, like that of a matured meat? Additionally, aging with butter also provides certain benefits; it prevents the formation of the dry, black crust on the surface of the meat and the shrinkage is reduced by up to 85% compared to the dry aging method, since the fat layer has eliminated the contraction of the meat when it loses liquids and very little or no trimming is required.



To highlight them without conflicting, with a unique character, which has its origin in the animal's diet, it is necessary to carefully choose the wine with which we will accompany it.

The meat aging process requires precise and constant control of temperature (*between 2 and 4 degrees Celsius*) and humidity, both of the equipment and the meat pieces, to achieve the desired tenderness.

The terroir wines that accompany these meats, have floral, earthy, spicy, and herbaceous notes, precisely to achieve a good pairing and coupling. Varieties such as Cabernet Sauvignon, Tempranillo, and Merlot (*the latter with a profile more typical of the Old World*) achieve sublime moments when accompanied by these "grass-fed" meats.

We have incorporated this technique into our Secret Cellar, designing a menu that goes from the Amuse bouche to the main course with meats aged from 30 days for guests who want to enjoy an unforgettable moment, full of flavors and textures that are not found anywhere else. Each bite will be an exceptional experience, a celebration of the art and science of meat aging.



"Aging with butter prevents the formation of the dry, black crust on the surface of the meat and shrinkage is reduced by up to 85% compared to the dry aging method"



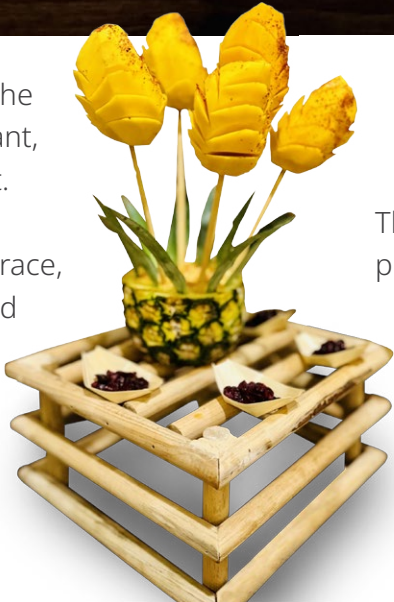


Snacks & Fruits Stations

By: Roberto Rosas Rodriguez, F&B Assistant

This project has been carried out on the terrace of the Market Café Restaurant, which normally remains inactive at night.

The service takes place on its terrace, decorated with thematic decorations and using the same furniture, equipment, and staff from other dining outlets. In coordination with the Entertainment department, we have included live



music in the program, making it even more attractive.

This new dining outlet has been successful in selling premium wines and tequilas. We have managed to attract more than 100 diners per night with this strategy, also reducing waiting lists at other dining outlets without generating additional costs to the budget.



CULINARY EXPERIENCE THAT Nourishes Body and Soul

By: Antonio Tridenti (Sous Executive Chef).

"The chef not only strives for excellence in flavors but also transforms each dish into an edible work of art."



In a world where awareness of health and nutrition is constantly evolving, **Dreams Onyx Hotel** stands out for its commitment to healthy and balanced food. Our culinary team combines fresh and high-quality ingredients to offer options that not only satisfy the palate but also nourish the body.

On this occasion, our chef has prepared an exquisite Flaxseed Healthy Taco. This delicious dish starts with a carefully crafted flaxseed tortilla to offer a perfect balance between texture and flavor. On this base, tuna is combined with fresh and vibrant ingredients such as creamy avocado, crunchy cucumber, and finely chopped red onion, creating a symphony of flavors in every bite.

The chef not only strives for excellence in flavors but also transforms each dish into an edible work of art.

However, a healthy meal is incomplete without the right company. That is why our dedication to health and well-being extends to our cocktails, which have been developed with a variety that perfectly complements our dishes, without sacrificing freshness and flavor.

At **Dreams Onyx**, cuisine is much more than just a necessity; with creative setups, healthy food, and exotic cocktails, every bite is an invitation to enjoy without compromising health.





Treasures of The Sea

GASTRONOMIC EXPERIENCES AT DREAMS FLORA

By: Fernando Moreno (Sub-Executive Chef).

At **Dreams Flora Resorts & Spa**, we strive to maintain our high gastronomy standards and love to surprise our customers, always with a smile and in the most satisfying way possible.

In our short time as part of the Dreams family, we have noticed the customer's interest in local products such as *"Lobster"*. In addition to showing a lot of enthusiasm for local food, with ingredients and traditional preparations that proudly characterize us in the Dominican Republic.

As it is well known, lobster is seasonal due to the preservation and proliferation of this species. The available date for sale and preparation is from July to March. This leaves us with a period of 4 months without being able to delight in this popular Caribbean delicacy.

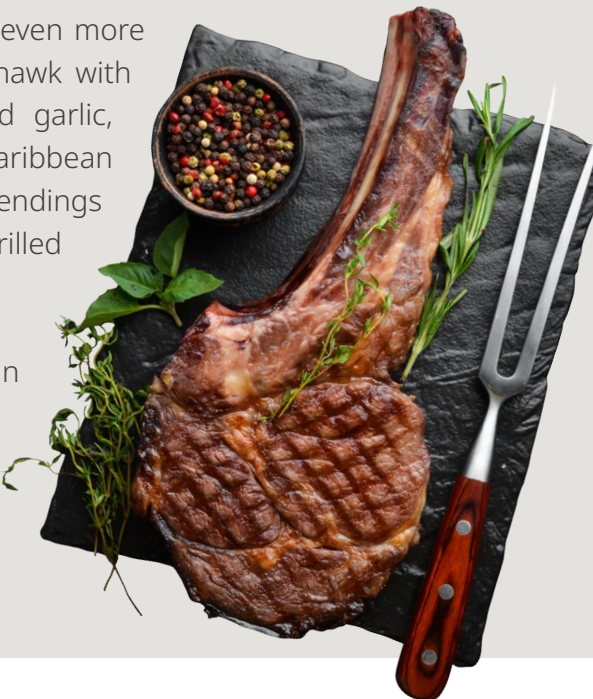
Therefore, at **Dreams Flora**, we stopped thinking about what we could do so that the customer does not feel the absence of the popular crustacean. We got down to work and created a special menu for customers who want to live an extra experience, creating a space in the *"Gazebo Garden"* located facing the sea in a very pleasant environment, with all the comforts that make this service an unforgettable experience. In this 5-course menu, we start a journey through the coastal area of Punta Cana with local or proximity products. Among

these dishes is the avocado roll filled with crab from the Uvero Alto area; lambi (*sea snail*) enchilada or our local scallops with tomato air and red pepper spherifications.



But the star dish of this menu and our best offer to make this experience even more complete is our Grilled Tomahawk with roasted potatoes and roasted garlic, making this journey through Caribbean cuisine one of the best happy endings ever told, for lovers of a good grilled meat cut.

A wonderful experience that can only be found at our hotel.





Seduction of The Senses

By: Sergio Calderon, Food & Beverage Manager

At the innovative Hotel **Hyatt Vivid Grand Island**, we take pride in presenting a culinary experience like no other, where creativity, quality, and trend come together to delight all your senses. As a new hotel, we are committed to offering the latest in hospitality, and our bar menus and cocktail setups are the culmination of this vision.

Our expert mixologists have created a selection of bar menus that go beyond the conventional. Each cocktail is a masterpiece, carefully crafted to captivate both the palate and the eye. From reinterpretations of classics to original creations, each drink is a unique experience, blending innovative flavors with impressive presentation.

At **Hotel Hyatt Vivid Grand Island**, we understand that mixology is an art in constant evolution, so we are committed to acquiring the most advanced tools and following the latest trends in the industry. From molecular infusion equipment to specialized glassware like tiki glasses, our flavor blaster, and PolyScience, which we use to flavor and smoke our cocktails. Every detail is taken care of to ensure that each creation is an unforgettable experience.



Our approach is not limited to taste alone; we also strive to create captivating visual experiences. Each cocktail setup is presented with elegance and style, elevating the experience to new heights. From decor to lighting, every detail has been carefully crafted to create an environment that inspires and delights our guests.

Additionally, at **Hyatt Vivid Grand Island**, we believe in offering the best to our guests as part of an all-inclusive experience. Our luxury restaurants offer the latest in culinary trends, from premium ingredients to innovative cooking techniques.

From what a guest can expect at a trendy, high-cost restaurant to what we actually offer, our mission is to exceed all expectations and provide an experience that is truly unforgettable.

"From decor to lighting, every detail has been carefully crafted to create an environment that inspires and delights our guests."





Circus Night in Tulum

By: Food & Beverage Manager

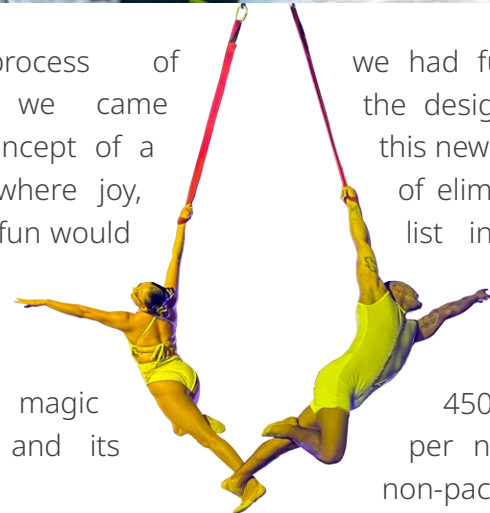
As a family hotel, we are proud to offer a wide variety of activities for our guests, ranging from total fun to enjoying the relaxation of being surrounded by nature on our property. However, in order to experience the magic of our dinners, we began working hand in hand with our entertainment team, creating a concept of relaxation and fun that would appeal to each of our guests.



The large attendance, the appreciation for the food, the activities, and the show let us know that our Circus night was well-received by all our guests. At DRETU, we focus on innovation with our available resources and the continuous improvement for the pleasure of our guests.



After a process of brainstorming, we came up with the concept of a "Circus" night, where joy, good food, and fun would pamper each and every one of our guests, enjoying the magic of the circus and its variations.



we had fun contributing to the design and creation of this new event with the idea of eliminating the waiting list in our restaurants, as it manages to capture an audience of 450 to 600 diners per night, generating a non-package income of approximately USD \$2,000.00 per night.

During the planning process,





Teaching

By: Aldo Fletes Estrada, Sous Executive Chef. Culinary Team.



Teaching is our fundamental value, characterized by transcending, leaving a legacy of good knowledge and practices, strong culinary foundations, but above all, values with the aim of shaping excellent human beings, cooks, and professional leaders within and outside the workplace, projecting a constant circle of teachings and improvements for the company and the community.

We seek to revolutionize the classic culinary teaching method to a more effective one, based on empathy, a fundamental value that helps us generate that bond of unity and trust which enables colleagues to refine and achieve their best version.

We promote effective communication hand in hand with teaching, solidifying the final result; this is linked to the need for quality products, which are treated with the utmost respect, from a vegetable, a protein, to a finished dish.

We focus on our four forms of respect in the kitchen: self-respect, respect for colleagues, respect for the product, and respect for the guest.

We focus on creating dishes that fuse old cuisine with the new, as well as accommodating all the nutritional preferences that each of our guests may have, leading the way in new techniques, as well as cultural changes; this is directly represented in our dishes.

Being a professional in the culinary field is synonymous with never stop learning.

.....
"We seek to revolutionize the classic culinary teaching method to a more effective one..."





GASTRONOMIC EXPERIENCE

El Patio Restaurant

By: Antonia Araos, F&B Manager



Immerse yourself in a unique gastronomic experience at our El Patio Restaurant, where every detail is designed to captivate your senses and transport you to a world of authentic and exquisite flavors.

From the moment you set foot in this culinary oasis, you are surrounded by Mexico's charming atmosphere, with its vibrant culture and the fresh breeze of the Caribbean Sea as a backdrop. The delight begins with the live preparation of exceptional Guacamole, where avocado, tomato, onion, and cilantro blend in a symphony of flavors that awaken the most discerning palate.



Continue your gastronomic journey with the perfect pairing: tequila, the emblematic drink of the gods, accompanies delicious aguachile canapés, where mole and Mexican chocolate come together in harmony, creating an explosion of flavors that transports you to the deepest roots of our traditional cuisine.

And to culminate this unforgettable experience, let yourself be seduced by the spectacle of the pastor's spit, where a master chef awaits you with the best corn tortilla tacos, cooked with the love and passion that only Mexican hands can offer. Each bite is a

tribute to authentic seasoning and the rich culinary history of our beloved Mexico. Let yourself be carried away by this culinary adventure and discover pleasure in every flavor!





On the lush coast of the Isthmus of Panama, where the tropical breeze mixes with the scent of the sea, **Dreams Playa Bonita** emerges as a gastronomic refuge where ceviche becomes a sublime experience. Our guests, eager for authentic flavors, find in our dishes a perfect fusion of tradition and culinary excellence.

Here are our 7 secrets for preparing our ceviche:

1. The Choice of Fish: At **Dreams Playa Bonita**, ceviche starts with the careful selection of sea bass, a white fish that captures the freshness of the sea and lends itself magnificently to the preparation of this iconic dish.

2. The Spicy Touch of Ají Chombo: Our ceviche bears the distinctive mark of ají chombo, the Panamanian habanero chili that provides just the right level of spiciness to awaken the senses without overshadowing the subtle flavors of the fish and citrus.

3. The Aroma of Cilantro: Cilantro, rooted in the essence of Panamanian cuisine, joins our recipe to offer an unmistakable aroma and a unique depth of flavor.

4. The Magic of Lemons: At **Dreams Playa Bonita**, we treat each lemon with delicacy to extract its juice without bitterness, ensuring that every bite of ceviche is a burst of freshness and vitality.

The Secrets of The Best Ceviche

AT DREAMS PLAYA BONITA

By: Nicolas Prager, Executive Chef



5. Precise Cuts of Onion: White onion in cubes and purple onion in julienne, skillfully hand-cut, harmoniously integrate into our ceviche to provide balanced textures and flavors.

6. Resting Time: We allow the flavors to merge in a culinary dance during 30 minutes of rest, ensuring that each ingredient contributes its essence to the final dish.

7. Green Plantain as Accompaniment: Whether in the form of crispy chips or golden patacones, green plantain accompanies our ceviche with a unique texture and flavor that perfectly complement each bite.

At **Dreams Playa Bonita**, the preparation of ceviche is an art that intertwines with the natural beauty that surrounds us. Each ingredient, each cut, and each

step in the kitchen reflect our commitment to excellence and the authenticity of Panamanian cuisine. Immerse yourself in the taste of the sea and discover the secret of the best ceviche at **Dreams Playa Bonita**.





Cuisine of The Dutch Caribbean

AT SUNSCAPE CURAÇAO

By: Andrés Martin Agosto Ugalde, Executive Chef

"Our staff works their magic when it comes to having typical dishes in our gastronomic offerings"

Due to our location and to our International guests who seek to discover new flavors, we include these dishes that are trending in our hotel within our buffet breakfasts, lunches, and dinners, canapés for fam trips, private events, among others, without forgetting the local guest.

Famous Dishes on Our Menu

KARNI ESTOBA

This stew, which is mainly made from papaya, beef, or goat meat, in a Creole-style stew that combines Caribbean, Latin American, and Dutch techniques and flavors, our staff works their magic when it comes to having typical dishes in our gastronomic offerings.



In Curaçao, we have all kinds of cuisine due to the mix of nationalities we have with Caribbean and European ingredients, from a good Colombian arepa to a Dutch Biterballen, which are small round fritters mainly made of meat, are part of a very peculiar snack. We have very symbolic dishes from the island, such as Funchi, which is Polenta, but particularly fried, usually accompanied by melted cheese and is spectacularly mixed with fried fish or shrimp to start a good meal.



CROQUETS

The best snack that cannot be missing in a meeting, a fam trip, a reunion, and even for breakfast, accompanied by a small portion of potato with meat, breaded and fried. At Sunscape, it is a product that cannot be missing from breakfast.

flavor is spectacular, it does not need anything else to taste its great flavor, very requested at events.

At **Sunscape Curaçao**, we take advantage of our country's culture, gastronomy, and trends to create unforgettable experiences for our guests.

ANTILLIANSE KASSBALL

The favorite snack of all! Simple but delicious cheese balls with wheat flour and coated in oil, they are not accompanied by any dressing and the





The Power of Simple Elegance in Decoration

By: Jurandy Regina,
Hotel Manager (ZOCUR)



customer-centered design. From romantic dinners to intimate gatherings, the art of upselling through decoration lies in creating memorable moments that captivate guests and bring them back. A central element is simple elegance in decoration. Contemporary candelabras blend with recycled elements, showcasing ingenuity and environmental consciousness. Thus, a disposable chandelier is repurposed, adding charm to the space and setting the stage for an unforgettable gastronomic experience.

During a romantic dinner, the ambiance is imbued with intimacy and romance, with candles casting a warm glow. Every detail evokes a shared connection and timeless romance. For private group dinners, the ambiance is one of camaraderie and hospitality, fostering lively conversation and shared memories. The success of upselling through decoration lies in selling experiences rather than simple meals. It's about creating moments that resonate deeply with guests, leaving a lasting impression and inspiring them to return. The understated elegance of thoughtful design often captivates more than opulence.

Effective decoration doesn't have to be expensive. It's about aligning with guest desires and finding creative solutions that add value. By prioritizing simplicity and elegance, charming environments can be created that appeal to a wide range of tastes and foster loyalty.

In the world of gastronomy, ambiance elevates meals to memorable experiences. Simple elegance reigns supreme, where recycled elements merge with sophistication, creating lasting impressions. Romantic dinners boast intimacy by candlelight, while group gatherings foster camaraderie in cozy environments.



The key to successful upselling lies in offering experiences beyond meals, resonating with customers and inspiring repeat visits. Cost-effective solutions prioritize elegance, attracting diverse preferences and driving restaurant success. Decoration serves as the canvas for culinary art, blending elegance, sustainability, and customer-centered design to create unforgettable gastronomic experiences.

In the realm of culinary indulgence, ambiance has the power to elevate a common meal to an extraordinary experience. Careful decoration selection reveals the essence of culinary excellence: a balance of elegance, sustainability, and



In summary, decoration is key to a successful gastronomic experience. By combining elegance, sustainability, and customer-centered design, memorable experiences can be created that resonate beyond the meal. Embracing simplicity and creativity can unlock the true potential of decoration as a powerful tool to increase sales and drive success in the competitive culinary world.



Meraki

By: Aurelien Duarte, Executive Chef

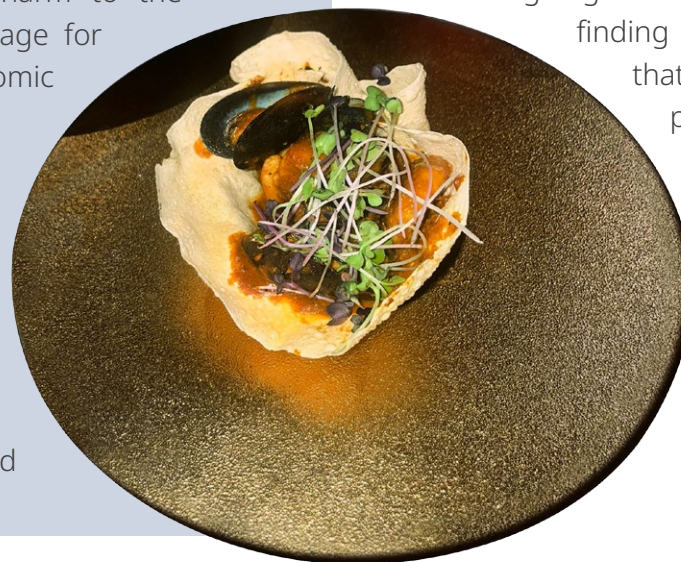


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Lobster Fest

By: Ryan Cope. F&B Team

The sunset set the perfect stage as the scent of freshly cooked lobster wafted through the gentle evening breeze. Guests enjoyed the melodious strings of the Steel Band live as they were welcomed to a unique gastronomic experience.

Tables were arranged on the beach, with personalized wine service, food alongside the live band, and background music enhancing the atmosphere to create a truly memorable Lobster Fest.



The menu was created to capture the use of farm-to-table ingredients, showcasing healthy dishes that stimulated the senses and enhanced our guests' experience, who ordered according to their palate. The food was prepared on the spot and paired with wines that enhanced Caribbean flavors in the dishes.

The three-course meal was an extra offering to the three regularly open dinner options and the event was fully booked. Lobsters, steaks, wines, and plenty of freshly made chocolates served with locally grown Blue Mountain coffee. The wine display was designed to introduce the best pairing for the ordered dishes. The combinations made a memorable impact on all guests.

As night fell, a bonfire was lit to keep the ambiance and warm the coolness of the



sea breeze. With dessert, guests were entertained, and everyone stayed to enjoy the rest of the night's cultural activities. From learning the latest local dance moves or popular tales to simply lounging on the beach by the fire, the night was well received.

The support from the different departments transformed the small section of beach into an idyllic oasis where our guests could enjoy this memorable evening.

As a Health and Wellness Resort, we are passionate about offering creative experiences through our food, culture, and creating an experience that embodies the "Art of Living".





The Ultimate Exclusive (or All-Inclusive) Experience



In Trinidad and Tobago, the annual Carnival season is one of the most exciting and highly anticipated periods in the year. During this time, there are a number of all-inclusive party events that locals and visitors enjoy and which feature the top soca music entertainers and an array of food and beverage offerings that all party-goers look forward to.

Hyatt Regency Trinidad has been hosting one such event for the last 11 years. This event, called "LIME" - a Trinidadian word meaning to "chill or hang out" - is the ultra, all-inclusive Carnival event and with an average of about 3500 attendees, it has grown to be one of the most sought after events and a popular fixture on the Carnival Calendar.

With months of meticulous planning, innovation and creativity, LIME (*an eight hour event*), has lived up to, and surpassed the expectations of its high-end patrons, bringing a whole different level that was missing in the caliber and style of service and offerings. With exquisite cuisine that's truly impressive, the beverage selection is equally extraordinary, giving an unforgettable luxurious experience like no other.

With breathtaking scenery and sophisticated, trendy décor, there is an "unrivaled" selection of made-to-order culinary temptations such as a selection of wild meats, mouth-watering seafood and grilled delights, in addition to local authentic island fare, vegetarian options, unique offerings and amazing desserts. LIME features an incomparable



selection of drinks of ultra and premium brands, including Johnny Walker Platinum, Perrier-Jouet, Mumm, Moët Chandon, Laurent-Perrier and a range of brut, rose and demi-sec from different champagne varietals, including premium sparkling wines. A glass of champagne awaits you on arrival and butler service is an option.

This year will feature a feast of over 28 unique Food Stations and 31 Beverage Stations, with a dazzling display of more than 12 different champagne varieties.

"It is my pleasure to join this amazing team at Hyatt Regency Trinidad and to be part of the exciting LIME Fete celebration. I am looking forward to bringing a taste of my experiences to enhance our culinary offerings. While we will feature Trinidadian classics like Doubles and Bake and Shark, we also aim to again exceed expectations by introducing authentic Indian cuisine prepared

by Indian chefs, Latin American dishes crafted by chefs from Venezuela and Mexico, Argentinean grilling with our Hummer Grill, Middle Eastern flavors represented by Syrian cuisine offering classic Hot and Cold Mezzeh, and live Asian cooking stations featuring made-to-order dishes dim sum, and our well-known Sushi bar. Seafood enthusiasts won't be disappointed with an extensive buffet showcasing delicacies such as King Crab, Lobster, Crawfish, and more. We have dedicated sections for vegetarians and vegans to ensure a diverse range of options for all preferences", says recently appointed Executive Chef, Humberto Canales.

Hopefully there's no limit to what your senses can assimilate! Best of all, part proceeds from the event go to a worthy cause.





Seafood Lovers!

By: Alejandra Fernández,
Administrative Assistant

"It is a new project, created with the intention of offering a variety of seafood in a family-friendly, romantic, and unforgettable environment."



At **Dreams Huatulco Resort and Spa**, we are constantly searching for better options to meet the needs of our guests and invite them to live new gastronomic experiences. Seafood Lovers is a new project, created with the intention of offering a variety of seafood in a family-friendly, romantic, and unforgettable environment.

Guests visit us with the aim of experiencing and enjoying Mexican cuisine, considering the diversity of them coming from different parts of the world, we analyze how to expand the culinary offer, personalizing the service, preserving and promoting our gastronomic traditions and cultural roots.

With extensive experience and professionalism of the chefs, we determine the best dishes, including a characteristic touch of



Huatulco in each of them, which has generated a positive impact. Being a family hotel, children can also delight their palate with these delights.

This generates an atmosphere under ideal conditions, with the perfect combination of the sound of the waves, the freshness of the sea breeze, and the aroma of the seafood generated on the grill of Executive Chef Rafael Balam, who will guide you to the pinnacle of your palate, accompanied by delicious organic beverages offered by the head of bars, Ricardo Calvillo.



Seasoul Brunch

By: Carlos Núñez, F&B Manager.

In the Food and Beverage Department, we work as a team with a proactive focus on guest satisfaction. At **Secrets Moxché**, we introduce the Seasoul Brunch every Saturday from 9:00 am to 4:00 pm, offering an exceptional experience for our visitors.

"This concept is designed to showcase each of our restaurants in one place during a memorable afternoon."



This experience includes live music and a wide selection of beverages such as coconuts, sangrias, and expertly crafted cocktails by our talented bartenders, orchestrated by our Mixologist Fernando. Additionally, we offer a culinary variety and live cooking demonstrations.

Our Master chefs at Seasoul Brunch take guests on a gastronomic journey spanning flavors from Asia, the warmth



of Mexico, the delicacies of Italy, and the essence of the Mediterranean. This concept is designed to showcase each of our restaurants in one place during a memorable afternoon. For all our guests, access to this brunch is a unique opportunity where our team of sommeliers complements the experience with champagne and wine tables, seeking not only to enhance the experience but also to boost our sales without compromising quality.

In the Food and Beverage Department, we value results and focus on full guest satisfaction, constantly creating new culinary and entertainment options to ensure that every day at our resort is unforgettable. Our goal is for every guest to return and stay with us again, finding in our service an experience that lingers in their memory.





Teppanyaki Experience

By: Luis Vicencio, F&B Manager.



At our **Secrets & Dreams Vallarta Bay Hotels**, we aim to develop unique experiences for our guests. One of the most demanded experiences is our Teppanyaki tables, for which we have developed an exclusive package for food enthusiasts. This experience includes a Teppanyaki table with Premium protein such as Lobster Tail, as well as cuts like Porterhouse and Tomahawk.



We have also implemented a display with Sake and Sapporo beer, which has helped increase non-package revenues.





NPI - ROMANTIC THEMED DINNERS:

Zoëtry Arabian Nights

By: Giuseppe Imperato (F&B Manager)

The conditions of contemporary markets make maintaining a good revenue volume quite a challenge, mainly due to intense competition and higher consumer demands.



For this reason, it is indispensable for companies to implement innovative and effective ideas for sales. In the absence of a magic formula, there are tools, strategies, and techniques that can boost sales. On the other hand, understanding guests and conceiving good ideas to sell to them is the key to developing and streamlining the NPI sector.

When researching guest/consumer profiles, remember to consider:

- Demographic information
- Purchasing habits
- Likes and interests
- Needs
- Lifestyle, and any other relevant data for your sales strategies!

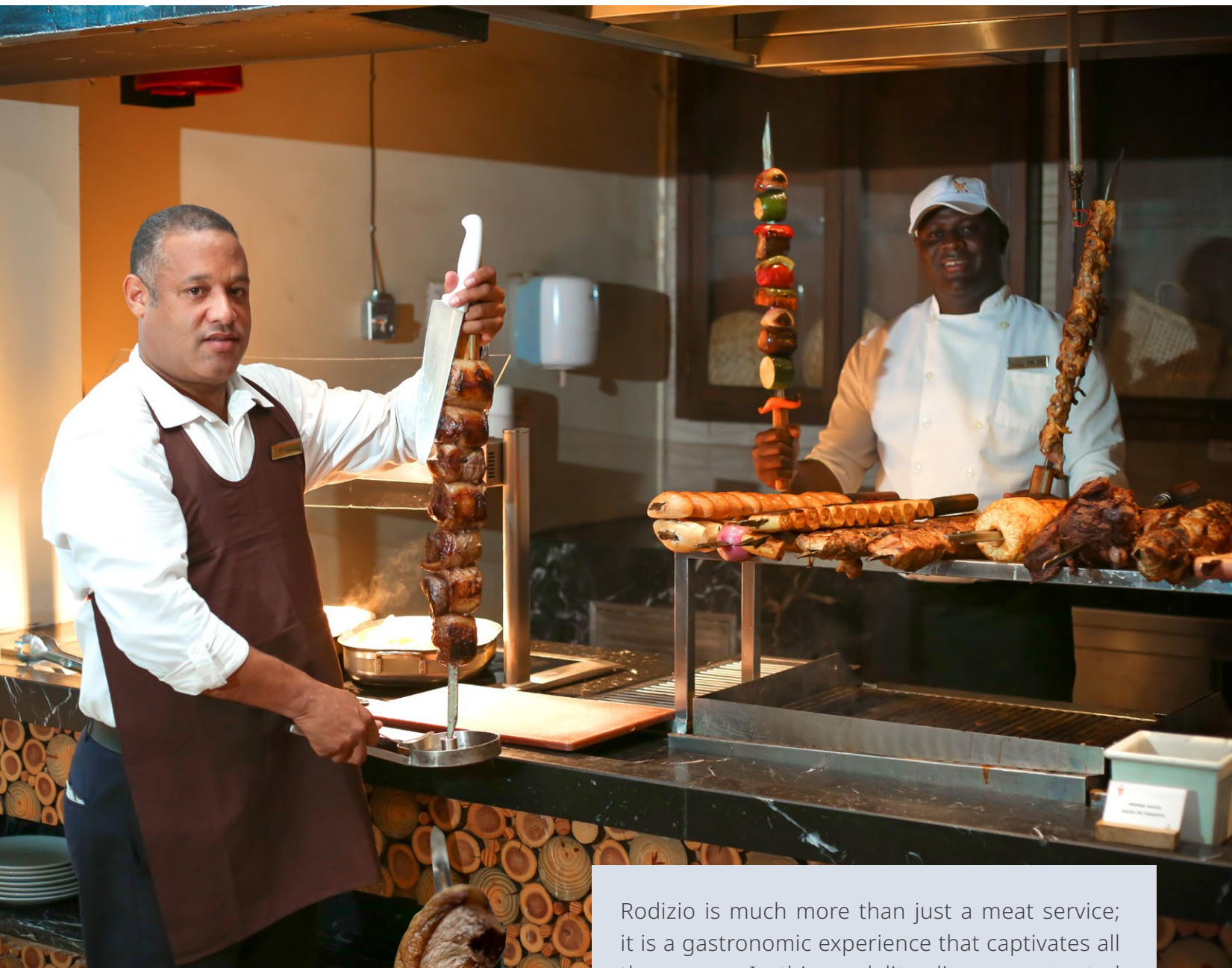
We must be clear that the more information we can collect, the more effective the audience segmentation and the structuring of personalized offers will be.



Our idea at **Zoëtry Agua Punta Cana** is to differentiate and theme the NPI as romantic dinners, so that each client can live a memorable experience. These dinners are not only themed but also customizable to each nationality and ethnicity of the client, with a professional chef in charge of providing a gastronomic

experience. This includes anthropological and historical aspects of the dishes being served; they are prepared in show cooking for guests, where the chef explains, according to the customers' tastes, the dishes being cooked, enveloping them in a unique and experiential gastronomic environment.





Rodizio Buffet

By: Ray Aquino (F&B Manager)

"You will find a culinary experience that will transport you to the lush lands of South America"

Rodizio is much more than just a meat service; it is a gastronomic experience that captivates all the senses. In this modality, diners are treated to a continuous feast of exquisite flavors while waiters serve a variety of cuts directly onto their plates, offering a wide range of options that delight the palate.

At **Sunscape Coco Punta Cana**, we bring this fascinating tradition to our main buffet, where the flavors of the countries bordering the Amazon River take center stage. Here, guests can immerse themselves in a unique culinary adventure, where each bite is an exploration of different meat cuts and cooking techniques used.



From juicy steaks to tender ribs, our selection of cuts offers an unparalleled sensory experience. The delicious aroma of grilled meat mixes with the tempting scents of spices, creating an irresistible atmosphere for food lovers.

But it's not just about satisfying your appetite; at **Sunscape Coco Punta Cana**, we understand that food is an experience that involves all the senses. That's why we take care of every detail, from the presentation of the dishes to the decoration of the environment, to ensure that each visit to our buffet is memorable.

Whether you prefer a juicy cut or a crispy piece, in our Rodizio buffet, you will find a culinary experience that will transport you to the lush lands of South America. Come and discover the delight of an unforgettable feast, where meat is the star and the flavors will take you on a journey through the exotic Amazon jungle.





Mocktails

By: Onofre Pol Matheu (F&B Manager)

The year 2024 is marking a milestone in the world of mocktails, where creativity and innovation come together to create refreshing experiences like never before. From the most exotic corners to the trendiest cafes, these beverages are taking the culinary world by storm.

A Fusion of Flavors

Los mocktails, o cócteles sin alcohol, or non-alcoholic cocktails, are the star of this trend. With a base of coconut water, coconut cream, and coffee, it's a combination of the tropical with the earthy.



For a more exotic touch, sparkling water and passion fruit juice can be mixed with coffee, creating an explosion of flavors in every sip. Another delicious example is lemon juice with sugar syrup, water, and a matcha infusion, combining the sour with the sweet and the earthy. Finally, lychee water is combined with sparkling water and cold peach tea to create a fresh and fruity drink with a touch of sophistication.

Presentation and Service: A Touch of Style

The presentation of these beverages is as important as their taste. Our bartenders strive to create elegant and attractive presentations that make customers feel special. From glasses decorated with slices of fresh fruit to cups adorned with edible flowers, every detail is meticulously cared for to create a complete sensory experience.

Conclusion: A New Era of Refreshing Innovations

In conclusion, the non-alcoholic cold beverage trends of 2024 are paving the way for new and exciting flavor experiences. From classic mocktails to innovative

creations, these beverages are capturing the imagination of gastronomy lovers worldwide. Cheers to a future full of innovation, creativity, and delicious sips!





DISCOVER THE AUTHENTIC FLAVORS OF Dominican Cuisine

By: Fernando Sánchez and Israel Gata (Sous Chef & Executive Chef)

This is a project that will be launched very soon, consisting of a tasting menu, completely Dominican with local ingredients and typical Caribbean flavors.

What is more comforting than enjoying a delicious Dominican dish full of traditional and authentic flavors? Dominican creole cuisine is a true culinary gem that combines local ingredients with traditional cooking techniques to create tasty and comforting dishes that captivate the palates of all who dare to try them.



We are proud to present all our guests with a unique culinary experience that celebrates the rich gastronomic tradition of the Dominican Republic, adding new and innovative techniques. With each dish, we will transport you through the flavors and aromas that have been part of Dominican culture for generations.



This project goes hand in hand with F&B, Bars, and Mixology departments, and the place where it will be offered will be the cellar of our hotel. Each dish will be accompanied by different beverages, liquors, and cocktails with traditional ingredients. The menu, called *"Discover the authentic flavors of Dominican cuisine,"* aims to be exclusive to hotel guests, creating an experience that helps boost the NPI.

The main ingredients that will be used in the Dominican creole cuisine menu are green plantain, pork, rice, cassava, pumpkin, yam, chicken, goat, coconut, chocolate, fish, seafood, and other ingredients that shape the meals that adorn Dominican tables every day. The combination of salty, fatty, and delicious flavors makes this dish a true delight that will transport you directly to the typical places of the country's regions.

I hope this article is of great inspiration to those who wish to immerse themselves in this unique gastronomic journey. Discover the authentic flavor of the Dominican Republic in each dish and let yourself be seduced by its traditional and comforting flavors! *Bon appétit!*



It is through the growth of its people that companies thrive! Every story of professional growth transcends. At **Secrets Akumal Riviera Maya**, for Food and Beverage, Success is the result of the sum of: Knowledge + Skills + Attitude + Discipline, together bringing about the Experience.



Marysol Malpica, originally from Veracruz Puerto, studied Tourism at the Universidad en Tecnología Turística Total A.C. in Merida, Yucatan. Her passion for tourism was inherited from her family, who instilled in her the pleasure of being a host at home, at social events, and as a faithful fan of gastronomy. She dedicated herself to traveling, thanks to her parents, for recreation, work, or academic matters. In 2006, she started as a Hostess for Culinary Experiences, catering, and spectacular events. In 2022, she resumed her career as a Hostess at SEARM, standing out for her extraordinary personality and skills in handling complaints. In February 2024, she began as a Restaurant Supervisor as Restaurant Captain, meeting expectations, with her professional growth as her goal.

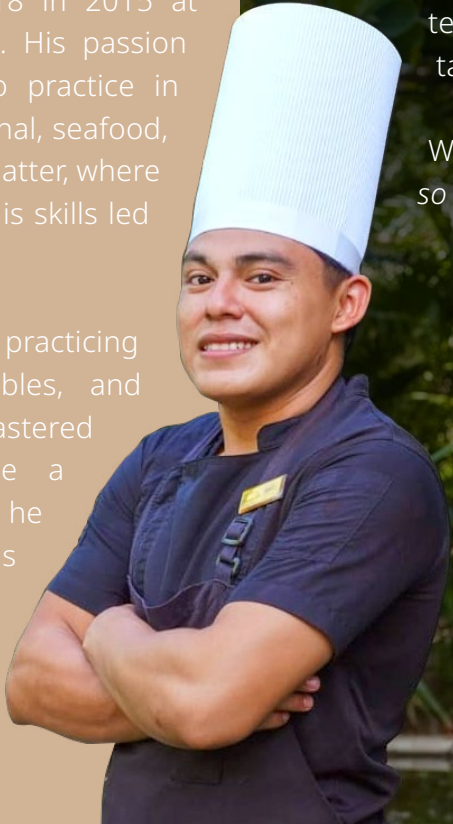
Domingo Madrid Cuatlayo, originally from Puebla, Puebla, studied Hotel and Restaurant Administration at the Instituto Suizo de Gastronomía y Hotelería, completing his degree.

Since 2016, he has been in the hospitality industry, holding various positions such as Steward, breakfast waiter, bartender, room service, and waiter at Italian and Mexican specialty restaurants. In 2021, he joined SEARM as a banquet waiter, and due to his excellent performance, he was



David Mukul, originally from Peto, Yucatan, started his career at the age of 18 in 2015 at Secrets Capri as a Steward. His passion for gastronomy led him to practice in specialty kitchens: international, seafood, and oriental, excelling in the latter, where he started as an Assistant. His skills led him to become a Cook A.

At the age of 21, he began practicing the art of Teppanyaki tables, and later at Breathless, he mastered the technique to become a Teppanyaki Chef. In 2020, he joined the SEARM team as a Teppanyaki table Cook, excelling, and in 2021, the opportunity arose to lead the restaurant as an Oriental specialty Chef.



Today, he has maintained the restaurant as one of the favorites, receiving a large influx of guests, entertaining them, and creating a solid team, supporting the growth of new talents.

We thank HIC for *“Taking care of people so they can reach their best version.”*



promoted to Bar Captain, the position he currently holds.

With his ambition for growth and interest in his work, we know he will achieve his goals.

By: Jhonattan Valenzuela, Sous Chef and Marleni Dzib, F&B Administrative Assistant

Following His Dream Step by Step

By: Rafael Pastor

Hugo Hu Hoil is originally from the municipality of José María Morelos, from a town called Xcabil. He has lived in Cancun for 20 years and joined the company in 2017 as a Steward Supervisor at **Secrets Playa Mujeres**, where he served for 7 years, supporting setups and always being available to our colleagues. This is where his dream begins. In 2023, he begins a new stage in his professional development by



deciding to do his internships in the bar area, a completely different environment than he was used to, always dedicating all the passion that characterizes him. Thanks to his passion and dedication, he is promoted to Bar Supervisor, bringing great ideas to our setups and demonstrating what he learned as a Steward supervisor merged with bars.

He is a very diligent colleague in his work area and relates it to football, as both activities are his great passion to which he has dedicated much time and effort to bring joy to his life. These activities have given him opportunities to demonstrate his commitment and dedication to focusing on a clear goal. His dream for the future is to be a bar manager. We know that, step by step, with his great performance and the passion that characterizes him, he will achieve this goal.



José Luis Chan Pech

By: Julio Agurto, F&B Manager

On this occasion, we are pleased to present a great example of discipline, perseverance, and integrity that aligns very well with the company's values, his name is José Luis Chan Pech, who served as a bar captain since 2018 and is now our Assistant Bar Manager.

Thanks to his leadership and the great support of the team in general, Luis demonstrates daily embracing his new position successfully.

We are very happy to have him on the team!



Hugo Aguirre

By: Pedro García Galiano, F&B Manager

In December 2019, Hugo was looking for a hotel where he could do his internships to complete his final project. He was looking for something in the food and beverage area, as it was an area he saw as exciting.

During this search, he found, thanks to a friend's recommendation, the opportunity to join Breathless Riviera Cancun as an administrative assistant for F&B. Near the end of his internships, the pandemic delayed the start of his professional career since the hotel closed its doors for several months, putting a pause on the much-anticipated start of his career.

Shortly after some time, in October 2021, just before our hotel opened, Hugo was contacted to see the option of joining us with the position of Administrative Assistant for F&B. As he unfolded with passion, dedication, and with all the desire to continue learning within his position, little by little, he was given the opportunity to participate in the events and operation of the department, training him and guiding him to be able to grow. This, always with the support of the executive committee and general management, who had already seen the development capabilities he had.

At the beginning of this year, and with the desire to give exponential growth to his career, Hugo, as a result of his effort and dedication, was promoted to restaurant manager. In this position, he continues to be driven to sooner rather than later make the leap to the next leadership positions and thus continue with the shine of his professional career.



Gabriel Vásquez

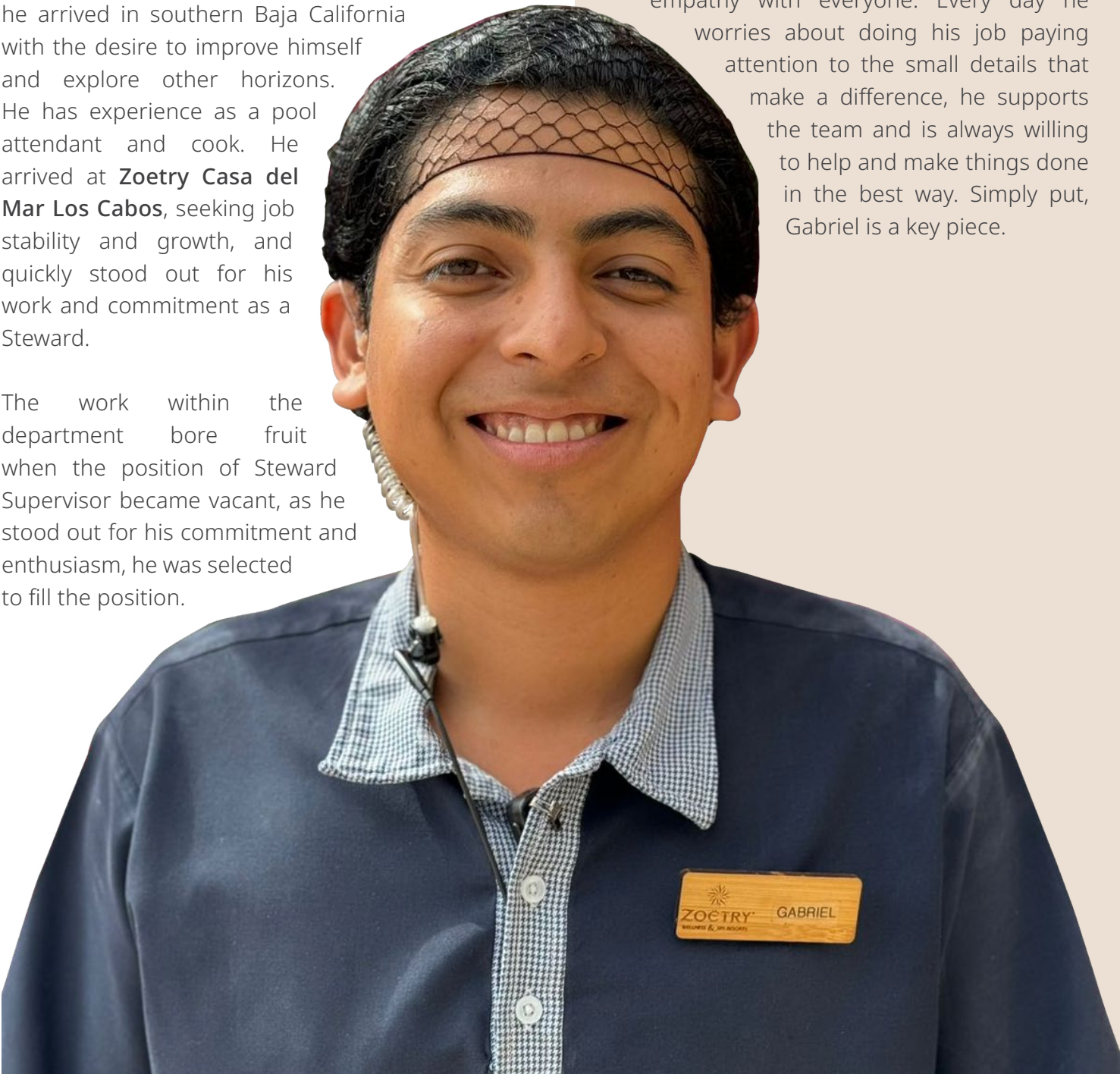
By: Juan José Salazar, F&B Manager

Gabriel Antonio Vásquez Rodríguez is originally from Villahermosa, Tabasco; he is 23 years old and began his career at **Zoetry Casa del Mar** in August 2023; he arrived in southern Baja California with the desire to improve himself and explore other horizons. He has experience as a pool attendant and cook. He arrived at **Zoetry Casa del Mar Los Cabos**, seeking job stability and growth, and quickly stood out for his work and commitment as a Steward.

The work within the department bore fruit when the position of Steward Supervisor became vacant, as he stood out for his commitment and enthusiasm, he was selected to fill the position.

After three months of preparation, he got his promotion on February 16, 2023.

Gabriel is characterized by his interest in always learning, his availability, and always having an open mind to receive feedback, during the position held, he was and still is very tenacious, efficient, and showing a leadership that stood out from his other colleagues, as well as his empathy with everyone. Every day he worries about doing his job paying attention to the small details that make a difference, he supports the team and is always willing to help and make things done in the best way. Simply put, Gabriel is a key piece.





Growing Together

By: Natalia Molina,
Food and Beverage Manager

*"Within our own facilities,
we develop colleagues from
the Steward department."*

Our commitment as a company is to ensure that people can be the best version of themselves, so part of this is that our colleagues not only work with us but also grow professionally.

Due to the hotel's geographical location in Costa Rica, over the years, it has become a challenge to find professionals for the kitchen and restaurant areas, which led us from 2023 to generate an internal professional development program, where within our own facilities, we develop colleagues from the Steward department



seeking that they become part of the kitchen or restaurant teams in the short term.

Our chefs de partie and captains, with the support of the Human Resources department, have been responsible and mentors for internally developing our Steward colleagues.

This development program not only seeks to meet the needs of our company, but it has also become a professional motivation base for colleagues from the Steward department.

Recognized Professional Certification

Una vez los colegas concluyen su etapa de capacitación interna en el hotel, conseguimos que una entidad gubernamental y reconocida en el país como lo es el Instituto Nacional de Aprendizaje "INA" les realice una evaluación, teniendo ellos la oportunidad de certificarse y obtener un título reconocido a nivel nacional, lo cual les abre más oportunidades en el mundo laboral.



Hugo Enrique Cervantes Masias,

DEPARTAMENTAL CHEF

By: Anibal Bueno, Food and Beverage Manager

He is from Guadalajara and has been residing in this beautiful port since he was 12 years old. An exemplary and outstanding gastronomy student, he began his meteoric rise at SUNPV in 2017 as a cook B, eventually reaching the position of Departmental Chef. Now, after years, he finds happiness in culinary creation, besides bringing joy to guests at his parents' house, where he is proudly hailed as the family chef.

Let's get to know our colleague Hugo a little better.

Hugo, when did you realize that cooking was your passion? The love for cooking was instilled in me by helping my mother with household chores from a very young age, and she used to say, *'the kitchen is the most important place,'* and time has proven her right.

Is there any specialty that excites you the most? I'm passionate about all things culinary; I have no limits as I've worked in various aspects of it, but if I had to choose, I'd say I particularly enjoy cold cuisine. Its creative aspect and the immediacy it demands motivate me.

Is there a chef whose footsteps you follow? Gordon Ramsay *(smiles)* is a ShowMan, but when he's serious, he's a great chef. Locally, I look up to Chefs Isau Masías; he was the one who gave me my first opportunity and encouraged me upon seeing my remarkable performance as a novice, and Chef Zagal, of course, with whom I worked closely in the end.

So, this leads me to the next question:

Do you see a change of workplace as an opportunity for professional growth and expansion? I consider myself a very stable person with deep roots, though I don't rule it out because in this profession, creativity goes hand in hand with experimentation. However,

my decisions will always be oriented towards taking care of my family, so I discuss it with my wife and we evaluate *(smiles)*.

Hugo, to wrap it up, any inspiring phrase that motivates you every day? I consider myself a creative

person, and the kitchen is the channel through which I can efficiently express my art and energy. More than a phrase, it's like an inner force that drives me to see each workday as a very different challenge from one day to the next. Simply put, I can't stay still.



Víctor Ernesto López Palominos,

BARS MANAGER

I was born in Tlaquepaque, Guadalajara, and lived 6 years in Puerto Vallarta, always working in the gastronomic field. Since I was 15, working as a bar assistant in Guadalajara, I found my passion for service until I became a Restaurant Captain. However, my true creative calling was always in the bars. I discovered I had the potential to develop creativity in mixology and the creation of experiences. I delved into the profound study of the roots of my Mexico, and the pleasant and hard work resulted in the Nahual project, based on my own inspiration of pre-hispanic mixology, which is now completed. I define it as a philosophy based on my experience to promote national, artisanal, and ancestral products produced in Mexico: *'Great Mexican gastronomy from the Mixology perspective.'* My dream is to leave my mark and a legacy based on creative implementation, something exclusive and inclusive, a pre-hispanic restaurant merged with modernity with a mixology pairing.

Robinson Pereria

By: Robinson Pereira (F&B Director)

Originally from a touristic province, Samaná, known for its rich culture and gastronomy rooted in local traditions, took his first steps in the culinary arts in this area, focusing on hospitality services. He later moved to La Altagracia province, where he solidified his professional evolution in the hotel industry. In one of the company's first hotels, he held the position of restaurant manager. Alongside his work, he pursued studies in tourism management, which he successfully completed.



After these experiences, he took a brief pause from the company and worked abroad, which allowed him to experience other cultures and enrich his knowledge in the hotel industry. Upon his return to the country, he joined **Dreams Dominicus La Romana** hotel as F&B Assistant, as a champion of constant evolution, he continued to train himself, combined with a great drive for self-improvement and motivational support from his departmental head, which allowed him to ascend in the company as Director of F&B. This achievement is a source of pride for our organization and corporate culture.



His constant focus on service excellence led him to further his training in the culinary world. These trainings shaped his expertise in attention to detail in luxury service, with the aim of exceeding guest expectations, which became one of his greatest strengths and passions.



Luis Gamalier Santana

Was born in the city of Higüey. He began his professional hotel career in 1999 in Bávaro, La Altagracia province, as a Steward. During his duties, he was drawn to the culinary world.

This passion led him to undergo training to put into practice what he observed the kitchen staff doing. After two months of training, he was promoted to kitchen assistant due to the effort and performance he demonstrated while serving 2,000 customers.

Following this event, he joined the Inclusive Collection family as a Cook A in 2009 at Secrets Cap Cana hotel, where he rose to the position of kitchen supervisor. Later, he was transferred to the opening of Breathless hotel, where he served as Operations Sous Chef and had the opportunity to work with highly prestigious chefs, from whom he gained knowledge of kitchen management, contributing to his personal and professional development.

In 2021, he had a fresh start at Dreams Macao as Executive Sous Chef for a period of three years. The great work he performed during that time contributed to his promotion to Executive Chef at **Dreams Dominicus La Romana** hotel, where he currently serves.



Mr. Gamalier thanks God for showering him with blessings, constant guidance, and company. He also expresses his gratitude to Mr. Jhonatan Rijo for believing in his work, to his family, and to all the people who have supported him throughout his professional career.



Charting Paths Towards Success

CAREER PATHS AT DREAMS KARIBANA CARTAGENA

By: Felipe Bancelin (F&B Manager).

Ingrid Peñaranda Julio, a noble woman with a strong sense of belonging. As a single mother of an 11-year-old boy and belonging to a family of four siblings, her love for cooking arose at an early age due to her mother's work in corn marketing and selling corn buns.

Despite limited resources, Ingrid did not stop and embarked on a technical career in hotel management in Colombia, where she demonstrated her dedication and desire for professional growth. Finally, she fulfilled her dream of becoming a gastronomy professional in 2023.

Her career led her to meet Chef Rafael Suarez, who supported her professional development. Thanks to her effort and the support of her leaders and colleagues, she got the position of Pantry Chef at the Oceana restaurant in **Dreams Karibana Cartagena**, where she currently works.

Ingrid is happy in her current job, where she is provided with opportunities for growth and professional development, including English courses. As a leader, she is committed to supporting and guiding her colleagues so that they too can reach their potential.

Her career doesn't end there; this is a step in her development, and she knows that at **Dreams Karibana Cartagena** and in the company, there are more opportunities



because everyone's growth is a commitment for us as leaders to the company and from them to us. Opportunities continue; we just have to be patient and wait.

Be humble always.



Kevin Monterrosa (Director of Services): Continuous improvement and the intention of reaching my best version are the motivation to achieve my goals.

Throughout my career working at **Dreams Karibana Cartagena**, I have strived to go beyond expectations, constantly seeking excellence in my work and that

of my team. As the Bars Manager, I had the opportunity to meet and lead a great team with invaluable human power, in which I always tried to provide a personalized experience, getting to know each one of them, understanding their tastes, weaknesses, and strengths, gave me the necessary tools for them to see me as a capable person to lead them.

As a team, we worked on innovation, seeking improvement in existing processes and systems, which resulted in greater efficiency and productivity from our colleagues. Leadership and teamwork were the basis of the work plan I developed.

I consider myself fortunate, as in the process, I found a leader who helped me improve and strengthen many of my skills, and who also generated enough confidence in me to advance in my professional path.

Now, as Director of A and B Services at **Dreams Karibana Cartagena**, my goal is to achieve a cohesive team throughout the department, oriented towards specific objectives, fostering a healthy and supportive environment for all colleagues.

"I had the opportunity to meet and lead a great team with invaluable human power, in which I always tried to provide a personalized experience"

