

Salt & Pepper

November 2019 Year 4



2ND EDITION 2019

PULP OPTIONS FOR DRINKS

SECRETS AURA &
SUNSCAPE SAVOR COZUMEL

CEVICHE BASED ON PORK PATITA

DREAMS DOMINICUS LA ROMANA

HUICHOL DESIGN IN THEME NIGHTS AND EVENTS PRODUCTION

DREAMS VILLAMAGNA

WINE LOVERS

SUNSCAPE PUERTO PLATA





WELCOME TO SALT & PEPPER!

Once again, with each new issue of the magazine, we highlight the talent, creativity and good management, which are carried out in every corner of the department of F&B from AMR. In this issue, we will have the opportunity to enjoy the second edition of the “Heart of Mexico”. A festival that, after a promising first year, has continued with high standards as we have put into practice the experience obtained from last year, seasoned with great doses of enthusiasm, dreams, creativity and passion. The result? A fantastic festival that has delighted the guests attending each property and a special occasion to continue learning and developing new concepts for our human capital. Without a doubt, we cannot wait to see what we can create in 2020.

Another great event that we cannot omit is the recovery of I Am Chef, as in this edition, bakery was the protagonist. We will discover more about the contest as well as who managed to get remarkable recognition for their creations.

Thank you very much to all who help us issue after issue to give interesting and fun content to the magazine. Without you, none of this would be possible.

As always, we hope you enjoy this magazine and that you can make the most of its content.

Keep cooking!
F&B COMMITTEE.



“Heart of Mexico” AMR Food & Wine Festival 2ND EDITION

Travel Mart Cancun
AT NOW SAPPHIRE RIVIERA CANCUN

FROM CHANITA'S INN

Candy Bar
DREAMS DELIGHT PLAYA BONITA PANAMÁ

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What's In A Name?**
SECRETS ST. JAMES & SECRETS WILD ORCHID MONTEGO BAY

**Devices Plaza del Centro or Feria
del Pueblo Experience**
SECRETS PUERTO LOS CABOS

Mole Negro “Juquilita”
SECRETS HUATULCO

**And They Lived Happily Ever
After... In A Teepee**
DREAMS SANDS CANCUN

F&B Toys
DREAMS RIVIERA CANCUN

Furniture for Banquet Assemblies
DREAMS TULUM

**Change of Crockery, Glassware
and Plaque at a Corporate Level**
NOW JADE RIVIERA CANCUN

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ADDING MORE WATER TO THE SOUP

The Saga of The Wings
ZOËTRY MONTEGO BAY

Let's Make Non-Package Income
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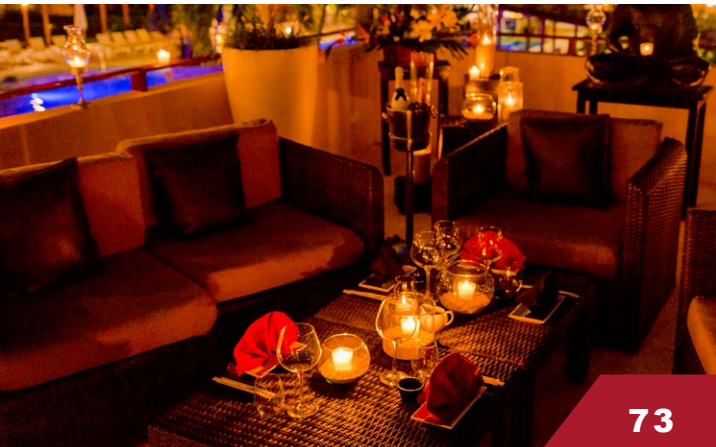
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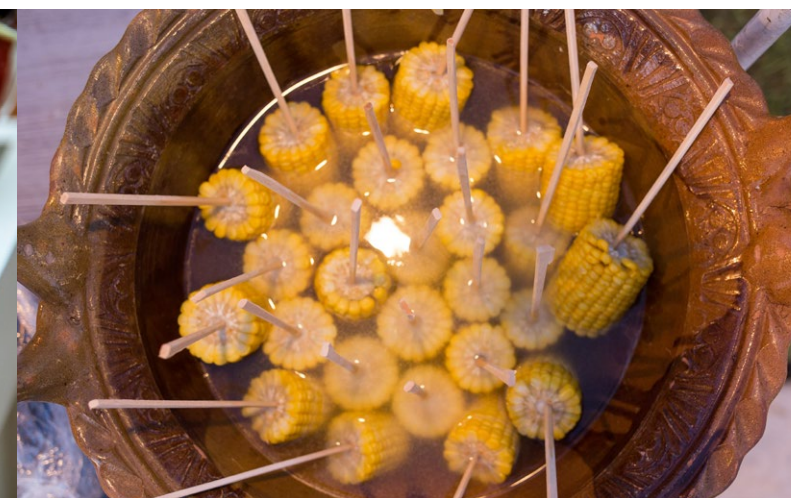


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OCTOBER 23RD TO 26TH
**"HEART
 OF MEXICO"**
**AMR FOOD &
 WINE FESTIVAL**
 2ND EDITION

BY: DANIEL NAVARRO,
 GENERAL MANAGER (DREAMS VISTAS CANCUN)



The Mexican gastronomy was again the protagonist of this fantastic gastronomic festival, which for 4 intense days delighted hundreds of happy guests in the 18 hotels of the region and in which once again, our fantastic team of Food and Beverage professionals demonstrated that creativity, style, organization and seasoning are the hallmark of the house.



activities, the great events of Sabores de México at Secrets Akumal Beach, with a combination of specialties (*food and its characteristic drinks*) from different states of the country, and a special dinner at Secrets Maroma, set up with the best street stalls in the country, renowned chefs and a variety of the day-to-day most identifiable and demanded flavors.



The range of possibilities that our dear guests had during the festival was outstanding, from tastings of Mexican wines through tastings and seminars of tequilas and mezcal, casual and elegant meals and much more...

It all started on October 23rd with the ribbon cutting of the festival and the first great event held at Breathless Riviera Cancun. Guests enjoyed a little piece of Oaxaca at the hotel, from artistic shows to musical performances and above all, the great gastronomic experience of Alebrijes night.

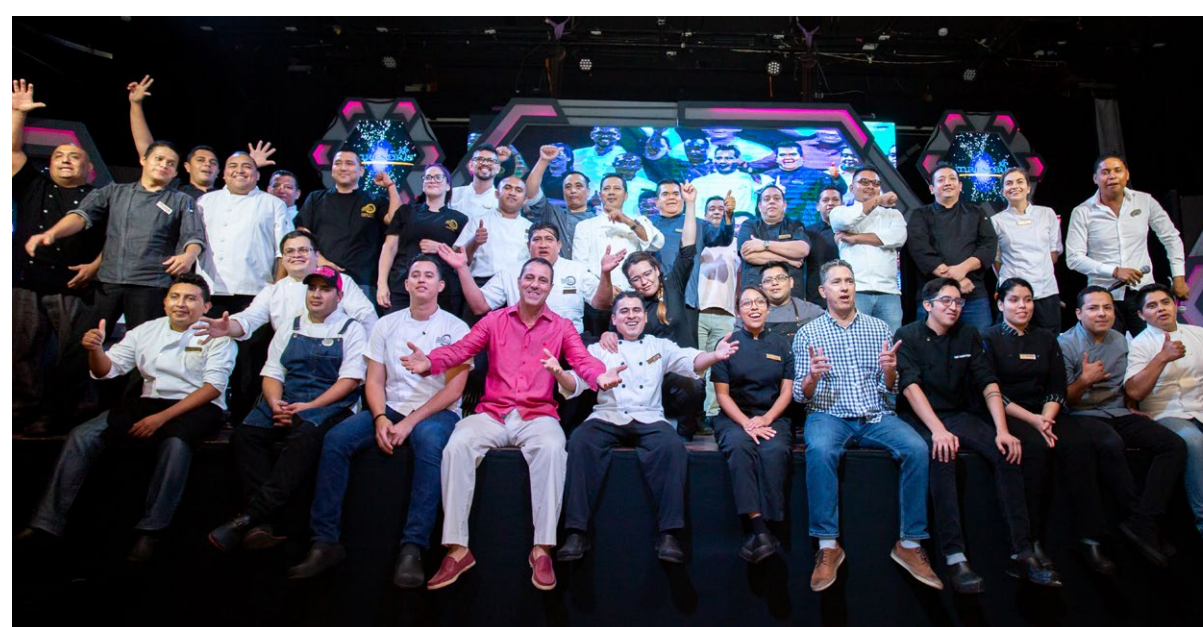
The two following nights, we had, among many other





Finally, while the activities continued to happen in each hotel, we ended the festival on a high note, at Secrets The Vine, in the Viaje por Baja California, a dinner in which the senses of the diners were tested with up-to-day and tasty dishes.

On that note, days later after the festival, we continued with the classic contest I Am Chef, which this year specialized in pastry and in which numerous teams of brave artists strived



to deliver extraordinary creations for the jury and public. Although the first prize went to the Secrets The Vine team, all participants were winners for their originality and delivery.

On behalf of our proud AMR Food and Beverage Committee, we would like to congratulate everyone who made the “Heart of Mexico” possible as well as those who so lovingly organized and participated in I Am Chef. We are looking forward to many more moments like this.

Together, we can do it!
AMR FOOD AND BEVERAGE COMMITTEE.



Last Tuesday, October 15th, Now Sapphire Riviera Maya had the honor of hosting Travel Mart Cancun.

Five days after opening its doors, after a 6-week renovation, it was a great challenge for all Now Sapphire staff.

The first thing to do was to conceptualize the event. We thought of the idea of the future not only as a space of time but the future for our company, AM Resorts. We thought of the future as a space full of innovation, a space of opportunities, and a future where AM Resorts remains the leader in the sector.

With this in mind, we set up a corridor with LED technology that welcomed people with future-themed hosts. Obviously, we created a welcome drink with Tequila and dry ice to continue with the futuristic theme.

Regarding the food, we set around our lobby bar 7 stations: the fresh-prepared tacos al pastor station, which was well-attended; a salad and ceviche station; a sea station with fresh oysters from Ensenada and king crab; a station with a grill with lamb roasted at the moment; a station with its own stone pizza oven; a station with Iberian ham and cheeses, and desserts, the seventh and final station. All of them assembled at the moment by our Pastry staff.

For the bars, we offered cocktails made by two mixologists and our bar staff. The cocktails were created with the event in mind, all based on mezcal and tequila.

TRAVEL MART CANCUN





As a special touch for our guests, our Sommelier, Pedro Tun, offered the house wine: Sueños. This label, which was designed and produced exclusively for AM Resorts, was created by the wine expert Laura Zamora from Bodegas de Santo Tomas.

After the words of Mr. Alex Zozaya and Mr. Del Peón, the party continued for all our guests with dance, music and acrobatics shows.

The Now Sapphire staff is very proud to be part of the property and we hope that the success of this event expands to everything that is yet to come to our property.



CANDY BAR

BY: JORGE BLANCAS, F&B MANAGER.



Writing a little about history, we go back to the 50s in the state of Pennsylvania, USA, when family and friends got together, prepared sweets and decorated a table in detail as a sign of affection for the bride and groom at their wedding. Over time, this concept has grown to other celebrations such as birthdays, baptisms, proposals and unforgettable events.

Continuing with our commitment to achieve unique and memorable memories, and providing a personalized touch by our beautiful hotel, we took on the task of costing the assemblies of our banquets and giving them a plus at the same time.

As we know, it is extremely difficult to find the right business today because there is too much competition in our surroundings. Therefore, we decided to include our candy buffet in our local banquets as a sales strategy. Thus, we can provide an extra significant detail to get our sales team close to all possible local groups and events.



From that decision, the maintenance team supported us developing some metal structures with discarded material. In the same way, carpentry helped us with the creation of wooden furniture to be able to give the assembly a vintage touch.

Our pastry chef got creative with the design of macaroni, cupcakes, cookies and marshmallow brochettes to create a variety of elements that allowed us to, besides making the event something meaningful and unforgettable, get the attention of our customers.

At Dreams Playa Bonita, we characterized ourselves by our teamwork. This is how we

managed to design a special assembly that distinguishes us for using the lights and recycled equipment that we have in the hotel, obtaining in this way, the creation of a colorful, striking and spectacular Candy Bar.



COFFEE, COFFEE, KOPI, KAFFE...

WHAT'S IN A NAME?

BY ANA-ALICIA RAMSAMUGH AND
JULIET KERR-GRAY

The purchasing team helped us acquire 3 large Bunn Bran coffee machines for the Food and Beverage Division. One of these machines was placed in World Café, where we receive up to a thousand guests for breakfast every day from 7 am to 11 am. The second one was for the Room Service team which, during breakfast, serves from one hundred and sixty to two hundred guests every day. The machines are semi-automatic, and now they have eliminated the need of having a person in the station making coffee. Each machine has the capacity to prepare 34.8 gallons of coffee per hour, which helps the speed of service and the efficiency of the waiters to be able to offer and serve continuously such delicious elixir as requested by our guests.



These machines have helped to minimize the complaints we used to receive from our guests about the long waiting time to receive their coffee before starting breakfast, as well as refilling it. As a result, SSH scores at World Café have gradually increased over the past 3 months, as waiters have also obtained the key to faster service speed.

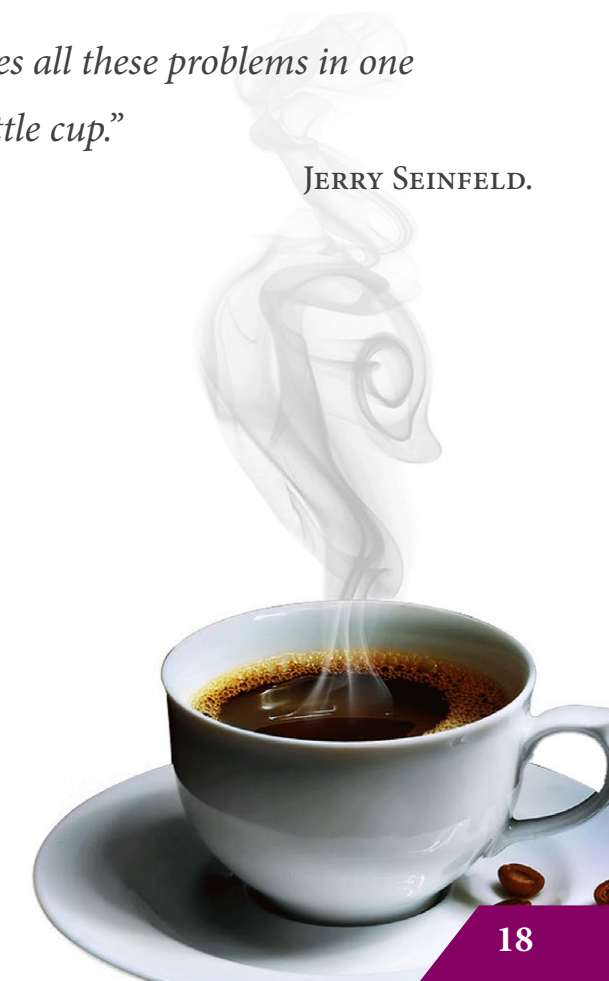
The third machine was granted to the Banquet Department, since during the months of January to May the hotel is full of many groups, which vary in size and nature. These groups demand large amounts of coffee in their many meetings, group breakfast, conferences, coffee breaks, and in all our ballroom spaces, where we serve to more than 250 guests at a time, during the first part of the groups season in this year.

Our coffee machines help minimize water and electricity consumption as we take care of our environment to maintain our NEPCON certification. Coffee remains are provided to our Gardening team for their compost and recycling/green area, where we support minimizing our waste and maximizing all recycling efforts.



"Coffee solves all these problems in one delightful little cup."

JERRY SEINFELD.





indigenous cuisine and ancestral drinks, which are mixtures of ingredients that any demanding palate wants to try, not forgetting the architecture, nature and warmth of people, of course. Therefore, at Secrets Puerto Los Cabos Golf & Spa Resort, we like to maintain, take care and enjoy this set of features and elements that characterize Mexicans.

Guests who visit us like to be surrounded by the joy that distinguishes our Mexican parties, this being the most popular theme party at the resort. Thus, thinking about the satisfaction of the guests, we took on the task to recreate the best atmosphere, making the estimate of some devices that could give enhancement and life to our Mexican nights. Consequently, in this year, it was possible to acquire four kitchen accessories, which are:

- Popcorn cart
- Popsicle cart
- Cotton candy maker
- Churros machine

With the acquisition of these devices, we provide a real and enjoyable experience to our guests, as if they were spending the afternoon in a downtown plaza or town fair. This also creates a similar gastronomic food experience as the one you can find anywhere in the city, having the best conditions and hygiene standards.

In addition, we acquired a:

- Hot Dog Cart

This one is placed the nights we have a BBQ themed night or barbecues that are held around the pool.

DEVICES

PLAZA DEL CENTRO OR FERIA DEL PUEBLO EXPERIENCE

As we know, the main reason for tourists traveling not only to Mexico but to the entire world is to discover, know and be in touch with the culture surrounding the destination they are going to visit. Among the cultural features that are the most demanding are gastronomy,



MOLE NEGRO “JUQUILITA”

At Secrets Huatulco Resorts & Spa, we are highly committed to provide food of the best possible quality. Therefore, in our Mexican restaurant “Tamarindo,” you cannot miss the Oaxacan cuisine. Among our gastronomic offer, we offer tlayudas, banana molotes, tamales, garnachas istmeñas and chapulines. Of course, one of the most representative dishes of the gastronomy of Oaxaca cannot be ignored: the mole negro, a must when visiting this region of the Mexican southwest.

The elaboration of the Oaxacan mole negro is a complex process, which involves time and the use of indigenous products in proportions, that can vary according to the town where it is prepared. So, we have the need to use pre-prepared paste. The ideal is to use those that are still made in an artisanal way using methods of preparation which are guarded as if they were true secrets that have been inherited from generation to generation.

For obvious reasons, the selection of this product is of paramount importance to the kitchen department. Therefore, being faithful to the commitment to always providing quality service, we took on the task in February to evaluate other alternatives, since we considered that the product



we were using did not offer any of the organoleptic qualities that we wanted and that it was even a cause for some comments on the part of our guests.

As a result, we opted for the acquisition of “Juquilita” mole paste considering that it meets our and our guests’ expectations, as the feedback we have been able to obtain from them through our top-level surveys and on-site talks, is about satisfaction and approval of the dishes made from this product.

MOLE NEGRO FROM OAXACA “JUQUILITA”

5-kg bucket • \$325.00





AND THEY LIVED HAPPILY EVER AFTER... IN A TEEPEE



At Dreams Sands Cancun Resort & Spa, we work constantly with the values of the company. This time, it is intended to highlight creativity and innovation, since they have always been considered when making our guest feel at home.

As part of this philosophy and commitment to our guests, in the Food and Beverage department, we care about working consistently to create unique, memorable and personalized experiences while caring about the optimal management of the resources we offer to our guests.

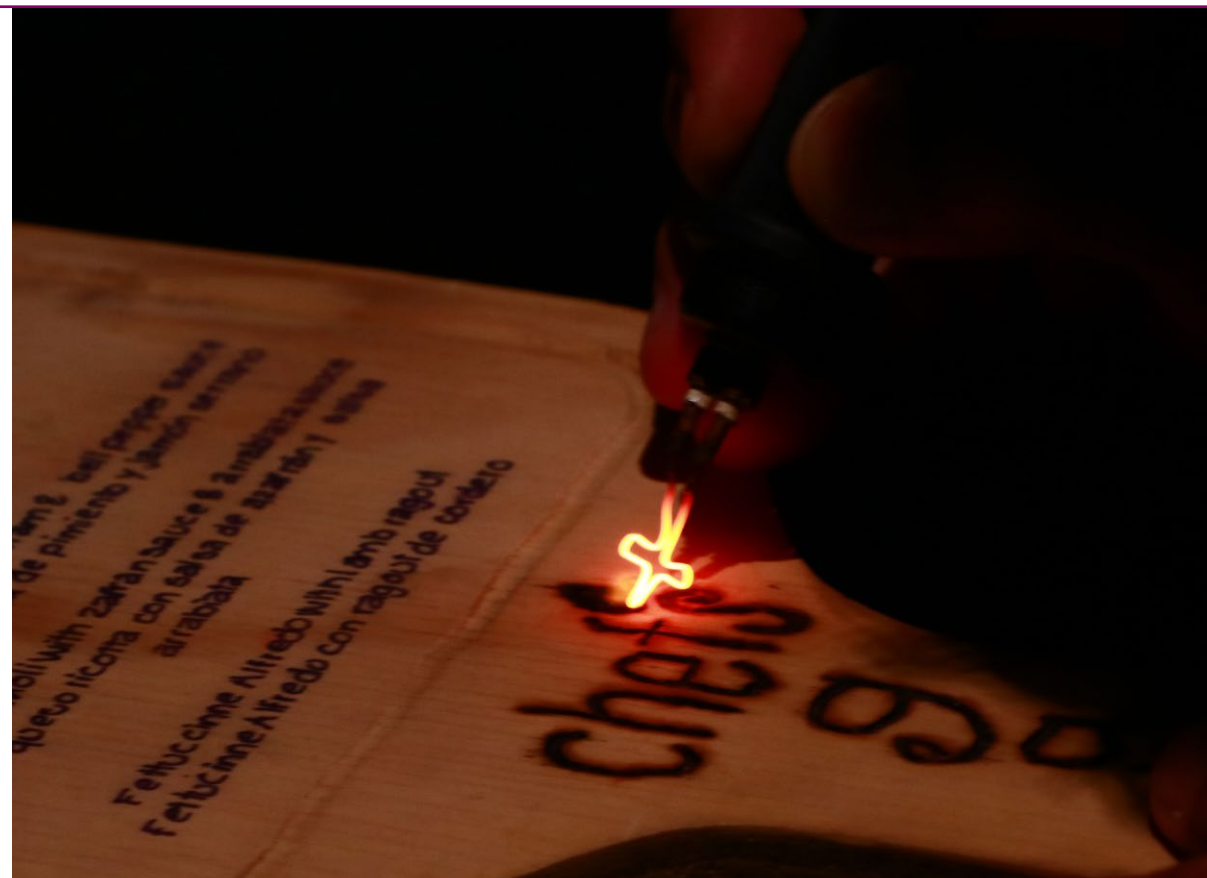
There is a certain number of romantic dinners held daily. The whole team, who passionately offers a warm and cheerful service, was concerned about not offering the same experience to all guests. With the support of our collaborators, the maintenance team and the idea of improving the assembly to give the guest an extra, the implementation of our new “Teepee” was carried out.

The teepee is a boho chic assembly, since this is an avant-garde style which in recent months has taken off. It also creates a more intimate and romantic atmosphere for guests while enjoying the sunset. This assembly is accompanied by a delicious cheese board and cold meats, as well as a bottle of champagne, which makes it an unforgettable experience turned into a beautiful memory to take home.

This assembly has helped us to attract guests who do not seek the formality of the standard romantic dinner and prefer to spend a pleasant and casual moment next to their significant other. These dinners have been sold for the celebration of anniversaries, birthdays or even marriage proposals.

This implementation has given us very good comments on TripAdvisor and guest satisfaction surveys. Hence, we will continue creating new experiences that are an added value and can be taken home as a great memory.





F&B TOYS

BY: RICARDO NAVARRO,
F&B MANAGER.

Hello dear readers of Salt & Pepper,
This time, we will talk about F&B toys. When referring to these toys, we are talking about the equipment we have, that is at the level of all our guests and important visitors, to improve our presentations. These toys and accessories help us to show creativity and innovation in the Food and Beverage area, trying to make our diners fall in love with us before even eating their food.

CHINESE SIPHON

This artifact is used in small breakfast services to provide the diner with a finely filtered coffee with an excellent flavor. We have also created a unique blend of infusions for our guests who enjoy delicious drinks. This uniqueness is confirmed by their palate once it is served.

The Chinese Siphon has also been used to filter a variety of fungi and has caused very good impressions.

PYROGRAPH

With this equipment, menus and wooden cup holders have been made for tastings, which gives an artisanal touch and is very enjoyable. It can also be used on small signs to identify foods on buffet lines or to engrave group logos during inspection visits. Our biggest success is the menu at Chef's



Garden, which impresses our guests not only because its unique design but also because our wooden cup holders are used for the wine tastings, giving it a special touch.

HAND BLOWTORCH

Another very versatile toy we have is the hand blowtorch, since with this we can make drinks, desserts and one of the dishes of the Oriental Restaurant: the Arrachera Sushi. When preparing this dish, diners are pleasantly shocked to see the cooking in front of them, as they can enjoy a dish from the chef himself, who with his touch of elegance and great personality, interacts with our guests to make this a magical experience.



different forms that these logs have naturally before their transformation. In this way, we do not invest in external resources or unnecessary purchases to decorate some of our areas in a rustic and natural way, recreating and optimizing the material available at different points of the property.

with little ingenuity and imagination. This practice allows us to create excellent furniture accessories that are very useful for decorating banquets and natural settings that our guests like so much.

The main uses of this rustic and natural decoration are diverse. The most popular ones are candle holders, bars, dish racks, wooden furniture such as armchairs, tables, and other varied forms. They make an impression, reaffirming a much more natural, ecological and elegant atmosphere in line with the many green and natural areas that are in our resort. The only investment is the time, patience and affection that carpenters and stewards devote to reaffirm the shape and detail of each wooden log. What for many could seem forgotten and unusable, for us, this is the opportunity to create a wonder



FURNITURE FOR BANQUET ASSEMBLIES

BY: ALBERTO FLORES, F&B MANAGER.

At Dreams Tulum Resort & Spa, we always live the culture of sustainability promoting the use of the natural resources of our environment. Thus, we reuse and transform the wooden logs that have been found naturally in our gardens and green areas of our resort. To reuse them, they are cleaned, sanded, painted and varnished with care by our maintenance teams and stewards. Once the process of preparation and arrangement is finished, they will have the purpose of decorating different assemblies and events.

The initiative to transform these wooden logs as part of our decoration emerges thanks to the vision of the



CHANGE OF CROCKERY, GLASSWARE AND PLAQUE AT A CORPORATE LEVEL

BY: DAVID LÓPEZ, RESIDENT MANAGER.



This year, in all properties, has undoubtedly been one of the most complicated years regarding operating expenses in general. Therefore, seeking to recover the impact of this, some products have been strategically changed in all sub-areas of the department with the intention of accomplishing significant savings.

Since the second half of 2018, the Now Jade hotel, has been making renovations in some of the restaurants and different areas. This has provided an opportunity to work with the project that, for several years, we have had in mind, which is the changing of crockery, glassware and plaque in all hotels at corporate level. Because of this, we have done comparative studies about how much we spent before and how much we will spend now with the new crockery, which at first glance is a saving.

The work done by the corporate purchasing team and the F&B Committee team, who were involved in this process from the beginning, has been wonderful and



we are thankful for that. We hope that after this experience, the sister hotels appreciate and begin to take advantage of this effort. At the beginning, it requires effort and commitment for the work to be done: price comparisons, crockery, decision regarding glassware or plaque, code opening, upload requisitions etc. However, in the end, having better equipment that gives added value to the centers of consumption that much needed them, benefits such as saving on spending and more than that will be noticeable. Thanks to these adjustments, we managed to keep up with the quality of operating equipment giving us a fresher image.



The first restaurant in which this change was made was in the Mexican restaurant “Tamarindo.” Previously, the earthenware used in this consumption center was from Forteza. Now, it has been changed to Churchill, which has a better variety of crockery. The second restaurant, in which the Churchill earthenware will also be used, as it is still being remodeled by the end of October, is the Italian “Caper.”

In both cases, the savings are significant and the quality of the crockery, in addition to the variety of designs, will give added value to the presentation of the Chef’s dishes.

PULP OPTIONS FOR DRINKS

BY: EDUARDO AYALA, F&B MANAGER



At Secrets Aura and Sunscape Sabor Cozumel, we are constantly searching for better options to satisfy our guests and invite them to discover new experiences during their visit. Generally, the stereotype of vacations when we imagine them is something like being on the beach or next to the pool lying on a comfortable sunbed with the swimsuit that makes us look like athletes hiding the lack of discipline during the year, sunglasses looking like Hollywood artists, our significant other who looks equally spectacular

next to us and to end with a high note, having a piña colada in our hands!

Why does a piña colada always appear in this type of visualization? Why not a drink infused with rosemary or ginger? Or why not thinking of a drink made from habanero or tuna, which are ingredients of Mexican origin and of which we are proud about? Where is all the talent, the years of study and the hours of training of our bartenders?



The answer will be in the decision making by our bartenders at *“the moment of truth.”*

When a guest arrives at the bars and asks for a piña colada, it is usually because he is not sure about what to drink and this image of the perfect vacation comes to his mind without knowing that there is a world of options to explore. The Barista must make the decision to comply at that time with the request of our guest and prepare the best piña colada that he can make (*mission for which we stand for every day*) or do something different. He can go further and ask if he would like to try something different with the intention of obtaining a positive response to give us the opportunity to provide the guest with a new experience. If so, we are ready to assume the commitment to prepare something spectacular that becomes the reference between a conventional flavor and something unique which he tried in one of our hotels and he will never forget.

To create these experiences, we have included extracts, offered by a local supplier that has helped us a lot to standardize flavors, in our shopping catalog. This is because in the past, each bartender prepared

their own syrups and that made the flavors not to be the same. This supplier handles ingredients that adapt perfectly to our service model, highlighting the flavors of our country that we somehow want to share with our guests. We do this to achieve the perfect combination between imagination and the skills of our bartenders and to create those unique flavors in the drinks, which will be engraved in the memory of our visitors.

These are some of the pulps we have obtained and now, are part of the variety of options we have available:

- JALAPENO PEPPER
- HABANERO PEPPER
- BLUE GUARANA
- KIWI
- PASSION FRUIT
- TUNA
- BLACKBERRY
- TANGERINE
- CUCUMBER
- TAMARIND





THE SAGA OF THE WINGS

BY: MONIQUE WEDDERBURN, ADMINISTRATIVE ASSISTANT OF FOOD AND BEVERAGES.

The foundation of hotel operations is cost control and savings. That said, our Chiefs of Department must be innovative to control and maximize the budget stipulated by the company. One of those ways in which the Department of Food and Beverage helps the Gross Operating Profit (GOP) of Zoetry Montego Bay is by using the wings of the whole chicken instead of buying this product separately.

Of all the chicken we order daily, we separate or cut the chicken wings and store them in containers that are then placed in our freezer for later use. Chicken wings are used daily in the preparation of some of our dishes; for example, the delicious “BBQ Chicken Wings with Rum” from our Room Service menu or “Baked Chicken Wings with Parmesan” from the tapas menu in our Polo restaurant. Chicken wings can also be used to prepare our chef’s signature dishes, one of which includes “Jamaican BBQ Jerk Wings” served with roasted breadfruit and baked fries plus Zoetry’s house salad covered with mango dressing.

Below, there is a Cost Control table that reflects the total consumption of whole chicken and chicken wings of August 2019.



AGO - 19			
	K.G.	UNIT COST	TOTAL
WHOLE CHICKEN	1327.4	US\$ 2.54	US\$ 3376.04
CHICKEN WINGS	68.1	US\$ 3.69	US\$ 251.70
			US\$ 6327.74

Based on this, we can deduce that the maximum weight per chicken is 1.81 kilograms. Therefore, 733 whole chickens are bought which later will result in 1466 wings. The maximum number of purchased wings was 757, since each wing weighs approximately 0.09 kilograms. The cost per chicken is \$4.60 USD; thus, one wing will be \$0.33 USD. We can further calculate the cost for the total number of cut wings taken from whole chickens at \$487.44 USD and the wings purchased separately with a cost of \$251.70 USD.





Today we can present to our clients a catalog of decorative equipment and with features that decorate an event whether in or out doors and at the same time promoting an income that remains as an exercise of the good sales performance on the property. This involves maintenance and preventive protection of equipment with added value and there must be some specifications about its handling and operation.

A good strategic alliance with equipment and furniture manufacturers has helped this project to permeate under optimal business development in the groups, conferences and weddings area, where we encourage the coordination team for the generation and achievement of the budget and forecast expectations. Migrating to this integral business model has strengthened the results month after month and has enriched the event setting schemes in which our clients can immerse.

A team strategically aligned for the achievement of both quantitative and qualitative objectives.

LET'S MAKE NON-PACKAGE INCOME

Aiming to improve and develop our business we came to a collaborative agreement between the owner and the operator to acquire equipment that groups and weddings usually rent to external suppliers. This equipment has become part of the inventory with the objective of generating income under ROI (*Return of Investment*) that has been subject to analysis and prospecting for groups and weddings.



CEVICHE BASED ON PORK PATITA



difference of this dish it is favorable since we save more than 15% in relation to the other seafood ceviche's made, however, it is a fresh and quality pork leg which is consumed very comfortably by our guests.

In Dreams Dominicus La Romana it is an achievement to keep Food and Beverage costs in perfect balance and within the established parameters to continue providing quality and satisfaction in everything we do, without a doubt, we have managed to stay within the established budget margin.

This exquisite dish managed to capture the attention and amazement of our guests, as they told us that they had never tried something so magnificent and peculiar before. In the union this strength is magnificent to show that Together We Can!

Given the daily challenge of maintaining a balanced operating cost and looking for ideas for the satisfaction of our guests without affecting our budget, despite the fact that the highest account in warehouse outlets is that of seafood, we have

strategically implemented the elaboration of an exquisite Ceviche based on Pork Patita, which is out of the ordinary.

Our goal is that our guests taste our variety of foods without affecting our cost, when analyzing the

"...We save more than 15% in relation to the other seafood ceviche's made"



GLASS INKWELLS

Bix a bell! In recent dates we resorted to creating an alternative for a large-scale assembly of our very special Arte Deleitable dinner based on lower our cost by using materials already available at home.

Zoëtry Paraíso de La Bonita is home to the work of Mr. Luis Sottit, Mexican painter, worldwide representative of the naturalism movement in

the art scene. Not only do we have a privileged view of the Caribbean Sea from our terraces, but also our corridors and indoors show off their paintings, which inspired us to create unique and colorful dishes that represent the pigments on the canvas.



Color palette assembly at Bar La Librería,
ZOËTRY PARAÍSO DE LA BONITA

One of those dishes (*and for many, the most important*) is the dessert, which involves a whole interactive part for our clients, who can decorate with edible inks forming custards, sauces, reductions along with solid elements such as organic fruits and flowers to capture a sweet work of art on your plate.

The big challenge is always to provide our artists with their inks and other ingredients at the same time.

The wit of our Executive Chef, Noé Mirón along with his creative team and the service staff of the Kaax restaurant collected the glass jars of the jams and honey that we serve for breakfast to wash and sterilize them to up-cycle.

As a great and true teamwork, our Carpentry partners collected leftovers of wood sheets that had been previously used for remodeling works and created incredible boxes with separators for inkwells and other elements.

The result of the creativity and hard work is an equipment that we can now use for more events and delighted our collaborators and guests when they were presented the day of the Arte Deleitable dinner.



Reusable materials that are used in an artisanal way, giving a different presentation to the final product.

“We resorted to creating an alternative for a large-scale assembly of our very special Arte Deleitable dinner based on lower our cost by using materials already available at home for a large-scale assembly.”



CASA ROLANDI RESTAURANT

IN ZOËTRY VILLA ROLANDI

EUROPEAN TRADITION IN THE MEXICAN CARIBBEAN.



Casa Rolandi is an extremely traditional restaurant in our beautiful Caribbean, it was founded more than 30 years ago by the Muller family. His first restaurant was located in Plaza Caracol in the hotel zone of Cancun and is characterized by having the best fresh handmade pasta, excellent dishes based on fish and seafood, a tasty and irresistible bakery that is baked in his wood oven, among some other dishes, and a selection of wines that would satisfy even the greatest experts.

In August 1999 they opened in Isla Mujeres next to Hotel Villa Rolandi, and in 2014 we acquired it in order to expand the list of hotels owned by AMResortsand giving it the name of Zoetry Villa Rolandi.



The menu of the Casa Rolandi restaurant was carefully designed and contains international dishes with a strong influence of Swiss and Northern Italian gastronomy, regional touches of Mexico, and the expertise in art and preparation techniques of the French cuisine.

This menu has had a few variations over the years, improving the quality of the products, but always maintaining the essence and the same recipes that have made us so successful.

The service of the waiters is another cornerstone of the hotel since there is only few of them that still have that classic old-school style in which the attention is flawless and adapted to very typical products of the Mexican Caribbean.

We invite you all to visit us and taste one of the best kitchens in the Mexican Caribbean.





area. This new decoration gives a touch of unique freshness, while remaining elegant and always enhancing AMResorts standards. Moreover, the plants growing inside these bottles are from our greenhouse.

DELICIOUS MEZCAL IN THE CONSUMER CENTERS

BY: DENISE RADOUX, F&B MANAGER.

Actions that represent a better cost and benefit directly the Hotel GOP.

We employ different marketing and sales strategies in order to maximize the use of resources and avoid waste.

Due to the characteristics and excellent quality of the mezcal “Las Garrafas Mono Azul” it has been very well accepted by our guests. However, each bottle costs \$478 pesos. In order to reach the market we are aiming for, and as an internal strategy of the Secrets Akumal Resort & Spa hotel, this bottle of mezcal is only offered to

Preferred Club members and as for the rest of the hotel guests we offer a less expensive mezcal, always considering the quality we must provide to our guests.

Now, guests will find a delicious mezcal in the centers of consumption: the artisanal mezcal Convite Esencial Espadín, which meets the necessary characteristics to be an excellent quality drink with an affordable purchase price of \$294 pesos. This results in a great impact on the budget because the supply of this bottle in every bar is way less expensive than the Blue Mono ones, generating savings of 40%.

For guests paying a preferential rate, there will be the opportunity to choose and enjoy a wider range of drinks. On the other hand, and considering that we are a green hotel, the collaborators of the bar department chose to keep the empty bottles of the Blue Mono mezcal aiming to recycle and give them a new use: centerpieces of the Barefoot bar





PRICE FLUCTUATION ANALYSIS

BY: JORGE ZENÓN, F&B MANAGER.

Nowadays, the Food and Beverage operation is directly related to savings, control of expenses, costs, payroll etc. With so many variants and external and internal factors influencing, we need to reinvent ourselves and be more creative in all aspects in order to remain competitive, without affecting our products and services.

In Secrets Maroma Riviera Cancun we have worked together with the Costs department in recent months, in a format that we call price fluctuation analysis. This format is intended to show us month after month, the prices of all our products so that we can observe the increases in price and the reason they occur. This practice also allows us to decide in a prompt manner about changing products or suppliers always looking for quality and the lowest possible price.

The price analysis also allows us to react in case of any price increase situation that is beyond our control, such as product shortages, and we can counteract them with our savings.

At the end of the month, our balance sheet usually reflects a slight saving that we accumulate for annual savings. It also allows us to sometimes have products of a higher price and quality which do not impact our savings in any way.

Let me provide you an example of how the price control impacts when we check them daily and a price increase situation arises.

SUMMARIZED REPORT OF PRICE FLUCTUATION ANALYSIS									
ÍTEM	DESCRIPTION	FAM	UDS	AGO	SEPT	PRICE CHANGE	DIFFERENCE %	SEPTEMBER CONSUMPTION	IMPACT COST
100	Groceries							Monthly Impact	-\$358.52
101	Grains and cereals							Monthly Impact	-\$7,072.00
102	Dairy products							Monthly Impact	\$2.17
10003	Whole chicken to roast Kg	103	KGS	\$33.80	\$33.80	-	0.0%	\$993.90	\$-
10286	Chilean chicken breast IQF Kg	103	KGS	\$55.90	\$54.70	-1.20	-2.2%	\$3,064.50	-\$3,669.01
10290	Big and natural whole turkey 7 -9 Kg	103	KGS	\$51.90	\$51.90	0.00	0.0%	\$22.00	\$0.00
10461	Natural duck breast Kg	103	KGS	\$392.80	\$392.80	0.00	0.0%	\$79.20	\$0.01
10585	Leg-thigh without tailbone IQF Kg	103	KGS	\$25.80	\$34.00	8.20	24.1%	\$2,003.60	\$16,429.52
10746	Whole duck Kg	103	KGS	\$95.50	\$95.50	0.00	0.0%	\$75.09	\$0.01
5097068	Natural Chicken Wings 1 st jumbo section	103	KGS	\$72.56	\$81.43	8.87	10.9%	\$579.50	\$5,142.75
103	Birds							Monthly Impact	\$17,903.28
104	Beef							Monthly Impact	\$6,997.47
105	Pork Meat							Monthly Impact	-\$1,024.95
106	Fish							Monthly Impact	\$6,690.00
107	Seafood							Monthly Impact	\$600.77
108	Frozen goods							Monthly Impact	-\$506.15
109	Sausages							Monthly Impact	-\$1,612.01
110	Fruits							Monthly Impact	-\$3,747.68
111	Vegetables							Monthly Impact	-\$8,904.05
113	Oriental goods							Monthly Impact	-\$64.50
211	Juices and syrups							Monthly Impact	\$-
301	Guest supplies							Monthly Impact	\$467.12
TOTAL IMPACT									\$9,370.95

ACKEE AND COD JAMAICAN CUISINE

-Out of Many One People - “*De muchas culturas, un solo pueblo*” is the motto of Jamaica and what a better way to verify it than tasting its varied cuisine, consisting of a unique mix of different cultural influences: Spanish, Chinese, Indian, African, European and Middle Eastern - which are reflected in the diversity of ingredients, spices, aromas and flavors that are blended in every dish.



Healthy and vigorous, the Jamaican diet is based on fresh fruits that blossom within the tropical climate of the island. Watered by more than one hundred rivers, the island's land is perfect for growing exotic fruits such as ackee, fragrant spices, native plants and a variety of iron-rich green vegetables such as kalaloo.



Ackee, the national fruit of Jamaica, is frequently used in Jamaican cuisine and highly beneficial for those who consume it. It grows as a tree with a pink/orange shell on the outside, and the fruit is pale yellow, which becomes more intense when exposed to heat, with large and round black shiny seeds on the tips.



ACKEE AND COD (ACKEE AND SALTFISH) IS THE NATIONAL DISH OF JAMAICA:

A dish ideal for breakfast due to the energy provided by the Ackee and the cod; however, it can be served at any time of the day to provide also a balanced diet.

We prepare our Jamaican-style dish in a traditional way, boiling the ackee with the cod; and after pouring the water to remove the salty flavor, we fry it with onion, tomatoes, hot peppers and spices.

We serve this exquisite dish of a vibrant yellow and red colors on a dark green kalaloo leaf, garnished with golden fried dumplings, fried plantain and green avocado.

This colorful Caribbean dish is perfectly combined with a cocktail of typical colors of our island, green and yellow harmonizing rum, orange juice and mint; adding the red of the grenadine we create the authentic reggae feeling.

Bon appetite!

HUICHOL DESIGN

IN THEME NIGHTS AND EVENTS PRODUCTION.



“...we have incorporated characteristic colors and designs in some of the elements we use for our assemblies on theme nights and events”

- Wooden decks with vinyl Huichol designs for chafing dish.
- Decorating kayaks in acrylic paint with Huichol designs for cold bars and for bar coolers
- Covers for our charcoal grills with stainless steel logo detail.



The Huicholes are a unique group. They are a small community and one of the last authentic cultures that remain in the western hemisphere that still live as their ancestors, they maintain their traditions, beliefs and ritual practices that date before the encounter with the old world.

In Dreams Villamagna we are proud to share with our guests some of this important culture of our state of Nayarit and we have incorporated characteristic colors and designs in some of the elements we use for our assemblies on theme nights and events:



DIFFERENT LEVELS IN ASSEMBLIES

Always aiming to innovate and be at the forefront of trends in our environment, we met with the Executive Chef to implement something different in our assemblies. Considering that we have a large number of recurring guests, we need to change our production so that they would find something different every time they come back to our hotel.

Therefore, we focus our ideas and efforts on improving the image of food assemblies in buffets, theme nights, cocktails, events, and so on. The first thing we did was to reduce the use of the classic table clothes and at the same time seek to enhance the presentation of food.

Chef Julio Cesar went to our carpentry area and proposed the idea of implementing different levels, which was improved and detailed by our carpenter, who was given the task of manufacturing the wooden slopes. Then we looked for the ideal table, implementing tables in wood that could be multipurpose. These teams working together achieved a new image for our buffets, with a better presentation of food displays for our guests.

The result has been satisfactory and motivating, since the comments of the guests are sensational, and it has also inspired our collaborators to keep innovating in each event and continue with such



changes. We will continue experimenting with new concepts that keep us as the leading hotel in the area.

Achieving SUNSATIONAL moments!

“...the comments of the guests are sensational, and it has also inspired our collaborators to keep innovating in each event.”



AMENITIES WITH CULTURAL IDENTITY

BY: ALBERTO TORRE, F&B MANAGER.

WHAT MAKES A GUEST CHOOSE OUR HOTEL, DREPB TO COME BACK EVERY YEAR?

Considering there are many Dreams within the company in so many world destinations it is important to question what exactly is making our guests come back to ours. We are well aware that in order to create loyalty by a guest to our hotel and company we must provide an excellent service and exceed their expectations.



items; A bottle of Brugal Rum the most known rum of the island that carries a long Caribbean History of this beverage trade, we of course could not forget a bottle of Mama Juana and antique tradition that takes its recipe from the Taino native people that prepared a medicinal herb concoction and later in history started adding Rum, Wine and Honey, the mystery of its aphrodisiac properties makes it one of the most culturally endowed beverages of our country. They both allow us to share with the guests our history and tradition. We add seasonal Petit Fours, with a sugar plaque that reads come back Family "Jones" and a frame photograph of the whole family taken at some point by our staff with the family's consent. As a finishing touch we add a plate of fruit according to the family's preference during their stay.

Our Room Service team is proud of the level of detail and perfection they achieve in the Set Up of these amenities. The surprise and thankful smiles of our guests are confirmed with their yearly and even bi annual visits to our property. We thank our guests and staff for the deep love and respect of the culture of the DR and we invite our sister properties to always recognize and promote the cultural richness of each one of our destinies.

However that can be found in any of our sister properties. It is then that our Cultural Identity sets us apart from other hotels. This identity that you can taste in the diversity of exotic fruit in the mornings and that seeps through the big smiles on our team humming to the latest bachata while walking in the hallway and greeting our guests.

Understanding the particular magic of this island we aim to reflect and maintain the Dominican soul in each detail of our guests experience, from the first Rum in their welcome drink to their last amenity. We make sure that the layout of their Good Night amenity on the last night portrays the cultural richness of the country. To achieve this we choose a selection of





SMOKE-SCENTED COCKTAILS

Smoke adds a spectacular multi-sensory element to the cocktail presentation. The aromatic qualities of smoke add a sense of dryness that is more of a perception, rather than a reduction of sugar. You also get some tannic qualities of the wood which contributes another layer to your drink. The aroma excites the palate and adds depth to the flavor of the cocktail.

While developing one particular cocktail, you should try different ingredients until found the one with the aromatic qualities that matches perfect for that drink.

Here are a few ingredients to try, each lending specific flavors to your cocktail:

OAK WOOD: : can partially mimic barrel aging and accentuate whisky notes

ROSEMARY: rustic, herbaceous flavor

CARDAMOM: intense but pleasant herbaceous aromas

CINNAMON: subtle sweetness and lighter smoke

VANILLA BEANS: sweet and light spiced aromas

CITRUS PEELS: subtle aromatics such as tropical fruits and freshness



The smoke gun is probably the most effective way to achieve a smoked cocktail; the use of an array of woods, spices and herbs are just a few of the myriad ways to add complexity to a drink. In addition, when ingredients and tools are setting in bars provide a professional and interesting bar design and look for our guests.

To find the right aroma for your cocktail we recommended light the woodchips or herb on fire, smell the smoke, and if it smells nice, try smoke-rinsing the glass, If you like that then try smoke-rinsing the cocktail in a larger vessel.



LITTLE CART IN THE LOBBY AND NEW BAREFOOT GRILL

BY: RAÚL CASTRO GRACÍA, F&B MANAGER AND
JUAN PABLO CALVO, EXECUTIVE CHEF.

The Sunscape Akumal Resort & Spa Riviera Maya hotel began to implement and stamp the AMResorts family. The priority is to develop new ideas in the different areas of Food and Beverage department, in order to improve the experience of our guests.

LITTLE CART ASSEMBLY IN LOBBY FOR WELCOME DRINKS

Being a hotel that receives large families, we implemented the assembly of a little cart located in the lobby to offer the welcome drinks to our groups and families more easily. It speeds up check-in and also helps us meet this standard that characterizes us. This implementation helps us cover more guests so that none of them would feel left out.



NEW BAREFOOT GRILL

To reach the desired levels of satisfaction of our guests, our department must constantly innovate and be creative, mainly in the variety of foods. To achieve this, colorful assemblies are made in the bar of the Barefoot Grill, creating an infinite food environment next to its pool for both children and adults and thus, creating memorable moments for our guests.

The idea helps us in several aspects, especially with large families as we can offer a place to have lunch together and have fun at the same time.



ROMANTIC TABLES

BY: JORGE JIMENEZ MONTERO, FOOD AND BEVERAGE MANAGER AND MARIO HERNÁNDEZ OLVERA, EXECUTIVE CHEF.

Fattening the piggy is a practice or internal culture oriented to non-package sales, which are included in our daily basis, always looking for opportunities to sell a dollar or many dollars more to our guests by offering our products, services and locations that can be helpful to convince our guests to spend money on.

We set up romantic tables in cozy places inside the property and by the beach, we keep them assembled during the day to stimulate the curiosity of our customers.

The beach is an excellent location to sell romantic or family dinners; therefore, we do not miss the opportunity to offer it as the favorite one. Moreover, the illuminated cabins or well-decorated tables placed next to the water become very attractive.



Dinners with pairing included are a very valid element that allows us to boost the sales of group dinners, including wine and 3 or 4-course menus. There are beautiful places like the beach or a garden or even a private cellar. For this type of event, we offer a special menu as well as a selection of varied wines, which make good pairing with dinner chosen by our sommelier.

When the sunset arrives, the beachfront locations become even more attractive for wedding ceremonies,

and they are of great value, since we have beautiful and unique places, which with personalized decoration to each guest's taste become the perfect space for couples and families, creating a great experience.

The swimming pools and their surroundings are also an excellent option not only to accommodate couples or families during the day, but also, we took advantage of them

by selling them sparkling wine packages with fruit and cheese, besides having the right to privately use a cabin during the day.

The wine tastings, Flor de Caña rum tastings as well as the mojitos lessons that we do once a week in an open place of the hotel, allows us to do an entertaining activity, which are perfect to be sold to guests. All of it with an attractive and special discount for "attended the tasting", adding up to global sales.

These sales are promoted by the Concierge staff, who have privileged contact with guests, and along with F&B staff we take the opportunity to create a need for our customers and achieve our sales goals.

The flavor is in the pasta and the pasta is in the cake. We have approximately 200 weddings a year. We have an excellent pastry chef that we take advantage of to earn significant amounts of sales in wedding cakes, which also have an added value at the end of the year.

PRIVATE AND FAMILY DINNERS

BY: ALADDIN PEGUERO

The most essential part of a private dinner is in PRIVACY. Groups that book an exclusive experience do so with the purpose of having their own private space to enjoy their friends or family.



Most of our restaurants are outdoor restaurants that do not necessarily have a private area. This is when creativity comes to live from our wonderful staff and create special scenarios according to our guests' demands.

We have different packages to offer to our guests so that everyone can choose whatever meets their needs and especially their wishes. We have hosted many guests' special occasions and private dinners during their stay such as: marriage proposals, pregnancy announcements and anniversary celebrations. But why would we limit ourselves only to those celebrations?

We have noticed that many of these special occasions

are not dinners for two. Sometimes we host a family of four celebrating a birthday or a family of 10 people celebrating a special holiday, and at some point during their stay, they desire an intimate and especial private space with their loved ones.

Identifying this frequent request in our hotel, we implemented "Private Dinners" to meet our guests'

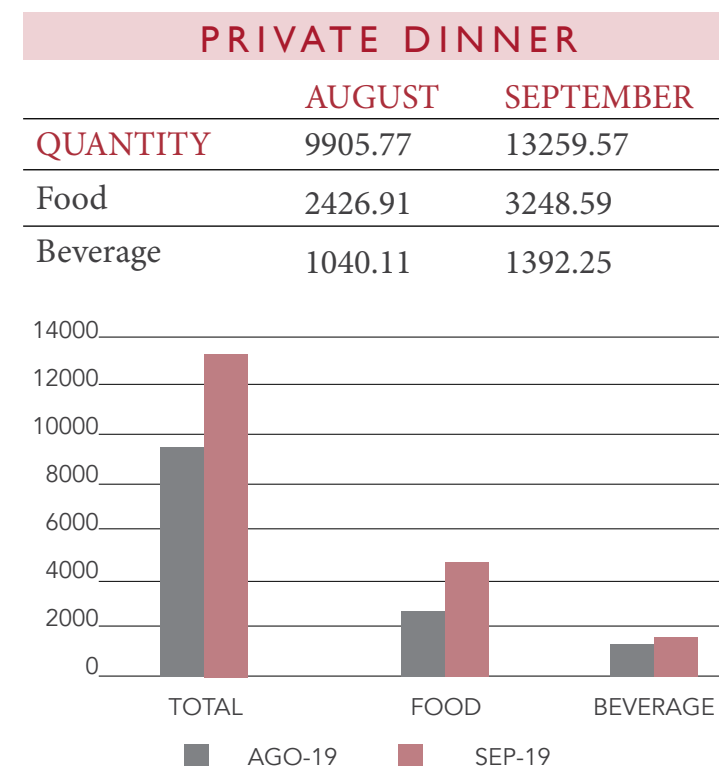


demands. It also increases our sales since it includes more people, without limiting ourselves to the sales of romantic couple dinners. Including in our catalog dinners for larger groups has provided us good results.

We are offering different packages for our guests with a configuration and a special menu. Taking advantage of these large groups, we also try to increase our wine sales, since each group dinner is a great opportunity for it.

The most effective way to increase sales is the desire to sell. This means repeating it to our staff members daily, informing them about the types of wine we have to offer and proposing them special wine offers. We are getting to know our guests and their wishes more and more! Discover the needs they have in order to be able to improve and create more ideas to provide special occasions, and at the same time, be able to increase sales for the company.

By comparing two months of sales of private dinners, we noticed that we have achieved an increase of almost 10% in sales. These actions are reflected in the increase of our non-package income sales in the same way we maintain a favorable credit to our cost of food and beverages.



INSPIRATIONAL PACKAGES

We challenge ourselves to generate more non-package income. We seek more and new ways to reach our BUDGET and overcome it if possible, and they must always be hand in hand to improve the experience of our guests and visitors.

With the sales strategy of our 6 VIP spots, we seek to do something desirable or inspirational, besides the benefit of using the beds from 9 am to 6 pm in wine purchases. Now, our guests can enjoy goodies and we can cross-sell spa services and Ocote restaurant (not included in UNLIMITED LUXURY).



We created two packages detailed below:

VIP SPOT EXPERIENCE

Credit of \$150 USD for beds or \$250 USD for rooms as minimum consumption.

Special amenities created especially by our chef.

It includes a “spa moment” at the beginning of using the bed and the spa staff takes the opportunity to offer other services aiming to sale. The spa moment includes the following:

- Body Mix application on body
- 5 minutes of scals massage
- Application of aromatic cold towel

LIVE BIG, BREATHE DEEP EXPERIENCE ADDITIONAL \$60 USD

- Credit of \$150 USD for beds or \$250 USD for rooms as minimum consumption for bottle service.
- Neck, back & shoulders or a 15-minute immediate hydration mask by spa staff in a special corner intended for such purpose to create this experience and it is offered from 1 to 3 pm only with an appointment.
- A hookah with different options of flavors to choose from and two coals included.
- A handmade bag or a thermal cup. Special amenities created especially by our chef.
- A refreshing and alcohol-free drink called So Sour that is revitalizing and perfect to end the holidays.
- A coupon with a 30% discount for our Ocote restaurant that is not included in the Unlimited Luxury package (*this coupon can be transferable*).

Live big. Breathe deep.™ EXPERIENCE

breathless
Cabo San Lucas
Resort & Spa

VIP BEDS

\$150 USD

MINIMUM CONSUMPTION
FULL CREDIT FOR BOTTLE SERVICE

VIP COUCHES

\$250 USD

MINIMUM CONSUMPTION
FULL CREDIT FOR BOTTLE SERVICE

+ \$60 USD

RELAXATION

- Neck, back & shoulders massage, 15 MIN
- or
- Hydrating facial mask.

BEACH CLUB GOODIE

- Artesanal handbag,
- or
- Insulated cup (branded)

HYPSTYLE

- 1 Hookah different flavors to choose.
- 2 charcoal.

REHYDRATION

- Party continues elixir drink.

FANCY DINNER

- 30% off coupon for Ocote Restaurant

30% OFF

**FANCY DINNER AT
OCOTE
RESTAURANT**

TRANSFERABLE COUPON / CUPON TRANSFERIBLE
RESTRICTIONS MAY APPLY / APLICAN RESTRICCIONES





SUN PIZZA

DIRECTLY FROM THE OVEN
TO THEIR CONDO



The particularity of our product is a rustic pizza cooked in our wood oven, which gives a unique flavor to the thin and crunchy dough.



In order to exceed our non-package income, the F&B team carried out a pizza sale project for owners and guests staying in the condominiums that are part of our hotel complex.

We have a flyer in two languages describing the pizzas made in our specialty restaurant. By calling the hotel you can place your order with an operator who will pass your order to the Da Mario restaurant. This service is not offered to guests in the all-inclusive plan.



We offer five varieties of medium sized pizzas: the classic margherita, pepperoni, Hawaiian, vegetarian and al pastor with fresh cilantro and pineapple pieces.

With a competitive price of \$125 pesos and a delivery time of 25 minutes there is no need for Uber Eats. Sun Pizza is the best option.



WINE LOVERS

BY: FRANCISCO RODRIGUEZ (F&B MANAGER),
KELVIN VÁSQUEZ (E-CONCIERGE).

In the A&B department of Sunscape Puerto Plata Dominican Republic, we are constantly looking for new and effective ways to implement for the benefit of non-package revenues. In order to create

memorable experiences for our guests and with the commitment to make the most sales, we present our most innovative idea, which is dedicated to all wine lovers.

ATTENTION WINE LOVERS!

In Sunscape Puerto Plata Dominican Republic we aim to satisfy the palate of all our guests, even the most demanding, it is for this reason that we have created a special wine for diners. We devise the perfect opportunity for them to discover the best and most innovative national and international wines. This is for all those who are particularly attracted to experience and taste an exquisite and succulent bottle of wine.

This special has been a success among all our diners, they have tasted their favorite wines, as well as given the opportunity to taste new flavors. It should be noted that our sales strategy consists in placing this attractive assembly in one of the busiest places of the hotel, the buffet; together of our sommelier who will be assisting all interested guests.

We love to encourage and motivate our employees, that is why we have created a healthy internal competition between our restaurants, the dynamic is to discover which restaurant stands out in wine sales. In the same way, and to potentiate these sales,

all employees have received oenology training and sales strategies, which has led us to achieve the proposed objectives by improving revenues in this segment.

The Wine Lovers that are with us will be able to enjoy the most complete wine list, together with all those intrinsic characteristics of the good red, pink, white, among others. We have the most optimal variety of delicious wines that will make a special dinner an unequaled gastronomic enjoyment. Imagine... You are in the Caribbean next to that special person and under the moonlight, what do you need to complete the night? The perfect wine!

& remember, no matter if the glass is half full or half empty, there is always room for more wine.

*There's always time
for a glass of wine!*





WINE SALES AT THE BRAZILIAN BEACH DINNERS.

BY: FELIX PILIER, F&B MANAGER

For Secrets Cap Cana team it is a pleasure to flatter our guests, an example of this is the exquisite dinner at the aphrodisiac Cap Cana beach, which we do every Friday. It's a dinner that undoubtedly enchants all who attend it in a heavenly atmosphere, with the most beautiful sunset.

WHAT DOES IT CONSIST OF EXACTLY?

Every Friday we make a dinner by the beach with invitations, we usually invite our guests personally through our concierges or butlers. It is a dinner with live music, fire entertainment, a spectacular setup and a Brazilian-style buffet.



HOW MANY PEOPLE CAN ASSIST TO THESE DINNERS?

The maximum amount right now is 130 pax. Worth noting that at the beginning, we started with an amount of 100 pax, but due to our guests' interest to attend these dinners we found ourselves in the need of increasing it.

WHAT ARE THE BENEFITS OF THESE BEACH DINNERS?

Currently, 40% of our guests consume wines in this activity, but seeing the great interest of our guests in attending various dinners, we have seen the need to change the sales strategies in order to increase non-package income. What were the strategies? During one of our daily meetings with the general manager Mr. Lionel Gómez, we expressed our concern, since the amount of pax continued to increase. He suggested an excellent idea for the increase of INP in wines, which consists in making reservations, but with a bottle of wine per couple required, an idea that has given very good results in the increases of wine sales.

HOW THE WINE SALES PROMOTED AND HOW CAN GUESTS MAKE RESERVATIONS?

Well, we take advantage of the areas where our guests walk every day (*Gardens and sidewalks*) by placing wine setup to be promoted by our sommeliers. Also with the concierge, butlers, room tables and on the television that we use to announce the sundial in the different areas of the hotel.

Not only do we increase non-package income, but we also increase satisfaction and good results in TA, VSQ and increases in the income of our employees, since if they sell wines they commission sales.



CHEF TABLE



Something that has helped us for upselling, especially wine and romantic dinners, has been the chef's table. It encourages and increases gastronomic activities where guests will experience an extraordinary moment by interacting with our chefs and sommelier while tasting food and wine pairing. Our guests value and appreciate the Mexican cuisine along with a premium wine on another level.

After this experience, we offer them a romantic dinner with a premium wine, which always ends up being a sale.

During the chef's table experience, we offer dishes and wines with story-telling so that our guests can learn about the origins of their dishes and drinks. This way, the guests end up being involved and buy bottles of wine and/or romantic dinners.





BENEFIT

With this concept we managed to surprise guests by offering them attractive assemblies, a gourmet dinner and of course, unforgettable memories.

This product is focused on groups so it is offered for wedding packages, bridal showers, meetings of any kind and special celebrations.

Regarding bachelorette parties, it is time to spoil our guests by creating exclusive packages for them, with a special night to enjoy with their family members and friends. This package includes a luxury evening with extraordinary assemblies in our Terraza de Gohan, with an impressive view of the bay, an attractive menu of their choice, doing something out of the ordinary.

The unforgettable moment does not end there.

We offer the option to include in our luxurious spa a hydromassage therapy by purchasing also the bottle of champagne.

By offering this concept, we generate an extra income. We also encourage the creativity of the F&B team and of course, we provide a high-quality service to create unforgettable memories for our guests.



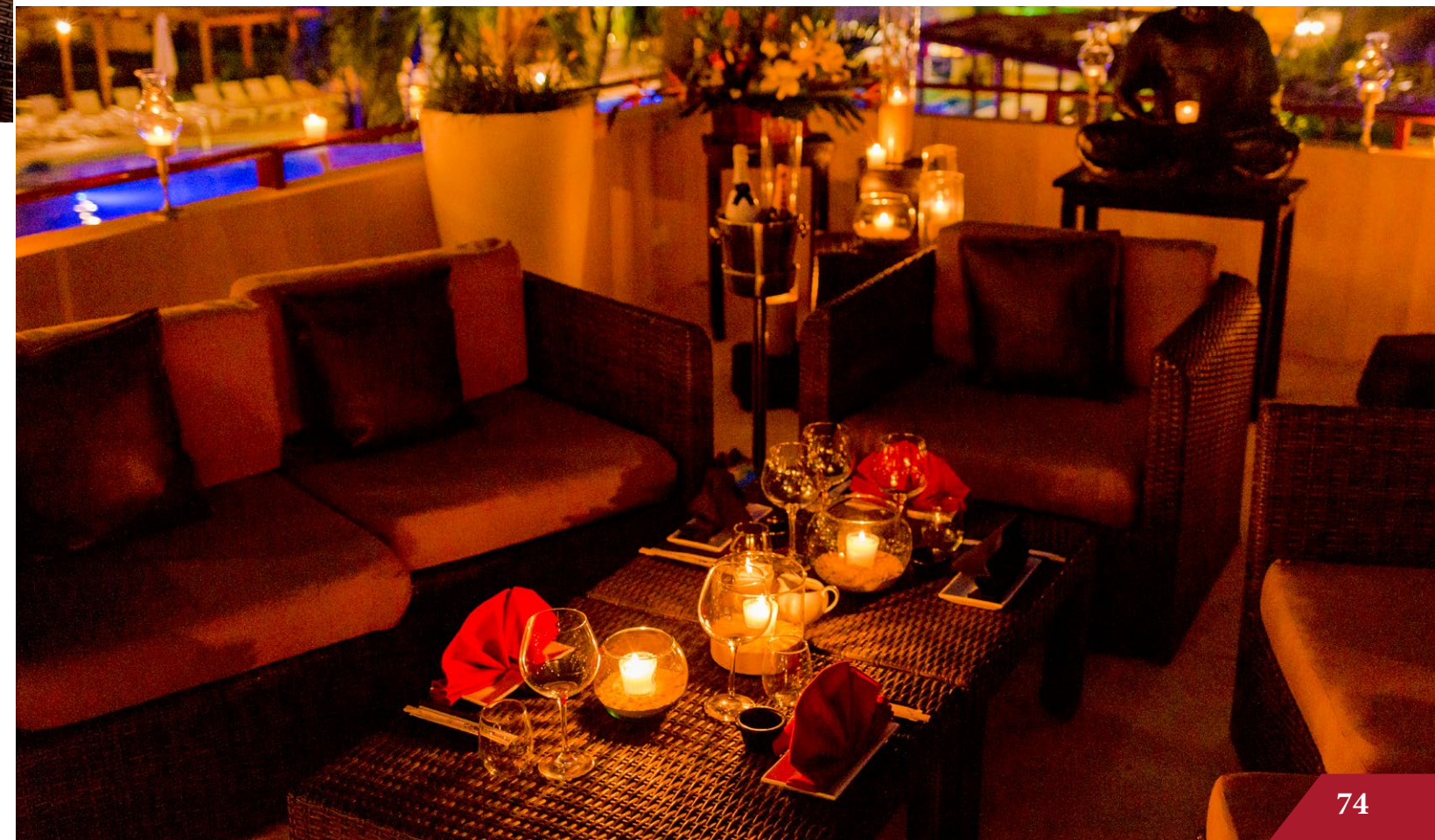
LA FEMME BUBBLES IN THE NIGHT

BY: MIGUEL ROMERO, F&B MANAGER.

OBJECTIVE

Aiming to increase the non-package income, we carried out strategies and opportunities to create new concepts:

Dinner at the Terraza de Gohan for groups: this concept consists of a set up on the terrace, with a set menu of specialty restaurants, plus bottles of wine according to the amount charged per person.





IDEAS FROM DIFFERENT AREAS OF F&B

BY: CARLOS MIRAMONTES, F&B MANAGER
AND JUAN CARLOS BRIONES, EXECUTIVE CHEF

The Now Sapphire Riviera Cancun hotel is distinguished by the proactiveness, professionalism and creativity of its staff. On this occasion we share the ideas that were generated in different areas of Food and Beverage in order to improve the guests' experience, and at the same time, they helped us to meet the budget goals for wines and romantic dinners sales.

TEPPANYAKI DINNER

We have 4 teppanyaki tables. Every night, the cooking show of our chefs fills every chair of our teppanyaki tables. Due to this, we decided to implement a pairing for this menu. This pairing is presented by the sommelier and for the grand finale, dessert is presented with a coffee-based cocktail prepared on each table.

The fact of sharing the table and the wine with other guests has helped to increase the sale of wines and has also generated friendship among our guests, creating a beautiful memory of their stay in our hotel.

PIÑATA PARTY

Our hotel hosts many families who take advantage of their vacations to celebrate birthdays, graduations or special moments. We offer to these families the Piñata party concept.

The party includes an area reserved for them, a

4-course menu with Mexican wine pairing served in family style and the grand finale is to break a piñata to celebrate such moment.

This idea helps us in several aspects, especially with large families since we can offer them a place to have dinner all together without interrupting the operation of the restaurants. We also offer a personalized experience and it is helpful for our wine sales.

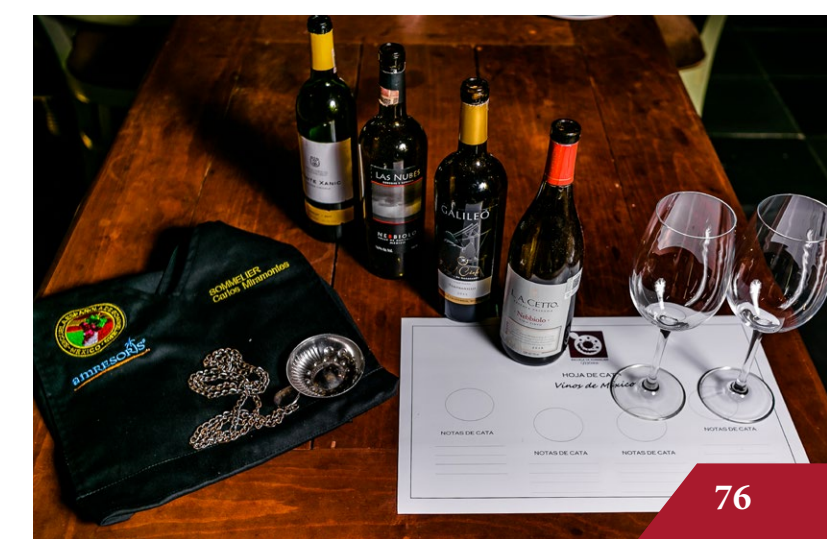
WINE FOR YOUR WEDDING

Now Sapphire is honored to organize many weddings a year. For the menu tastings, we reserve the cava to be able to present pairings to the dishes preselected by the couple. In addition, we offer the possibility of sending these bottles to the room of your special guests with a small thank you note for attending to such special day.

These ideas have helped us to meet our budget goal month after month; but above all, to create

new experiences for our guests.

It is clearly important to meet our budget goals, but if in addition to doing so, we can positively impact the guests' experience by creating these small details and memories, we will surely have a recurring guest.



SECRET DATE NIGHT “TEPEE”

BY: ANTONIO SPADARO, F&B MANAGER.



In Secrets Capri every day we look for new ways to surprise our guests so that their experiences may always be unforgettable and we know that in order to achieve this goal, we must offer our customers what they are really looking for. Always considering the satisfaction of our guests, we must always keep in mind the importance of generating non-package income at the same time. Therefore, we design personalized experiences and focus on paying attention to details.



Under this premise, we decided to create the concept of a “*secret date*”, where the boyfriend or girlfriend can surprise their partner by inviting them on a walk by the beach and then continue the evening in our romantic teepee. In the teepee, they can enjoy a good wine, a presentation of cold meats with fine cheese and fruits, accompanied by ambient music according to our guests’ taste.

While all of the above is carried out, the Room team is in charge of decorating the guests’ room to end the night with a pleasant surprise.

This experience is promoted through Vertical Booking, encouraging the purchase by offering a promotional price on the purchase in advance and that the guest can plan their stay in advance according to their needs.



PABLO MONTALBAN RODRIGUEZ

FROM STEWARD TO COOK C
BY CHEF NEFTALI ZEPEDA

Originally from the Carrillo Community, in Guanacaste, Costa Rica, at his short 20 years of age, Pablo joined us on November 24, 2018, as steward, being his first job in Food and Beverage department, which I consider to be a new and unexplored world to discover.

Since he joined us, Pablo has had a great interest in learning the culinary arts, so he practiced for 3 months in the kitchen, where he confirmed his passion in this area. His great performance in the daily work, added to the great dedication in learning the kitchen profession, led him to get an internal promotion in June 2019, which made us proud, seeing how he grows in the field that he is passionate about.

Pablo has more goals to achieve such as becoming chef de partie of an Italian cuisine, of course, in one of our properties. Therefore, he continues with his preparation and professional development.

-Do not stop dreaming and get everything you desire- Pablo Montalban.



CRISTOFER GUTIERREZ CARBALLO

FROM STEWARD TO BAR WAITER
BY YELSON MONTOYA, BAR CAPTAIN

Cristofer is a true example of ¡Pura Vida!: he is charismatic, cheerful, attentive, and very helpful. He carries the service passion in his blood.

He joined Secrets Papagayo on December 3, 2018,

in the Steward department where he began his gastronomic career inspired by our head of bars Luis Duarte, who began to train him even before starting his internal practices, since Cristofer stood out for his great service.

He prepared himself for 3 months of intense training and study, and the result of his perseverance and discipline paid off in June 2019, when he was promoted to Bar waiter. Currently he continues to learn every day from his coworkers, and he aims to be F&B Manager one day or even having his own hotel.

The key, according to Cristofer is to provide a "warm and cheerful service."



CHRISTOPHER NAVARRO SOLANO

FROM BAR WAITER TO SOMMELIER JR.
BY ALEJANDRO VIRAMONTES,
F&B MANAGER

In July 2018, Christopher arrived to Secrets Papagayo to complete his student internship program, part of his studies at the National Learning Institute (INA). For 3 months, he stand out for his enthusiasm, motivation, excellent customer service and his desires to grow.

At the end of his internship, given the extraordinary performance, he was offered a job as a bar waiter. The Sommelier instructed him in the fascinating world of wine, where he learned sales techniques, in a short period of time and he became the best wine seller and is now studying for Sommelier at the same institution that allowed us to meet him.

Without any doubt, an example of determination and commitment!

URIEL GARCÍA REY

Born in San Pedro Pochutla, Uriel started in the world of cooking since he was young working as a kitchen assistant in local restaurants. In 2014 he joined the Dreams Huatulco Resort & Spa team, as a kitchen assistant at the World Café Restaurant; during this period, Uriel proved to be a responsible and committed collaborator, after three years he was promoted to Chef B, and had the opportunity to work in specialty restaurants. Due to his perseverance and good performance, two years later he became Chef A, where he stood out for his great endeavor and service attitude. Such qualities led him to be promoted three months ago to Chef de Partie.

Uriel is undoubtedly an excellent collaborator, who carries out the standards and attributes of our company, but above all, his main qualities are the attention to details and his continuous improvement.

Uriel tells us that he loves cooking due to the constant learning it entails, and he loves to contribute new ideas and experiment with his team to please our guests.



DANIELA MONTESINOS CRUZ

Originally from the city of Oaxaca, she studied tourism administration at the Universidad del Mar Campus Huatulco. She began her story at Dreams Huatulco in 2016 as hostess, initially at the buffet are and later at the Himitsu Restaurant, where she had an excellent performance. In June of the following year, she became part of the Room Service team at the order taking position, where she stood out for his service, hard work and his ability to overcome conflicts, which is why, in September 2019 she was promoted to Pool Concierge. Daniela tells us that her family has been the engine that boost her to always give her best efforts in everything and she is very excited about this new challenge. She always tries to give her best service and always give a smile to guests and coworkers.



In Dreams Los Cabos we are convinced that the training and professional development of our people is of fundamental importance. Having a qualified, productive and expert staff enhances the work environment, creates genuine loyalty to the company and helps build a future in which the workforce remains organized to continuously improve itself. We are proud to introduce this great team:



MIGUEL ÁNGEL CUAHUIZO

WAITERS CAPTAIN

Miguel joined our hotel in March 2016 as a waiter of specialties at the Portofino restaurant and from that very moment he showed his great enthusiasm and eagerness to grow. The desire to help everyone without looking for something in return and his passion for service, made him an essential and key collaborator in the operation of the restaurant. Motivated by his colleagues and supervisors, he made the decision to begin to carry out professional practices as manager of the area, a position that he has been carrying out for 3 months. His family, who has always supported him, is proud of Miguel's professional growth and, above all, enjoys the stories he tells them about people he meet from different cultures and nationalities.

"Choose a job you love and you'll never work again"

MATEO LINO

WAITERS CAPTAIN

Mateo started working as a linen supplier in 2010, with enthusiasm and joy he always sought to maintain a positive attitude towards the changes and opportunities that appeared in his path. During all this time, Mateo has worked in different areas such as: the general store, security and in the food and beverage department. Now, he feels committed to the opportunity and trust that has been presented as head of the Seaside Grill restaurant and also as Banquet supervisor.

What he enjoys the most about his work is the positive atmosphere and the companionship of his team and, on the other hand, having the opportunity to experience the challenges he faces with the tastes, demands and customs of the different wedding groups and/or conferences.

"Hard work is the only thing that can overcome bad luck."



RICARDO PALAFOX

HEAD OF BARS

Ricardo began his hotel career at an early age as a night steward, his dedication and outstanding behavior were characteristic of his personality. Nowadays, he has collaborated in sister hotels such as Secrets The Vine and Breathless Cabo San Lucas.

Originally from Guadalajara, Jalisco, Palafox became a member of our resort in 2016 as bar supervisor. Over the time and due to his skills and extensive knowledge in wines, he was promoted as the responsible manager of the Italian restaurant and the wine cellar. In May 2019 he began to practice as Head of Bars, running as candidate for the position and obtained it satisfactorily after hard work.

"If you firmly believe in yourself, there will be nothing beyond your possibilities"

ELVIS ESCOBAR

WAITERS CAPTAIN

Elvis is our last leader in the making, who began his history at the hotel a year ago demonstrating his commitment to the attention and satisfaction of guests, always taking advantage of the opportunities to make them feel special. This resulted in being mentioned frequently in social media and in positive satisfaction surveys. His enthusiasm and personality prompted him to practice as a restaurant captain, a position he currently carries out with a lot of passion, always looking to generate the best results.

"Success in life is not measured by your achievements, but by the obstacles you overcome."



PASCUAL SALCEDO

By: NORMELY MARTINEZ
HUMAN RESOURCES MANAGER



His passion, inventiveness, proactivity, responsibility, commitment and high level of leadership quickly made him become the ideal candidate to cover the position of Executive Chef, when in December 2018, this vacancy raised at the hotel. It was the right time to recognize his excellent work and promote him.

Today, we are proud to have his talent and enthusiasm. Pascual is the perfect model of progress. His contributions have given us several awards in the area of F & B, among which we can mention the “Crystal Americas Regional Award in Hygiene and Food Handling”, plus the most recent award for the “Best Food Presentation” at the 6th Edition of Punta Cana Gourmet Week 2019.

AMResorts has been recognized as one of the main companies committed to the growth and well-being of its employees. Today, a high percentage of employees who are in charge of the middle management and operations, have been promoted thanks to the constant training they receive in the company, and also their sense of duty.

“The best recipe you have is your passion”

– FERRÁN ADRIÁ.

This time, we would like to introduce Pascual Salcedo, who has executive studies in the Hospitality Industry, beginning his work experience in this area since the beginning of 2008; and he has worked in several recognized companies, both nationally and internationally.

By the end of 2017, he joined our team at Dreams Punta Cana Resort & Spa as Executive Sous Chef, demonstrating excellent results.

INTERNAL PROMOTIONS

Zoëtry Agua Punta Cana is proud to introduce you to Mr. Jansuely De Los Santos Moret, who is one of our most outstanding employees. Currently he occupies the position of Pastry assistant, where he offers an excellent service to our guest, always demonstrating a lot of passion and professionalism for what he does.



“We are pleased and proud of his excellent job”



Jansuely was born in the city of San Pedro De Macorís, one of the province of this wonderful country, Dom. Rep. He is the father of a boy, who is his mayor motivation to be a better human being every day, and to overcome all the obstacles to grow as a professional.

Jansuely De Los Santos Moret joined our family on December 23, 2013 as a pastry helper and since then he did an exceptional job. Throughout his experience, his personality and professional skills have prompted him to overcome himself with every new opportunity. We are very grateful to have such a willing and efficient person in our team.

As a result of his excellent work months after joining the team, he was promoted Pastry Assistant , a responsibility which has assumed with great delivery during all this time until today; winning the affection of the clients and each one of their coworkers.

Thanks to his impeccable trajectory and his performance as an outstanding collaborator, in the Zoëtry family, we are pleased and proud of his excellent job. We believe that this is just the beginning of his great future for him.

Jansuely is a living inspiration of Zoëtry Agua Punta Cana and AMResorts. ¡Congratulations Jansuely for your dedication!

FOOD AND BEVERAGE

The improvement of our collaborators in Breathless Riviera Cancun Resorts and Spa seeks to establish a responsible and trustful contact with their peers,

through their personal growth and therefore, it is considered to be of fundamental importance for its operation.

Having trained and motivated staff for the daily development of their work is essential for any change that is to be overcome.



FABIAN SALINAS CASTRO

From Jr. Sous Chef promoted to
SOUS EXECUTIVE CHEF
10 years of experience in the High-quality
Hospitality Industry.

He joined AMResorts as Chef of Specialties at the French Restaurant in Dreams Riviera Cancun Resorts and Spa. After 2 years he was transferred to the Breathless Riviera Cancun Resorts and Spa with the same position and due to his vast experience, he was placed in the Silk City Pan-Asian Cuisine Restaurant where he developed the talent of sushi and teppanyaki cooks. He was then promoted to Jr. Sous Chef growing positively in the goals set by management. He recently obtained the position

of Sous Executive Chef at the Breathless Riviera Cancun after 5 years within the company.

In a one-to-one talk with him, he told us that his best tool is his attitude in *"making things happen"* with the motto *"cooking with love provides food for the soul"*, words that demonstrate his talent.

The tenacity and passion that she puts in the operation since her arrival has made a difference in the comments of SSH and Trip Advisor, as well as in our guests' satisfaction. She studied tourism and has been always feel attracted to the Food and Beverage area within a hotel complex. She began her career in AMResorts at the Now Jade Resorts And Spa Hotel as a Restaurant Captain and getting a change to this magnificent property. After months of effort and dedication she was promoted to Restaurant Manager highlighting the passion for the service

by managing her team in the most appropriate way to generate experiences of our guests with wow moments encouraging a healthy competition among colleagues to generate more comments and kudos for her team.

In every interaction she makes with our internal and external guests, she creates a bond of trust and loyalty. So far, our partner has achieved several goals; however, she does not intend to stop. She is already focused on her next step: to be an Operational Assistant of Food and Beverage.

YESENIA RAMÍREZ DE LOS SANTOS

From Captain of Restaurants to
RESTAURANT MANAGER.
12 years of experience in the High-quality
Hospitality Industry.



JOSÉ ISMAEL CANUL DZUL

From Steward Supervisor to
STEWARD ASSISTANT
10 years of experience in the High-quality
Hospitality Industry.

The seek for personal and family growth has led him to be more than an exemplary partner. He is a humble person who shows us that every goal can be achieved as long as you put your heart, dedication and courage.

His career began in Cancun in his first hotel, the Dreams Riviera Cancun Resorts and Spa, where he joined at 18 years old and demonstrated his desire to grow and occupied the position of Steward supervisor in that property. As soon as he joined

the Breathless Riviera Cancun Resorts and Spa he demonstrated his improved skills and we knew that he was ready for the next step, always walking by the hand of our Chief Steward who has been his mentor at AMResorts. Within his achievements he was a fundamental part of the certification of the H & CRISTAL distinctive. Nowadays, Jose is responsible for all the assemblies for groups and weddings. He loves his job and his major satisfaction is to please our guests with their assemblies.



SAUSTEGUI GURUBEL MÁXIMO

CASHIER TAKES ORDERS ROOM SERVICE

Máximo began his career within AMResorts at the Dreams Playa Mujeres hotel since April 2017 in the waiter position. Later, in the early 2019 he decided to carry out his internship for the cashier position taking orders in the Room Service area, and obtaining such position on June 1st, 2019. Máximo is very passionate about his work since he always has the pleasure and availability to listen and meet the needs of our guests. His aspiration is to continue learning and demonstrate his abilities to continue growing within the company. His favorite quote is *"we improve day after day in order to reach the maximum performance point."*

JERÓNIMO LOPEZ PEREZ

ROOM SERVICE WAITER

Jerónimo is the perfect example of the desire to move forward and grow professionally. He joined Dreams & Secrets Playa Mujeres in December 2016, as Steward. He decided to make the decision to improve himself as a way to be an inspiration and convey a great message full of values to his family. So, due to his effort and his great performance, he obtained the promotion of minibar supplier. Carlos mentions that this was just one more step in his career, since his next goal was to become a Room Service busboy.

Later, with dedication, he reached the position of Room Service waiter on June 2019, where he still is. We are sure we will see Jerónimo in our following issues reaching his goals very soon.



CRISTIAN ARIAS MAZARIEGO

BAR MAN

Cristian Arias, who joined Dreams & Secrets Playa Mujeres as Bartender Assistant. Due to his great performance, kindness, speed and efficiency in his daily work, but more than anything, his desire to overcome, he was promoted as Bartender on June 16. Congratulations, Angel!

He still has the desire to continue growing and he is happy to belong to this great family. The key to continue achieving goals is *"nothing ventured, nothing gained."*

RUIZ GABRIEL ARMANDO

DINING SUPERVISOR

Assistant. Armando, who has always sought to grow, began his training program for new talents, where his tenacity, great sense of humor, leadership and excellent warmth and quality of service make him stand out and be considered for promotion to Supervisor of Dining room, position currently held. His everyday quote is: *"one's purposes begin with a little effort and day-to-day activity."*



GONZALEZ DE LA LUZ SIMÓN

BAR ASSISTANT

Simón has a very interesting trajectory, he has learnt a lot and this knowledge has taken him to different positions, always standing out in each one of them. Simón is very passionate about the bar and innovation. His story in AMResorts Dreams & Secrets Playa Mujeres began on July 2018 in the position of bar supervisor, his concern to continue learning and growing led him to a promotion in the position of Bar Assistant in April 2019. Congratulations. The sympathy, warmth, perseverance and simplicity have taken you this far. Continue growing!

CANTO CAHUICH LOURDES MARITZA

SPECIALTIES CHEF

Maritza, proud mother of 2 beautiful little kids is member of the AMResorts family. Since January 2018, she has been an administrative assistant in the kitchen area. Her perseverance and leadership led her to be promoted as pastry assistant, currently and thanks to her efforts she has obtained the promotion of specialty chef. However, this is not all for her because Maritza is currently in training for junior sous chef. One thing that distinguishes her is her commitment to service and the smile she has at all times. Congratulations, Maritza! We are happy to have you in the AMResorts family.



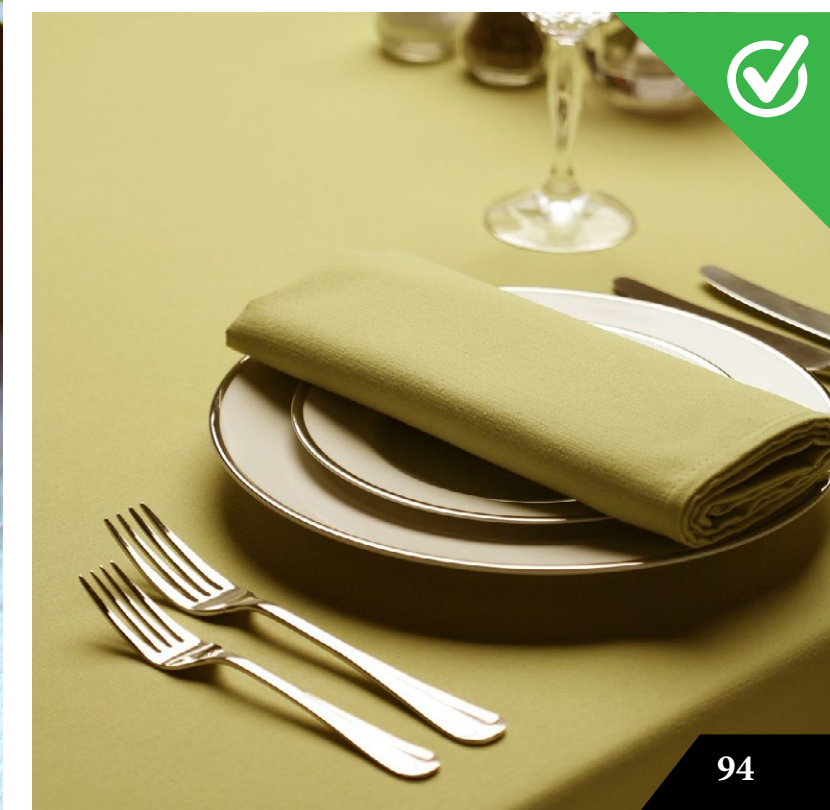
**IT IS NOT
AUTHORIZED
TO PLACE
FOLDED
NAPKINS
INSIDE
WINEGLASSES.**



In AMResorts the presentation of napkins inside wineglasses is not allowed or promoted, we always practice good hygiene practice when it comes to our operating equipment. We focus on the procedures established by our hygiene standards.

The presentation of the napkin in the wineglass implies an excess of manipulation of the same by touching and folding it repeatedly and also the handling of the glassware leads to the risk of contaminating both items before and during its use.

Therefore, in F&B we DO NOT allow this bad practice, promoting at all times the proper handling of these objects. In order to achieve the latter, we also promote constant staff training, mainly directed by the supervision team in consumption centers, bars and room service.





THANK YOU

RESORT

F&B MANAGER

EXECUTIVE CHEF

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