

Salt & Pepper

November 2022 Year 7

SUEÑOS SECRETOS WINE

AMR COLLECTION

TIKI BAR

DREAMS CARFÚ

“DÎNER EN BLANC”

DREAMS PUNTA CANA

ROCK LOBSTER

SECRETS MAROMA BEACH

EVERYONE IS WELCOME

DREAMS SAPPHIRE


SUEÑOS
SECRETOS
CABERNET SAUVIGNON - SYRAH
VINO TINTO
2019
“Quien sabe degustar no bebe vino
sino que degusta Secretos.”
VALLE DE SANTO TOMÁS
BAJA CALIFORNIA
MÉXICO
13,7% Alc. Vol.
Cont. Net. 750ml

amr
COLLECTION



WE ARE APPROACHING THE END OF 2022! THIS YEAR FLEW BY QUICKLY!

November to December is the period in which we are finishing projects and already working on what is coming in 2023.

With the joint forces of AMR Collection, ALG, and HYATT we started seeing new incorporations among the group, giving value to all parties. It has been a year of getting to know each other and learning so much, and this is going to be reflected in future events and activities. Halloween, Día de Muertos, Thanksgiving, Christmas, New Year's Eve: All BIG events that will shine and bring great experiences...

Each time we receive more content from our colleagues in Europe, which is very refreshing! We continue with new ideas, always seeking to surprise our guests. We hope you find interesting ideas on this issue and that you have a fabulous end of the year full of health and happiness.

We are preparing ourselves for a successful 2023, expecting a lot of positive things for everyone.

We keep cooking!
The Food and Beverage Committee

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**SUEÑOS
SECRETOS**

By: DAVID LOPEZ,
RESIDENT MANAGER F&B (DREAMS JADE)



Hello everyone, we are here once again to update you on how we are doing in the world of wine and what has happened in the last few months since the last issue.

On this occasion we will talk about what has been happening around the AMR wine Sueños Secretos; the first and the second edition, which is currently available in all AMR properties.

Sueños Secretos is a wine created especially by AMR Collection not only to create non-package income but also of providing support to the community through a donation to Save the Children.





Last Wednesday, October 12th, 2022, took place the handover ceremony of the check to the foundation at The Vine Hotel. Among the attendees, there were colleagues from different AMR properties like Mr. Gabriel Felip, Group President AMR Global Operations; Mr. Christopher Payne, VP of the southern area of AMR Hotels in the Riviera Maya; as well as Mr. Alex Andrade VP of the northern area of the Riviera Maya.

For this second edition of Sueños Secretos, with a more modern and innovative image, and a better-quality wine, we not only hope to exceed the expectations of the vintage and the contribution to the foundation but also to create a market that is waiting every year

Save the Children has a presence in more than 100 countries and in 2020 they benefited more than 197 million children and teenagers. More than 100 years of doing what they do make them leaders in defending children's rights by helping them with education, health, nutrition, protection, and advocacy.

In 2019, our first edition, we sold more than 5,900 bottles of wine and donated USD 23,752. This year we will sell our second edition and start with 6,000 bottles, hoping to donate USD 30,000 before the end of the year.





MEDITERRANEAN NIGHTS

BY: SUSANNE TUROWSKI , ALFREDO SCHETTINI,
DANIEL CARAYOL, ANGELA PERELLÓ
& ZOETRY TEAM

Our guests enjoy the summer nights surrounded by a unique environment, under the moonlight, and listening to great music. We offer a Mediterranean BBQ of seafood since they have a greater presence in our sea, and a selection of the best quality meats, including the famous Mallorcan black pig, paired with a station of sausages and cheeses from our islands. Additionally, a station of Mediterranean



salads seasoned with Mallorcan salts and oils, a wide variety of bread, and regional hand-made products like empanadas, Cocas, and Cocarrois, among others. Also, a great selection of local wines and, of course, the pastries: Ensaimada, Crespells, Cardenal de Lloseta, and Rubiols.



THE EASTERN MAGIC

By: GUSTAVO GUERRA, CHEF

Our Sushi master, with more than 30 years of experience, managed to merge traditional Japanese cuisine with the most modern techniques. Together with the Executive Chef of the Hotel Secrets Bahía Real Resorts & Spa, they have launched a new experience named “*The Eastern magic*”, consisting of a Teppanyaki Show and unique and exclusive sauces made at the Hotel Secrets Bahía Real. These sauces will never be found in any other Japanese restaurant outside the hotel, which makes it a key aspect of our



restaurant “*Himitsu*”. For example, the Teriyaki sauce of the Himitsu restaurant has more than 20 additional ingredients than the original and traditional sauce; these ingredients are only known by our Executive Chef and our expert Teppanyaki cook. The Gohan sauce is another unique and exclusive sauce, with touches of tropical fruit that give the meat a unique flavor.

Another great dish, as expressed by our clients, is the crunchy rolls of duck and plum made by ourselves: a true pleasure for all the senses.

It should be noted that all the fish used is local (*zero-mile products*) since we work all year with trusted fishermen. We also have available the classics: Norwegian salmon and seafood from northern Spain.

We cannot leave aside the sweet and special moments that make a perfect and tasty evening. Our fresh and varied fruit mochis or our Canarian banana flambé with local orange, honey rum, and sake is the perfect combination of local flavors and textures with the oriental ones. In other words, “*fusion cuisine*”.





DREAMS BRUNCH AND FOODIES BRUNCH

BY: DIMAS AGUT, F&B MANAGER



On our project of non-package offers and income maximization, we have included a brunch proposal that places us in a privileged position on the island. Direct access from the promenade makes us one of the favorite places to enjoy gastronomy with incomparable views, available to both hotel guests and visitors.

We offer two brunch packages and the client can choose their preferred combination. “*Dreams brunch*” is our healthiest proposal, which includes

a healthy option of fruits, yogurt, granola, and healthy desserts, and a salty option including eggs, bruschettas, and hamburgers.

“*Foodies brunch*” is the perfect proposal for those with a sweet tooth, including a savory option of eggs, bruschettas, and hamburgers, and a sweet option of crepes, waffles, pancakes, and cakes.

Both proposals are accompanied by fresh orange



juice and a very careful offer of coffees and infusions. We also offer the possibility of making it unlimited, including cava and juice during the service so that our guests’ only concern would be to enjoy.



THE TAPEO AT COSTA DE MÁLAGA

BY: ANTONIO GARCÍA LARENA, CHEF CORPORATE ADVISOR

The exquisite tradition of the Spanish tapa has its roots in many different stories; its origin is uncertain and there are numerous different versions. According to a popular tradition, it seems that people used to place a piece of bread to cover the glass of wine to prevent insects from getting in. Then, that same bread would be flavored with different ingredients.

Going out for tapas is synonymous with knowing the identity of the destinations we visit. Today, touring through the coast of Malaga and strolling through the neighborhoods and historic center, we arrive at the KENTIA bar AluaSoul Costa de Málaga (*our most recent opening*) to taste a variety of tapas while we enjoy its friendly climate, in some way, we are understanding and sharing its history and culture.

What better way to start a tapas route than with a piece of culinary art: the



gazpachuelo. There may be no other recipe from Malaga as pure as this traditional hot fisherman's soup. It is a fish fumé based on mayonnaise, potato, and bread served in a small saucepan, of a characteristic white color, with clams, shrimp, or cubes of ham to provide a southern nature. Undoubtedly, one of the best things to do when visiting this city is to visit the markets, they are the most appropriate places to understand how people live in the south and, on the other hand, they usually have the best raw material for fresh and local products.

Our Chefs Luis M. García and Juan Carlos Chagas will surprise the most demanding palates with their tapas. An example of this is our puntillitas, fried fish, octopus, ortiguillas, and battered vegetables, among others; and no one can leave without tasting the delicious tapa of grilled Malaga prawns. They melt in your mouth and the essence of the sea explodes in your senses.

Here we will share pleasant talks, joy, and celebration, which are the identity of this land, and we cannot miss during our stay: A walk through Carihuela, where we will find callos a la malagueña, gourmet tapas, and boquerones (*the true star*), which is why the people of Malaga are also known as “*boquerones*”. This succulent blue fish is served in every possible way: in vinegar, fried, with anchovies, with roasted peppers, and so on...

Here you can breathe the essence of Malaguita. Don't forget to ask for one of the most traditional recipes in this area, the malagueña salad, the ensaladilla, the porra antequerana, or the malagueño goat. Lastly, you cannot miss the skewers of sardines, red mullet, and octopus, made at our Kentia bar terrace.

I don't know about you, but my mouth is watering. We will be here waiting for you!





TIKI BAR

BY: RUBÉN UBRIC FORTUÑO,
CORPORATIVE OF BARS AMRESORTS EUROPE

Today we would like to take advantage of the new Dreams Corfu to talk about a new bar concept in AMR Europe: the Tiki Bar located in our Sugar Reef. This idea arose from the need to create a different, cheerful space, with a fresh and fun cocktail variety, based on rum and natural juices, and of course, in an unbeatable setting: the beach. We also intend our guests to enjoy an exclusive and relaxed service, with fun and attentive staff.



WHAT ARE THE TIKI COCKTAILS?

It is a concept of cocktails of Polynesian and Hawaiian origin, where the main alcohol is rum mixed with natural fruit juice, which is also represented by being well-decorated. Additionally, we twist it by incorporating Greek ingredients.

I encourage you to investigate their culture, you will be surprised!!!

There are specific guidelines to follow when creating a Tiki cocktail, here you have some tips to keep in mind:

- 1. Fruit:** Natural fruit and the juice of various citrus and tropical fruits are fundamental in Tiki cocktails. Artificial fruit concentrates and purees should be avoided.
- 2. Sweetness:** The sweet part in Tiki cocktails can be achieved by using different flavored syrups, honey, maple syrup, and the classic Orgeat or Falernum. We can also make use of handmade syrups that meet all the characteristics to use them like 'Ohana syrups'.
- 3. Rums:** A good Tiki cocktail stands out for creating several layers of flavor and a lot of complexity. One of the ways to achieve this is by combining various types of rum to create a unique blend that plays with different aging, body, power, and nuances.
- 4. Ice:** The Tiki accepts all types of ice but prefers shaved ice or crushed ice. There are even special ice pieces like the 'Navy Grog Ice Cone' invented by Donn Beach.
- 5. Spicy:** Spicy nuances are essential to achieve the "Tiki flavor". This is achieved using ingredients like the 'Pimiento Dram', a rum-based liqueur with Jamaican pepper. This result can also be obtained by adding angostura or anise.

As an example of Tiki cocktails, we have "Piña Colada", "Mai Tai", "Zombie", and "Blue Hawaii"...

We hope this little article has been of interest, ALOHA!!!





VILLAGE POOL BBQ

BY: FRANCISCO MARCO COBAS, CHEF



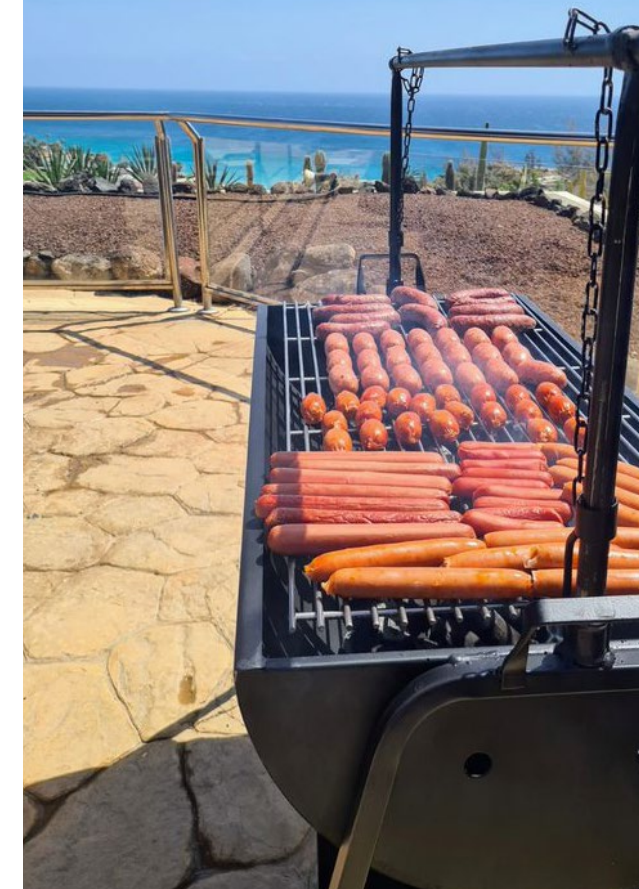
Food and drink have always been an essential part of a trip of relaxation and enjoyment and at Alúa Village Fuerteventura, we are very aware of this. Especially in these times, guests want to enjoy something regional, authentic, and typical.

At the Alúa Village Fuerteventura hotel, our Chef and their entire team ensure that our guests enjoy an authentic experience, making gastronomy and fun go hand in hand, hence the “Village Pool BBQ”

action. Achieving with it a triple effect; savings in the hotline of the Buffet, use of low-cost products, and customer satisfaction by enjoying lunch while being by the pool.

Our chef prepares our “Canary BBQ” with typical local products and meat, accompanied by a Paella, where our clients are part of the preparation and observe how each ingredient becomes part of a delicious and wonderful meal for the whole family.

Our chefs have the support of our Head of Entertainment, who gives a special touch to the event and presents our variety of local products to our clients. Wrinkled potatoes, “mojos” sauces, and majorero cheeses come directly from local suppliers of the Canary Islands which are committed to sustainability. These



are our star products to make all our customers experience a taste journey to our land combining gastronomy, culture, and fun.

Smiling faces and empty plates are the best sign of culinary enjoyment while on vacation.





CREATIVITY, QUALITY, AND PRESENTATION

BY: ALAN ARREVILLAGA PÉREZ,
F&B MANAGER

Creativity, quality, and presentation; These are three essential elements in each one of the settings and decorations at Secrets Huatulco Resort & Spa. For this reason, we have always sought to fulfill this perfect and essential third to achieve visual harmony so that our guests can enjoy every detail during their stay. We have established ourselves within the framework of this premise for months, resulting in three new ideas for setting, presentation, and decoration.

The first was for the breakfast and lunch buffet: We sought to create an artisan bread station that looked simple and rustic, but avant-garde. With the help of the carpentry team, we made



some for our buns, grissini, box bread, etc. The result was a new and renovated section of our buffet.

The second setting idea was for the amenities of newlyweds and guests who come to celebrate their anniversary with us. This creation arises from the intention of generating something more romantic, special, and according to each celebration. The main intention is that our guests get surprised with these amenities, which are different from the others and often personalized. With the help of our Pastry Chef Diana Lagunas and Executive Chef Carlos May, we came up with the idea of making a lovebird nest with fondant, red berries, and chocolate-covered strawberries.



Finally, and on the occasion of Mexico's independence month, we decided to create a decoration alluding to the colors of the flag. During the brainstorming, we got a final idea consisting of creating a roof with green, white, and red umbrellas. This decoration was the main focus of our Mexican night on September 15, 2022.

Every setting, decoration, and amenity has been made thinking of perfecting the presentation and quality. As Food and Beverage department, we are aware that this is possible thanks to the support and effort of our line and supervision staff who help us improve day after day, allowing us to offer our guests the best services and excellence.

A VERY ECOLOGICAL HOLIDAY

BY: ANDRES VELAZCO GÓMEZ,
CAPTAIN OF BARS



"We firmly believe that any type of business can benefit from implementing a recycling program"



Every year, recycling becomes more important in the daily life of human beings. Recycling has so many benefits, from financial to environmental, and we firmly believe that any type of business can benefit from implementing a recycling program.

So, for the festivities of September 15th, we have decided to reuse out-of-service supplies from different areas of our hotel.

An example of this was the participation of our Hostesses who supported us by reusing straps from old collaborator uniforms and adapting them as revolutionary belts. Moreover, we created a theme canteen, which allowed us to interact with our guests. This canteen was made using out-of-service materials

and equipment, particularly some wooden doors.

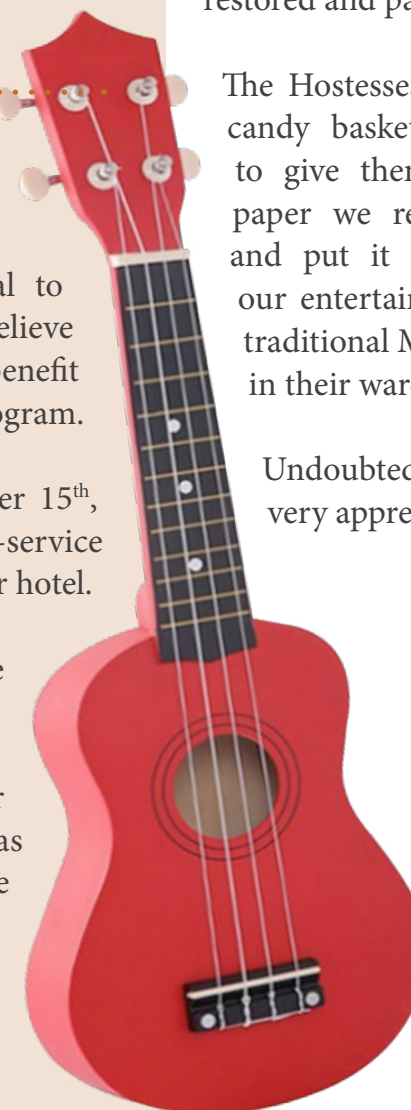
For the gastronomic offer of the party, it was decided to buy local products, since we are in a destination where it is not easy to find supplies as it is in other places of the Mexican Republic. Consequently, we benefited small and local businesses.

THEN, THE BEAUTIFUL CENTERPIECES

for September 15th required help from different departments. We managed to reuse miniature guitars from previous years, which were restored and painted by the carpentry team.

The Hostesses of our F&B team made the candy baskets using old palm hats and to give them more life, we used tissue paper we rescued from previous events and put it inside the basket. Moreover, our entertainment team provided us with traditional Mexican toys which were stored in their warehouse.

Undoubtedly, decoration this year was very appreciated by our guests.



SERVICE TRUCK AND OTHER TOOLS

BY: IRVIN SÁNCHEZ,
F&B ASSISTANT

The creation of heaven and earth took 7 days as we have been told for decades; however, being able to create spectacular settings can take us a few hours of talks and a couple of days in tests.

Letting our imagination fly and connecting all the senses for each event is how the creative team at Now Emerald Cancun has made significant settings for collaborators and clients, preparing and buying multifunctional equipment that can be used for numerous events.

They say that three heads are better than two and four are better than three, but, even though we haven't created a 4-headed monster (yet), the contribution of each one of our team members is always important. This time we worked with Chef Stewart, the Executive Chef, the F&B Assistant, the Head of Bars, and, of course, the one with the craziest ideas, the Groups, and Conventions Manager.

We want to show you the tools that we have created to be able to set the scene for each space during events, and even one that we use for juice and smoothie service during breakfast:

- Service trucks
- The wallpaper



Some props will take us longer than others to make or buy, but surely with a pinch of imagination, they will help us create an experience for a lifetime.

“The wallpaper” is not one of the most expensive settings but it is one that a client appreciates the most for the visual impact. The diversity of colors is very important and particularly for the 3rd anniversary of the hotel, whose theme was “PARTY”, we had a



greater variety of colors for a better visual attraction. We wanted to have a little bit of seriousness so we used black and white for the coffee station.

In the settings every detail count. But without any doubt, from one idea may arise thousands more.

The best tip that we give as a team is to cook ideas to serve impact and the result may be a Bon Appetite.



ART CREATION

By: JOSÉ LUIS SÁNCHEZ, FOOD & BEVERAGE MANAGER



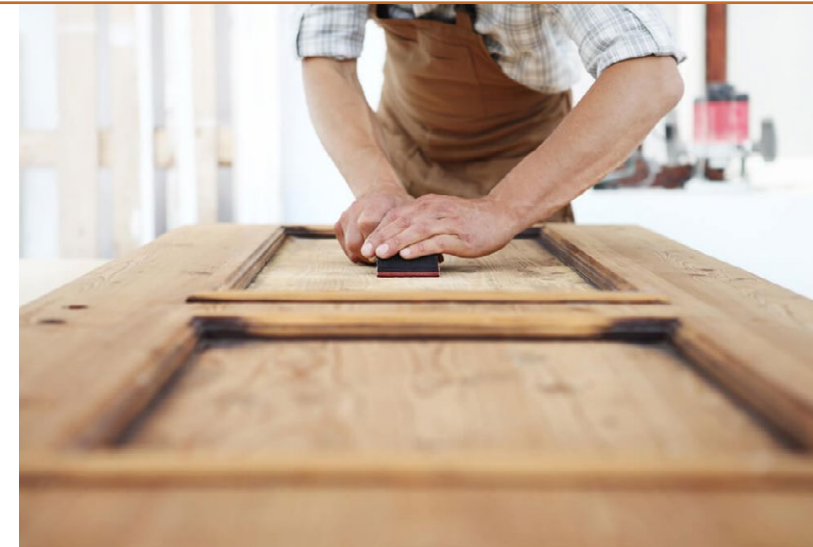
The creativity that emanates from our minds is fundamental to creating settings for our different events. We are proud to have colleagues who exploit their talent by transforming ideas into real things, like Armando Poot, our Chief Steward, and his great team who create art, capturing traditions on recycled wood and reusing items to create settings for our guests.

Congratulations Armando and team who, with their passion and talent, add cultural value to the events held at Dreams Tulum.



TABLES FOR SET-UPS

By: PEDRO GARCÍA GALIANO, F&B MANAGER & CHEF FERNANDO RIVERA



In everyday life, tables take us out of the individualism to which we are currently subjected and become the favorite places to talk, celebrate, give important news, or have a friendly discussion. This is why we decided to give the doors of the halls a second life. Steward's team decided to turn them into tables for banquet settings, giving a unique and rustic touch to our events.

They have the same functionality as a table for setting up buffets or service tables on theme nights or wedding BBQ nights, achieving a rustic set-up at zero cost.



WOODEN TABLES

BY: RAÚL CASTRO, F&B MANAGER

The trends in decoration never cease to amaze us and for some years it has become a trend to restore pieces of furniture in line with the objectives of sustainable development. Every piece of furniture can be restored to its original

state or a better one. Therefore, at Sunscape Akumal, we decided to restore our furniture for settings with an original, rustic design that perfectly fits the style and space of our themed events.

The restoration of furniture constitutes a form of conservation that adapts to the needs and own style, so the existing furniture was covered with

vintage-style wood, avoiding the use of table linen and gaining practicality in the setting of events where might be rain or wind.

If you want more information about the elaboration of these covers, you can contact Mr. Raúl Castro, Food and Beverage Manager of Sunscape Akumal at rcastro@sunscapecorresorts.com



It will be a pleasure to support you with these creative ideas.

WINE BOXES

BY: JULIET KERR-GRAY, F&B ASSISTANT



Our new way of life has taught us to be more careful with our environment and many of our sustainability programs are based on recycling and reusing. All this could be translated as a simple matter of recycling, but for us at Secrets Montego Bay, it has been a big change:

Like every hotel, our wines arrive at our warehouse in boxes, most of them made of cardboard. We take the wines out of the boxes to store them in the wine cellar or warehouse, depending on each hotel. Certain wines, generally the premium ones, are sent in wooden boxes to ensure that they arrive in the best conditions.



These boxes may or may not be made of expensive wood, but it is a fact that what for others is just waste, for us is a very valuable resource. The possibilities are practically endless. While observing the settings we had, we noticed that they were very nice, but something was missing, and then we got it! We needed something to create levels, we saw the boxes and it all clicked. We all said: let's use these boxes!

So, we used them for our food tour setting and it was a WOW!! Then, we use them for the VIP cocktail of UVC, and again WOW!! Instantly, we discovered that something small or even insignificant became a treasure. After

these settings, many collaborators began asking for these boxes for other similar uses, which suddenly became a "Great Idea".

Let's hope this tip on banquet settings will be useful; meanwhile, we will continue cooking. Remember: TOGETHER WE CAN!!!



HARMONY HOUR

BY: TEANA PLOWRIGHT, F&B MANAGER
& LYNDON LAWRENCE, EXECUTIVE CHEF

Zoetry Montego Bay Jamaica is a beautiful property with a great team who are genuinely dedicated to ensuring memorable experiences for our guests. They observe what our guests enjoy the most during their stay. Being a small hotel, we have the opportunity to create memorable and relaxing experiences for our guests. One of them is the "Harmony hour" which consists of a one-hour assembly in our lobby bar. Here our guests (*World of Hyatt and general guests*) are invited to enjoy.

Our Food and Beverage team added a little flair to the lobby area to create a luxurious setting and a relaxing atmosphere complemented with



jazz music to enhance the experience. The setting consists of cocktail tables and candles. Two of our most popular collaborators hand out delicious appetizers and wellness cocktails. Our guests can relax for an hour before dinner and socialize while being served our Hyatt Blue cocktail, created especially for the event.

Harmony Hour not only welcomes our Hyatt guests, but it also helps us to increase the number of guests enrolled in the loyalty program. Our enrollment percentage has been increasing and is above our 2022 goal, currently at 45%.



“DÎNER EN BLANC”

BY: ONOFRE POL MATHEU, F&B MANAGER

An event made by friends and for friends, who seek to enjoy a unique and unrepeatable experience in the most emblematic location of the hotel.

desired atmosphere, ensuring that the decorations are simple and elegant.

We work hard and creatively as a team, in coordination with the entertainment department, we have created “*Dîner en Blanc*” which is a personalized experience where our guests can get a memory for a lifetime, as well as enrich themselves and experience that warmth of being in their home away from home, thanks to a quality service that we kindly and with great passion make available to those who visit us.

The perfect fusion between a privileged location, an

unbeatable staging, impeccable lighting and of course a gastronomic journey prepared by the hand of our chef Santo and with the complicity of sommelier Albert Payano, in a pairing carefully chosen for this great occasion, managing to create an unforgettable experience, all these components are enlivened by a musical evening by the hand of our soloist Yaritza, who performs a selection of melodies according to the nature of the event.

The most important thing of all is not only our commitment, it is also the presence of our guests who show us their emotion and satisfaction at every



At Dreams Punta Cana Resort & Spa, our goal is always to personalize every experience for our guests as much as possible. After all, it is what sets us apart from the competition, creating a memorable impression, therefore memories for a lifetime.

In this sense, we regularly review all our offers, with the intention of adding a personal touch for our guests, so we decided to focus our efforts on creating themed events in different environments, seeking to make our clients' dreams come true.

This last year and a half has brought many challenges and has caused us to reinvent ourselves. We took on the task of looking for ideas, learning about cutting-edge and popular topics in the world, with the aim of creating the right scenarios for the needs of our guests.

Designing the ideal atmosphere for each occasion is a challenge that requires creativity and good taste; It is important to pay attention to every detail so that everything looks impeccable and achieve the



moment by living an unforgettable evening, creating experiences with attitude, quality and excellence.

Without a doubt, a great innovation that captivates, fills us with pride and helps to increase non-package sales, thereby achieving great results and of course making our customers' most cherished dreams come true and thus exceeding their expectations.

All this creates a bond for our guests not only with our resort, but also with our staff and with the island, ensuring that they experience our “*Welcome Home*” firsthand.



to enjoy during the development. of the activity, which starts at 5:00 in the afternoon.

Our kitchen and restaurant team complement the event with the setting up of tables appropriate to the activity, which offer melted chocolate to use with the fruit skewers, which are part of the central table that has a display of rolls, cookies, strawberries with chocolate, variety of cakes and petit fours.

Needless to say, this activity has a high level of appreciation from our guests.

TEA & COFFEE TIME

By: HÉCTOR CARRASCO, BARS ASSISTANT, DAVID GUERRERO, F&B ASSISTANT & FRANCISCO CARRERA, EXECUTIVE SUB-CHEF



Inspired by the “Cacao Fest” that is held annually in our hotels, every Monday we hold what we have called “Tea & Coffee Time” in our hotel.

The activity is offered in the gardens of the central pool area, right in front of the Interlude Bar. This

beautiful work of the Department of Food & Beverages includes the assembly of a bar with a variety of drinks that include liquors, whiskeys, vodkas and a “La Piccola” Cecilia coffee machine, as well as a variety of teas.

Our Baristas offer among other options: Affogato, Capuccino Pink, Frappuccino Caramel Crunch and Mocha Frappé, additionally, due to the proximity of the activity to our Interlude Bar, our guests have the option of ordering any other type of drink they want



WORKING TO REDUCE FOOD COSTS AND PRODUCTIVITY

BY: RICARDO G. MONDRAGON,
F&B MANAGER

We focus our actions and strategies on achieving better financial results in this stage of low occupancy, reducing and seeking better options with suppliers, and impacting and reducing food and beverage costs.

We are aware that expenses matter and that money well-spent grants operational capacity, but if they are not controlled become a burden, reduce profits, and may generate debt; when they are out of control, they put the business project at risk.

In coordination with the purchasing and administration department, we took on the task of looking for alternatives with new suppliers to seek more competitive prices and better credit conditions, maintaining the quality of the products, and reducing costs. We also seek to maximize our payroll and other expenses in these last two months of low occupancy.



FRUITS AND VEGETABLES:

Currently being purchased with 2 suppliers (*local and foreign*), the foreign one delivers to us on Thursdays from CDMX, and its price list is valid for two weeks. We have negotiated an additional 16% discount on its list price. Some products like avocado and lettuce are cheaper with this supplier. In the case of fruits like papaya and melon, it is better to purchase them from local suppliers since the quality and prices are better and normally remain fixed. Prices have been reduced up to 30%, achieving significant savings and giving us a break from heavy debts with suppliers.

MAHI-MAHI FILLET:

Undoubtedly, this product has a high consumption in all our restaurants. We have been buying this product in a frozen presentation with Ocean at \$205; however, we found a cheaper and local option without compromising the quality. Instead of frozen, now we buy it fresh at \$180 per kilo, the price was negotiated for two months and during this time we have saved 25% without affecting the quality of the product.

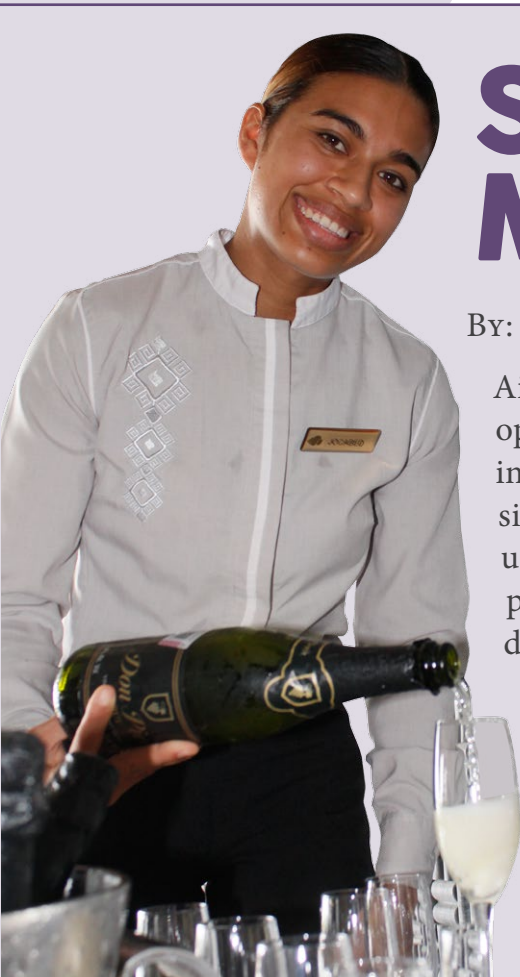
DESCRIPTION	UNITY	PREVIOUS PRICE	ACTUAL PRICE
Mahi Market - Mahi from 1 to 3 Lbs	Kgs	\$205	\$108

SALARIES – F&B PAYROLL

In recent months, we have developed a significant savings plan to reduce salaries and other expenses in the F&B department.

	AUG	SEPT	DIFFERENCE	SAVING
F&B PAYROLL	\$72,580	\$64,450	\$8,130	11%
OTHER EXPENSES	\$22,055	\$14,516	\$7,539	34%
KITCHEN SUPPLIES	\$6,405	\$3,408	\$2,997	47%

We still seek to reduce costs in other products or actions, we hold meetings with the Purchasing Manager, Executive Chef, Warehouse Manager, Food and Beverage Manager, and Administrative Manager to analyze monthly consumption, establish monthly orders, learn about the problems with some articles, proposals, and alternatives. We have held very productive meetings that have helped us find solutions as a team and achieve their common goal, which is the control of food and beverage costs without affecting the quality and service.

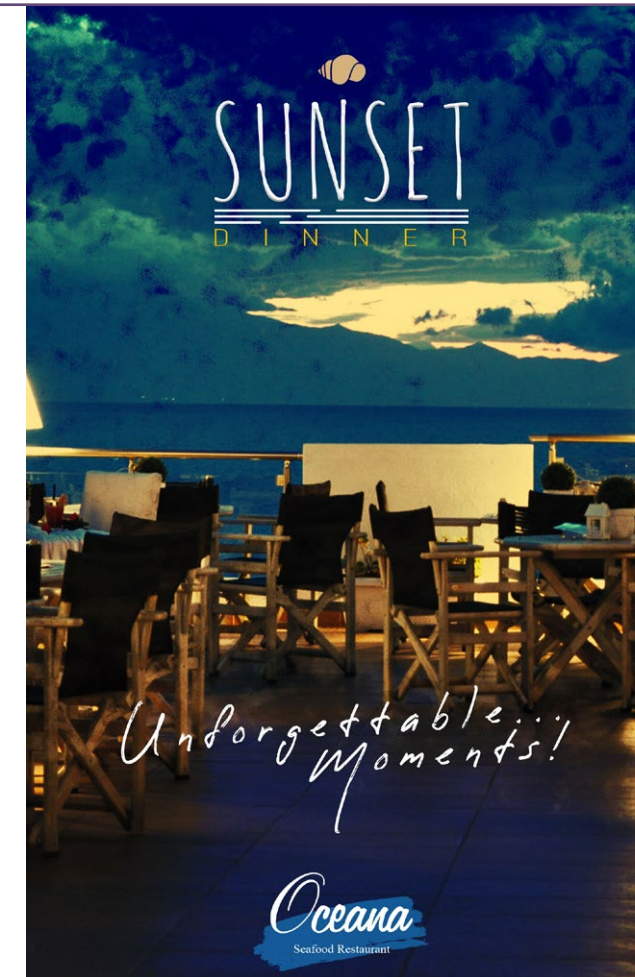


SIGNATURE MENU

BY: JUAN CHAVEZ SOTELO, F&B MANAGER

Aiming to add value for our guests and simultaneously opening the doors to the possibility of selling in consumer centers, the kitchen team designed signature menus by each one of the Chefs de Partie under the condition of respecting the mise en place of the original menu of the restaurant. The design team created amazing flyers to do effective promotional work to taste the signature menu while simultaneously offering and suggesting the pairing labels that the house Sommelier selected to accompany this experience.

It was consolidated as a practice to replicate where the benefits are immediate:



"We seek to promote the signature menu and the peak hours to achieve a better spread of guests"

- We generated high demand for the dishes that were previously selected by cost-benefit to integrate the menu proposal.
- The service for the guests who opt for the signature menu is agile and optimal as their dinner format is predefined.
- We create the chance for sales of wine or cocktails with premium distillates.

The boom has allowed us to have in the lobby a guest service stand in charge of the Food and Beverage staff to promote our restaurants and theme nights, where we collaborate with sales management. We seek to promote the signature menu and the peak hours to achieve a better spread of guests.

We are committed to customizing service through

a signature menu promoted under a faithful recommendation where our guests will be able to find the essence of each restaurant and mix textures, aromas, and flavors with the essence of a good wine or a high-end cocktail, balancing costs and directing the consumption trend towards proteins and specific supplements.





Within the added dishes we have a classic Italian: eggplant alla parmigiana. Likewise, we added to the menu a cauliflower cooked in a wood oven with olive oil and red recado with tahini, and a sauce of chile morita, pumpkin seed, and black sesame. Also, within the new options, we find a grilled Beetroot with a labneh sauce, olive oil, pistachios, and fresh dill, and grilled artichoke with chipotle mayonnaise and sherry vinegar.

What we have been able to highlight is the great acceptance among our guests and the good comments.

VEGETARIAN AND VEGAN OPTIONS

BY: FELIPE VEGA, F&B MANAGER

Inflation impacts all aspects of our daily lives, and food is no exception, so to find ways to cope with these price rises in food, we have decided as a hotel to try to increase our vegetarian and vegan options.

In our Casa Rolandi restaurant, we have added four vegetarian and vegan dishes to the menu, which will help us control the consumption of certain proteins and generate good comments from people who are used to eating healthy. Nowadays, an interesting percentage of our guests and community, in general, eat vegan/vegetarian.

Vegetarian food excludes the intentional consumption of meat, meat products, and fish. It is called strict vegetarianism or veganism when, in addition, one renounces all products of animal origin, such as eggs, dairy, and honey.

It is carried out in such a way that we can replace proteins with fruit, vegetables, or cereals. We can obtain greater benefits not only in terms of costs as a hotel but most importantly, through a good diet rich in vegetables, we prevent and reduce diseases derived from bad nutrition. Currently, the restaurant industry and prestigious chains have been influenced by this trend which more than being a trend is a necessity in our menus.

“Currently, the restaurant industry and prestigious chains have been influenced by this trend which more than being a trend is a necessity...”





LOBBY BAR

By: Noé Muñoz, F&B Manager

Our commitment at the Dreams Vista Cancun Golf & Spa hotel is to always be at the forefront of trends in food and beverages, always looking for innovative options with the best quality products. In our Lobby bar Rendezvous, we implement innovative techniques seeking to enhance the existing atmosphere and at the same time add more elements to captivate our guests' senses.



It has been possible to maintain the costs through different actions like correctly using the jigger, the preparation of natural syrups using rosemary, jamaica, basil, mint, ginger, axiote, recado negro, and other ingredients proper of the region, and seasonal fruits in all our bars, always taking care of the preparation of drinks to invest in better presentations.

Our savings are reflected in innovative and quality drinks. Our guests have the chance to taste an experience with all their senses (taste, aroma, and sight). We replaced the garnishes with an aroma bubble that is placed

while preparing the cocktail using the flavor blaster.

The moment the guest tastes his drink, this bubble bursts and releases an aroma that seduces their senses.





too much demand and substantially high cost. Obsolete dishes were discarded, which in the end caused us a loss and consequently a loss of cost due to the previous production. It simply represented a percentage of waste in the total cost of the restaurant. On the other hand, the most popular dishes were analyzed and we analyzed deeper since we noticed that diners do not usually finish the entire dish. Finally, we verified the quantities to prevent the loss of product.

Together with the cost department, we analyzed recipes to take a wiser decision. The final result is reflected in the new menu, which we achieved by combining ingredients and sauces getting a great structure by improving the variety and flavor, coupled with a better proportion in terms of quantity.

In this example we can see that the savings, after one month, were 38% from one dish to another, making this new dish a star dish at a lower cost.

Before

CIN CIN			
OCTOPUS CARPACCIO			
INGREDIENTS	QUANTITY	UP	TOTAL
Octopus	0.100 grs	\$203.83	\$20.38
Onion	0.050 grs	\$54.00	\$2.70
Carrot	0.025 grs	\$18.00	\$0.45
Laurel	0.015 grs	\$110.00	\$1.65
Pepper	0.005 grs	\$206.74	\$1.03
		TOTAL	\$26.22

After

CIN CIN			
WATERMELON SALAD			
INGREDIENTS	QUANTITY	UP	TOTAL
Heart of Watermelon	0.180 grs	\$45.00	\$8.10
Goat Cheese	0.010 grs	\$32.00	\$0.32
Arugula	0.010 grs	\$12.00	\$0.12
Endive Lettuce	0.010 grs	\$12.00	\$0.12
Cubes of Mango	0.050 grs	\$84.00	\$4.20
Cubes of Pineapple	0.05 grs	\$84.00	\$1.75
		TOTAL	\$14.61

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“We analyzed deeper since we noticed that diners do not usually finish the entire dish.”

ACTIONS TO IMPROVE OPERATING COSTS MENUS RESTAURANTS

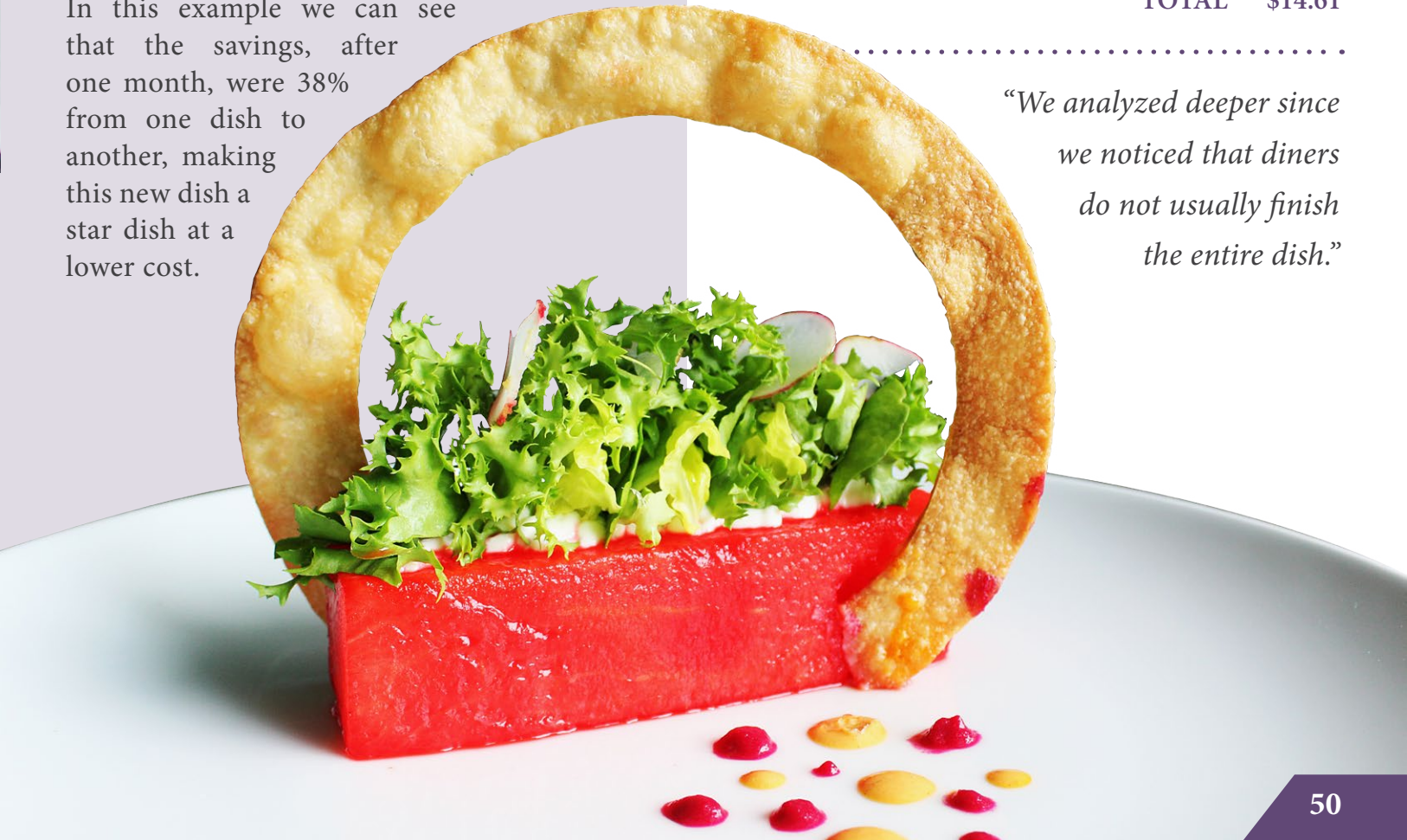
BY: ABRAHAM PEREZ, F&B ASSISTANT

There are many ways to control expenses and costs in a consumption center, which can start from staff training to the output of the products we offer to our guests. We will focus on an action that, due to the expertise of our executive chef, has been given the task of carrying out.

Adjusting restaurant menus, also known as menu engineering.

With the prevailing need to improve the cost of what we offer, we have given ourselves the task of renewing our menus, this of course without affecting the satisfaction of our guests. We begin by analyzing our dishes based on popularity to know from the start which dishes should be changed or eliminated.

Let’s put the Cin Cin restaurant as an example. The popularity already told us that we needed an adjustment. We analyzed the popularity, we found dishes that were not so demand and some with



ROMANTIC DINNERS FOR SEAFOOD LOVERS AND MEAT LOVERS

BY: FABIO MARTINEZ



When mother nature is on our side, at El Jobo beach, where our magnificent hotel is located, we can enjoy great and beautiful sunsets surrounded by an unparalleled landscape, hot weather, green mountains, and the enchanting sound of the sea that drives the senses crazy, creating unforgettable memories.

At Dreams Las Mareas Costa Rica we have incorporated into our romantic dinners menus according to the tastes of our guests, providing two different options: Seafood lovers with seafood from our beautiful coasts, for those who enjoy these delicacies; and Meat lovers, for those who enjoy a variety of premium cuts with excellent quality, all of



them accompanied by exquisite side dishes, sauces, and the best wines, creating experiences with good taste and flavor. By 5:45 in the afternoon, when the sun begins to hide, we prepare ourselves to receive our guests in the sand with a sparkling wine station inside a huge illuminated heart, introducing them to a romantic and cozy atmosphere. Their table, between two bamboo bases and decorated in a sober but very romantic way, is waiting for them. Mother Nature, who is always on our side, rewards us with incredible sunsets with a sky painted in beautiful colors: red and orange combined, allowing the sea to stand out, achieving unique and unforgettable moments for our guests.

Thanks to all these details, we have obtained very good results both in sales and the satisfaction of those who enjoy these beautiful experiences. These

dinners have become very popular and every day we have anniversaries, birthdays, and marriage proposals, among others, where the pleasant atmosphere we provide makes them unique and a very special way to celebrate together great moments that are captured in their hearts. These memories become recommendations that help us to continue increasing our sales.





DINNER IN THE SAND

BY: JOSÉ ERNESTO CABRERA GARCIA,
SOUS CHEF.



before). This way we seek to offer our guests a new unforgettable moment. With this theme they can enjoy a special personalized service by our staff.

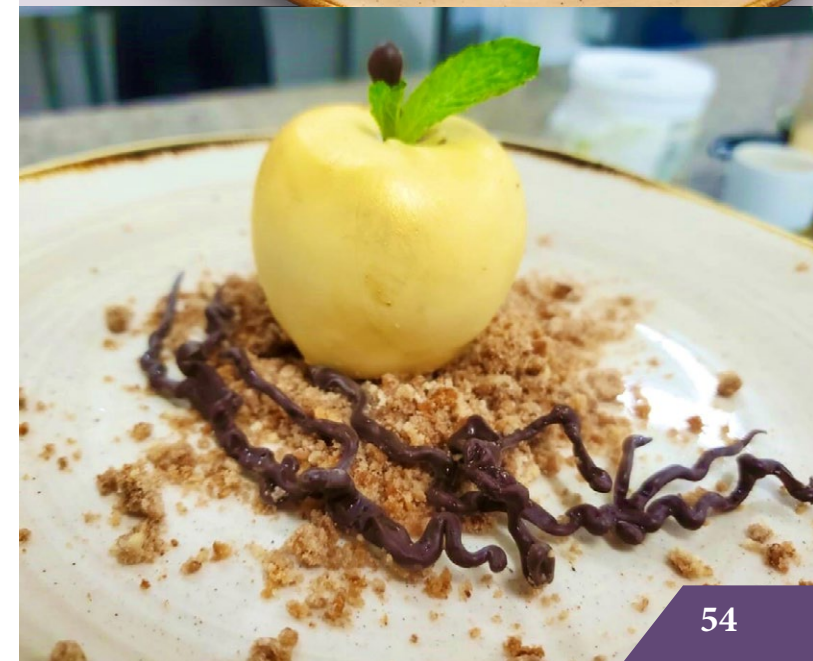
The dinner consists of a four-course tasting menu with top quality products using new gastronomic trends for its presentation, adding flavors and textures to our final product to provide an exquisite pairing with our wines.

We are pleased to carry out these types of activities with the purpose of having an interactive relationship with our guests, knowing their tastes and ensuring that they have a memorable experience in our Hotel.



At Hotel Breathless Punta Cana we aim to provide new experiences to our guests, since our commitment is to make their stay the best of their vacations. One of the ways we do it is by making available to them the possibility of having a “Dinner on the sand” and in turn increasing the non-package income (INP) of the F&B department.

Collaborating hand in hand with the Entertainment department, a dinner is held on the beach with a special setup on the sand (*that is very possible they have never experienced*



CREATING EXPERIENCES

By: ALBERTO VALENZUELA DE LA FUENTE.

In search of continuous improvement, and focused on guest satisfaction, being proactive and dynamic, after studying the cost of frozen gluten-free bread.

We made the implementation of making our gluten-free bread at home, at the same time, we used the variety of gluten-free desserts, by making fresh breads and desserts, and it gives us quality.

Following the same system of continuous improvement, and based on the needs of our guests, and after conducting a study, we implemented our healthy and energetic juices in the indigo restaurant, without increasing the

“We follow the implementations and offer a tray of varied drinks, around the pool and beach”



cost since we use the fruit to the maximum, and providing experiences our guests, in our healthy menu we have a variety of 18 types of mixed juices. Using carrot extract, beet extract among others.

After the implementation and seeing the magnificent acceptance of our guests, thinking of creating new experiences, we

came up with the idea of implementing a welcome tray every day at 9:30 a.m. for our guests, in the pool and beach area, in which we offer healthy green juice, fruit skewer and a damp towel.

We follow the implementations and offer a tray of varied drinks, around the pool and beach.

After carrying out these implementations, and

monitoring, the acceptance of our guests has been very satisfactory, verifying the satisfaction result, which is very positive, we are very pleased with the result.





SUNSCAPE DORADO PACÍFICO IXTAPA



STIR THE POT, LET´S SEE WHAT HAPPENS
Sunscape Dorado Pacífico Ixtapa

CREATIVE SET-UP IDEAS

AND CREATIVE KITCHEN
PRESENTATIONS

BY: ANIBAL BUENO,
FOOD & BEVERAGE MANAGER



*“In Mexico, we enjoy the privilege of knowing how to manage
the corn sustainably by raising awareness of the use
of the leaf that covers the cob”*



Sustainability is part of our philosophy as a company. Complying with reusing initiatives is essential to maintain the essence of things and above all maintain traditions, which accompany us in every step and that we are bound to protect. That is why, when thinking about our wonderful regional cuisine, we are committed to presenting the simple, always using the best selection of ingredients that nature offers us to present the masterpieces made by our chefs.

On this occasion, the protagonist is the so-called Totomoxtle, a name that we inherited from our ancestors, just as we inherited

the handling of this prodigious and versatile leaf that we have used since ancient times for cooking in our traditional cuisine. In Mexico, we enjoy the privilege of knowing how to manage the corn sustainably by raising awareness of the use of the leaf that covers the cob, providing it a second use: the opportunity to dress up the tradition of emblematic dishes.

This versatile natural clothing that covers the corn and is also used to adorn decorative dolls with handicrafts and decorations, is also used as a container for sauces, marinades, esquites, desserts, and dish bases.

Here at Sunscape Dorado Pacifico Ixtapa, aware of its virtues, we use it as a valuable resource in the decoration of the dishes, making our guests, not only national but also foreign, look fascinated by the creativity. They remain curious by observing how, in a friendly way, we allow them to discover that in addition to taste, smell, and temperature, it provides a fresh and natural touch.



COFFEE BREAKS GROUPS (UPGRADE & UPSELL)

BY: CHEF ANTONIO MARTÍNEZ,
EXECUTIVE CHEF | SERGIO CALDERÓN,
F&B MANAGER

We have updated our group Coffee Break setups, to offer our guests different options for their groups, adapted to their needs, interests, and budgets.

With this idea, group leaders can choose from a series of additional options to enrich their coffee break (*Silver, Gold, Platinum*) and create memorable moments during their sessions. Some options include personalized welcome amenities, fruit and herb infusions, French pastries, mini salads, and mini gourmet food, among others.

We use high-quality fresh food, detailed presentations, creative touches, elegance, and

fine flavors. We prepare the coffee break menus according to the session schedules, their duration, and the needs of the group in question.

While setting up the work tables, we take care of the details and also offer various options for

furniture, table linen (*with or without*), and other high-quality extras with a maximum level of customization.

We encourage the non-package income of groups, by selling premium experiences for their conferences and sessions. A win-win.



CHAFING DISH BON CHEF

BY: FIDEL CASTAÑEDA, F&B MANAGER

In the search of offering greater security to our guests during these times of pandemic and maximizing resources, the F&B team is given the task of looking for innovative and functional operational equipment.

Such is the case of these BON CHEF chafing dishes, which have a window to see the food, temperature, and an automatic proximity opening system. Ideal for buffets, preventing food from getting cold, losing its flavor, and its properties. They provide a better presentation of the setting, the dishes look better, and are also very practical.

They have been used in different events and with different types of weather and always guarantee the temperature of the food. There is no need to use solid alcohol since its temperature system is automatic.

It is a product with electrical safety certification established by Underwriters Laboratories.



RAINFOREST DINNER

BY: ALEJANDRO TOVAR, EXECUTIVE CHEF

To create is to produce a work based on artistic ability and creativity is essential in culinary art and even more so in the hotel industry, because having a great variety of cultures we also have a great gastronomic growth, since each social group has their own beliefs, values and criteria that identify them from others, so when creating we must know the tradition, the history, in addition to knowing and perfectly respecting the product with which we work, the multiple forms that It can be combined with other ingredients to create new flavors. starting from new combinations of ingredients; without forgetting that sometimes the simplest and most everyday things are the most grateful and surprising.

1



2



3



At Dreams Onyx we are very demanding with the kitchen and our main objective is that the guest who is going to taste a dish enjoys it, but not only because of the taste but because we offer him a memorable experience that will remain as a good memory of us for a long time, weather.

The proposal that we present on this occasion is a dinner called RAINFOREST that consists of a 4-course menu taking us on a journey of flavors through all the areas of the Dominican Republic, thanks to the fact that it represents the Dominican culture for being made with everyday products. in Dominican houses based on local ingredients to give great value to local gastronomy, taking meticulous care of the product which, when combined, allows the diner to enjoy a variety of flavors and at the same time live a 100% Dominican experience.

Our 4-course menu has the following dishes:

- 1) Avocado Moss (slices of avocado passed by blowtorch accompanied by fried green plantain soil, avocado cream, slices of fried garlic, and water bread rocks and edible flowers).
- 2) Agua del campo (cream of pigeon peas mounted inside fresh coconut).
- 3) Beef tenderloin with a coffee-based sauce and accompanied by mashed ripe plantain and local honey.
- 4) False wild mushroom (made with rum and amaretto mousse, on local cocoa soil and crunchy yogurt).

For us it is more than a pleasure to provide quality, care and passion to our guests.

4





BY: FELIX A. PILIER / IBAI TORRES.

Following our philosophy of continuing to innovate, at Secrets Cap Cana every day we focus on continuing to create. And on this occasion we have focused on pastry, our great pastry team together with our Executive Chef Ibai Torres, made an impact with the creation of new dessert montages and Petit Fours, giving it very creative and vintage touches.

Currently, our patisserie is divided into four, the first is French patisserie for coco café, the second is assorted desserts for the buffet, the third is desserts for a la carte restaurants and lastly a variety of petit fours to accompany with coffees after a delicious dinner in our exquisite restaurants.

"...our pastry chefs surprise us and fill our palate with exquisite combinations, filling us with that happiness that comes from tasting a delicious dessert"



WHERE DOES PASTRY START?

Apparently the first indications of confectionery are taken up more than 7000 years ago in ancient Egypt and Mesopotamia, the term pastry and pastry chef appears for the first time in the year 1440. The term pastry chef arises to define a specialty within the kitchen focused on the sweet part. In the 19th century, the famous French chef Antonie de Careme published the work The Royal Pastry Chef, it is the first written description of modern confectionery, with important recipes, along with the products and utensils that would be produced at that time.

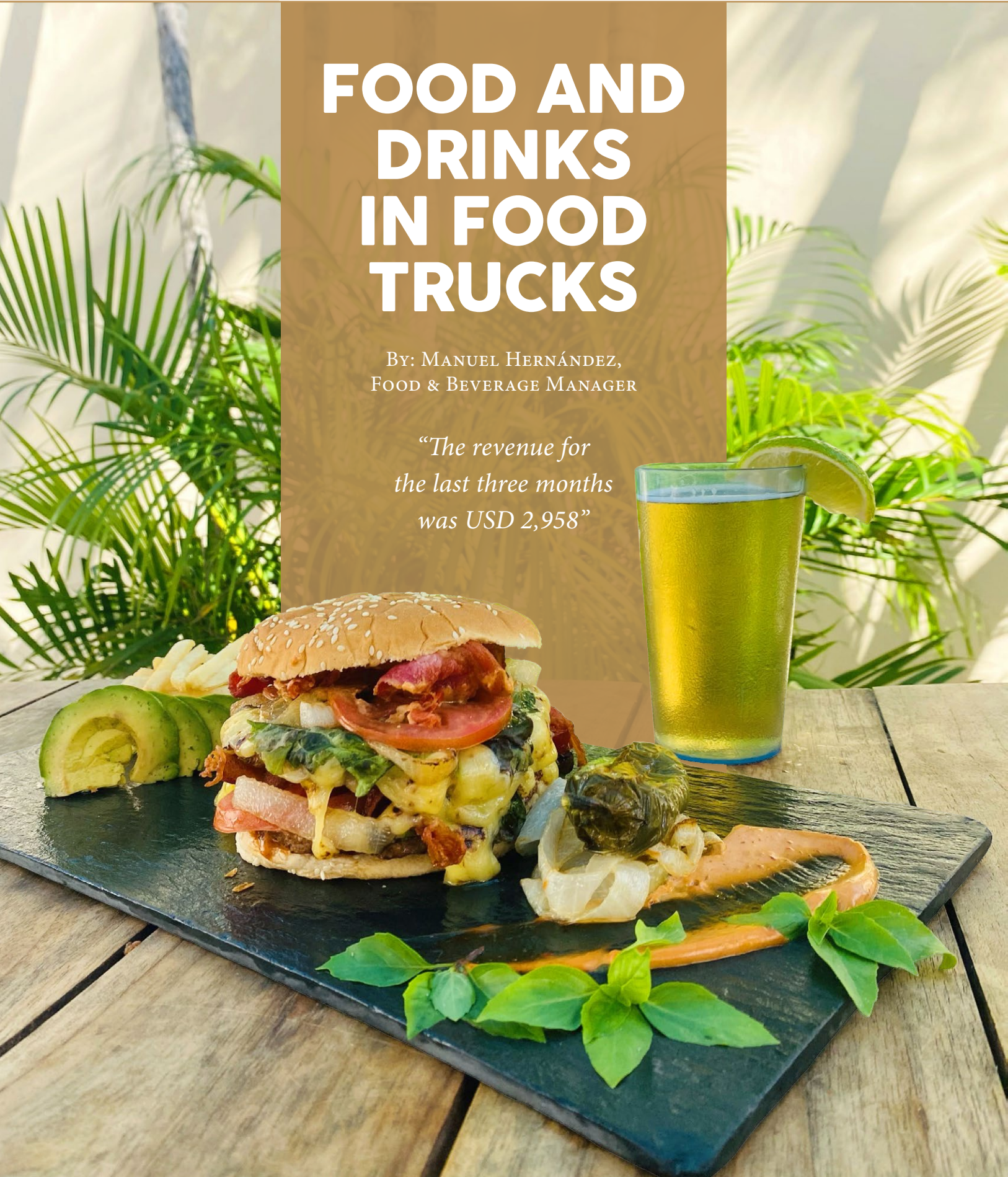
Finally, pastry has evolved along with the stories of humanity, the innovative techniques used by our pastry chefs surprise us and fill our palate with exquisite combinations, filling us with that happiness that comes from tasting a delicious dessert and the phrase that says a meal is real without dessert is like a suit without a tie.



FOOD AND DRINKS IN FOOD TRUCKS

By: MANUEL HERNÁNDEZ,
FOOD & BEVERAGE MANAGER

“The revenue for the last three months was USD 2,958”



At Sunscape Puerto Vallarta we are taking advantage of the opportunity to increase our non-package income by directing the sale of food and beverages to the guests of our neighboring Condomar since the guests who stay in this condo are not entitled to the **Unlimited Fun** concept. However, we offer them the chance to consume food and drinks during the day in our food truck, where they can buy a beer, soft drink, or their favorite liquor or eat a delicious hamburger, a special ceviche from the chef, or some snacks without leaving the property.

Regarding the drinks, beers and soft drinks are canned, and cocktails and prepared drinks are served in a glass different from the standard. Our objectives are two: the first one is to make a difference from our guests, and the second is to be able to control their consumption since they are not guests of Sunscape Puerto Vallarta.

The revenue of this food and drinks food truck for the last three months was USD 2,958.

SUNPV INCOME FOOD TRUCK JULY TO SEPTEMBER 2022

CONCEPT	JUL	AUG	SEPT	TOTAL	USD			
					20.5365	20.1319	20.0752	
	JUL	AUG	SEPT	TOTAL	JUL	AUG	SEPT	TOTAL
FOOD	13,777.64	18,412.99	8,394.90	40,585.53	670.89	914.62	418.17	2,003.68
BEVERAGE	7,068.83	7,499.82	4,780.04	19,348.69	344.21	372.53	238.11	954.85
TOTAL	20,846.47	25,912.81	13,174.94	59,934.22	1,015.09	1,287.15	656.28	2,958.52

Our guests and clients are served by a cashier who takes orders, in addition to the Sunscape-style kitchen and service staff.

It has been a profitable selling point; our next goal is to increase revenue by 10% in the next 2 months.

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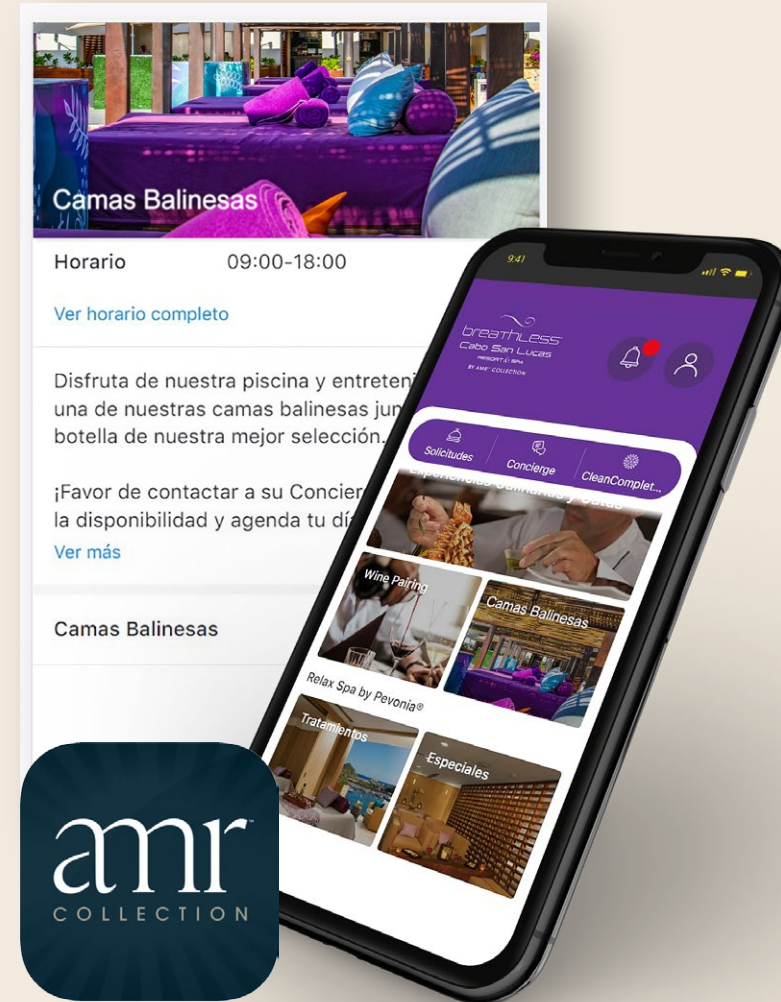
“...they can buy a beer, soft drink, their favorite liquor or eat a delicious hamburger...”



AMRCOLLECTION APP

By: JULIO AGUILAR, F&B SUB-MANAGER

At Breathless Cabo San Lucas, we focus on innovation and being at the forefront, which is why the E-concierge and the food and beverage department decided to take advantage of the AMRCollection app to improve sales. Aiming to provide our guests with a VIP and exclusive experience, we added the layout and photographs of our cabins and Bali beds located in the beach club area.



It functions as follows: the guest gets into the app to visualize the distribution and have a graphic idea of the location of the Bali cabin or bed. In addition, they will also find the wine list for the Beach Club with champagne and spirits to choose from.

This implementation has generated an excellent result, with a contribution of 35% of the income from the sale of bottles through the app. Likewise, our guests obtain a nice and practical service, which is just one click away, achieving a unique and memorable experience.



of Banderas Bay thanks to its privileged location facing the sea. They were inaugurated on September 16th and since that moment to date, they have had a positive impact on our revenue and upsell.

Additionally, it should be noted that both have a fully equipped grill to meet requests for private lunches or dinners for groups of no more than 6 people per cabin (*adults only*), with menus based on fruits from the Mexican Pacific and a pleasant wine pairing from our cellar.



MARIETAS BEACH CABINS

BY: JUAN CHAVEZ SOTELO,
FOOD & BEVERAGE MANAGER

To transmit the purest lifestyle of Punta Mita and to increase the non-package income, the Marietas Beach cabins were added to our offer.

These cabins have an exquisite taste and design achieved through the organic materials used in their construction and a spectacular view



MAYAN PAIRING DINNER

BY: GENARO GUILLEN, F&B MANAGER

Creativity and gastronomy play a very important and fundamental role in the creation of unique and special dishes to delight the most demanding palates which seek to experience new flavors, textures, aromas, and natural ingredients.

With the help of the food and beverage and entertainment departments, we developed a pairing dinner in front of our famous Secrets Aura Cozumel pier, seeking to assemble a gastronomic experience with food from the region, authentic Mexican drinks, culture, and entertainment.

The menu was created by our executive chef José Caballero, who is from Spain and has a great love and passion for cooking with Mexican ingredients and products, and the result is a menu full of ingredients from the southwestern region of the country. The

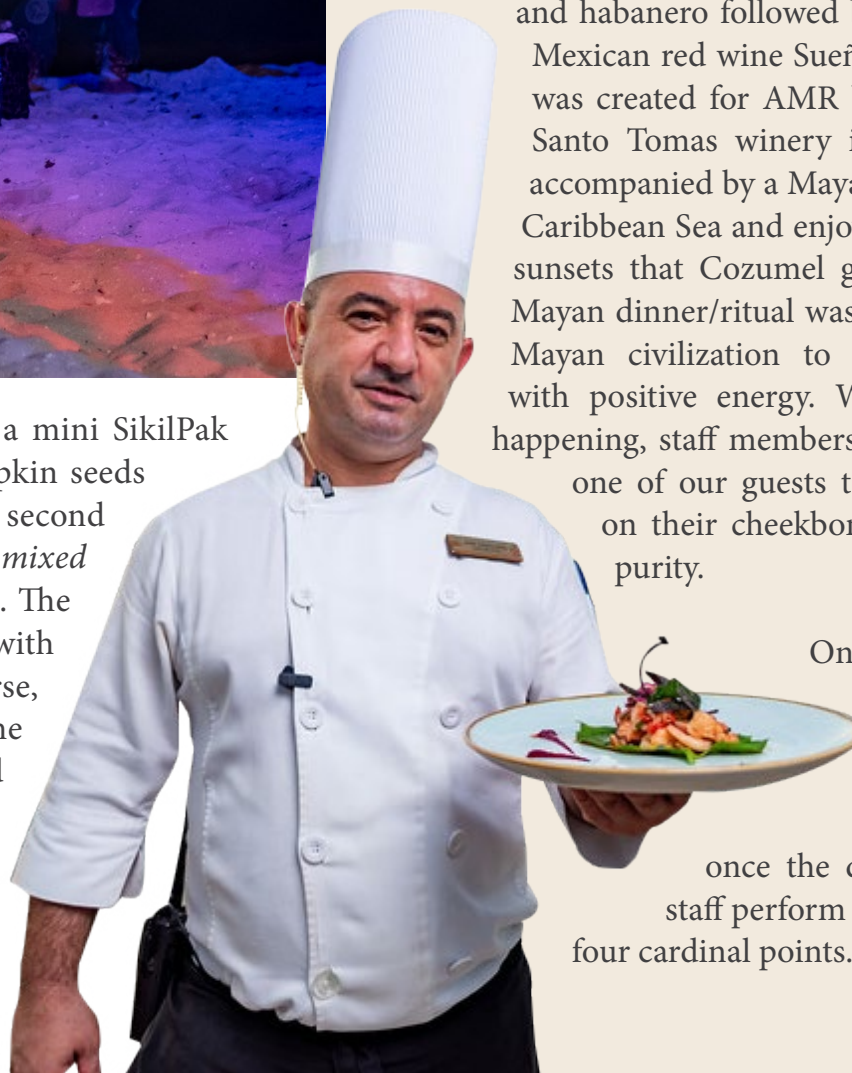


WHAT IS A MAYAN CEREMONY? When the love and energy of the 4 elements are combined. The Gods are inspired to bless the beloved couple in a harmonious environment, where the elements project magical and spiritual energy so that the couple feels integrated.

This entire gastronomic experience begins with an excellent welcome drink of mezcal, beetroot, and habanero followed by our well-known Mexican red wine Sueños Secretos, which was created for AMR by the well-known Santo Tomas winery in Baja California, accompanied by a Mayan ritual, facing the Caribbean Sea and enjoying the wonderful sunsets that Cozumel gives us daily. This Mayan dinner/ritual was carried out by the Mayan civilization to charge themselves with positive energy. While the ritual is happening, staff members are reaching each one of our guests to paint white dots on their cheekbones as a symbol of purity.



amuse-bouche of this dinner is a mini SikilPak tostada (a dish made from pumpkin seeds and roasted vegetables). The second course is a Mayan ceviche (*mixed seafood on a bed of chaya leaves*). The third course, cochinita tacos with blue corn tortilla. The fourth course, bean broth with chorizo; and, as the last course, tikinxic fish wrapped in a holy leaf. We couldn't miss the dessert, which consists of chocolate and gelatin textures of mezcal and tequila.



Once the ritual is over, we start the plated dinner, accompanied by a saxophone, and once the dessert arrives, the staff perform dances towards the four cardinal points.



THE CABIN OF LOVE

BY: DIANA LAURA GUEVARA SÁNCHEZ

On this occasion, the Food and Beverage department, representing the Secrets The Vine hotel, has the pleasure of sharing with our readers this idea that arises from our main objective towards our guests: to turn their vacations into lifelong memories. We are constantly evolving to achieve our goals.

We have taken advantage of the cabins located in our Preferred area to hold romantic dinners and even group dinners for special celebrations. We offer a special menu based on some special requirements, paired with wine, creating unique experiences. Taking advantage of our team and excellent service, we use the linens, the beautiful view, our sunset, and the fireworks of our neighboring hotels to create an evening with a magical and romantic atmosphere.

We have managed to increase our up-sell, we have reached our budgets, monthly goals, and, most importantly, the level of satisfaction of the guests who live this experience.



FATTENING THE PIGGY

Our fifth value says:
“We care about results”

We are committed to delivering positive results. Our values give us the guide to carry out our work and on this occasion, at Secrets Akumal, we have the pleasure of proudly recognizing the excellent work of our fantastic Sommelier and the kitchen team, which have had resulted in extraordinary wine sales.

By: RICARDO NAVARRO,
F&B MANAGER

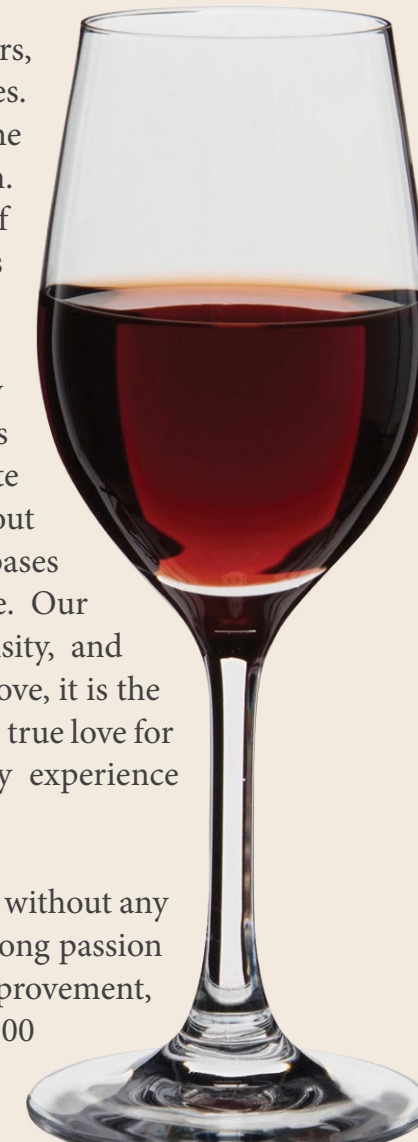
Sommeliers Paula Xix, Margarito Hernández, Alberto Ek, Executive Chef Amando, and the kitchen team work hand in hand every day to offer unforgettable experiences taking advantage of the beautiful settings that are representative of our beautiful Resort.

We are also committed to communicating with guests at all times about the different alternatives



to enjoy events, dinners, and unique experiences. Persistence is key to the success of the organization. In addition to this, of course, there is continuous staff training generated by the Senior Sommelier weekly supported by his colleagues, as well as the support of corporate suppliers who carry out tastings, creating the bases to exalt the wine culture. Our elegance, structure, intensity, and pride make guests fall in love, it is the result of careful hands and true love for detail, which make every experience perfect.

Our wine sales results are, without any doubt, a reflection of a strong passion for success and improvement, generating USD 986,964.00



this year so far, exceeding projected goals to date of USD 747,388.00 with a difference of USD 239,926.00. Extraordinary!

We use this space to recognize, exalt, and thank our team for the extraordinary contributions they provide to the organization to “Fatten the piggy”.



experience. Guests can enjoy food and pair it with a delicious wine or champagne carefully selected by the Sommelier considering the food presented on the menu to create an explosion of flavors.

The packages were created with the purpose that both departments can increase their budget in non-package sales, achieving our commitment to creating great life-long memories for our clients and at the same time achieving our sales objectives.

On the other hand, wine promotions and romantic dinners were placed in the rooms in a strategic place where our guests can both enjoy a delicious capsule coffee and see the promotion cards, including a QR code which is a link to the hotel page to get more information on romantic dinner packages and wine list. Each activity is focused on increasing non-package sales, but most importantly fulfilling our mission, which is to create unforgettable moments for our guests.

We hope you liked this article!

HOW TO INCREASE OUR SALES?

BY: DIEGO PÉREZ,
FOOD & BEVERAGE MANAGER

Dear Salt & Pepper readers, it is a pleasure as always to be able to share with you the article: Fattening the pig; How to increase our sales? Our main objective is to be focused on the needs of our guests. There will always be occasions that we can take advantage of to create great memories for important moments like anniversaries, engagements, or birthdays.

Seeking continuous improvement in innovation and enjoyment of our guests, we have created, together with other departments, the power to add value to the Balinese beds. So, we designed packages for the sale of these beds with an exquisite menu prepared by the executive chef especially to be offered on the beach or pool. We created a food menu with wines to create a better





“T” FOR TACO AND TRADITION THAT FEEDS MEXICO

BY: ALEXIA ROMERO,
FOOD & BEVERAGE
OPERATIVE ASSISTANT



Our national pride! The most popular dish in the country. The delicacy of excellence and its infinite varieties. The lord and master is the pastor one, but there are also suadero, cochinita, shrimp, chicharron, and even just with salt. It has its world day (March 31st), a specific way to eat it, and many books that talk about it.

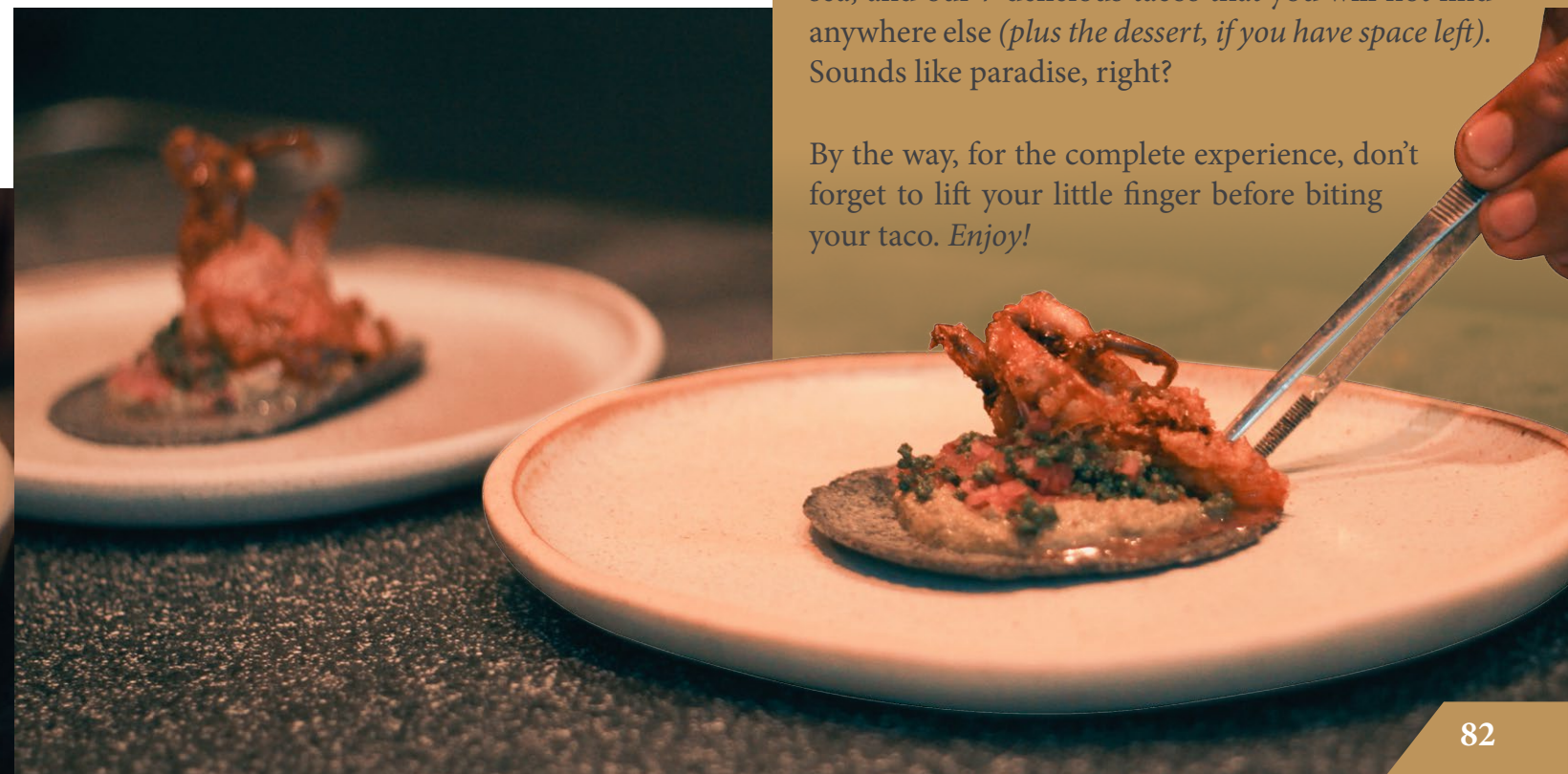
Our Taco Experience is... Moxché pride! We express with tacos a little more of the gastronomic culture of our country while you enjoy some of the classic



drinks, you know, tamarind water, a Boing, a beer, and, why not? a glass of wine.

We are faithful believers that a taco is not a good taco without a good sauce. For this reason, we not only made a special sauce for each one but also a special tortilla. We put love and passion into everything we do here. Imagine a day of sun, sand, turquoise sea, and our 7 delicious tacos that you will not find anywhere else (*plus the dessert, if you have space left*). Sounds like paradise, right?

By the way, for the complete experience, don't forget to lift your little finger before biting your taco. *Enjoy!*



WINE SALES AND ROMANTIC DINNERS

By: LUIS DUARTE, F&B ASSISTANT

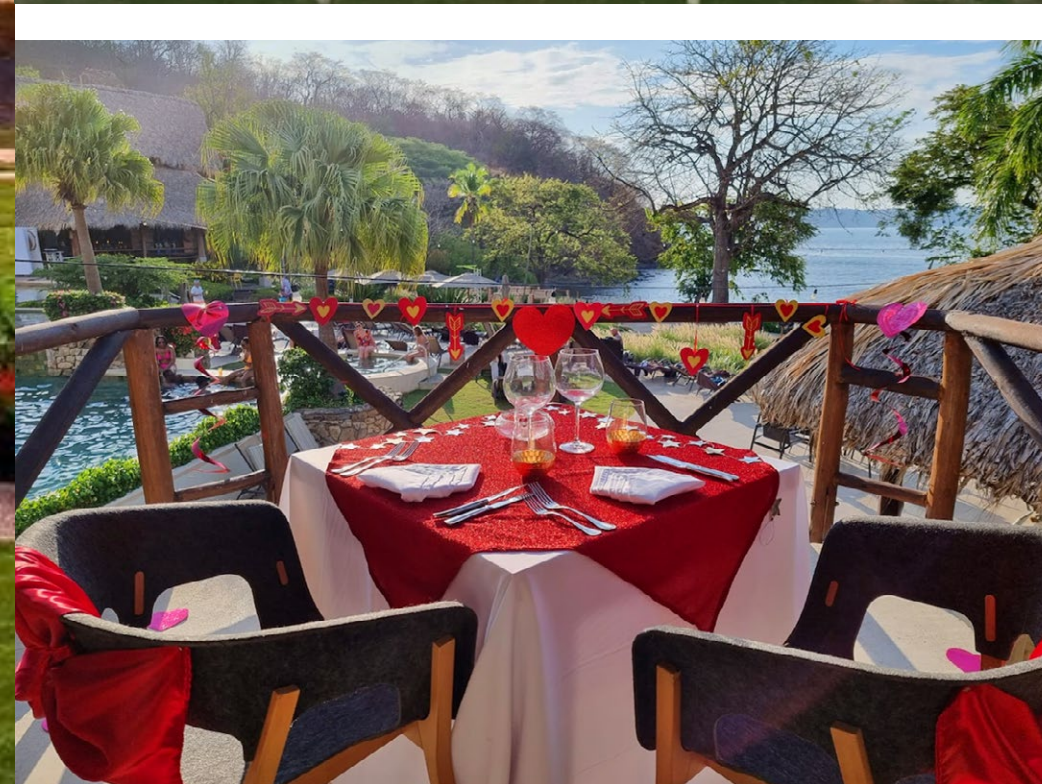
We promote the sale of wine and romantic dinners to satisfy the needs of our guests and provide unforgettable experiences. With the support of our Sommelier Luis Vallejos and the Chef de Partie of each consumption center, we offer guests the wine of their choice as well as an extraordinary and pleasant gastronomic experience, obtaining an atmosphere of romance in the different locations of our beautiful hotel to create memories that will last forever.

Our property offers different locations, one of the most requested is the Spa area, which has

a garden, swimming pool, and restaurant, as well as conditions that allow greater intimacy and privacy for special group activities. All this makes this location an ideal place for setting up our romantic dinners, whether the setting is the garden, the pool area, or the beach, our guests will enjoy a dinner with views of the spectacular sunsets of the Gulf of Papagayo.

In addition, we must highlight the great work that our collaborators do by providing exceptional service to complement a dream evening. In this way, our guests enjoy a personalized, empathic service that meets their expectations, guaranteeing the satisfaction of experiencing these very special dinners.

For us, it is very gratifying to hear the positive feedback we receive from our guests. In the Food and Beverage Department of Secrets Papagayo, we have created different sales strategies for Fattening the pig, including training and education processes for our staff, which allow us to focus on the continuous improvement of our service, obtaining better and more innovative results, all of this through coordination with different areas and paying attention to every detail while providing a non-package service.



SUNSET DINNER AT BELIBED

BY: TOMAS SOLANO, F&B TEAM

Every sunset is unique at Dreams Dominicus La Romana, the unparalleled farewell to the sun every day, along with the sound and color of the infinite sea and the incredible view from the top of this perfection, reminds us that nature is priceless. In view of all these attributes & good ideas from the different departments, Sunset Dinner at Balibed was

born, the Balinese beds beyond being a hotel location, we have managed to turn it into the experience that every guest wants to live during their stay both on the day and at night. It is a work of art to see the sun go down and enjoy observing the width of a beautiful sea.



With this new concept, which has been widely accepted, we have received wonderful comments of satisfaction from our guests. Although we have an idyllic pier, our guests largely prefer Sunset Dinner at Balibed for its wonderful view and the privacy it provides.

In this dinner we have a quite exquisite three-course menu and champagne to toast, if the guest wishes, it can be combined with a pairing previously recommended by our sommelier.

Since we turned this location into a source of experience, we have seen the results reflected both in the increase in satisfaction rates, as well as in non-package income.

Those moments that our guests experience when trying unique experiences like these are vital to achieve the development of the hotel and their loyalty to us, experiences that not only encourage purchase, but also cause a lasting emotion that is stored in the memory through the weather.



ROCK LOBSTER

BY: CARLOS NÚÑEZ, F&B MANAGER

Although the concept of food and music has varied from the Greeks to the present. However, its functions have remained constant: enjoying, and expressing feelings, emotions, ideas, and thoughts to evoke memories and even relaxation.

Now, let's talk about the most admired ingredient in gastronomy: Lobster. It is part of the most sophisticated and elegant dishes, commonly presented on special occasions. The most traditional thing is to share a such delicious meal in an elegant place.



Analyzing the preferences of our guests, and especially based on the generation that visits us the most at Secrets Maroma, we are sure that the lobster is something they love, culinary speaking. In terms of music, the 70s-80s are their favorite genre. Therefore, we created the concept “Rock Lobster”, which transports us to those times when this song and its musical movements became famous, bringing it back through time. Our band is in charge of reliving those moments in a relaxed atmosphere where the main dish on our menu is precisely lobster.

This themed night has become so popular that currently represents the largest non-package sales revenue. Our collaborators always mention this themed night to our guests, who immediately reserve a table at our venue: the beach club. They only need to invest in a good bottle of wine to be there and enjoy a great evening.

There is no doubt that music and gastronomy have powers...

ROMANTIC PACKAGE, FAMILIAR AND PERSONALIZED

BY: PASCUAL SALCEDO, EXECUTIVE CHEF, KELVIN JONES, F&B ASSISTANT



Given that we have to stay at the forefront in the hospitality industry, even more so in the food and beverage department where gastronomic and service changes are continuous, for this reason at our Dreams Macao Punta Cana hotel, we have implemented a romantic, family and that generates INP income and at the same time that our guests can live that gastronomic experience in a place that, due to its natural and emblematic characteristics, symbolizes peace, tranquility and harmony, which is our beautiful beach. The idea is to make a set up at sunset taking advantage of

the sunset on our beach, with a personalized service where we offer a grill with lobster, beef steak and shrimp skewers in the form of show cooking, accompanied by a bartender with his cart. mixology which our guests will be able to live an unforgettable experience by being able to observe, how they prepare their food and how they prepare their



drinks in front of them, at the same time our guests enjoying our saxophonist who puts the perfect point at the moment.

In fact, since we were implementing the idea, guests were curious and asked what the price would be for them to be able to dine that way.

We understand and we are sure that, by implementing this idea, we will be able to meet the objectives set by the company with respect to non-INP package income.

The staff that will work for this package would be a waiter, a cook and a bartender.

To conclude, I would like to highlight that this would be an evening that will leave our guests marked and with a good taste in their mouths for life, turning this initiative into an added attraction, which will lead our guests to pass it on to their friends, family and colleagues, being This is one more reason to encourage more visits to our facilities.



LUCIO TAPIA JUSTINIANO

He was born in Mexico City, studied Computer Systems Engineering at the Technological University of Mexico, and, during his part-time job as a bar supervisor he discovered his passion for customer service and the world of spirits. Lucio became the Manager of that bar and held this position for five years.

In 2020, Lucio joined the Dreams Huatulco family as a Bartender, proving to be a responsible, committed, and innovative collaborator providing excellent results in sales of wine and mezcal. Such qualities paid off and in 2022 he was promoted to Mezcalier, a position where, in addition to increasing the non-package income, he has the great responsibility of promoting the Oaxacan culture to our guests by



disseminating the history and cultural weight of this ancient drink.

Currently, in addition to keep training to provide a better service, is one of the collaborators with the best results in wine and mezcal sales. There is no doubt that this is only the beginning of a promising future.



GUILLERMO ACEVEDO SALAZAR

Guillermo is originally from Mexico City, he studied at the Escuela Comercial Cámara de Comercio, and later worked as a waiter at the Spanish restaurant Parque Asturias. He began his story at Dreams Huatulco in 2013 as a waiter, showing great dedication to his work, obtaining a certification in Customer Service from the National Council for the Certification of Labor Competencies (CONOCER, for its name in Spanish).

Guillermo did his internship as Restaurant Captain in late 2020, managing to get the position in June 2021, where he continued to provide excellent results. In August 2022, he was promoted to Restaurant Manager and he is currently in the process of becoming a certified Assessor of Customer Service Standards and continues to demonstrate his commitment and dedication by focusing on his department's goals.

BY: ALAN ARREVILLAGA PÉREZ,
FOOD & BEVERAGE MANAGER

GIOVANNI CRISTÓBAL

BY: ADRIAN MUNDO, F&B MANAGER



At Dreams Los Cabos, we are constantly seeking the growth of our collaborators. On this occasion, we celebrate the internal development of Giovanni Jose Cristóbal López, who arrived in March 2021 and joined as a Bartender having an excellent service attitude and generating magnificent feedback. Our guests refer to him as an exceptional collaborator.

Over the months, Giovanni always supported the continuous improvement of the Bar Department, being an important element since he worked for hand in hand with his supervisors, captain, and head of bars, to improve and preserve the quality aspects of products and services. He stood out for supporting compliance with hygienic

food handling standards and following up on every area of opportunity marked in the audits. Giovanni decided to start with the process of doing an internship as Bar Captain, meeting and exceeding the expectations of his immediate supervisors, and mostly providing remarkable results. Due to his great dedication, he recently became Bar Captain.

At DRELC we are pleased to have such achievements, seeing how our collaborators grow, meet, and achieve their professional goals.





THE ART AND FLAVORS OF A DISH ARE MEMORABLE

BY: JUAN JOSÉ SALAZAR, F&B MANAGER

Brayan, 23 years old, from the beautiful port of Acapulco, Guerrero, has a great passion for the culinary arts. He describes himself as a person who loves what he does, always focused on the details, which is his way to express feelings, not only while elaborating



and creating flavors, but also working as a team in ZOCDM.

Brayan is an example that when there is a will, there is a way. One of his great projects on a personal level is to finish the Bachelor's in Gastronomy without leaving his passion for work.

He is a great Chef who has stood out since the recent opening of Zoëtry Casa del Mar due to his leadership. It led him to be recognized for his great commitment, dedication, and passion for teamwork. For all the above and more, the Executive Chef promoted him from Chef A to Chef de Partie.

Currently, he is a great chef who has brought creativity and good flavor to the table of our guests, achieving a difference in reviews in the Food and Beverage Department.



knowledge and responsibility. He was promoted to cook B and later to cook A due to his leadership skills and his good organization.

During the pandemic and the closure of several hotels, he moved to another company where he continued to acquire knowledge that would lead him to his next position. At the reopening of our beautiful hotel, he came back to Dreams Aventuras, and thanks to his effort, dedication, and commitment, he was allowed to be the new chef of the oriental restaurant. Step by step he has managed to have success in this company.

CHEF DIEGO LUIS MEDINA

BY: ANDRÉS SUAREZ

Chef Diego Luis Medina, 27 years old, with Toltec roots, and originally from Oaxaca, is considered one of the cities with the greatest gastronomic offer and emblematic pre-Hispanic cuisine. His passion for cooking arose from a very young age, he loved watching his mother and grandmother cook; since then, he showed his interest in culinary art. Over

the years he has managed to make his way and express his passion for gastronomy and his roots.

He entered this beautiful hotel in February 2015 as Steward. His dedication and passion for the kitchen were so good that he was soon considered for the position of kitchen assistant; when he finally managed to be in the kitchen, he knew he had found his path and he would not give up until achieving his goals.

He went through all the kitchens, giving his best in each one and acquiring more



GRISELDA LECHUGA

BY: LUIS I. HERNÁNDEZ L.,
FOOD & BEVERAGE MANAGER

“she has had a phenomenal performance and has demonstrated her ability to lead different kitchens, create menus, plan, and implement creative memorable experiences, focused on the well-being of our guests...”

At Zoëtry Paraíso de la Bonita we are growing step by step!

We recently witnessed the promotion to Executive Sous-Chef of our colleague Griselda Lechuga, who has been part of our Kitchen team since 2019, when she joined us as Chef de Partie after starting her career at AMR in 2016.

Under the leadership of different Chefs and going through all the different areas in the kitchen, she stood out for her versatility, organization, and discipline, making her a great element to the team, bosses, and colleagues.

At ZOPDB, she has had a phenomenal performance and has demonstrated her ability to lead different kitchens, create menus, plan, and implement creative memorable experiences, focused on the well-being of our guests, who remember Griselda by her name, kindness, and her dishes.



Originally from Chilpancingo, Guerrero, she had her academic training at the Universidad de la Sierra de Puebla, where she demonstrated her skills to promote excellence in service and the ability to motivate her team. Chef Griselda carried out her professional internship program this year and with so much effort and dedication she achieved her goal of being promoted to Executive Sous-Chef, where she shows off her passion, dedication, and discipline.

Her cooking reflects the roots of the flavors that Griselda has carried with her since her childhood. She loves discovering new places, enjoys serenity and calmness, and also enjoys every moment with her family, which is her greatest drive in the continuous search to be better every day. Congratulations, Chef, and keep achieving success!

TOGETHER WE CAN!!!

EVERYONE IS WELCOME

BY: CARMEN BARRERA,
F&B ADMINISTRATIVE ASSISTANT



CHEF SINGH NEGI KESHAR

Dreams Sapphire Resort & Spa welcomes Chef Keshar, originally from India, who will bring his culinary knowledge to our hotel.

At the age of 30, he left his country to work in places like Japan, Germany, Canada, Hyatt Los Cabos, and now, Dreams Sapphire by September 2022. He is a person with high organizational skills, is very dedicated to his work, married, and with 3 children. He plays volleyball, his favorite food is Thai and he says he doesn't eat beef.

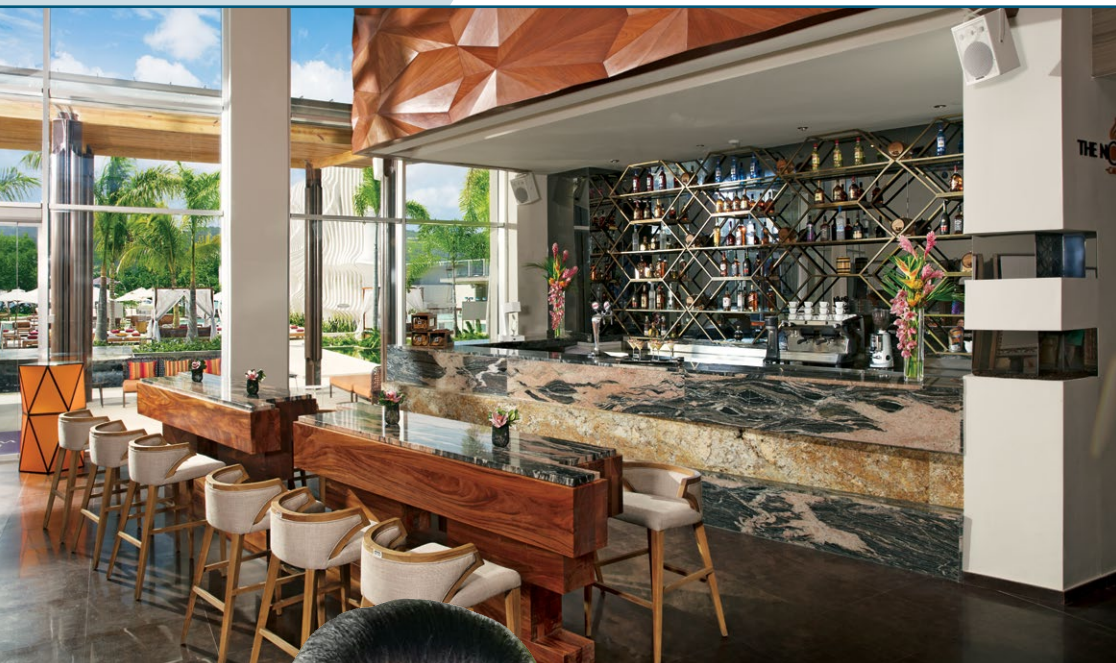


FILIBERTO NOVELO MAY

He joins Dreams Sapphire Resort & Spa in July 2022 as Chef. He is well-known for his excellent performance and integration into the work environment.

He is deaf-mute, which does not prevent him from performing his duties. He was born in Cancun, and in his free time, he likes to watch videos. As a company, we are proud to have these talents, they teach us that there are no barriers to overcome and face the adversities of life.





ANN MARIE NELMS FROM RESTAURANT MANAGER TO F&B ASSISTANT

BY: ALEJANDRO VIRAMONTES,
F&B MANAGER

Patience, determination, and consistency are powerful virtues, a very special formula that Ann Marie has put into practice for many years at Secrets Montego Bay, where she started more than 4 years ago as a Restaurant Supervisor.

When I say that patience is a virtue, it is because she has worked hard and tenaciously seeking a promotion and continuing her professional development, and this led her to be in charge of all the restaurants, with a critical eye every time she entered into a new one, elaborating an action plan to make it the best. This is how she earned the respect and admiration of her co-workers, who turn to her every time they face certain challenges

or need guidance on how to proceed under certain circumstances.

Patience and determination were key for her professional development, and in March 2020, the first fruits of that great enthusiasm, passion, and professionalism transformed into a new job as a Restaurant Manager, a big step in its development. The pandemic arrived and, once again, her secret formula was put to the test, now with a greater challenge: she was transferred to Breathless Montego Bay on November 2020, where she was in charge of the operation and supervision of the restaurants of this beautiful resort.

By 2021, the results of Breathless were gradually improving and in 2022 it was positioned in the first places of guest satisfaction, TripAdvisor, and other indicators. The service and feedback from our guests are our references to highlight the great work that Ann Marie has been doing for about 2 years. That is why, as of October 1, 2022, it was

an honor for us to promote her to Food and Beverage Assistant at Breathless Montego Bay, hoping to continue witnessing her professional and personal development, with the help and support of her team.

For us, it is an honor to have her on our team, and to share and be complicit in her learning, development, and daily motivation!

We hope for her more success and we will probably read about her any time soon.





BY: PAULA ALFARO,
F&B TEAM ADMINISTRATIVE ASSISTANT

AGUSTIN PINEDA

He joined on March 7, 2002 occupying the position of Steward, 6 months later he was promoted to steward's Supervisor.

In 2007 he had his first experience as Steward at the Hotel Las Americas and it was there where he discovered his love for hospitality, he feels that he can provide support to others from his area, he likes to teach, team work and be aware of his colleagues needs. He prepares his path to be the next Chief Steward and give the best to his family who are his life's engine.

SULEY SANCHEZ

She started on May 6, 2022 in the position of waitress at the World Café's Restaurant, and three months later she is promoted to Hostess of World café.

Dreams Karibana Cartagena is his first job, Suley makes day shifts to be able to study at night his career in Tourism Administration. she is a source of inspiration for her other colleagues because she has exceeded her own limits, she is passionate about her work and seeks to learn something new every day, she feels grateful to her team and besides Carlos Martinez whom she defines as her best teacher and to whom she owes everything she has learned now.



YOJANA FORRY

In 2005 she decided to start studying cooking at the Seine, after passing the admission test she learned that she was pregnant and against all odds she finished her studies being the best in the class with grades of 5 being this the highest score, her scholarship is held in a restaurant in Cartagena's downtown and obtains 6 years of experience.

She decides to give a different direction to her career and worked as a kitchen assistant at the Holiday Inn Hotel, 30 days after working she is promoted to the position of first cook. Yojana loves challenges and decides to apply to Hotel Las Américas because she wanted to break with the paradigm of those who work there do not last in their employment, she wanted to work in a larger hotel and be able to push herself, she worked hard for 3 days in the main restaurant of the hotel and it was such a great recognition that she was transferred to the same hotel restaurant the Kiosko Cielo Mar. This is how a Sub-chef found her and wanted to give her the administration of the Salvo Restaurant in Cartagena, a great step in her career to learn how to assemble a menu, get proportions and manage a kitchen.

The passion and commitment to her work led her to be one of the first people to come to the property, since March 1, 2022 she occupies the position of Chef de Partie at the World Café restaurant. It has seen a incredible growth since the hotel pre-opening. She appreciates every step she took to get to where she is today, she thinks that in life if you must take risk challenges to earn is everything, and thanks to her career in kitchen she has been able to educate her 3 children being a mother and father, all this she defines the kitchen as enough engine for her life.



**ROBIN
JAVIER ROSA**
SOMMELIER

BY: RAY AQUINO, F&B ASSISTANT

Robin has an excellent record of responsibility, commitment, and hard work, he started at our hotel on February 13, 2015, as a Restaurant Waiter, he did not limit himself to his main functions and soon requested a training as Bartender at Coco Café which culminated with such success, that he took this position for a long time.

In 2018 he joined Himitsu Restaurant as a waiter, where he stood out for his dedication to the department, and because of his effort, he was promoted to Restaurant Captain in January 2019. Robin's desire to learn and motivation did not stop there, he trained as a sommelier assistant, this aroused a great passion for wines, leading him to increase his knowledge, so he did a diploma in wine tasting, and learned so much that he became one of the best wine sellers in the hotel, getting the position of Sommelier in January 2022.

Robin is a sign of commitment, teamwork, companionship, resilience, cheerfulness, and above all willingness to obtain and give the best for the well-being of the operation, so at Dreams Palm Beach we are more than proud that he is a member of our family.

"He became one of the best wine sellers in the hotel, getting the position of Sommelier in January 2022."



His beginnings at AMR in December 2007 were as a restaurant waiter and he stood out for being a proactive collaborator, with excellent service and cooperation with his colleagues. Over the years, thanks to his performance he was demonstrating his abilities and acquired knowledge that allowed him to be promoted to Captain of Restaurants in 2012, this only increased his enthusiasm and responsibility with the Food and Beverage Department, so in 2014 he received the promotion to Banquet Manager, as well as different recognitions as an outstanding collaborator, among them "Supervisor of the Year 2021".

Wilsquin has proven to be a collaborator who carries with him the philosophy and culture of AMR™ Collection, always willing to support, being respectful, initiative-taking, cheerful, and above all, dedicated to providing the best results.

Received different recognitions as an outstanding collaborator, among them "Supervisor of the Year 2021".

**WILSQVIN
OTILIO
FELICIANO**
HOTEL SERVICE DIRECTOR



BY: YOKASTA VARGAS,
F&B ADMINISTRATIVE ASSISTANT

In the F&B department of Sunscape Puerto Plata Dominican Republic, the 'passion for what we do' is the most important. We are aware that in the hospitality industry there are certain values that we must respect such as service, productivity, delivery, teamwork and innovation. Every one of this employees have proven to be able to give their best every day, willing to never give up and identify with the standards of AMResorts.



LUIS MANUEL SANTOS
SERVICE MANAGER

He is one of the most prominent c of the entire team. He began his work in the hospitality industry as a waiter at very young age and since then he has made every effort to demonstrate all the skills

that he has acquired over time. He is part of our family for more than eleven years and started with us as 'Captain of Restaurant', more then and after demonstrating his extensive knowledge, he was promoted to 'Restaurant Manager' and since then, every day he expresses how grateful he is with us for allow you to be part of this company. The most important thing for Mr. Santos is the service, citing his words "without service we are nothing".

"I spend more time in the hotel than in my own home, so doing a good job and getting along with my colleagues is my main objective".

We are proud to have a collaborator like Mr. Santos, his consistency in the daily work makes the productivity of the entire department exceptional.



LUIS EDUARDO LANTIGUA

GENERAL KITCHEN SUPERVISOR

26 years playing this role!

Mr. Lantigua started his hotel career in 1990 and since then he has remained firm in the hospitality industry.

He started as a cook, but later he wanted to try to learn a little more about his department. Being promoted to supervisor, later, by showing his enthusiasm and skills, he formally became general food supervisor.

Mr. Lantigua, in all his years of work has acquired a number of knowledge and techniques that make his work come out exceptionally.

There is no doubt that Mr. Lantigua is one of our most consistent collaborators in his area of work,



day by day he strives for quality and consistency to prevail.

"I think we are artists, because what we do is a work of art".

JUNIOR E. LEON

CAPITAN TRAINING

Since becoming part of our family, he has proven to be an exemplary collaborator, always expressing how grateful he is for being part of Sunscape Puerto Plata. he began his work as a waiter, and after demonstrating his skills in service to guests, he is proposed to be promoted to 'Capitan' where he continues to work with all the enthusiasm that has always characterized him.

Quoting his words "we are the face of the restaurant and when a guest arrives with his family it is my responsibility to receive him with a warm smile".

Junior, has always shown how committed he is to guests, so having his with us is a pride that we do not regret.

The personality, charisma and aptitude of Junior motivate all the other collaborators to give the best of themselves, so, there is no doubt that we will continue listening to wonders of this special collaborator.

RESORT	F&B MANAGER	EXECUTIVE CHEF
BREATHLESS & SECRETS RIVIERA CANCUN	Jose Ignacio Saucedo	Mauricio Lara
BREATHLESS CABOS SAN LUCAS	Ciro García	Edgar Cervantes
BREATHLESS CANCUN SOUL	N/A	Charlie Paz
BREATHLESS MONTEGO BAY	Alejandro Viramontes	Antonio Valero
BREATHLESS PUNTA CANA RESORT & SPA	Ranier More	Israel Gata
DREAMS ACAPULCO	Ricardo Mondragón	Francisco Sánchez
DREAMS AVENTURAS	Antonia Araos	Juan Tamay
DREAMS CALVIA	Xisco Lorenzo	Jaume Ferrá
DREAMS CURAÇAO	Julio Carrion	Wilmer Cuellar
DREAMS DELIGHT PLAYA BONITA PANAMÁ	<i>Vacancy</i>	Arquímedes Bultron
DREAMS DOMINICUS LA ROMANA	Tomás Solano	José Hichez
DREAMS HUATULCO	Alan Arrevillaga	Antonio Elizalde
DREAMS JADE RIVIERA CANCÚN	David Lopez	Luis Castellanos
DREAMS JARDÍN TROPICAL	Dimas Agut	Richard González
DREAMS KARIBANA CARTAGENA	Felipe Bancelin	Rafael Suárez
DREAMS LAS MAREAS	Jorge Blancas	Martin Agosto
DREAMS LOS CABOS	Adrian Mundo	Alejandro Canul
DREAMS MACAO BEACH PUNTA CANA	<i>Vacancy</i>	Pascual Salcedo
DREAMS NATURA	Diego Perez	Alejandro López
DREAMS ONYX PUNTA CANA	Ranier More	Alejandro Tovar
DREAMS PALM BEACH	<i>Vacancy</i>	<i>Vacante</i>
DREAMS PLAYA MUJERES	Pedro García Galiano	Fernando Rivera
DREAMS PUNTA CANA	Onofre Pol Matheu	Santo Vargas
DREAMS RIVIERA CANCÚN	Sergio Calderón	Antonio Martínez Bonilla
DREAMS ROYAL BEACH PUNTA CANA	Francisco Jiménez - Maitre General	Mijail Nicle
DREAMS SANDS CANCÚN	Gregorio Vázquez López	Antelmo Limón Cabañas
DREAMS SAPPHIRE RIVIERA CANCÚN	Roberto Carlos Marin	Jorge Ku
DREAMS TULUM	José Luis Sánchez	<i>Vacancy</i>
DREAMS VISTA CANCÚN	Noé Muñoz García	Erik Velasco
NOW EMERALD CANCÚN	Abraham Vázquez Poblete	Rosendo Corona Correa
SECRETS & DREAMS BAHÍA MITA	Juan Chávez	Silvano Ramos
SECRETS AKUMAL RIVIERA MAYA	Ricardo Navarro Cisneros	José Armando García Torres
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Genaro Guillen	José Caballero
SECRETS CAP CANA	Félix Pillier	Ibai Torres
SECRETS HUATULCO	Alan Arrevillaga	<i>Vacancy</i>
SECRETS MAROMA BEACH	Carlos Nuñez	Victor Arriagada
SECRETS MOXCHE PLAYA DEL CARMEN	Oscar Martínez	Mario Blanco
SECRETS PAPAGAYO COSTA RICA	Julio de la Torre	Joser Castro
SECRETS PLAYA MUJERES	Fidel Castañeda	Jose Mena
SECRETS PUERTO LOS CABOS	Alejandro Ribera	Vladimir Domínguez
SECRETS ROYAL BEACH PUNTA CANA	<i>Vacancy</i>	Alejandro Alcántara
SECRETS ST. MARTIN	Myrlaine Carmont	Bruno Brazier
SECRETS THE VINE CANCÚN	Xavier Mantecón Piña	Ricardo Cabeza
SECRETS VALLARTA BAY & DREAMS VALLARTA BAY	Juan Chavez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Alejandro Viramontes	Antonio Valero
SUNSCAPE AKUMAL	Raúl Antonio Castro García	Bernardo Franco Sánchez
SUNSCAPE CURAÇAO	<i>Vacancy</i>	Raul Miranda
SUNSCAPE DORADO PACÍFICO IXTAPA	Anibal Bueno	Daniel Pech
SUNSCAPE PUERTO PLATA	José Adolfo Cid	<i>Vacancy</i>
SUNSCAPE PUERTO VALLARTA	Manuel Hernández	<i>Vacancy</i>
ZOËTRY AGUA PUNTA CANA	Alberto Valenzuela de la Fuente	<i>Vacancy</i>
ZOËTRY CASA DEL MAR LOS CABOS	Juan José Salazar	Juan David Velasquez
ZOËTRY CURACAO	Jose Alias	<i>Vacancy</i>
ZOËTRY MALLORCA	Alfredo Schettini	Daniel Carayol
ZOËTRY MONTEGO BAY	Teana Plowright	Lyndon Lawrence
ZOËTRY PARAÍSO DE LA BONITA	Luis Hernández	Noé Mirón
ZOËTRY VILLA ROLANDI ISLA MUJERES	Felipe Vega	Felipe Vega