

Salt & Pepper

November 2020 Year 5

**SOMMELIER
SCHOOL**
AMRESORTS

**CleanComplete
Verification™**
COCO CAFÉ
SUNSCAPE CURAÇAO

SOMMELIER & CELLAR
DREAMS RIVIERA CANCUN



**THE NEW
NORMAL**
SUNSCAPE DORADO IXTAPA

CCV LOBBY BAR
BREATHLESS CABO SAN LUCAS

amRESORTS®



OUR SALT & PEPPER MAGAZINE IS BACK!

This year, which is upside-down, has been a challenge for EVERYONE and we decided that it was time to share an issue dedicated to the actions and ideas that we have been working on to keep our areas hygienically safe for each one of our guests and collaborators. We really hope that this issue provides you with the ideas to keep improving and ensuring the proper and efficient execution of the CleanComplete Verification™. The feedback from our guests has been very positive that an important part of our company's DNA and culture will be to adapt to the new normal and foresee future changes.

Next topic, our courses and certifications: the “*International Certification para Sommeliers*” will have their graduation on early November and so do the kitchen and bar courses, which have been held virtually successfully!

We continue being innovative in the operations of products and services, always searching for that twist of fun and quality!



We really hope you all enjoy the information gathered here and try to also apply it with friends and family at home!

We continue to cook!
FOOD AND BEVERAGE COMMITTEE

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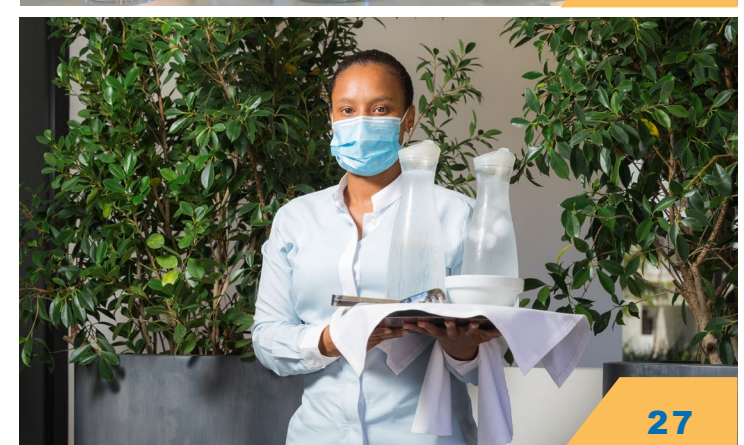
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SECRETS & DREAMS PLAYA MUJERES

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QR COOKIE WELCOME LETTER

REGION
MX North Caribbean

BENIFICIARY
Guests

INDICATOR
SSH, CRM, Tripadvisor

IMPLEMENTATION TIME
1 day

IMPLEMENTATION COST
Food-grade printer \$300.00 USD / Cookie: \$0.37 USD

RESULTS TO DATE
Happy guests, excellent comments. A wow effect!

DESCRIPTION
Creating a wow effect on the arrival of each one of our guests by printing on a snail-shaped cookie the QR code containing our welcome letter. This way, we avoid printing letters on paper and we create a unique experience!

NOTE: the QR code is edible!





CUTLERY POUCH MADE OF FABRIC

and thinking about the answer to “*What could we do to guarantee the hygiene of the cutlery in this area?*”, we decided to design a cutlery pouch made of fabric. We searched among the tablecloths of F&B department and found some discharged items from the Patio consumption center that were going to be very useful for this project.

Our next move was to talk to a collaborator, that works in our housekeeper’s department, who makes and repairs pieces of equipment. She was given the idea of what we wanted for our collaborators’ dining area and, with all the creativity, she made 250 fabric cutlery pouches for all of our hotel’s collaborators.

Currently, we have these cutlery pouches with double division in our collaborators’ dining area. It has space for a spoon, a fork and a knife previously washed, rinsed, disinfected and dried (WRDD); in the other division, space for paper napkins. The dynamic is that each collaborator takes their own cutlery set and get in line to take their food. We placed a plastic can with a pedal cover next to the area where they toss the food residue where they can place these cutlery pouches after taking their meals. Additionally, our steward is in charge of counting these and verify that they are empty before handing them over to the laundry department.

This item has worked for us in order to provide security to our collaborators while taking their meals and to guarantee hygiene. We have also saved costs in napkins and it has been very functional for everyone.

In this edition of Salt & Pepper we took on the task of being very creative in creating elements that are attractive in design and quality for our collaborators when it comes to enjoying their food in our Mokali employee dining room.

We are in constant communication with our team, always seeking for innovation without generating additional costs to our operations since the new normal is leading us to maximize our available financial resources.

In our collaborators’ dining area, before the pandemic, the cutlery (*previously washed, disinfected, dried and selected*) was kept on plastic containers. Each collaborator would pass by and select their cutlery with their hands; however, it had to be modified to comply with the hygiene standards we needed for our collaborators while being in this area.

At the beginning, we thought about setting the cutlery in plastic bags, but due to cost improvements this idea was rejected. While talking to our team





SALT & PEPPER CCV

We are currently living times when hygiene, cleanliness and standards of sanitation are important in order to ensure and guarantee the complete safety while being in our Food and Beverage consumption centers, complying with all the new established protocols. We do our best to ensure that our guests feel safe within our facilities.

AMResorts operates under the CleanComplete Verification™ (CCV), which is the 360° quality and safety program that we follow to guarantee the hygiene and cleanliness in all our food and beverage areas. In this article, we will focus on new ideas that we have applied ourselves to improve our processes.



“...authorities recognized this as a good idea never seen in other hotels.”

Our idea was to place yellow marks in every kitchen of the Resort, not only to delimit the kitchen area (*as it is already done in different hotels*) but also to restrict the area in which the cook shall perform their tasks. This way we ensure the appropriate distance according to the new guidelines and protocols. We must mention that authorities recognized this as a good idea never seen in other hotels.

Additionally, the hand washing stations were reinforced with some visual and physical accessories, such as personal protective equipment, given the case that any collaborator requires them. Our hands are the most common way to transmit Foodborne Diseases (FBD's) and they must be clean before entering to the preparation of food area, as well as the tables and equipment inside the kitchen.

Of course, in addition to what has been already mentioned, we also enforce the correct use of the PPE (*Personal Protective Equipment*), which are fundamental and basic while preparing food in order to avoid any kind of spread.



TRANSPARENT PROTECTORS

By EDUARDO GARCÍA, F&B MANAGER.

In the current context of the COVID-19 pandemic, all appropriate protocols must be followed to comply with the health care of employees, suppliers, guests, visitors and any other person associated to our company.

Which is why AMResorts has designed a special and integral program called CCV (*CleanComplete Verification™*) which guarantees the integrity of every person entering our hotels, our collaborators who use the company's transportation, those who live within the properties, the washing of uniforms and garments, and so on. We

contribute this way to controlling the spread of COVID-19 and help the tourism industry within the Caribbean and some other places where our hotels are present to get recovered.

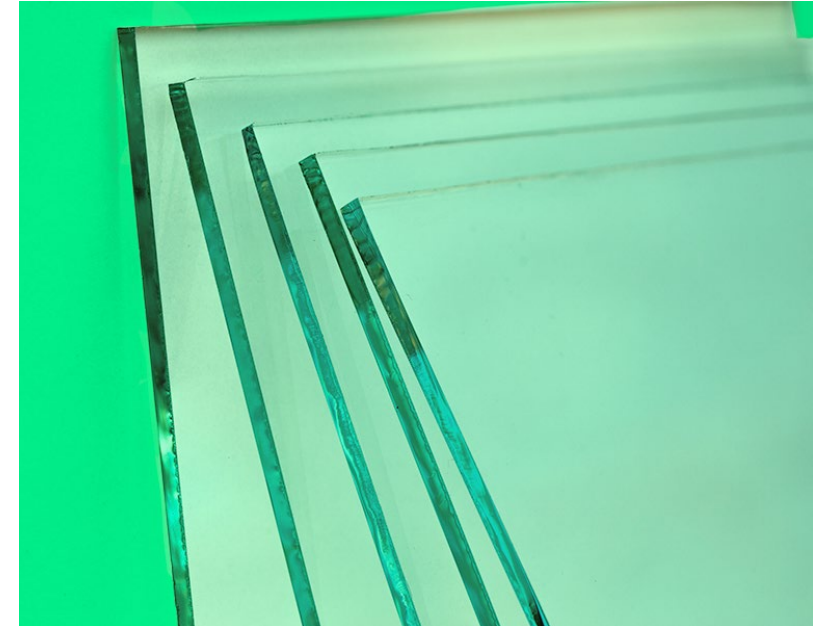
The program CleanComplete Verification™ enforces us to use a transparent barrier placed in every bar in order to keep the appropriate physical distance between the bartender or waiter and our guests at all times.

Considering the expenses that our company and owners would have to do to provide the hotels with all the necessary equipment for a safe and healthy operation, we designed at home the transparent barriers that were to be placed in all our bars.

Reusing high-quality materials (*wood and glass*), we managed to manufacture at home the barriers that met the requirements of the protocol and, at the same time, that were organic and natural, very characteristic of the Zoëtry brand.

It was all achieved thanks to the work of our collaborators in the maintenance department. We are now complying with the Front of the House

verification item and we continue to offer an extraordinary service with quality and safety.



“CleanComplete Verification™ enforces us to use a transparent barrier placed in every bar”





NEW CLEANCOMPLETE VERIFICATION™ PROTOCOLS IN COCO CAFÉ

BY ANTONIO MARTINEZ, EXECUTIVE CHEF.

Fortunately, the adaptation to the protocols of the New Normal in Coco Café has been well carried out by the collaborators since there were several procedures already being part of our operations and some others that needed to be included in our day to day.

Our menu is displayed on beautiful boards so that it is comfortably visible to all our guests. Previously, we were using printed menus on tables, which were easily replaced by an acrylic QR code. However, our guests prefer to read the menu on the boards.



We have always had the fruit, sandwiches, desserts and salads inside a refrigerated cabinet and these are handed by our baristas.

The only modification was to make even more visible the hands washing and the use of antibacterial gel before handing any item with the tongs, which are always in a chlorine disinfectant solution with 100 to 200 PPM.



One of the most significant changes has been to prevent the self-service. Our guests used to have at their disposal different types of sweeteners, honey, cinnamon, nutmeg, napkins, shakers and tea bags to choose; nowadays, we do have all these options but at our guest's request, and these are handed by our baristas using the tongs.

As far as social distancing is concerned, the tables were already placed quite far from each other. We additionally placed a polycarbonate screen in the preparation area, as well as the stickers on the floor reminding our guests to maintain the appropriate distancing. Of course, our collaborators are using their PPE at all times.

CCV PRACTICES ON ROOM SERVICE



In these times of distrust and fear of spreading COVID-19 disease, all of us working in the service area are committed to continue providing a luxurious and quality service, taking care of every detail, focusing on cleaning and disinfecting everything the guest touches and eats in order to generate confidence and peace of mind.

The Food & Beverage service at Hotel Secrets Akumal Riviera Maya is one of the most delicate and continuously demanding services, from the preparation to assembly and delivery of the service. Particularly, on Room Service, it is necessary being meticulous to guarantee the expectations of a warm and safe food service.

In an effort to empathize with the needs of our guests, we have realized that there is nothing more satisfying than arriving, after a long trip, to your room and add to this welcome experience a perfectly carbonated bottle, observing the foam on top of the glass while enjoying a pleasant moment in the intimacy of your room. However, this may be frustrated if said glass is perfectly clean or with residues which could endanger the quality or organoleptic features of the drink. Focusing on glassware, we know that it should be handled with gloves once the washing and disinfection processes of the glassware machine are finished, in order to put them in a bag and be sealed, guaranteeing its safety. The same process is also applied to the trays and additional articles like corkscrews.

As for the presentation of the plate, these are covered in a fabric cutlery holder previously washed, disinfected and ironed matching the color of the napkin and the decoration of the room. This way, we ensure that every detail has been taken care of in compliance with the protocols of the CleanComplete Verification™.



“Particularly, on Room Service, it is necessary being meticulous to guarantee the expectations of a warm and safe food service”





We are currently implementing all the CCV standards in our Coco Café, creating a protection barrier between the guest and the staff, having a daily control checklist to clean and disinfect the area constantly, and our collaborators always using their masks and gloves according to the new protocols, this during the 24 hours of service.

Of course, it all starts with an excellent hand wash. Our baristas carry out the pre-surgical hand wash, using the pedal action sinks, a hand brush, liquid soap, alcohol gel and paper towels, following the provided procedures.

We also ensure an adequate supplying to minimize the exchange of high contact materials (*such as serving spoons*) as much as possible. We also prevent our employees from borrowing tools (*pens*), equipment or supplies that are for personal use.



As for our products, we now use individual packaging for all our snacks, just like cookies, brownies, cupcakes and sandwiches. This helps us to avoid cross contamination of products, increases their life time, and offers a better view for our guests to see our great variety in options.

All controls are supported by rigorous management oversight and compliance. It is strongly recommended that there is constant monitoring by our employees, ensuring that everyone follows the correct protocols and procedures, complying with our new CleanComplete Verification™.

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“CleanComplete Verification™ is the most appropriate answer to encompass all the security requirements to prevent infections...”

CLEANCOMPLETE VERIFICATION™ COCO CAFÉ

2020 has been a totally atypical year because of the COVID-19 pandemic! It created a great dilemma in all senses of coexistence. It forced us to reinvent ourselves and create new protocols that allow us to continue with the services we offer, adapted to a new reality with concepts of applying consistent, documented protocols, special cleaning plans, as well as disinfection of the materials and equipment used to produce and distribute food.

CleanComplete Verification™ is the most appropriate answer to encompass all the security requirements to prevent infections in order to achieve an efficient and contamination free operating environment in our Coco Café.



Another important matter is to avoid using or sharing items that are reusable, such as menus, condiments and any other food containers. Instead, we implement digital menus, provide portioned condiments, pedal-operated garbage cans, and provide door-opening assistance.

CCV PROTOCOLS AT THE LOBBY BAR

By TOMAS SOLANO,
FOOD & BEVERAGE MANAGER



At a global scale, AMResorts has implemented new measures that we are committed to perform in every operation.

At Dreams Dominicus La Romana we are committed to comply with every protocol that guarantees the health and well-being of our guests and collaborators. Our CCV (*CleanComplete Verification*™) is a quality, hygiene and safety program that covers every area or department of the hotel, giving our guests the confidence that they are in a safe place.

As part of this great commitment, the Bar department, as well as the other

departments, have focused on the frequent cleaning and disinfection of their bars and equipment.

Within the points to comply, and as part of the new standards, all our collaborators have personal protection equipment. We have also reduced the number of seats to guarantee the appropriate distance and we have disinfectant gel and Virex (*quaternary ammonium*) in each bar, which are the most used disinfectants in the food industry.

In our Lobby Bar, we replaced the hand menus with a drinks menu on a blackboard at the sight of every guest, as well as the QR codes placed in each table so that the guest can access digitally to all our options.

The manipulation of the utensils is a very important issue, because the collaborator must not touch the equipment which our guests will have direct contact with. Due to this reason, the handling is carried out with a tiny napkin and tongs.

Each one of the steps to follow is carried out in an efficient and constant way knowing that we are responsible for the correct fulfillment and follow up of this and other protocols that guarantee the health, hygiene and security of us all.



RECEPTION AND STORAGE AT OUR MAIN WAREHOUSE

BY FRANCISCO RODRIGUEZ, F&B MANAGER;
ISIDRO NUÑEZ, WAREHOUSE MANAGER;
MICHAEL ELENA, COST CONTROLLER.



Complying with the measures we need to take due to our new reality worldwide, we are committed to carry out operations under the new protocol CleanComplete Verification™. As part of this great commitment that we all have, we informed our suppliers our new procedures and protocols that we have for the reopening of our hotel and to take care of our internal and external guests.

The supplier needs to arrive with their PPE, mandatorily. At the Timekeeper door they will be taken their temperature and if it is over 37.5 or presents any other symptom, they will not be allowed to access and we will proceed to inform their company the reason they were not accepted, so they may proceed to test them for COVID-19. If their temperature is below 37.5, they will be allowed to access to the reception area. The first step is to go through



the mat to disinfect shoes, then they must wash their hands with soap and use antibacterial gel.

Every time we receive supplies, after the allowance of the receiver, they are washed and disinfected before being stored. If the product arrives in plastic containers or in cardboard boxes, we will remove them and proceed to pack them in plastic containers intended for this purpose or, we place it in the exhibition area that we have in order to avoid the spread, contamination and misuse.

Once the merchandise is stored, we carry out the first-in-first-out protocol and when we make orders to be withdrawn from the warehouse, we make sure that the transportation trolley goes to the area of washing and disinfecting before entering to the warehouse; thus, we ensure that it arrives to its final destination free of contamination.

As indicated in the program CleanComplete Verification™, we have both the PPE and knowledge required by our receiving and storage program.

We are responsible for strictly monitoring CCV protocols in order to take care everyone's health and goods!



LOBBY BAR HARMONY

THE HEART OF ZOËTRY
MONTEGO BAY



Coronavirus continues to have a great impact around the world, which has transformed the way we operate on a daily basis, even causing the tourism industry to stop. However, it did not stop the heart of Zoëtry Montego Bay! Neither our Harmony Bar.

The creation of the CleanComplete Verification™ protocols were a major breakthrough for the company in order to help us prevent the impact of this virus. These standards provide our guests and staff with a safe and clean environment while on vacation or during work hours; changes have been appreciated by us all.



In Jamaica, our government agencies have also adapted health and safety protocols that help create a new normality for their citizens, which we at Zoëtry Montego Bay have integrated in conjunction with CCV to increase the level of health and safety for our guests and employees. All of our team members were trained before reopening and quickly adapted to the new normal.



Our heart, the Harmony Bar, is the place where we welcome our guests during the day and works as entertainment center at evenings. With the new protocols, we adjusted the way we operate by applying a protocol of healthy seating distance, we also installed a hand sanitizing station allowing the bartender and guests to sanitize their hands before and after interactions. A dishwasher was also installed to effectively wash and disinfect glassware and, most importantly, our Bartender is now equipped with the proper PPE: a mask and a face protector.

The bar is disinfected before and after performing a service and the collaborators wash their hands before and after each transaction, all of them duly recorded, controlled and audited.



We have kept our essence by adding the new protocols to our excellent service, our smiles and the desire to serve our guests. At Harmony, we welcome our guests with our signature drink: green juice! a mixture of health, wellness and taste. We have managed to provide the security, confidence and peace of mind that all our guests seek and need, always creating positive memories for our guests and collaborators.

Now, more than ever, our heart beats stronger and is the home for our guests who will always receive the best service and attention to exceed their expectations.



GOURMET EXPERIENCE AND THE NEW NORMAL

Dear Salt & Pepper readers,

On this occasion we will share with you our new approach to the Gourmet experience and the new normal particularly in kitchens, bars and restaurants, so we will talk about the sanitary measures we implement to protect our guests, visitors and collaborators at Dreams Natura Resort and Spa.

The measures in general consist on reducing the capacity of people in the consumption centers, creating cleaning programs for areas, utensils and equipment, as well as bathrooms, and sanitizing spaces prior to enter into the restaurants. We have wash and disinfection sinks for our staff, and anti-sneeze protectors to prevent directly contamination from diners. We evaluated the food-grade materials to ensure the elimination of pathogens when preparing and serving food, we installed thermal cameras, disinfectant gel dispensers and preventive signage at sight for our guests. Moreover, since digital technology plays an increasingly important role in connecting people, digital menus are provided through QR codes.



IN RESTAURANTS

Since food preparation is the most relevant factor, processes were strengthened to guarantee food safety and to offer a quality product that generates loyalty in diners and stimulates the consumption of this unique culinary experience.

The buffet and snacks are assisted by our staff, who use disposable gloves, face masks and protectors throughout the process that involves prolonged handling. The tongs are exchanged every 20 minutes or earlier, if required, and only the cook handles the equipment. We placed anti-sneeze protectors to provide additional protection at the time of service, we present the food in individual portions and the bread or food that needs to be served or cut is handled by a properly equipped collaborator.

All the Show Cooking chefs, including teppanyaki, sushi and buffet chefs use face masks and protectors (*time protocols*), which are mandatory and are constantly changed.

The menus changed from the traditional to the moderns ones by being replaced for QR codes placed at the entrance of the consumption centers. This way, we avoid the manipulation of menus by different people.

For those guests who prefer a good hamburger, hot dog or any food that requires the addition of ketchup, mustard or mayonnaise are provided in individual presentations, as well as salt and pepper.

The chairs and tables in the restaurants are disinfected at the beginning and by the end of the service.



IN BARS

Se The number of available seats was reduced, ensuring social distancing. In some bars, the benches were completely removed, just as we did in the lobby bar.

On top of the bars there are disinfectant gel dispensers and a plexiglass protector just in front of the preparation area for the protection of guests and collaborators. The disinfection of glasses and cups is done at high temperatures in special machines installed in every bar, during the hours of greater demand, a collaborator is continuously disinfecting the tables.

These are the actions that we carry out at Dreams Natura Resort and Spa to guarantee the safety of our processes and provide our clients with peace of mind and security in the handling of food and beverages in our beautiful hotel. We are doing the best that we can to guarantee our destination recovery.



PROVIDING WATER IN THE BUFFET

FOLLOWING CCV PROTOCOLS IN
DREAMS MACAO BEACH PUNTA CANA

BY MARCO PEÑA,
RESIDENT MANAGER.



In our property, we offer two types of water during the meals, mineral or natural water, in glass jars with lids to protect the water from contamination. A few days ago, we noticed the difficulty that our waiters had to serve water to our guests in the thematic restaurants and in the buffet while following the changes that we made due to our new protocols.

We received feedback from our collaborators and decided to hold a meeting to evaluate our options to comply with our protocols. A group of the F&B team evaluated our different options in the market that would help us continue with the good practices of the protocols of CleanComplete Verification™.

Just as a comment, in the past we were using glass water jugs that were very heavy and affected the good service and speed because its weight. Also, the glass jugs also affected the compliance of the protocol because its weight was leading to handling problems, it did not have a lid to protect the water from contamination at all times.

We decided to make a change in the material of the jugs used in the restaurants to speed up the service and improve the compliance with the CCV protocols. We introduced some polycarbonate jugs with lids and they have been a success.

This decision has returned very positive results, helped to speed up the service with our waiters, improved the presentation and guaranteed the security of our guests and collaborators.



Benefits: faster service, improved handling, minimizes glass jar breakage, ensures the safety of our guests and helps us to comply with the CleanComplete Verification™ protocols.



CLEAN COMPLETE VERIFICATION™

AMRESORT'S PROMISE TO ATTRACT MORE SECURE AND RELIABLE BUSINESS

BY ERICK MARKER, RESIDENT MANAGER.

The new normality in the service came to challenge us with innovation and the ability to overcome the times we are currently living.

The sanitary insecurity around the world has created distrust in our field as in actions that in modern times were not carried out by the stereotype of service and the evolution of the travelers we host. In Breathless Riviera Cancun we cultivate, develop and execute so that our visitors feel the security of being in a clean and sanitized environment in all of our restaurants and bars complying with our CleanComplete Verification™ to guarantee the stay of our guests.



That is why we carry out the most innovative models to protect, transport, clean and sanitize our operating equipment with transparent acrylics that guarantee safety in our single-use equipment and then go through rigorous hygiene processes that are audited by Cristal POSI Check.

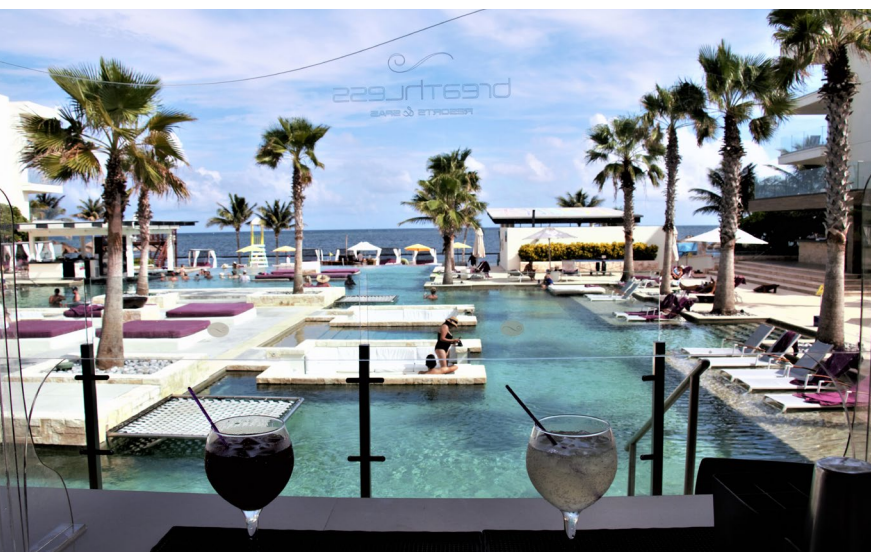
Adapting to the new normality to offer confidence to the travelers, we have at their disposal in the podiums the menus of each restaurant and wine list via QR codes with complementary information about the consumption center, such as schedules and dress codes.

Our evolution in the presentation of the plate and the napkins of restaurants tied with a band of sanitization offers a certainty for our guest because they feel it is special and handled with care to make them trust in the restaurant they are enjoying.



“The napkins of restaurants tied with a band of sanitization offers a certainty for our guest because they feel it is special and handled with care to make them trust in the restaurant”





In each space and interaction between guest and collaborator we have to keep in mind the health and hygiene guided by our new bible: "CCV". This is why, as part of the image in areas of food and beverage preparation, there are acrylic screens improving the health of us all, always with a decent presentation.

The innovation in food and drinks is generating that our guest does not stop being surprised with their experience, since their arrival to their room where they will find the seal of sanitization of courtesy products in the minibar. We place this seal in the door so when they open it, it breaks, making them know we do our best for them and their experience.



SPECIALTY RESTAURANTS



Due to the changes generated by the global situation that has affected all sectors of the economy, specially our tourism industry, in Secrets Playa Mujeres and Dreams Playa Mujeres we took on the task of implementing various actions to ensure a safe environment for our guests and partners with our CleanComplete Verification™.

Several of the actions required extra investment and effort, however, for others it was only necessary to generate a greater awareness in our collaborators.

The following is a list of the actions we carried out:

PERSONAL PROTECTION EQUIPMENT

- Use of KN99 certified face mask with transparent protector included. All employees use a standard design provided by the hotel, which meets and exceeds the specifications required by the authorities.

FOR OUR GUESTS

- Placement of signs for social distancing.
- Automatic antibacterial gel dispenser.
- Disinfectant mat prior to the entrance to the consumption centers.
- QR code menus on the podium.

TABLE ASSEMBLY

- The capacity within the restaurants has been reduced to meet the dispositions indicated by the authority and the assembly of the tables has been adequate to the appropriate distance.
- The tables are previously washed and disinfected with authorized chemicals, according to established procedures and approved by the Quality Department, in compliance with the guidelines of Cristal POSI Check.
- The assembly of the tables is done until the arrival of the guest, from the glassware to the plate which is presented in a cover and mounted with tongs, providing an additional measure.



- The menu is presented in a coaster with the QR code which can be scanned by the guest in his personal device. In addition, there are physical menus if required and if used they are disinfected immediately after it.

TABLE SERVICE

- The waiters keep their distance during the whole service.
- Wine list presented in Vinipad, which is disinfected in front of the guest before and after each use.
- Dishes presented with covers.
- The restaurant chefs work with all the assigned protection equipment.

These actions are greatly appreciated since the guest perceives how important it is for us to make sure that they have peace of mind during their vacation and that we do what is in our hands to offer them a quality stay, complying with all our hygienic and sanitary guidelines.

Thanks to our teamwork, together we can continue making a difference!

*Cleaning
Verification
Systems using
Bioluminescence*



NOW SAPPHIRE RIVIERA CANCUN AND ITS BARS

BY IRWING SOTO (CHIEF BAR)
AND CARLOS MIRAMONTES (F&B MANAGER)

THE NEW NORMAL

Due to the so-called new normality, in the Bars department, we took the task of implementing actions to guarantee the cleaning and disinfection, not only of the equipment that we use for operations, but also everything that is within our consumption centers. Together with the quality team, we created manuals, checklists and protocols for cleaning and disinfecting.



We started with our collaborators, who currently wear their personal protection equipment as part of their uniform: face masks, glasses, gloves (*if needed*), a bottle with personal antibacterial gel and QR codes with the menus of all bars and restaurants.

AREA FOR THE CLEANING EQUIPMENT

We enabled physical protectors between our bartender and the guest, we implemented an exhaustive cleaning of the bars, 3 cleanings per day for bars that open only one shift and 5 cleanings for bars that open 2 shifts, enforcing the P.L.E.D.S. procedure. During a shift, the service stops every 30 minutes to clean up the bar, chairs and equipment. We assigned an area in every consumption center for the cleaning equipment at hand, ready to use, with the correct dosage and at our guests' sight, which force us to constantly and properly use them.

TROLLEY FOR CLEAN GLASSES

We have a trolley for exclusively transport our glasses towards the cleaning and disinfection area. During this process, the collaborator handling the glasses must be using their full protective equipment (*mask, protective glasses and gloves*). They collect the glasses and transports them to the nearest dishwashing machine. Once the glasses have been washed, they are mounted on a clean rack, protected with transparent plastic bags to be delivered to our bars.

The idea of the trolley helps us to have total control over the cleaning process of our glasses; however, this trolley is at everyone's sight around all areas of the hotel, sending the message that we are following the CleanComplete Verification™ protocols.



NEW GUESTS AT THE BAR

In all our consumption centers we have placed automatic dispensers of antibacterial gel, QR codes with the menus of drinks, for the comfort of our guests, signs inviting them to respect the appropriate distance and the use of face masks. Protective barriers in the area of preparation of drinks and mats for the disinfection of footwear.

These new guests at the bar offer our guest and collaborator the security that we are complying with our CleanComplete Verification™ program.

At Now Sapphire Riviera Cancun, we developed a small training program called Tianguis CCV, where each one of the F&B departments showed us how they carry out their operations in live.

We are sure that with the proper training of our staff and the adherence to the CleanComplete Verification™ we will be back stronger than ever.

Together we can do it!



NEW MODALITY VS NEW NORMAL

COLLABORATORS' DINING AREA

By Luis Pichardo

Since April this year we began to study and work on how the new modality of our dining area would be while complying with the guidelines established by the government and health authorities, our corporate and other companies.

We need to show our collaborators the confidence and security we have in these protocols, and we must not lose our warmth and kindness towards them. In order to achieve it we need to do a lot of work with passion and dedication.



OUR MODIFICATIONS WERE:

Placing two sinks to speed up the entrance.

Anti-sneezing protectors made of tempered glass.

Signaling for keeping distance.

Reduced seating capacity.

Flyers and videos in televisions with information of the CCV, POSI Check and good habits and hygiene.

Fully-assisted buffet by a chef to avoid manipulation of food or tools by collaborators.

Permanent audits to see enforce the guidelines.

New regulations.

For this reason, our dining area was adapted to a new modality where we offer a fully assisted buffet.

Before the opening of our dining area, there were already some new protocols, which made it easier for us to gradually train the people who were returning to work while following these new guidelines.

Working along with the Human Resources, Quality and Food & Beverage departments, we focused on the signaling, internal regulations for the use of the area, cleaning and disinfecting protocols, processes and new modalities that each collaborator must follow before and during meals.



Our message to our collaborators is clear: we want our team to see these changes as challenges and not as threats. Psychological flexibility is fundamental to adapt and move forward, as we always do.

Together we can do it!



WE OPEN THE DOORS TO A NEW NORMALITY

In Dreams Vista Cancun after several months of contingency we opened our doors with the new normality and as we are committed to our guests, we implemented the CleanComplete Verification™ protocols.

We, always at the forefront to provide confidence to our guests, implemented new sanitary measures in all our areas.

Due to COVID-19, all our guests feel exposed and that is why in Coco Café the following hygiene and safety measures were implemented: at the entrance of Coco Café we have a sanitized mat with Microdina NF, which is a chlorine solution that helps to disinfect shoes before entering the establishment. On one side, we placed an automatic dispenser of antibacterial gel to provide confidence to the guest in terms of hygiene. At the service bar there is an acrylic anti-sneeze protector to prevent spreading. The bartender wears face mask, glasses and gloves to provide their service with hygiene and safety. The establishment's tables are sanitized with Euroclor FS every fifteen minutes and every time a guest leaves them, thus avoiding the spread of the virus inside our hotel. On the floor of our establishment we placed folding signs reminding to keep a healthy distance, to reinforce safety standards.



At Dreams Vista Cancun we have stood out for making the sanitization processes more efficient through our CleanComplete Verification™ protocols in order to achieve and maintain an excellent service. The whole world has modified its habits due to the SARS-CoV-2 virus and Dreams Vista Cancun has the responsibility to follow every hygiene protocol to guarantee their safety.



SPECIALTY RESTAURANTS

CCV APPROACH IN F&B

BY ANA RAMSAMUGH, F&B ASSISTANT.

The operations of the restaurant, in our new normality, were much more oriented to cleaning and disinfecting areas and processes within the food and beverage department. Due to government regulations, we are required to ensure that all guests wear their face masks at all times except when they are ready to have their meals.

Currently, tables with more than 6 seats are not allowed in order to comply with the proper social distancing protocols. Groups of more than 6 guests should contact our F&B team in advance, so that we can arrange in advance a table for them where they can maintain the proper distance.

Staff should wash and disinfect their hands as often as possible during their shift, also they must use gloves to roll-up the cutlery and glassware cleaning in order to avoid contamination. These are placed on a tray, avoiding any contact before handing them to our guests. The staff must use face masks at all times during service to ensure their protection and our guests' safety as well.

Now the tables are more minimalist: we removed silverware, glassware, salt and pepper shakers, centerpieces and candles. When the guests arrive at the podium, the hostess verifies that the disinfection process of tables and chairs has been carried out, once this process is complete,



“The hostess take the guests to their table and provides a QR code containing the digital menu (Sunbox)”

she'd take the guests to their table and provides a QR code containing the digital menu (Sunbox), which is our wow effect.

The food and drinks must be covered when taken out of the kitchen or bar areas. The waiter will remove the covers from the dishes and the guests must remove the lid from the drinks.

We ask our waiters to provide a warm and constant service, since the decoration of the restaurant was significantly reduced and it makes the place less attractive from the aesthetic point of view. The chefs have also really adopted these new protocols and they have visually improved their dishes making them more attractive high-quality.

Overall, we have had many happy guests who enjoyed their dinner service and the experience, with the peace of mind that the CleanComplete Verification™ program provides.



PREFERRED CLUB LOUNGE PROTOCOLS

By FARRAH BORG, MANAGER ASSISTANT.



In this article, we will show you the way we are applying the CCV protocols in our F&B area of our Preferred Club Lounge, always focusing on every detail to ensure the satisfaction of our Club members.



Some improvements in the service are:

- The assembly of the appetizer buffet is done in individual portions to avoid using tongs and our guests are assisted by one of our collaborators.
- We placed signs recommending to maintain an appropriate distance of at least 1.5m to 2m.
- We offer antibacterial gel, with 70% ethyl alcohol, before and after serving food and drinks.
- The F&B tables and bars are cleaned and disinfected before and after each service, and our employees use their personal protective equipment at all times.

All these practices have been very well appreciated by guests and collaborators, which is why we are sure that together we will be able to maintain an optimal environment to guarantee the well-being of us all.

One of the highest priorities of AMResorts is providing safety for our guests and collaborators, which is the reason why we have implemented the CleanComplete Verification™ protocols, which are 360° safety, hygiene and quality programs that seek to prevent the spread of any type of contamination that puts at risk the well-being of our guests and collaborators.

At Dreams Punta Cana we are part of this great initiative, and we have implemented all the CCV protocols, not only to take care of our guests, but also to maintain the same high standards in quality service and unlimited luxury that distinguishes us from other hotels in the country and Latin America.



SOMMELIER & CAVA

Originally from the municipality of Comalcalco, Tabasco. Alonzo Lazaro Arias Sommelier of our unique hotel “Dreams Riviera Cancun Resort & Spa” has a vast knowledge in the art of wine. He started this magnificent career of learning in flavors, aromas and tones about 11 years ago, being certified by the Mexican Association of Sommeliers, international accreditations and Le Cordon Blue at the Universidad Anahuac Cancun as a professional Sommelier since 2013. He has acquired experience due to his hotel career, courses and wine tours inside and outside our country.



At Dreams Riviera Cancun, our Sommelier works day after day with passion, delighting our guests every night in his exclusive cellar, where he offers a unique and amazing experiences through reservations for those who want to celebrate a fantastic moment and make memorable celebrations, always complying with the CleanComplete Verification™ and showing in his cellar the experience acquired as a teacher at the ONSOM (*National Organization of Sommeliers of Mexico*). Once a week, he organizes a tequila tasting for those guests who love this drink which distilled from agave with flavors of our country.

This return to our extraordinary hotel has been full of new challenges and one of the most important ones is to carry out the guidelines of the Clean Complete Verification™ of AMResorts. So, our Sommelier presented his disinfected and covered equipment in order to be able to appropriately interact with our guests and offer confidence to provide a complete experience in the CELLAR.

Along with the entertainment department, we coordinate activities such as Sip & Paint, where we combine senses by creating the ideal scenario to capture the relaxation and delight complemented with the refined suggestions of



Mr. Alonso Lázaro. This is a unique experience for our guests.

Our Sommelier is committed to captivate the senses and transform a dinner or a meeting into a unique moment.



CCV GUARANTEE IN THE PRIVACY OF YOUR ROOM

BY TOMAS CHÁVEZ

The current health crisis has changed the way in which consumers relate to the brands, products and services they purchase, being the tourism industry the one with most changes implemented in search of formulas to adapt to new social demands. For this reason, Dreams Sands Cancun, enriches and improves the service standards with actions to ensure that our staff is complying with the necessary measures to prevent the spread while assuring guests that their well-being is our highest priority. Without forgetting our human side, we will always seek to strengthen emotional connections and create memorable experiences as hosts.

The holiday magic of our guests starts in their rooms: based on the new hygienic implementations they will be fully certain and confident that they are staying in a disinfected place.

Based on the commitment that our room service collaborators have, they make sure to



carry out the correct hand washing procedure, wear the appropriate personal protection equipment: face mask, protector, gloves and disinfection equipment such as microfiber towel, antibacterial gel and disinfectant liquid.

Improving our standards, the cutlery is now individually packaged, previously disinfected. All food supplements such as sugar, ketchup, mayonnaise, and so on, are provided in individual portions.

At the moment of the delivery, once our guest opens the door, the waiter presents themselves warmly using the established phrases and asks if they may enter the room. If the guest allows them to enter, the waiter will proceed to disinfect his hands with antibacterial gel before entering into the room, projecting a sensation



of confidence towards our hygiene protocols. Then, they will disinfect with solution and the microfiber the area where the tray will be placed.

The waiter shall not remove the cover from the plate, they shall only confirm the order by telling our guest what is inside each plate.

The waiter has the duty to hand our guest the tent card for dirty dishes collection and kindly explain how it works. Then, our collaborator will remove the tablecloths and place them in the assigned place to later send them to laundry.

The table and the hot plate will be disinfected just like we did in the beginning and will be placed in the proper area.



Our objective is to express to those who trust us with their visit that it is not only about safety, hygiene and health standards, but also about empathy and sensitivity to create memories that will be the voice to promote our passionate commitment to service.



CCV PROTOCOLS COLLABORATORS' RESTAURANT

BY MANUEL NUÑEZ, F&B MANAGER.

Our collaborators' restaurant didn't have a name, so on April, 2018, our manager named it La Piña. This name is appreciated and is very significant to our time in Sunscape Puerto Plata because this name refers to a group which is very united, with great spirit and able to achieve anything working together. We also created the motto "we are a pineapple", making a reference to the teamwork and unity that characterizes us.

Our restaurant La Piña has been modified based on the new guidelines by our CleanComplete

"We also created the motto 'we are a pineapple', making a reference to the teamwork and unity that characterizes us"



Verification™ program, which considers strict measures of physical distancing, continuous sanitation of equipment, tablecloths, deep cleaning in general, hand washing and disinfection of the staff entering the restaurant, making them aware of how important it is to comply with the established rules and to contribute to take care of each other, enjoying a tasty lunch without losing the pleasant, relaxing and welcoming atmosphere we enjoy.

This special area is undoubtedly a place full of beautiful memories, such as birthday celebrations of all employees, nominations, memorable days and many more activities that became unique and unforgettable moments. It is a happy space where all the collaborators enjoy a delicious lunch and take a rest.





CCV PROTOCOLS IN RESTAURANTS

Tourism is the main source of income for the Dominican Republic, and since it stopped on March, it has caused the closure of many hotels and unemployment for thousands of workers. This is why must reopen with full responsibility, which is the main reason AMResorts has implemented a 360° Quality, Safety and Hygiene Program called CleanComplete Verification™.

Before and during the reopening process we started to brainstorming ideas that would ease the operation and specially to provide at all times the security to our guests that we are offering a service in a responsible way. We had several creative ideas to avoid the spread of the virus:



- We placed a mask holder over the table. The mask holder is perceived as luxury and hygienic, because the guest has a place to place their mask and without making direct contact with the table. It is translated into safety and confidence for our guests.
- In the same way, we placed an elegant sign made of wood which reads *“this table has already been disinfected”*, so that our guest feels confident that they are sitting in a totally disinfected table.

Both the mask holders and the table signs were made by our woodworking department.

- We also have boxes with ultraviolet light for napkins and cutlery. The UV boxes were one of the most significant ideas, since they keep the cutlery and napkins disinfected under adequate temperatures, avoiding the use of plastic protectors. Nowadays, we have these UV boxes in all restaurants. These boxes have two compartments, with capacity for 30 cutlery sets each one, and a temperature of over 60°C.





CCV APPROACH F&B SPECIAL EDITION

BY RAÚL CASTRO, F&B MANAGER;
LUCIA CORDOVA, CHIEF BAR.



At Sunscape Akumal Riviera Maya we are committed to innovation, safety and hygiene based on the protocols of CleanComplete Verification™. We apply healthy distance measures, physical protectors between the staff and guests in beverage preparation areas, anti-bacterial gel dispensers as well as protocols at the back of our bars according to the FoodCheck guidelines of Cristal International Standards®. Our team knows that our lobby bar is the face of our hotel and we

always provide a warm and cheerful service to make our guests feel at home.

Welcome home! Welcome to our Starboard lobby bar!



CCV BREAKFAST A LA CARTE SEMRC

BY JORGE ZENÓN, F&B MANAGER.

As we all know, it has been a great challenge to adapt ourselves as fast as possible and in the best way to this new reality in which we must comply with the protocols of the CleanComplete Verification™.

The first challenge was to prepare ourselves in order to be able to train and transmit the knowledge to our collaborators. The most effective way was

to create consciousness in our staff so that they would adopt the AMR CCV protocols and understand their importance.

Once we had achieved this commitment, we began applying the protocols. In our breakfast a la carte, as well as in the rest of our consumption centers, we implemented the packaging of the cutlery, disinfection of tables and chairs after every service, the use of personal protection equipment, assembly of glassware at the moment, complements provided individually and the



other protocols that we already know. However, we had to soften the impact that is generated towards our guest and being our kitchen a very important area, we paid special attention to the assemblies to made them more attractive.

Therefore, our kitchen team at SEMRC has improved and innovated the way we assembly a traditional breakfast in order to create a positive impact.

CCV DRETU

At Dreams Tulum Resorts & Spa, we are proud to be ecological. We always seek to take advantage of natural resources found in our environment, available mostly in our green areas and surroundings. Along with our Steward department, we decided to manage and combine resources for the creation of a mobile buffet that would help us significantly to vary the natural locations: the beach, green areas or the plaza. Additionally, our mobile buffet has a cleaning and disinfecting program, which is carried out in an arduous way, before, during and after its use, complying with the established protocols stated by CCV, not forgetting the use of PPE by our collaborators. Regarding our stationary buffet, we installed a station at the entrance to control the temperature and provide sanitizing gel, of course inviting them to scan our QR code for the menus. As far as the service is concerned, we had to update

and renew the way we serve to ensure the full compliance with CCV protocols. Due to this fact, our breakfast buffet is completely assisted, with the support of our kitchen team, always wearing their respective PPE. We also have staff assisting our guests at our smoothies area, avoiding the self-service.

Our service team implemented the use of a trolley which is exclusively for cleaning and disinfecting tables and chairs before and after their use. For our more exposed areas, like Barefoot, all the service is assisted; the cutlery and napkins are placed together in a nylon package which guarantees that the contents arrive perfectly clean and disinfected to our visitors. The food we serve in this area comes out the kitchen fully covered in our bento boxes.

In all our kitchens and restaurants, we installed areas with sanitizing gel, signs of healthy distance, as well as the correct use of PPE, which has been helpful to the fulfill the established protocols of CCV. Because of the continuous monitoring, we feel confident that we reflect the cleanliness, care and disinfection of our equipment and food, which is expressed our guests' satisfaction.



BREAKFAST A LA CARTE



As we adapt to the new normal, the health and safety of our guests will continue to be a priority. At Dreams Huatulco, we have implemented comprehensive protocols and reinforced hygiene measures to ensure a safe and pleasant experience for our guests. One of these measures has been to replace the buffet breakfast with a la carte service, depending on the occupation. This, in addition to offering a more personalized service, helps us to maintain a social distance among our guests.

Part of the protocols of hygiene carried out within the service of a la carte breakfast is to have hand sanitizer, disinfectant mat and thermal camera at the entrance of the restaurant, so our guests feel confident to be in a safe place. The

menu is presented through a QR code, avoiding contact with physical menus; all the cutlery is washed, disinfected and wrapped before use, avoiding contact with external surfaces; the complements are provided, with tongs, in individual portions by the waiters; the tables are disinfected and the tablecloths changed after use; our collaborators use Personal Protection Equipment during the service; and we increased the frequency in which our collaborators wash their hands and use antibacterial gel.

The a la carte service is usually slower for guests and it might cause waiting lists, so we created a waiting area

outside the World Café Restaurant, where the tables are placed two meters away from each other and are disinfected after each use. Given the case that there is no place available at that restaurant, the hostess gives the guest a previously disinfected beeper and invites them to take a seat in this area, where a waiter offers the service of coffee, mimosas, beverages and will be there while they wait for a table. Guests are also offered the menu through QR code, which speed up taking their orders once they are seated. With this measure we make the wait easier for our guests and avoid possible agglomerations at the entrance of the consumption center.





THE NEW NORMAL

Times change and so do the service processes, which is why on our way to adapt, as far as our buffet services are concerned, we must evolve, without leaving aside elegance, presentation, taste and practicality. Our engine is always thinking of pleasing our guests.

With these new protocols, we came with new ideas to protect both guests and collaborators, always complying with the standards of healthy distance. We nebulize before the opening and we make sure that both the buffet and the restaurant comply with the relevant regulations. Afterwards, we are pleased to present the best way to adapt to these new times: the assisted buffet service.

This new style consists of a service of two parts that complement each other: the guest must wear their face mask

and use antibacterial gel before going to the service area, where the buffet will be waiting for them. The buffet, protected with anti-sneezing barriers and with a lateral and frontal glass protection, guarantees the good handling by the chef who is ready to serve the delicacies to our guests. The chef also meets the proper requirements: hair net, face mask and impeccable uniform.

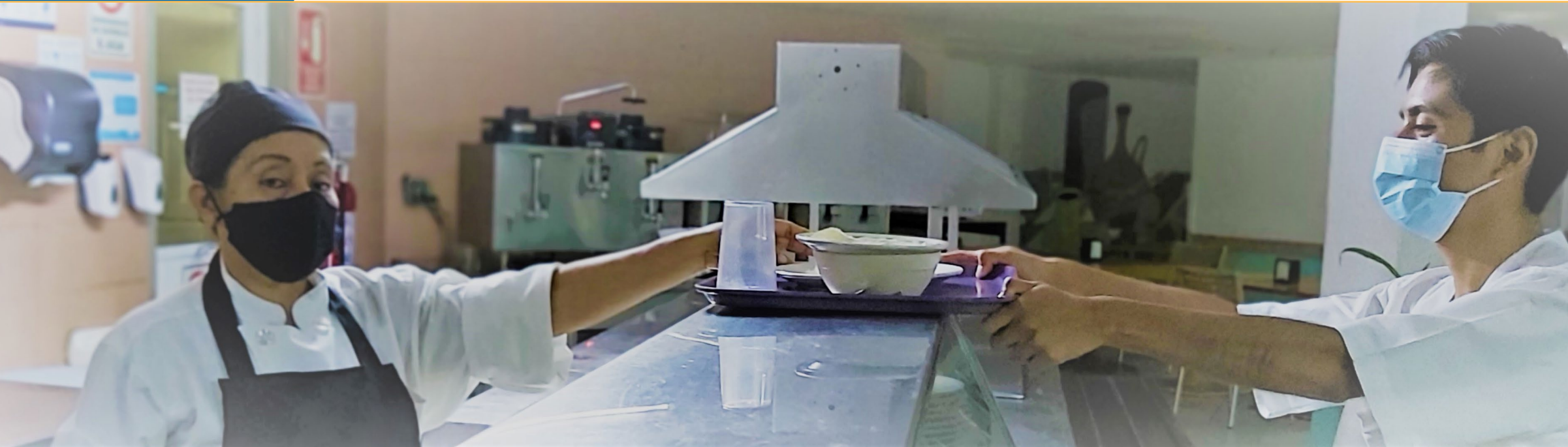
The use of antibacterial gel and previous hand washing by our staff shows our good habits. There are signs all over the buffet areas on the floor indicating our guests where to stand or delimiting the space. The chef is always ready to serve and satisfy the tastes of our guests, who enjoy and admire every dish.

In the Show Cooking areas, style is also maintained without forgetting the protocols of service adapted to the healthy distance of the new normal. It is important to remember that the

dishes, glasses and utensils that were once handled directly by our guests, are now located on the inside, only reachable for our chef. The tables and chairs must be also sanitized in advance. The waiter offers a cutlery set, wrapped in napkins handled with tongs and, with a nice smile as a letter of introduction, proceeds to take the order of drinks, maintaining a healthy distance.

When all these elements are combined, we give the client an air of tranquility and even complicity without forgetting our mission: to turn the Buffet into a place of gastronomic experience, to be enjoyed by all the senses in harmony.





in order to avoid that the collaborators manipulate the objects, minimizing risks of spread.

- We have sanitizing gel stations.
- Mats with sanitizing liquid were placed at the entrance of the cafeteria.
- The cafeteria is sanitized every day by a specialist.
- The cafeteria hours are staggered and organized to avoid exceeding the location capacity, according to the traffic light in force.

We are committed to maintaining the well-being and health of our valuable human team, and we will continue to reinforce our actions to get ahead of the pandemic.

Together we can do it!



“EL COSTEÑO” COLLABORATORS’ DINING AREA

“... important actions to take care of the health, hygiene and safety of our employees,”

We have implemented important actions to take care of the health, hygiene and safety of our employees, specifically in our employees’ dining area in order to minimize the risk of COVID-19 spread, applying the protocols of our CleanComplete Verification™ program.

The actions and measures in force are the following:

- There is a door to access and another one to exit, with signs reminding all to keep a healthy distance.
- All employees must wash their hands, use antibacterial gel and wear a face mask.
- Tables and chairs are assembled keeping a healthy distance.
- All the tables and chairs are cleaned and disinfected every time they are used. This task is carried out by our Steward team.
- The use of face masks and protectors is mandatory for our kitchen staff who serve our collaborators.
- The kitchen staff serves all the food and provides the utensils,

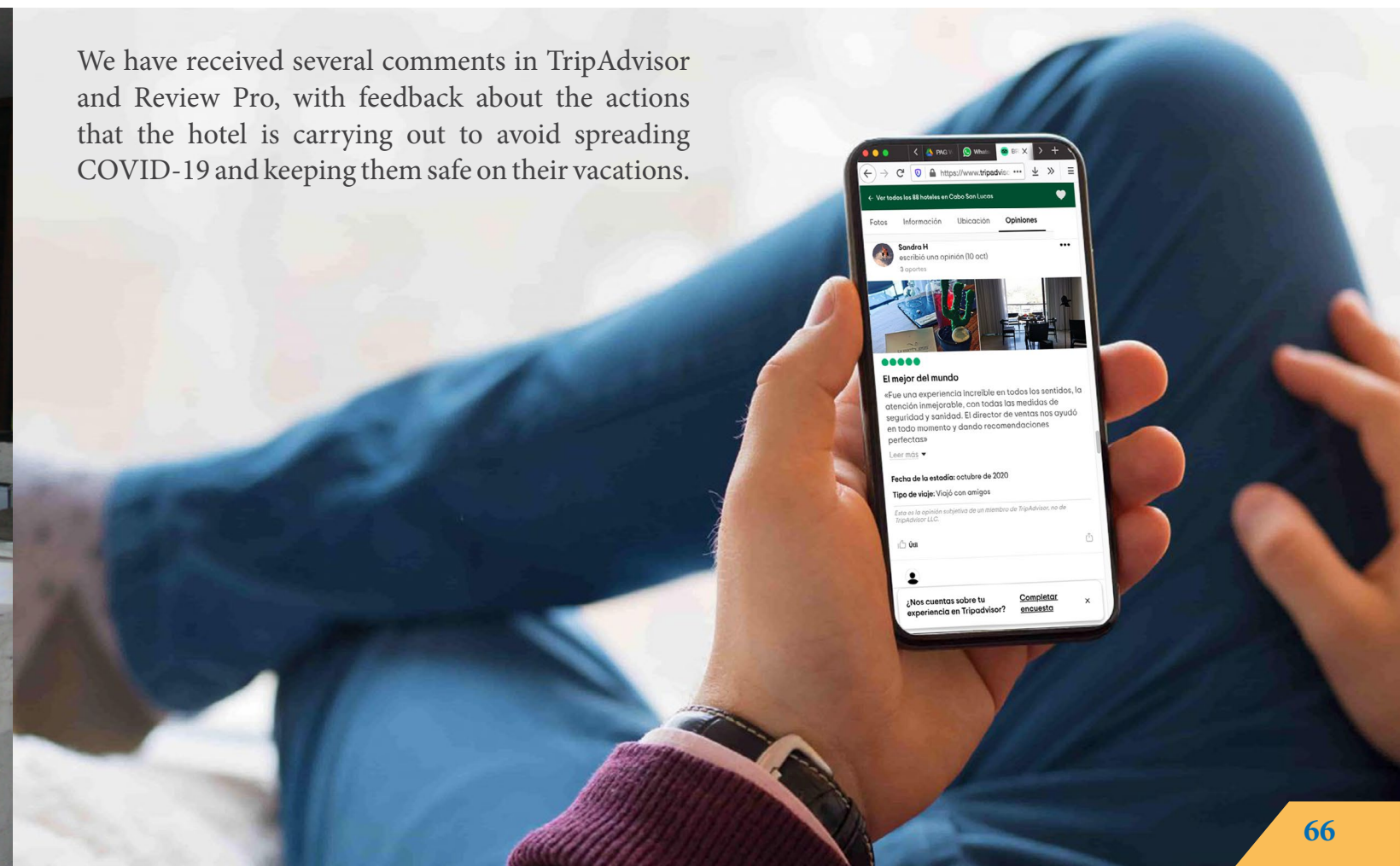


CCV LOBBY BAR

The new normal, as for the Wink Lobby Bar, can be summarized as cleaning and disinfecting carefully the service areas, as well as the utensils. For this we have adopted visual measures that allow us to generate more confidence in our guests, such as tent cards which point out the tables that have been disinfected and are ready to be used; the cutlery is placed in pouches with a sticker reading “*sanitized product*”; the alcohol gel dispensers are also a part of the daily routine and the physical protectors are in every bar where we serve our guests directly. The protectors we use were made by the maintenance department with Plexiglas and cut to size.



We have received several comments in TripAdvisor and Review Pro, with feedback about the actions that the hotel is carrying out to avoid spreading COVID-19 and keeping them safe on their vacations.



YOU'RE RIGHT! "OUR WORLD HAS CHANGED, AND SO HAVE WE"

Since the beginning of the *"new normality"*, we became aware of the importance of evidencing and guaranteeing the hygiene of the processes carried out in our In-Room Dining department. Therefore, we needed to review the delivery and collection processes in order to implement the 360° CleanComplete Verification™ systems of quality, safety and hygiene.

We also reviewed the hygiene processes in the back of the house to ensure the safety of our employees. For our services, there is one person taking orders not only asking for cooking preferences, but also the amount of extra condiments in order to avoid waste and garbage inside our rooms.

We present the cutlery in a roll up including salt and pepper in individual presentations. We considered appropriate to guarantee the cleanliness by putting a seal of CleanComplete Verification™. This new idea also eases the transportation of the cutlery and speeds up the assembly of services.



This process begins with the correct washing of the hands of the collaborator who must also carry out this task using disposable gloves.

Our services are delivered through the Secret Box, which must be disinfected after every delivery. The service carts have been adapted for the disinfection,

delivery and/or withdrawal functions by adding the XM tray where the collaborator transports their cleaning and disinfection accessories, as well as protective gloves and a plastic bag for napkins.

Finally, we have implemented the S-COV CleanComplete protocol Verification™ protocol, which is activated once we receive information about a possible case of COVID-19. What we do is we call our guest to offer them a scheduled food service to their room, notifying the entire service team that we have an S-COV code:

- The food is delivered in disposable containers.
- They are delivered through the Secret Box without touching the room door and the guest is notified over the phone.
- The collaborator wears a disposable plastic apron, gloves, face mask, protector and hair net. The employee must first disinfect the Secret Box in and outside.
- With the service, we provide a plastic bag for the containers in order to prevent our collaborators to have direct contact with them. We also provide a tent card which is used to explain and request the use of the plastic bag.
- After the service is collected, the collaborator removes their PPE and tosses it inside a bag and then deposits everything in a special container for hazardous waste.

We are confident that by following these processes, we provide a quality and safe service for our guests and collaborators. Did we change? Yes, but the warmth and quality remain there.





GENERAL WAREHOUSE / RECEPTION OF SUPPLIES

In the reception area, the supplies also go through a process before entering the hotel facilities. This process consists of washing and sanitizing them, then they are placed in clean and disinfected containers in order to avoid the risk of any type of contamination. Damaged items or items not in their original packaging are rejected. Later, we ensure the disinfection of utensils or equipment handled by external people, including service trolleys, scales, platforms, shelves and surfaces.

This way, we provide peace of mind to all our visitors.



At Dreams Los Cabos we are extremely committed to the safety and health of both employees and guests. Therefore, our priority is the safety and sanitization of any type of merchandise arriving to our property and we are all responsible of carrying it out.

The procedures are applied from the very entrance of the hotel, where our security staff makes sure that the suppliers wear the appropriate personal protection equipment, verify that their temperature doesn't exceed 37.5°C, confirm in the delivery logbook the visit of each supplier, and then they are allowed to access. At the reception area, the temperature is taken again, and verify the correct use of hair nets, face masks and protectors, they also have to through the disinfection of shoe soles on sanitizing mats and wash their hands. The receptionist is also wearing face mask, protector, gloves, soap, fibers, water, chlorine, rags and all tools previously disinfected and ready to be used.



CCV CELLAR

To continue offering culinary experiences in the hotel's cellar, we applied all the protocols of the CCV to provide our guests peace of mind and confidence.

According to our standards and purchasing policies, all our suppliers are approved by our corporation. In addition, upon receipt of bottles with alcohol content, we check the labels and they must comply with current regulations and must coincide with the year of entry into the country, given the case of imported products. If inconsistencies are found, we ask our supplier for a change of merchandise.

The entire cellar is sanitized with a 100 to 200 ppm chlorine solution; the table and chairs are cleaned and disinfected daily. The hostess is in charge of disinfecting the door knobs every time they are touched, using a 1000 ppm solution of Microdina NF. All bottles are disinfected upon entering the cellar and before being served. We change the tablecloth every day, since there is only one service per night.

The table is disassembled, keeping the centerpiece until the arrival of the guests. In that moment, the staff places the plates, which were previously disinfected, with tongs to avoid contact.

Our Sommelier wears a face mask and protector while interacting with our guests, and also carries sanitizing gel to use when needed. The wine to serve at dinner has already been suggested to our guests in a previous meeting, this way the bottle can be disinfected before their arrival. Once the bottle arrives to the table and accepted, the Sommelier uses sanitizing gel and proceeds to uncork, likewise avoiding direct contact with high-risk areas, like the rim.

Our wine list is already in the Sun box platform and can be consulted via QR codes.

And, since we have the certification of Wine Spectator, we verify the organization, clarity, stocks,



cleanliness and pairing daily to maintain the high standard of quality that this award demands.



SOMMELIER SCHOOL

BY CARLOS MIRAMONTES AND DAVID LOPEZ
DIRECTORS OF ESCUELA DE SOMMELIER MÉXICO FOR AMRESORTS

In 2007 at Secrets Maroma, due to the success of their wine program, they decided to create a training program for all the collaborators in the world of wine. The program was so successful that every hotel started to send their best candidates. 10 generations later, we needed to find a school not only for the training of collaborators but also for the certifications.

The result of this need is the collaboration of Escuela Española de Sommelier de Barcelona and us. From this collaboration emerged Escuela de Sommelier México that today trains and certifies the candidates of AMResorts. We also created a program under the ESS regulations that we could modify according to our hotels' reality, which is why we added modules of Distillates emphasizing on the distillates of Mexico, coffee and artisanal beer. Today we are about to start the 4th generation, and more than 50 employees have graduated so far and they are occupying positions of Sommelier, wine concierge or consumption center manager.

In addition, many oenologists and wine personalities have visited us, such as Laura



Zamora, Thomas Egli, Santiago López, Juan Pablo Núñez, and we have also approached to the producers and suppliers of artisanal beer and distillates. We are sure that the future of AMResorts is bound to ours collaborators' development, because they will be the ones to lead us in the future. We are very proud to contribute to their professional and personal development.

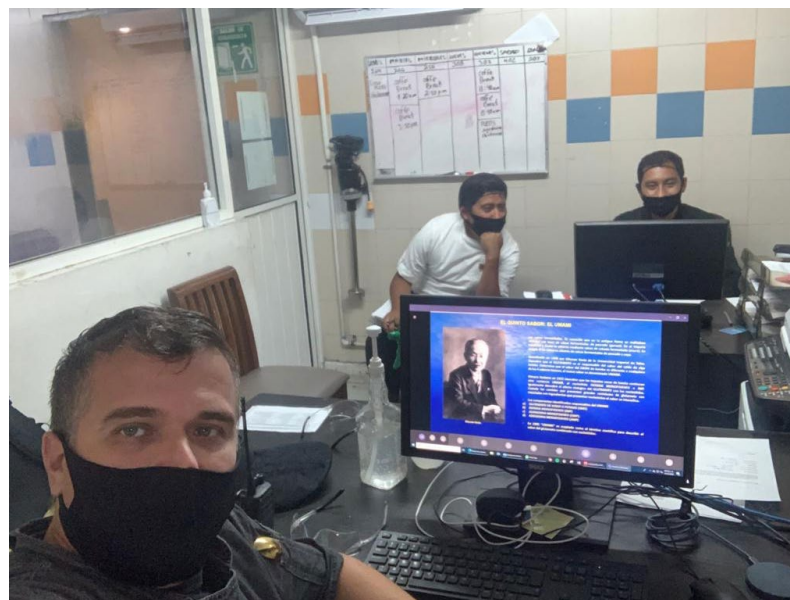
We hope that you, who are reading this, will join us in 2021.



"...is the collaboration of Escuela Española de Sommelier de Barcelona and us. From this collaboration emerged Escuela de Sommelier México".



AMRESORTS COOKING LESSONS



In AMResorts we have been working with our suppliers to bring talented people to teach lessons and motivate professional growth in our kitchen. We have organized several training courses aimed

by Chef Mario Blanco, who has been working teaching these lessons on-site and virtually, as we do recently. Thanks to our participants! Check out what is coming!

FINANCIAL STRATEGIES TO ENHANCE THE USE OF BEEF

Chef Hector

September 11, 2020

Supplier- Sigma



TECHNOLOGIES APPLIED TO THE COCOA INDUSTRY

Chef Alan Espinoza

September 25, 2020

Supplier- Callebaut Chocolate



THE MATURATION OF FISH AND ITS EFFECT ON UMAMI GENERATION

Chef Ezequiel Hernandez

October 9, 2020

Supplier- Jamat, Alta Pesca



TRENDS IN THE CHEESE INDUSTRY TOWARD THE NEW NORMALITY

Chef Karlos Argiñano,

October 23, 2020

Supplier - Disbalca



DIFFERENT STYLES OF SOURDOUGH

Chef Karl de Smedt

November 6, 2020

Supplier - Puratos



We look forward to see you in our next courses!



THANK YOU

RESORT	F&B MANAGER	EXECUTIVE CHEF
BREATHLESS CABOS SAN LUCAS	Pablo Cuauhtemoc Huerta Flores	Mauricio Lara Sarmiento
BREATHLESS MONTEGO BAY	<i>Vacante</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>Vacante</i>
DREAMS HUATULCO	Sergio Calderón Latasa	Antonio Elizalde
DREAMS LOS CABOS	Leonardo Gomez	Juan Tamay
DREAMS LAS MAREAS	Jorge Jiménez Montero	<i>Vacante</i>
DREAMS NATURA	Diego Perez	Adrian Peregrina
DREAMS PUERTO AVENTURAS	Miguel Angel Romero Hernandez	Jorge Alberto Ku Morales
DREAMS PALM BEACH	Alberto Torre	Pablo Villaman
DREAMS PUNTA CANA	<i>Vacante</i>	Pascual Salcedo
DREAMS PLAYA MUJERES	David Gomez Esparza	Jesus Bucio
DREAMS RIVIERA CANCÚN	Ricardo Navarro Cisneros	Juan Carlos Briones Celaya
DREAMS SANDS CANCÚN	Gregorio Vázquez	Erik Manuel Velasco Pacheco
DREAMS TULUM	Juan Carlos Garcia Chan	Miguel Álvarez
DREAMS VILLAMAGNA	Luis Omaña	Diego Agrest
DREAMS VISTA CANCÚN	Fidel Castañeda	Rosendo Corona
NOW EMERALD CANCÚN	Noé Muñoz García	Félix Bahena Ayala
NOW JADE RIVIERA CANCÚN	David Lopez Ricardez	Luis Castellanos
NOW SAPPHIRE RIVIERA CANCÚN	Carlos Miramontes	Jose Luis Santos Novelo
SECRETS AKUMAL RIVIERA MAYA	Denise Radoux	Vladimir Dominguez Román
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Genaro Guillen	Agustin Puc Chiclin
SECRETS CAP CANA	Félix Pillier	Ibai Torres
SECRETS HUATULCO	Alan Arrevillaga	Francinet Hernández Suastegui
SECRETS MAROMA BEACH	Jorge Zenón Trillo	Mario Blanco Magaña
SECRETS PAPAGAYO COSTA RICA	Alejandro Viramontes Acevedo	Neftalí Zepeda
SECRETS PLAYA MUJERES	David Gomez Esparza	Jose Mena
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	Patrick Nolan
SUNSCAPE CURAÇAO	<i>Vacante</i>	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
REFLECT KRYSTAL GRAND CANCÚN	Francesco Flores Romero	Gaspar Chi González
ZOETRY AGUA PUNTA CANA	Eduardo García	Rafael Tejada Tineo
ZOETRY MONTEGO BAY	<i>Vacante</i>	Lyndon Lawrence
ZOETRY PARAÍSO DE LA BONITA	Luis Hernández	Noé Mirón
ZOETRY VILLA ROLANDI ISLA MUJERES	Felipe Vega	Felipe Vega