

NOVEMBER | 23

Salt & Pepper

Kumquat

DREAMS CORFU

Desserts World Café

DREAMS JARDÍN TROPICAL

Vegan Shrimp

ZOËTRY CASA DEL MAR LOS CABOS

From ou Garden to Your Plate

SUNSCAPE PUERTO PLATA

Salmon Ora King Tyee

SECRETS MOXCHÉ

A Journey to Professional Success

DREAMS ONYX PUNTA CANA

WORLD
OF
HYATT.

Inclusive
COLLECTION

Negroni

Such is the legacy and appeal of the Negroni cocktail worldwide that an entire week is dedicated to celebrating its spirited essence. Since 2013, the last week of September is known as “Negroni Week,” and the funds collected during this week are destined for charitable works. There’s no way I can hide it: I am one of the flag bearers among the thousands of Negroni enthusiasts. And when I learned its history, my admiration grew. The story of the Negroni is, like that of many classic cocktails, a tale of chance and evolution. From the elegant and winding streets of Florence to the most unusual bars worldwide, this drink has left an indelible mark on the cocktail universe. Whether you’re a purist who sticks to the traditional recipe or someone who loves to experiment, one thing is clear: the allure of the Negroni transcends the time and place of consumption. The next time you try this ruby-red classic, take a moment to appreciate its rich history and the Italian count who gave it its name.

Almost all versions point to Florence, in the Italian region of Tuscany, as the birthplace of the Negroni back in 1919. The story goes that Count Camillo Negroni, a frequent traveler and adventurer, wanted to add a little more flavor to his favorite drink, the Americano, which was the trendy beverage in European bars. The Americano was a simple mixture of Campari (*the star of Italian bitter drinks*), sweet Vermouth, and soda water.

But, the story goes, on that day Count Negroni instructed the bartender at Caffè Casoni, Fosco Scarselli, to replace the soda water with gin to give it more body. This change transformed the Americano into a stronger and heartier drink. As the cocktail gained popularity among the local population, it naturally came to be called Negroni, in honor of its presumed inventor. After the first and second world wars and the era of prohibition in the United States, by the 1950s the Negroni finally made its way to bars in the new world.

It’s fair to say that over the years, the Negroni has seen many variations. One of the most well-known is the Negroni Sbagliato, which means “*Wrong Negroni*”. Legend has it that this version was invented by chance at the Bar Basso in Milan, Italy, in the 1970s by Mirko Stochetto, the father of the current owner and proud Negroni evangelist, Maurizio Stochetto. The Sbagliato is a variation of the traditional Negroni that substitutes gin with prosecco, a delicious mistake at the time of its creation, where “*sbagliato*” aptly translates to “*mistake*”. This variant is now a popular choice among visitors to this wonderful bar.

I prefer the classic version; for me, the beauty of the Negroni lies in its simplicity with equal parts of: Gin, Sweet Vermouth, Campari, and a twist of orange peel. Definitely a refreshing and potent cocktail. It’s worth noting that the proportions can vary according to individual taste.

Today, many bartenders and mixologists are experimenting with the Negroni formula, introducing new ingredients and techniques to create modern versions of the classic. What’s your favorite? Are you a purist or do you like to put a twist on this incredible classic? Negroni Week, a cocktail that is always celebrated.

Juan Salgar
Corporate Food & Beverage Director
Hyatt Inclusive Collection



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GETTING TO KNOW

Antonia Araos Mejorada

Photography: Iris Soriano- Marketing & PR Manager Secrets Impression Isla Mujeres

Position: Food and Beverage Manager

Hotel: Dreams Aventuras Riviera Maya

Years of Experience: 15 years Degree in Tourism, currently pursuing a Master's in Hotel Management

Place of Birth: Hidalgo

What has been your professional journey to become Food and Beverage Manager?

My first job in Hospitality was as a Hostess as soon as I could. I started with internships to become an administrative assistant. When the opportunity arose, I switched departments to become an administrative assistant in the maintenance area. What I learned there has served me greatly in my career.

Later on, I joined Secrets Silversands Riviera as a hostess and gradually moved up the ranks to become an Assistant Food and Beverage Manager. I worked for 7 years at that hotel and decided to move to a Fairmont Mayakoba to learn new things as a Restaurant Supervisor. I was called by Nizuc Resorts and Spa, where I worked in the fine dining restaurant, giving me the opportunity to be exposed to a different concept.

A year later, I returned to the company in different positions at Secrets and Dreams Playa Mujeres, as well as in Akumal. A few months later, the Food and

Beverage Manager position opened up at Dreams Aventuras Riviera Maya. Many people encouraged, supported, and motivated me to apply for the position. It was challenging for me as I was in the process of pursuing my master's degree. I already had a routine and had achieved a balance between work and my studies. In the end, I made the decision to embark on this new challenge and applied for the vacancy. I was selected and became the Food and Beverage Manager at Dreams Aventuras Riviera Maya.

What is the most important advice you have received?

It's hard for me to choose one piece of advice from my mentors, but I can't forget the advice from Mr. Victor Maravilla: *"We have to understand and learn from people, as we will encounter colleagues with different opinions, work methods, and practices."*

What advice do you have for future Food and Beverage Managers or Assistant Managers?

Nothing is impossible. With hard work, dedication, and passion, we can achieve anything we set our minds to.

What is the most important message you want to convey to women who are considering this career?

The most important thing is to have a passion for what you do and for what you want to achieve. Focus, lead, seek, and fight for everything you want to accomplish.





Dominican Ice Cream Cart

By: Enrique Ruiz, Executive Chef.

The Dominican Ice Cream Cart is a mobile stand for selling typical sweets and candies in the neighborhoods of our country. It features a rustic, handcrafted, and hand-painted wooden box stocked with local products.



With the aim of sharing this authentic experience with our guests, the Maintenance team crafted the box using reclaimed wood, and the Chef presents our guests with Dominican sweets, ice creams, and/or typical Dominican snacks.

Our Entertainment team explains to the guests the origin of the “*paletera*,” who is highly popular and eagerly anticipated at the pools every afternoon, allowing them to discover and enjoy the delights of the day. This action, in addition to positively influencing the satisfaction of our guests, enables us to contribute to sustainable management through material reuse and the promotion of local culture.



Wine Corner

Great ideas are born after a good glass of wine. At Secrets Cap Cana, we have designed an ideal space for lovers of an exquisite beverage that dates back 5,000 years before Christ, and we have named it the Wine Corner.

Luxury and romance are some of the factors which distinguish us, and we have designed a table with a dark wooden top, which evokes the color of wine, along with elegant stools. With these elements, our aim is to create the ideal atmosphere for our guests to enjoy a unique outdoor experience, accompanied by



a Sommelier who will advise them on our menu of wines, allowing them to pair according to their taste based on the wine’s notes, aroma, and flavor.

At **Secrets Cap Cana**, we seek new ways every day to increase our revenue and provide new experiences. Enamored with the result of this precious Wine Corner, we have also been able to create WOW moments for our guests. It has now become the best-kept secret of paradise.

Client: Guests of Secrets Cap Cana
Indicator: INP, HySat Medallia, TripAdvisor
Implementation Cost: USD\$50.00
Results: 10% increase in NPI and presence on social media.





Mobile Bar

By: Ricardo Castellanos, Head Bar.



What is fine dining without fine drinking?

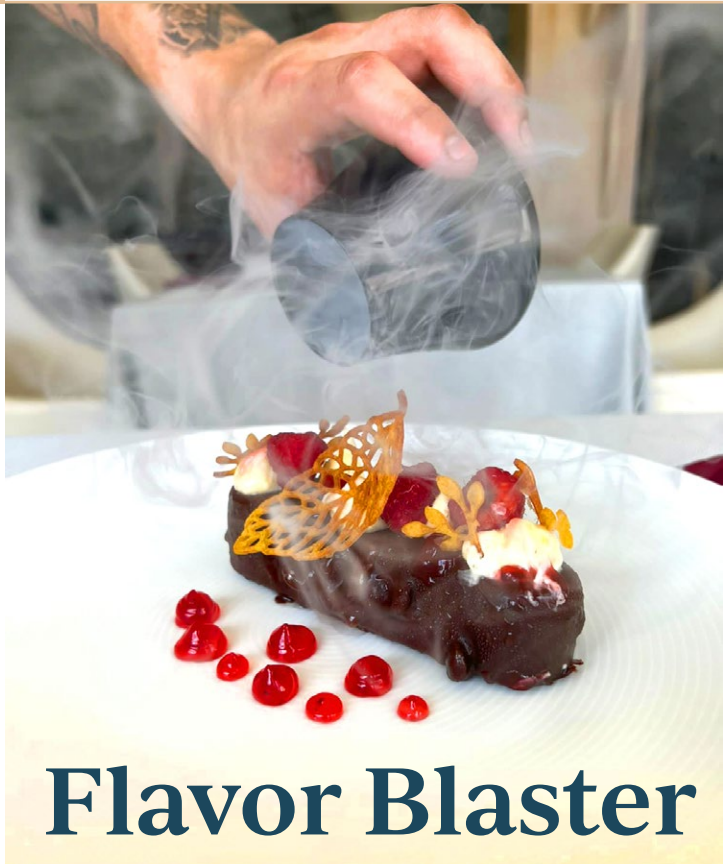
Mixology, often regarded as a diverse and versatile art within gastronomy, excels in the seamless fusion and harmonization of flavors, aromas, and textures. This artistry is enhanced by the unique touch of creativity from each of our skilled bartenders, making it an essential ingredient in ensuring a complete experience for our guests.

At Dreams Huatulco Resort & Spa, we take great pleasure in pampering and surprising our guests. This led us to introduce a mobile bar that roams the various areas of our resort, with the aim of creating closer and more personalized encounters through the delectable and invigorating creations of our experts. They masterfully strike a balance, ensuring



that each cocktail becomes a delightful experience for the palate, sight, and olfaction. Furthermore, for our Preferred segment, we offer a selection of premium drinks, adding an extra touch of attention.

Beyond the indulgence it provides, the mobile bar also serves the purpose of reducing wait times for bar service, thereby enhancing overall efficiency.



Flavor Blaster

By: Fernando Rivera, Julio Agurto & F&B Team.

At Secrets Playa Mujeres hotel, gastronomic trends are marked by a fusion of innovative flavors and culinary techniques. Chefs draw inspiration from signature cuisine, using fresh, organic local ingredients to create unique dishes that satisfy even the most discerning palates. Culinary proposals highlighting contemporary Mexican cuisine with avant-garde touches stand out, as well as healthy and conscious options like vegan and gluten-free menus. The culinary experience is complemented by artistic presentations and careful plating, providing diners with a delight for all the senses.

We are committed to always being at the forefront, researching and updating our knowledge with the latest culinary trends, which we adapt to our cooking style. For us, it is important to respect these trends as they set the course for where we want to go. Our team is strengthened by



practice and knowledge, as they are the foundations that define the evolution in our kitchens.

In our sparkling wine menu, we implement tools like the Flavor Blaster, which is used with flavored smoke. On occasions, the chef comes to the table, playing with presentations in front of the guest, hiding a beautiful food presentation under a bubble, and using silicone mats to create 3D tiles with charming presentations. This reinforces the presentation of our plated dishes.





Furthermore, these lamps infuse an added touch of elegance to the decor of our themed evening events, romantic dinners, and weddings. Additionally, we make strides in minimizing light pollution by carefully selecting outdoor lighting, thereby avoiding unnecessary emissions into the night sky. An additional advantage lies in the flexibility of this equipment, guaranteeing sustainability as it need not be replaced when spaces undergo modification—a particularly pertinent consideration for a property currently undergoing renovations.

Illuminating Sustainability

By: Alejandra García Lucatero, Quality Manager.

When we speak of sustainability, it invokes a profound sense of environmental consciousness, compelling us to reevaluate the impact we, as a responsible company, are making on our surroundings, and most importantly, on the well-being of people. These three principles form the bedrock of our Sustainability Policy, serving as the cornerstone of our company's sustainable management model. And why not elevate these concepts beyond the ordinary?

In the realm of Food and Beverage service, meticulous attention to detail is paramount. That's why we resolved to adapt and delve into innovative event lighting concepts, with the aim of optimizing our resources while upholding our commitment to environmental stewardship.

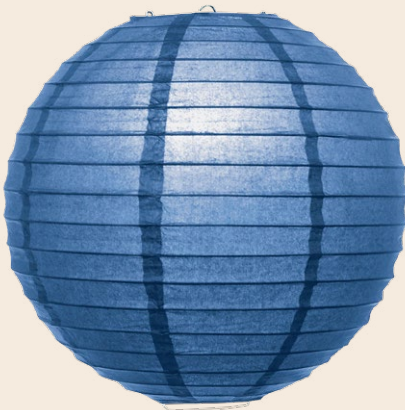
Lighting plays a pivotal role in sustainability for two significant reasons:



1. The ecological footprint stemming from the production processes of luminaires (*including energy and natural resources*).
2. The influence of lighting on the overall visual experience for individuals.

Hence, we made the decision to embrace a sustainable lighting design, procuring rechargeable LED lamps from the latest generation. Through this initiative, we circumvent the accumulation of stored products, mitigating the production of hazardous waste, curbing emissions into the environment, and achieving substantial financial savings. (We acquired 50 units at an initial cost of USD \$236.00, resulting in an annual savings of USD \$1,057.41).

Ultimately, we succeed in crafting an intimate atmosphere complemented by a visually pleasing environment during the celebration of these special occasions. This harmony is evident in the diverse setups, the positive feedback from guests, the optimized allocation of financial resources, and our steadfast adherence to the sustainable management model. In doing so, we seamlessly adapt to emerging trends, all while contributing to our overarching "World of Care."





Mixology Cart

By: Pamela Nava,
Head Sommelier.



*"At Dreams Aventuras,
each cocktail is a
story, and each sip is a
sensory journey"*



Dreams Aventuras

Located in the picturesque coastal area of the Riviera Maya, **Dreams Aventuras** takes pride in curating unforgettable experiences for our guests. We harness the beauty of our natural surroundings and pioneer distinctive drink preparation encounters.

Our skilled mixologists craft more than just cocktails; they create sensory masterpieces. Through an intricate fusion of flavors, colors, scents, and textures, each drink is a symphony for the senses. With every sip, guests embark on a captivating journey, an odyssey of sensations that knows no bounds.

A Symphony of Flavors and Innovation

Enter the realm of the Mixology Cart, where magic comes to life. Here, our mixologists showcase their artistry, turning drink-making into a mesmerizing performance. It's a true spectacle, a dance of flavors, colors, and techniques that culminate in a perfectly personalized libation. Each cocktail is a pursuit of excellence, an expedition of the senses.



Dreams Jade

Welcome to this edition from the Beverage Subcommittee. In this update, we are excited to share one of our latest acquisitions, a result of collaborative efforts with our corporate suppliers and negotiations led by the purchasing team.

In 2023, we partnered with a key beverage supplier for hotels, introducing a versatile gueridon, now known as the Mixology Cart. This addition holds myriad internal applications within our hotels, ranging from welcome drinks to crafting special beverages for fam trips, weddings, group events, and more.



We've identified a significant opportunity to leverage this new tool across our properties. It's anticipated that in the years ahead, we'll acquire more resources like this one, elevating not only the presentation of our beverages but also adding substantial value to our primary objective: enhancing the experience for our valued guests.

Moreover, this initiative promotes the personal and professional growth of our employees, offering them an opportunity to step out from behind the bar's familiar confines. They can now venture out and showcase their own creations, aligning with the latest trends in mixology.

We urge the teams led by Food and Beverage Managers, as well as Bar Managers, at each property to fully utilize this cost-free asset. Let it serve as a catalyst for generating innovative proposals within the ever-evolving beverage industry.

By: David López, Resident Manager.



Mexico Present!

By: Irvin Sánchez, F&B Assistant.

Today, the wine industry has 32,000 hectares of vineyards, but only 7,000 of them are dedicated to grape cultivation for wine production, equivalent to the 10 million cases produced in Mexico (2017 Mexican Wine Council).

90% of wine production is located in Ensenada, with three wine regions: Baja California, Altiplano Norte, and Altiplano Sur.



In 2017, according to Jean Marie Aurand, director of the International Organization of Vine and Wine (OIV), the per capita wine consumption is 750ml.

According to data from the Mexican Wine Council (CMV), as of today, wine is produced in 14 states of the country, and there are approximately 220 wineries nationwide that have driven 12% annual growth until 2019. Mexican producers have demonstrated their attention and care in their processes, as Mexico has won 1,500 medals in international competitions.

The main wine-producing states in Mexico are :

1. Baja California Sur
2. Baja California
3. Sonora
4. Chihuahua
5. Coahuila
6. Durango
7. Zacatecas
8. Aguascalientes
9. Guanajuato
10. Querétaro



Baja California: This region is one of the most significant in the Mexican wine industry. Its climatic conditions are quite favorable, as its geographical location within the wine belt provides a Mediterranean climate with humid winters and dry, temperate summers, resulting in high-quality harvests. The wine valleys in the region include Valle de Guadalupe, Valle de Calafia, Valle de Santo Tomás, Valle de San Vicente, and Valle de San Antonio de las Minas.

It's worth noting that this region boasts many promising vineyards known for their quality, including Santo Tomás, Pedro Domecq, Mogor Badan, LA Cetto, Casa Bibayoff, Monte Xanic, along with a variety of smaller wineries producing artisanal and boutique wines.

Durango: Is considered a wine-producing area due to its grape production for distillates, light-bodied young wines, and dessert wines. While it may not have as

wide a range of labeled wines as Baja California or Querétaro, its advantage lies in its arid desert climate, ideal for table grape production. One of the most prominent wine producers in Durango is the Compañía Vinícola del Vergel, founded in 1943, with its flagship label being Viña Santiago.

Sonora: is also considered a wine region due to the quality of the grapes it produces. However, production is limited because of its desert climate and low precipitation. Its two production areas are Hermosillo and Caborca, both characterized by the essential irrigation systems required for harvesting due to the local climatic conditions.



This region has a rich history, as pre-Hispanic cultures used to cultivate a variety of fruits in its soils. Casa Domecq grows grapes for wine production in the region.

As part of our commitment to promoting our roots and wine culture, we aim to contribute to the appreciation of domestically-produced products.

¡Cheers!

Eusebia Suarez Cairós

By: Juan Luis Ramos, Viceprincipal.

Our Head Housekeeper, Eusebia Suarez Cairós (*"Usi"*), was born in the north of Tenerife not so many years ago. From a very young age, she has had to support her family, carving out a future in the hospitality industry through effort and perseverance.

In 2002, she started working in our team as a housekeeping maid, demonstrating great work capacity and a willingness to learn. This earned her a promotion to assistant head housekeeper, and in a few years, she became the head housekeeper of the former apartment building, which is now part of our Resort.

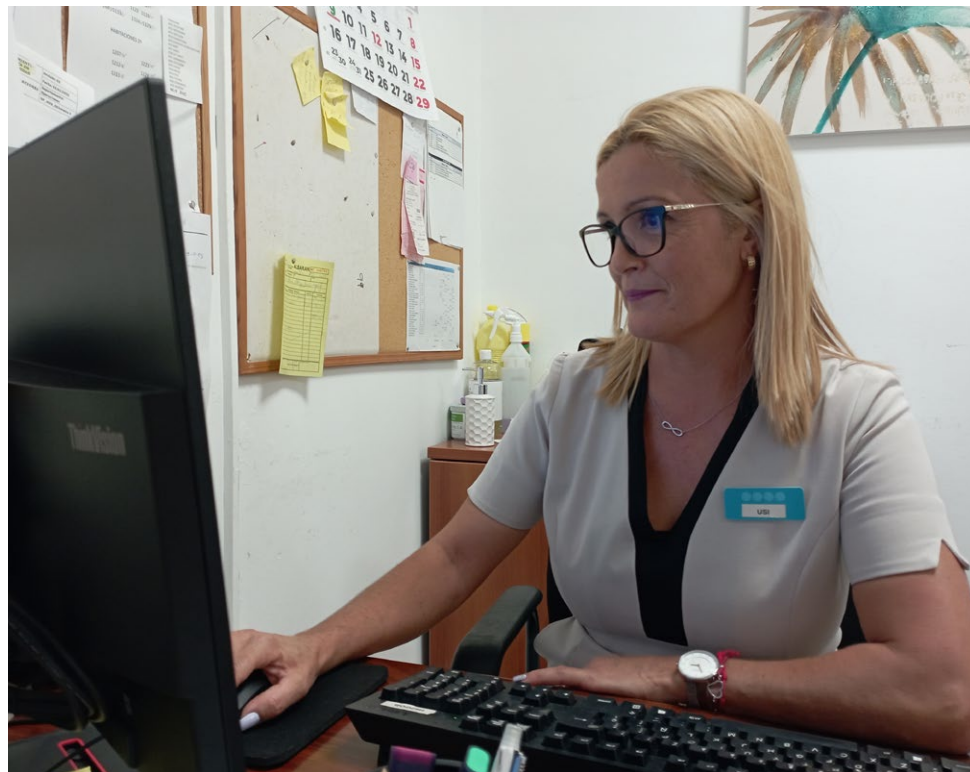
In 2021, when our complex became part of AMResorts (*now Hyatt Inclusive Collection*), the management didn't hesitate for a moment to appoint Usi as the Head Housekeeper of Alua Atlántico Golf Resort.



This promotion represents not only the recognition of her dedication and exceptional skills but also the trust placed in her ability to lead and manage the cleaning and maintenance operations of the hotel.

Usi has demonstrated **unwavering** commitment to her work over the years and meticulous attention to detail. As an assistant head housekeeper, she already stood out for her ability to keep the rooms in perfect condition, ensuring that guests enjoy a comfortable and pleasant stay. Her exemplary work ethic, combined with her proactive attitude, made her excel in her previous role, ultimately leading to this well-deserved promotion.

As Head Housekeeper, Usi took on a broader leadership role. She is responsible for supervising a team of cleaning staff, coordinating schedules and tasks, and ensuring that every corner of the Resort is impeccable. In addition to maintaining cleanliness standards, it is also crucial for her to ensure that the team is motivated and well-trained, creating a positive and productive work environment.



Walking Towards a More Sustainable and Ethical World

By: Alba Chaves, F&B Team;
Enrique Pereira, Responsible of
Cooking Theme Restaurants.



In a country like ours, where we have more high-quality vegetables than meat, and where there is a zone exclusively dedicated to vegetable production, considered one of the largest exporters in Europe, why not choose these raw materials as the main element of a dish?

The trend of veganism is progressively taking root in our society. More and more people are opting for animal welfare and the significant benefits that this diet brings to our bodies and minds. At **AluaSoul Mallorca Resort**, we support this ethical movement by offering vegan alternatives in our wonderful à la carte restaurants.

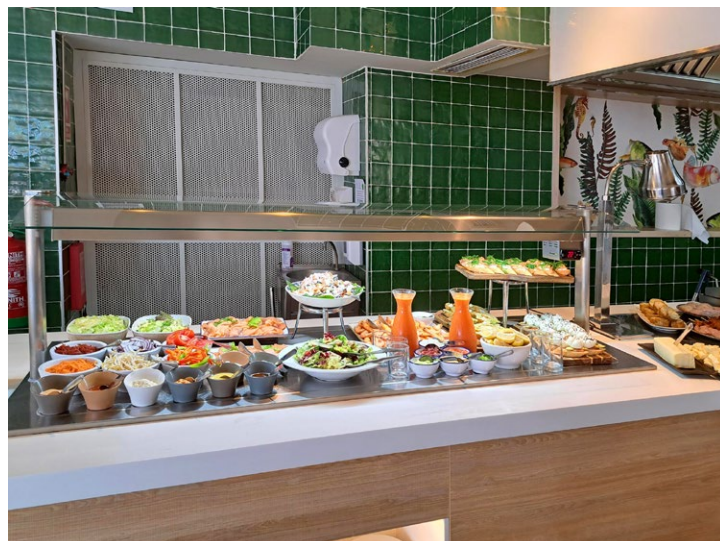
Among our vegan dishes, Chef Enrique Pereira's "Minestrone Soup" stands out. Inspired by this simple Italian dish made only with vegetables, which was consumed by the lower social class during certain periods, Enrique Pereira has created his own version. His "*Minestrone Soup*" consists of paccheri pasta filled with a sautéed mixture of vegetables in aromatic herb oil, such as rosemary and thyme, transporting us to

the Mediterranean coast. The vegetables used include classics like carrots, celery, leeks, onions, and concasse tomatoes, as well as elements not so traditional in this recipe, like shiitake mushrooms, which add a different and unique touch. The filled pasta is bathed in a silky clarified vegetable consommé, on a base of tomato jelly and decorated with drops of olive oil.

Topping the dish, we find an almond air, decorated with tomato salt, which provides freshness and reminds us of the extensive fields of Mallorca, where almonds play such a significant role. Likewise, the basil coral gives it a crispy and colorful touch, achieving a dish where we explore the vegetables in different textures, while preserving the organic sensation of the food.

Undoubtedly, it is an original creation that surprises our customers, especially those who opt for veganism. *Enjoy!*





Reducing Expense of Production

By: Pedro Jaume, Chef.

At Alua Soul Palma, we work diligently to enhance sales while reducing production expenses. The measures taken are straightforward: we maximize staff presence to cook in front of the customer, establishing a connection and allowing us to recommend the hotel's services including food, beverages, and guided classes.

Staff from all departments are familiar with the services and products we offer,



enabling them to recommend or advise customers at any time. Through collaboration between the bar, entertainment, and kitchen teams, we aim to work together to improve sales, focusing primarily on products with a better cost ratio.

Simultaneously, we are constantly working to reduce the cost of dishes by reviewing the products used and closely monitoring and measuring waste, always maintaining quality standards. We provide attentive service at our buffets to ensure our guests receive the best quality and service with minimal waste.

In this way, we improve sales, while having a rigorous cost control and the goal of reducing waste, we strive to enhance profits.

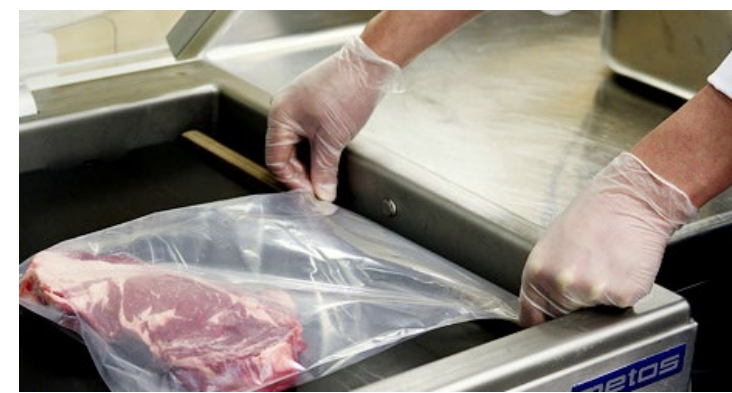
Cost Optimization

By: Juan José Marzo García, Head Kitchen.

In our kitchens, we are constantly exploring new ways to optimize costs. One strategy we are considering is the implementation of a vacuum sealer for food preservation.

With this technique, air is extracted from inside the packaging, reducing oxygen and extending the product's shelf life while preserving its properties.

Storing and extending the expiration period of fresh and prepared products would help us reduce waste and manage stock more effectively. It would also allow us to purchase fresh products in larger quantities when they are available at a better price, and preserve them. This would result in cost reduction, as well as packaging them in portions suitable for our operations.





Fresco Bar

By: Diego Miñarro Jorquera, F&B Manager.

In 2023, the Fresco Bar at Alua Calas de Mallorca Resort celebrates its inaugural season—a year defined by resounding success. This innovative establishment defies easy categorization, setting a new standard for excellence within the hotel.

Diego Miñarro Jorquera shares insights into the past, present, and future of the Fresco Bar, emphasizing the key elements contributing to its progressive triumph:

The Fresco Bar's launch was executed with remarkable speed, commencing with a phase focused on enhancing

aesthetics for operational efficiency, transforming a once neglected space into an idyllic retreat.

The introduction of our Bali Bed offering represented a significant stride towards establishing the bar as the flagship of the resort. Moreover, a curated selection of beverages was tailored to optimize profitability, forging a distinct revenue stream beyond the All-Inclusive package, thus augmenting the resort's historical Non-package Income (NPI) figures—an outcome of attentive customer feedback.

Guided by a dedicated team, we departed from the conventions of previous years, cementing a cohesive human unit that ensures every evolution is on the horizon. Our objectives remain steadfast: to toil daily in pursuit of our customers' contentment.

In essence, we've embraced reinvention, prioritizing dynamism, simplicity, and a keen focus on what truly matters: meeting the needs of our valued guests.



Italian Gastronomy

MEDITERRANEAN FLAVOR

By: Damián García, Head Kitchen.

The Show Cooking area is undoubtedly the most sought-after zone for our customers, and therefore, it must always be given the most prominent place in the restaurant.

This discipline, now indispensable for hotels, involves cooking in front of the diners, generating more trust and confidence in the customer, as they see the food being prepared and observe the entire cooking process. Moreover, it creates a vital interaction point between customer and chef, where they can share impressions and experiences. A live demonstration is the most authentic and cost-effective way to bring customers a freshly prepared cuisine, full of sensations that go beyond gastronomy.



There are many advantages, but it also gives us an opportunity to promote the products that are most beneficial to us. To do this, we must devise a plan to ensure that, in this area where high-cost proteins are usually prepared, it does not result in an additional cost per stay and/or generate excessive waste. That's why, starting from the beginning of the 2023, at Alua Calas de Mallorca Resort, we have decided to equip the show cooking area with two high-performance stoves. This way, pasta enthusiasts have an unmissable appointment to taste live pasta prepared by our Chef Damian Garcia, which leaves even the most demanding palates impressed.

Damian Garcia designed a gastronomic corner prioritizing the preparation of the most popular sauces with fresh ingredients.

It's worth noting that this is part of a basic strategy for all-inclusive hotels, focused on satisfying guests with healthy food at a cost that is manageable for the organization.





after completing his studies, he started working in hospitality, and now he has 6 years of experience.

Our colleague David joined us in March 2023, and has already taken his first steps in the department. His superior, in this case, the chef, appreciated his dedication and ability to adapt to any task efficiently and quickly, rewarding him with the corresponding promotion to kitchen assistant.

It's worth noting his personality, as he is a cheerful and friendly person, which implies good teamwork with his colleagues, always creating a pleasant atmosphere to relieve the stress that can arise in the middle of the season.

One of the challenges that everyone working in a hotel chain faces is working with a large number of colleagues, but our colleague has managed to adapt without any problems. He understands the hierarchies in the department and even in others since he interacts with everyone.

David Carruano Rosa

By: Manuel Rodríguez, Recepcionist.

We are pleased to introduce our colleague David, who stands out for his dedication, eagerness to learn, and commitment to work. David was born in Alcudia, and his interest in the hospitality industry was inherent, as he was surrounded by it from a very young age, until his adolescence, when he decided on his future and began professional training in the hospitality sector. In 2017, he completed his studies at the I.E.S Alcudia, pursuing a Vocational Training course in Cooking and Gastronomy, which allowed him to expand his knowledge and confidence in this sector. Since then,



In conclusion, we want to thank David for his constant work, professionalism, and for being a competent person in addition to his interest in always learning more. We encourage him to continue progressing in this sector.



Within our buffets, we offer a captivating Show Cooking experience, enabling guests to select from an array of locally-sourced vegetables. Additionally, a bountiful salad bar beckons, boasting an assortment of lettuces and toppings, empowering guests to craft their own culinary masterpiece. Each evening, our Agua stand showcases a diverse selection of natural juices and revitalizing detox smoothies in

Healthy Food and Km0

By: Jaume Ferrá, Executive Chef. F&B Team.

At Dreams Calvià Mallorca, we are dedicated to aligning with our guests' evolving preferences, which are increasingly focused on wellness and sustainability. We are committed to fostering positive habits in a more eco-conscious manner. Let's delve into the transformation of dietary preferences, where guests are increasingly seeking lighter, more nourishing options - embracing the renowned 'healthy' concept.

Recognizing this shift, we diligently seek out local suppliers and source typical products from our island, ensuring a substantial portion of the final product is classified as 'local produce' or proudly bears the label of Km 0.

In our Coco Café, our sandwiches feature wholesome rye bread and nutrient-rich seeds. At our Oceana and Pintxos restaurants, all fried dishes are delicately coated with chickpea flour. These are just a glimpse of our unwavering commitment.



the Beverage section. Meanwhile, the Food section presents an abundance of poke bowls and bulgur bowls, featuring fresh, delectable ingredients.

At Dreams Calvià, we believe this is a crucial matter that demands our attention. We hold a solemn responsibility to implement sustainable and prudent production systems, ensuring the preservation of resources for our present and future generations.

Kumquat

LA PRECIOSA 'NARANJA DORADA' DE CORFÚ

By: Soutourminski Evgenios, F&B Manager.

La historia del kumquat comienza con un viaje desde el lejano Oriente hasta nuestros cantones de Corfú, con cultivos en China, Japón, Israel pero también en Argentina y California. En la isla de Corfú se cultiva principalmente en la parte norte de la isla, en la llanura de las Ninfas, que proporciona a la planta el suelo y el clima adecuados para prosperar. La "naranja dorada", su traducción literal del chino (*kam kwat*), nos aporta, además de su aroma, una gran cantidad de sustancias importantes que ayudan al buen funcionamiento de nuestro organismo. Es el único cítrico que se consume crudo con su piel, ¡tal y como nos lo ha proporcionado la naturaleza!

En Dreams Corfu Resort & Spa utilizamos esta fruta extraordinaria para ofrecer a nuestros huéspedes cocteles únicos como el famoso Kumquat Spirit y deliciosos postres de cuchara. Con la ayuda de nuestros proveedores, las frutas se recogen cuidadosamente de los huertos de la isla de Corfú, se limpian, se lavan y se colocan junto con alcohol en tanques de acero inoxidable, para que el alcohol adquiera las sustancias, el aroma y el color de la fruta, dando un resultado perfecto. En Dreams Corfu utilizamos licor de Kumquat para servir una bebida digestiva después de cada comida. También queda maravilloso con hielo picado o como ingrediente en cocteles y platos gastronómicos para



resaltar el "carácter griego". Combina muy bien con ensaladas de frutas como aderezo y puede usarse para darle sabor a un pastel. El sabor agri dulce y los ricos aromas de la fruta kumquat son la compañía perfecta para enriquecer su experiencia de degustación. Estamos deseando darle la bienvenida a Corfú y vivir una experiencia inolvidable junto a nuestro equipo de F&B.



Spanish Gastronomy

By: Jaime Stevens Rojas (Chef) & Olalla Domingo (Complex Deputy Manager)



During the month of October at Alua Illa de Menorca Hotel, 90% of the guests are of foreign origin, with the majority being from England. That's why, during one of the dinners, we've set up a special corner to introduce them to a taste of Spanish gastronomy.

Our kitchen team has prepared traditional tapas such as Russian salad and crab salad, mixing them with more daring options like confit pear toasts with anchovies, Mahón cheese toasts with caramelized onions,

or the classic "pantumaca" with serrano ham. They've also been able to accompany them with a rich and refreshing Andalusian gazpacho and platters of local cold cuts.

It's important to pay attention to the decoration and small details in these types of initiatives to create an appropriate atmosphere and achieve an unforgettable experience for the guests. In this case, we've used wooden containers and boards to nod to tradition, while seasonal fruits have added a touch of color.

This initiative will be repeated every week as it has been a success and has received great feedback from all guests. We've also noticed it in the online satisfaction and comments related to the buffet, with a good number of positive mentions.



Show Cooking

A MARKETING TOOL

The kitchen team at Alua Suites Las Rocas strives to be available to the customer whenever they are requested to meet their gastronomic desires. We hope and desire that the customer leaves satisfied, and for this reason, we put a lot of effort into cooking live and to their taste.



By: Gregorio Fernández Cebrian, Chef.

Live cooking has become an interesting marketing strategy. It's part of a restaurant concept that goes far beyond serving food. It's about unleashing creativity to attract an audience that increasingly demands more.

The audience seeks different experiences that transform their visit into a time of entertainment and even fun, and these activities that complement good eating now make the difference.

It Provides Benefits for the Chef

Cooking in view of the customers is a practice that draws a lot of attention from diners and fuels their curiosity. That's why the chef will become known and gain public recognition.

Generates Satisfaction for Customers

They can ask the chef for the change they fancy or the specific state of the food, and they can also enjoy freshly cooked food, which is crucial for their enjoyment.



Yessid Quintero

By: Juan Gonzalez Ruiz.

We are pleased to introduce a person who came to our hotel from the Alua Sun Continental hotel. He currently holds the position of sector manager, where he is doing an excellent job overseeing our Mare Nubium restaurant. He has increased wine sales and improved customer satisfaction.

Yessid Quintero is grateful for the warm welcome he received initially, and we continue to have and maintain this constructive and ever-improving project both professionally and personally. In his day-to-day life within the company, he is seen as content and continually improving, open to advice and collaborating to set an example for others.

Originally from Colombia, immigrating to Spain and now fully settled in Mallorca, he currently lives in Can Picafort with his family and is fully integrated into Mallorcan life. In Colombia, he worked in the military, but he decided to leave everything behind for a better future. It seems he has succeeded and continues to fight.

We are delighted to have him on our team.



OUR RESPONSE TO Healthy and Vegan Demand

By: Stefanie Göhring (General Manager).

Every year, we have more customers with food intolerances or customers who do not consume animal products. Therefore, we have some products with our suppliers to choose from, but many times we have run short due to a lack of variety or product availability.

For this reason, every morning we supplement our buffet with various products that we regularly buy in small quantities from local markets. These products usually include vegetable purees for spreading on bread, different types of tofu, more cold cuts, and various cheeses. In addition, we acquire various gluten-free products, especially for guests with longer stays so they can enjoy different flavors and dishes suitable for their health. This way, we can complement our standard products and offer a more attractive and diverse section in our buffet.

Previously, we received quite a few complaints from customers, but now there is so much positive feedback thanks to this addition to our buffet.



Setup Menorcan Cheeses

By: Sr. Francisco Jiménez, Chef.

Our chef at Alua Soul Menorca, Mr. Francisco Jiménez, presents his arrangement of Menorcan cheeses, both local and international. Our chef aims to offer our clients a tasting of locally sourced Menorcan cheeses, crafted by artisan cheesemakers at Km 0.

He also pays tribute to national cheeses and adds touches of international varieties, such as the French ones.

Our clients have the possibility to taste a wide range of colors and flavors with the different cheeses creatively arranged by our chef. Additionally, the cheese arrangement is complemented with a selection of traditional Spanish tapas for clients to enjoy alongside the cheese. All cheeses are presented with various accompaniments, including nuts and jams, to provide a complete experience.





Purchase Tips for Operational Equipment

FOOD / BANQUET DECORATION

By: Paco Jiménez (Chef) & Olalla Domingo (Complex Deputy Manager)

In the buffet of AluaSun Mediterráneo, we are always brainstorming improvements. In this case, we wanted to add a little extra to breakfasts. Specifically, we created a corner with seasonings, sauces, and flavored oils. As we couldn't quickly find an oil dispenser in the area that would both fit the hotel's profile and have reasonable prices, we decided to reuse the containers we already had. To make them look more professional, we added liquid dispenser nozzles (*similar to the ones we use with alcohol bottles at the bar*), which fit perfectly with the oil bottles we have in the hotel.

This way, and without any investment, we reuse containers and make small improvements to the services. Additionally, we contribute to preserving the environment by giving a second life to the hotel's elements. These special corners are what set the buffet apart and fill empty spaces, acting as decorative elements.

Before making a purchase, it's always advisable to use imagination and try to make the most of the resources we already have.



Benefit Hotel's GOP

By: Álvaro Sernández, General Manager.

At AluaSoul Zakynthos, we've undertaken several initiatives to safeguard and benefit the GOP. Given the limited presence of HIC in Greece, it doesn't allow us to negotiate better deals with suppliers. Moreover, having limited storage space restricts us from purchasing a large volume of products from local suppliers, which tends to be costly. The menu at AluaSoul Zakynthos has been adjusted to maintain the brand's quality and standards while accommodating the island's cost factors. Hence, many local and seasonal products are used.

This not only enhances the service but also contributes to cost savings.

Lastly, a significant investment was made in buffet ware to standardize it under the AluaSoul brand. This new ware allows better portioning and provides greater control over leftover food once the buffet is closed. With all these actions, we've managed to standardize to the fullest extent and significantly contribute to the hotel's GOP.



Additionally, the presentation of composed salads has been revamped from a bowl format to miniatures. This not only adds a cheerful visual appeal to the buffet but also allows us to monitor and reduce food costs. Similar steps have been taken with desserts, transitioning from full or sheet formats to individual servings or portioning cakes from the kitchen.





Summer of Mojitos

By: Rafael Correia & Marcos Gómez Cepeda.

On July 11th, as every year, we celebrated a special day for our guests: International Mojito Day. This highly anticipated day provides the perfect opportunity to offer our guests their favorite summer cocktail and allows them to enjoy the craftsmanship behind its preparation.

At Alua Village Fuerteventura, this special day was led by our colleague Marcos Gómez Cepeda, sector manager and passionate about mixology. He, along with the animation team, organized the event with meticulous attention to detail. A special table was set up with midday music on the Kentia terrace, adorned in a tropical style. We offered a variety of mojitos to our guests (*classic, strawberry, mango, imperial, etc.*) priced at €4. For this important day, we had the support of the animation team, who performed an introductory dance and continued to promote the event around the pool area. In the evening, Marcos set up another cocktail bar directly on the terrace of Bar Village, featuring a more modern style, playing with lights and music.



The event on July 11th was a great success. Our guests were delighted to discover other cultures, as well as the crafting process and history of the mojito. This had a very positive impact on our guests' satisfaction. Additionally, this event led to outstanding sales, both at our Kentia and Bar Village, resulting in a 4.5-fold increase in revenue compared to a typical day.

For all these reasons, we decided to repeat this special event, naming it "Mojito Day," celebrated every Monday during the summer months. This day was chosen because it is the second longest-staying day for our guests, with

a high influx in our pool area. This way, we introduce Marcos' special mojitos to all our guests from the beginning of the week, and many chose to enjoy them throughout their stay, this time at the regular menu price. In our hotel, with 100% of guests on an all-inclusive basis, the impact on the GOP is not only an increase in NPI revenues but also a reduction in costs. The result over these two months has been a decrease in all-inclusive beverage consumption, directly proportional to the sales made. These two factors - increased revenue and cost reduction - allowed our bars department to exceed our expectations. Most importantly, it created wonderful unforgettable memories for all our guests, who congratulated us every day on Marcos' Mojitos.





From Pastry Cart to Taco Cart

A SURPRISING "TECHNICAL-CULINARY" TRANSFORMATION

By: F&B Team & SSTT Team.

In a forgotten corner of a restaurant sat an old pastry cart that had lost its shine and original purpose. It had witnessed the evolution of the cuisine in the place for years, but it no longer had a role to play on the menu.

However, the chef had a bold vision for it and set out to give new life to the seemingly obsolete pastry cart. Brainstorming between the executive chef and the technical service team led them to work together and get excited about the possibility of repurposing the old cart to diversify the gastronomic offering. The vision

was clear: transform the cart into a spot for cooking Mexican tacos.

The transformation began with meticulous planning. The showcases and shelves for pastries and sweets were removed, leaving a blank canvas. The technical service team got to work, starting by reinforcing the cart's structure and giving it a new look.

The heart of the transformation was the installation of a griddle. Adequate space was also provided for placing tortillas, sauces, and the rest of the ingredients needed to prepare fresh and delicious Mexican tacos. Additionally, strategic storage space was created to have the mentioned ingredients on hand.

When the taco cart finally made its debut at the Terra Café restaurant, the response was

overwhelming. Customers were fascinated by the transformation and thrilled with the idea of enjoying freshly made Mexican tacos on our themed night.

The transformation of the old pastry cart into a taco cart not only contributed to the sustainable policy of repurposing obsolete items but also highlighted the positive aspects of interdepartmental collaboration in the hotel. We are fortunate to have a talented and versatile technical service team capable of carrying out bold and successful projects, as well as creative minds in the kitchen department who can see beyond what's in front of them.

Ultimately, this story is a testament to how passion for food and innovation can turn a forgotten element into a culinary success. The old pastry cart is now a symbol of reinvention and the deliciousness of Mexican cuisine, and it will continue to delight diners for many years to come.



Cheeses and Cured Meats

TRADITION, VARIETY, AND UNIQUE FLAVORS

By: Francisco Piqueras. F&B Team.

Who can resist the charm of a good cheese? Spain, with its rich cheese-making tradition, is the perfect place to explore a variety of delicious and authentic cheeses. Each cheese is distinct, making it accurate to say that no two cheeses are alike. This characteristic offers a sea of sensations to discover every time a new piece is opened.

Unique Flavors and Textures

One of the most fascinating aspects of cheeses is the diversity of flavors and textures they offer. From smooth and creamy cheeses to firm and crunchy ones, there's something for every palate. Cheeses also come in a wide range of textures. You can find tender and creamy cheeses that melt in your mouth, as well as firmer cheeses with a more compact texture.

Spanish cheeses are a true culinary treasure. Their diversity of flavors, textures, and aromas makes them a unique experience for



cheese enthusiasts. From Castilian manchego to the Cantabrian mountains' cabrales or idiazábal, and the Mahón cheese from the Balearic Islands, not to mention the Galician tetilla, and many more types of cheeses that enrich every corner of Spain. Each type of cheese has its own history and distinctive character. When exploring Spanish cheeses, you immerse yourself in an ancient tradition and discover new flavor combinations.

Cured meats, alongside cheeses, are part of the Spanish culinary tradition; they add flavor and color to numerous dishes, appealing in any season but especially when the temperatures drop. Cured meats have been the great allies of our grandparents, who used them in conjunction with produce from the garden.

There is an endless variety of cured meats in Spain, from the Burgos blood sausage to the Mallorcan sobrasada, passing through traditional chorizos, salamis, cured pork



to the colors and shapes of the elements to create harmony, resulting in an elegant and beautiful platter. You can prepare anything from a small platter with a few elements to a huge one that also includes other foods like nuts, jams, pickles, bread, crackers, fresh fruit, etc.

What Should Be Included on Your Board?

Cheeses: play with textures, intensities, aromas, aging, or different types of milk (*cow, goat, sheep, or mixed*).

You can use soft cheese, aged cheese, semi-aged cheese, blue cheese, smoked cheese, spreadable cheese, goat cheese, and more.

Cured Meats: Iberian ham, Iberian chorizo, salami, air-dried pork loin...



loins, and the varieties of Iberian and Serrano hams. A well-combined selection of cheeses and cured meats turns into a delicate and sophisticated dish.

How to Prepare a Cheese and Cured Meat Board

If there's one thing that should never be missing from a buffet, it's a cheese and cured meat board. It won't take you long to prepare, and you can assemble it in advance.

Creating a cheese and cured meat platter involves organizing and combining these foods with others that complement them. Attention should also be given



García²

By: Estefanía Cerezo García.



that features typical elements of authentic Mediterranean cuisine. It's a luxury culinary experience in an inclusive environment, where we take care of people so they can be their best.

Finding ways to surprise our guests through their palate becomes quite a challenge for us. Our Executive Chef, Luis García García, presents his gastronomic proposal, focused on presenting three dishes with a selection of top-notch flavors.

We start with the quintessential Malagan stew: Gazpachuelo. It's a soup with very humble origins among the region's fishermen. Its flavor, creaminess, and smoothness on the palate are remarkable. It's an example of how the most popular and traditional recipes in our cuisine have evolved



Christmas is often associated with cold, snow, and low temperatures in many countries... That's why, for many people, being able to spend it at over 20 degrees and by the sea is a fantastic plan.

Hotels have become a great attraction for celebrating these holidays away from home, and if we also have a great gastronomic offer, what more could we dream of?

At AluaSoul Costa Málaga, we are preparing different menus for these grand celebrations, with a gastronomic proposal

and made their way into haute cuisine. It's a very versatile dish that can be prepared in various ways, but always maintaining its essence and peculiarity: a fish fumet textured with mayonnaise. In this case, we choose to add potatoes, hake, and prawns in its preparation and presentation.



that is very appealing to the eye, accompanied by a sauce with a touch of jalapeños, and crowned with slices of Parmesan cheese. Finally, we decorate with beetroot sprouts. The result? Visually spectacular. And the taste? Simply the best.

Next up is an exquisite Cod stuffed with smoked salmon and wrapped in chard leaves. It comes with a yellow pepper sauce and decorative carrot balls. Cod is a food that can be prepared in many ways and has a very distinct and robust flavor. On the other hand, salmon is considered one of the healthiest and most nutritious foods in the world. The combination of both is perfect for both the body and the palate.

To finish, a tasty Pork Cheek. It's the meat from the pig's jaws. It's a typical dish of Spanish gastronomy, which once had humble origins, but nowadays is a delicacy that is becoming increasingly popular among foodies. Its preparation requires a lot of technique and patience.

For Luis, plating is very important because it makes the customer savor it with more enthusiasm. We present it wrapped in a nest of straw potatoes; a crispy detail





Mediterraneamente

By: Jesús Espinosa Serrano, Vice Principal.

The Sun's Aperitif

The sun timidly peeks over the horizon, temperatures rise, and the atmosphere fills with a sense of joy and freedom. It's the perfect time to enjoy a good beer on the hotel terrace mid-morning before heading to the Terra restaurant at the Alua Leo Hotel on the island of Mallorca. This corner of the hotel not only offers a refreshing dip but also a wide variety of beers to satisfy even the most discerning tastes. Our waiter, Isaac, stands out not only for his knowledge but also for his kindness and attention to detail. He always has a smile on his face and is willing to make your experience as pleasant as possible.

The Importance of Authenticity

The gastronomic journey at the Alua Leo Hotel in Mallorca begins with a trio of delights that pay tribute to the authentic flavors of the island. Cheese, sobrasada (a type of sausage), and butifarrón (another type of sausage), three emblematic ingredients of Mallorcan cuisine, come together to create an unparalleled flavor experience.

The locally-made goat cheese brings creaminess and a mild flavor that perfectly balances the intensity of the sobrasada and butifarrón. Sobrasada, a typical Mallorcan sausage, stands out for its spicy flavor and velvety texture, while the butifarrón, seasoned with aromatic herbs, adds depth and complexity to the dish.

Always accompanied by fresh bread and local extra virgin olive oil, each bite is an explosion of flavors that



transports diners to the very essence of Mallorcan cuisine. The "Trio of Delights" is a perfect example of Mallorcan cuisine: simple yet flavorful, traditional yet sophisticated.

Behind these exceptional culinary creations is the talented Karima, originally from Morocco. Her passion for cooking and her decorative skills make her a standout figure at the Alua Leo Hotel.

A Toast to Life

After enjoying the trio of delights, the culinary experience continues with a toast that pays tribute to the sea. Cava, the quintessential Spanish sparkling wine, becomes the perfect companion for delicious prawns caught in the waters of the Mediterranean, cooked to perfection while maintaining their natural flavor and texture.



This dish is served with a local cava, whose bubbles dance in the glass, creating a unique visual and sensory experience. The toast with cava and prawns is a celebration of the treasures that the sea offers to Mallorcan gastronomy.

After a long period of work and daily routine, holidays are always welcome and well-deserved. The Alua Leo Hotel is a perfect destination to relax, unwind, and enjoy the pleasures that life has to offer.





By: Guillermo Nieto, F&B Assistant;
Dimas Agut, F&B Director.

One of the most important attractions at **Dreams Jardín Tropical** is the buffet, as it is the hub of activity for guests during breakfast and dinner for those who want a completely different buffet experience.

Innovating and experimenting with something as versatile as a buffet is a daily challenge. In this line of innovation and in the pursuit of maximum customer satisfaction, we've focused on the sweet corner of our World Cafe based on three fundamental pillars: Craftsmanship, Quality, and Differentiation.

This differentiation from our competitors is based on completely eliminating all industrial production, which has become overly mass-produced and consumed nowadays. At the same time, it leads to

the loss of a key attribute in the experience we're aiming for: Quality.

The replacement of these products in the buffet has turned the sweet area into a space of creativity, where colors, shapes, textures, and aromas entice guests to taste the sweets made by our master pastry chefs.



Every day, the setup and preparation of this area are complemented by the decoration of natural plants to make it even more appealing. Special mention goes to the homemade cookies and cakes, meringues made with free-range eggs, or our fresh cheese block with red berries.

With the implementation of this measure, we've been able to further support local products and achieve cost optimization, enhancing the quality of some raw materials used for our most special preparations. Our goal hasn't been to save, but to increase both sales and customer satisfaction.



Our Love Wonder Women

By: Hanne Hedegaard, Guest Experience Manager; Javier Tello, General Manager

Our Secrets Bahía Real Hotel is the dream destination for many of our guests looking to surprise their partners with a romantic moment.



From all over Europe—England, Germany, Italy—mainland Spain, the Canary Islands, and even from Fuerteventura itself, guests choose us to experience unique moments where dreams come true and routines are forgotten.

Every corner of the hotel, each one exclusive and magical, becomes the stage for all kinds of romantic experiences, as if it were a movie set. Our Guest Experience team transforms into ambassadors of love and, with the invaluable help of the head chef and the hotel's maître, they create intimate, relaxed moments that set the perfect scene for one of the two lovers to surprise and captivate their partner with a marriage proposal, a wedding anniversary, a birthday... where the main focus is always the celebration of Love. Here are two examples: from the simplest to the most striking.



A romantic discovery, where Hanne, Katty, or Slavi coordinate with our housekeeper Laura, so that while customers are dining in one of our restaurants, their room is transformed into an oasis of petals and candles. Homemade chocolates by our pastry chef Suso and a good champagne make for an unforgettable moment, where two individuals unite for life...

Up to our most romantic, unique, and luxurious experience: Sugar Reef. In this wonderful location, above the turquoise waters of the Atlantic, and as the moonlight begins to shine, right on the horizon of Lobos Island, we adorn the pontoon with our finest carpets, fabrics,



candles, vases, cushions, as if it were a desert tent with the starry sky of Fuerteventura as the roof.

Our Food & Beverage team offers a fully à la carte dinner, chosen by the guests, complemented with the finest wines, where there's always room for dessert. In this vastness of the ocean and accompanied by the breeze, the long-awaited "yes" always arrives.

Our Guest Experience team, little by little, continues to create new and diverse romantic surprises, achieving what we call the "ripple effect," as many guests who are unexpected spectators of these experiences wish to become the protagonists of a new love chapter in the following days. In this way, we manage to increase non-package revenues since, like all of us would desire, our guests want these moments to become life-long memories.





"We care for people so they can be their best." The ingredients for these dishes are easily sourced, primarily from the region, making them environmentally friendly. When preparing various dishes, it's important that they look appetizing and whet the appetite. This is easily achieved as vegetarian dishes can often be arranged and presented very attractively with various vegetables. Fresh herbs and spices add great aroma and flavor.

To ensure that guests with a vegetarian or vegan diet can get enough nutrients from the food offered, it's necessary to specifically select and combine plant-based raw materials. *"But once you get familiar with it, it quickly becomes part of everyday life,"* says our chef. Allal and his team had many ideas, most of which were feasible, but some were not suitable for a buffet. The feedback and suggestions from our clients were numerous, and we gladly accepted

and implemented them as much as possible.

The result is impressive. Our clients are delighted with the change in the buffet, which invites them to indulge in colorful salads and vegetables. By using vegetarian/vegan dishes with regional ingredients, we expand our customer base and give everyone the opportunity to try something new. Offering healthy dietary options to our collaborators and guests contributes to the well-being that makes us better and healthier individuals. It's an important step in the right direction, especially today when environmental awareness and sustainability play a crucial role.

Vegetarian and Vegan Dishes

IN OUR BUFFET

By: Alla Zarioh Haffaf, Head Kitchen & Thomas Fehrs, Public Relations.

More and more guests are seeking vegetarian and vegan options in the buffet, and we can clearly see this growing trend. Many clients are becoming increasingly conscious about their diet and are looking for alternatives to meat and cold cuts. They place great importance on healthy, fresh, and seasonal products. Especially during vacations, it's a great opportunity to explore the versatility of vegetable dishes prepared with local produce. That's why our chef, Alla Zarioh Haffaf, and his team decided to expand our daily buffet with vegetarian and vegan dishes. This aligns perfectly with Hyatt's goal:



The Importance of Economic Profitability

By: José Antonio López & Tizziano Iannaccote. F&B Team.

At AluaSoul Ibiza, we work with our entire team to ensure good service and customer care, but without forgetting the importance of economic profitability. Each department has a sales target to meet, and from the Food & Beverage team, we always strive to exceed it by coming up with new sales options that also provide better service for our clients.

One of these measures is offering a daily menu that includes a main course with potatoes and a drink at our Kentia bar. This menu changes daily to make it more appealing. We also use the daily cocktail special and sell piña coladas made with fresh pineapples. We have informative signage for our clients, and the bar team always promotes it.



Another idea to boost sales has been the creation of a romantic package. This package includes room decoration for the requesting client, with petals, heart-shaped balloons, a bottle of champagne, and chocolate-covered strawberries. Not to mention, a beautiful bouquet of roses to surprise the couple on their anniversary or simply because they want to have a nice gesture. Additionally, it includes a magnificent romantic dinner at our à la carte Nubium restaurant, with a very pleasant seaside atmosphere that creates a perfect setting for a special night. Our clients love this option.

Another non-package idea we have launched is offering our clients a

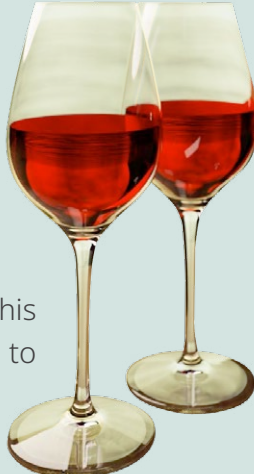


special tea menu. We have a sign with the tea menu at the Kentia bar. Additionally, we serve them in special ware designated for this product. It is a very attractive offer that usually draws more clients.

Furthermore, according to room standards, the minibar must be empty upon the client's arrival. Taking advantage of this, we have created a minibar sales package. If the client requests it, they will pay an amount for the setup of the complete minibar, which they can consume during their stay. It includes soft drinks, alcoholic beverages, nuts, and sparkling wine.

Lastly, we also play with wine bottle offers in the buffet restaurant, creating daily deals based on product stock. This way, we ensure their distribution and avoid them being stored for the winter.

These are some of the ideas we have worked on this season, and we will continue *"fattening the pig"* on to increase sales and customer satisfaction.



Attractive, Healthy, and Delicious

By: Alberto Muro (Head Kitchen), Onelio J. García (2nd Kitchen) & Zaira Gómez (Deputy Director)

We've always heard the expression *"eating with your eyes,"* and despite being an old and deeply rooted popular saying, in these times when absolutely everything is photographed, scrutinized, and shared to the farthest corners of the internet, it continues to resist the inexorable passage of time as a great truth.

Few things can be as attractive and colorful as a well-balanced and well-prepared board of artisanal cold cuts or cheeses.

It's essential to have good quality ingredients in the broadest sense: artisanal, exquisitely flavored, healthy - preferably organic - that are good for you and leave an unforgettable memory. And if this weren't enough, it also has to be *"pretty"* and appetizing.

Simply cutting the product precisely and with care and serving it with a bread basket is no longer sufficient.



Now we want more. We want variety, fresh fruits, nuts, breads, crackers, jams, jellies, pickles, seeds, crudités... A carnival of textures and colors meticulously cut and precisely arranged and combined is what we seek. That's the real secret!

One should not be deceived by its apparent simplicity of preparation due to the use of ingredients that mostly do not require prior processing. Creating an attractive and delicious board is a task that requires delicacy, great precision, and a strong sense of aesthetics.



The key to preparing an attractive and delicious board is, first, to choose 3 or 4 varieties of cold cuts and cheeses, preferably with different textures and cuts, and arrange them symmetrically on the board. During this process, spaces are left that will later be filled with chosen ingredients to add freshness and color, such as crudités, pickles, cherry tomatoes, grapes, currants, or blueberries. Finally, we complete the ensemble with nuts and assorted breads. If we also want to create a more comprehensive board - a bit more *"pro"* as the YouTubers say - then we'll intersperse a ramekin with sauces like hummus, guacamole, or tapenades if we opt for savory, or with compotes, jellies, or honey if we prefer sweet.

If we achieve the perfect combination of order and color, then success is guaranteed. A sublime experience, not only to be savored with the palate, but also with the eyes.

Bon appétit!



Brilliant End of Summer

A SHOW OF LIGHTS AND FUN

By: F&B Team.

Summer came to an end at Alua Soul Orotava Valley with a spectacle that dazzled guests and colleagues alike. The party, held on September 15th, was expertly organized by the animation and bar teams, with the assistance of our resident DJ and his laser light show.

This event combined the creativity of the animation team, the skill of the bar team in crafting cocktails, and the DJ's great music, becoming the ultimate experience for the hotel's guests. Located in one of the most beautiful tourist destinations in Tenerife, Alua Soul Orotava Valley has earned a well-deserved reputation for providing unforgettable moments to its visitors. And this "End-of-Summer Party" was no exception.



The hotel's animation team, with their energy and great humor, carried out activities during the day to keep guests entertained: games, dances, and friendly competitions by the pool ensured that all guests were fully immersed in the fun. The real magic began when night fell and the bar team joined the party with their cocktail bar. From classic mojitos to personalized creations, each drink was a liquid work of art. The bartenders showcased their skills not only in preparing the drinks but also by putting on a juggling show with the shakers.

Animators, waitstaff, and the DJ team joined forces to create a dazzling visual display of lights that left everyone present in awe. The dancing lights, combined with the energetic music, created an electrifying atmosphere that spread throughout the pool area. Guests immersed themselves in a unique experience of colors, sounds, and flavors, true to the ALUA style.

The "End-of-Summer Party" at Alua Soul Orotava was more than just an event. It was an experience that



brought together people from different places and cultures in a moment of pure joy and camaraderie. Guests shared laughter, dances, and conversations while savoring the refreshing drinks served by the bar team. For many, this party marked the peak of their summer vacation. It was a reminder that Alua Soul Orotava not only offers comfort in the magical setting of Puerto de la Cruz but also unforgettable moments that last long after returning home.

In summary, the "End-of-Summer Party" at Alua Soul Orotava Valley was an exceptional event that combined the main skills of our colleagues: creativity,



expertise, and professionalism. It was a night full of fun, excitement, and dazzling lights that left an indelible impression on all who were lucky enough to participate. Undoubtedly, this event will be remembered as one of the highlights of the summer of '23 at Alua Soul Orotava Valley.

Corporate Energy Efficiency

By: Alvaro Hernandez, Simon McVeigh, José Soldado, F&B Team.



Hotel **AluaSun Torrenova** operates in a competitive industry where operational efficiency and profit maximization are crucial. Implementing strategies that promote savings and generate benefits for Gross Operating Profit (GOP) is fundamental to its long-term success. In this article, we will explore some specific actions that Hotel **AluaSun Torrenova** can take to optimize its operational management, reduce costs, and increase profits.

Smart Energy Management

Energy efficiency is one of the key areas for cost savings and reducing environmental impact. Some actions that can be taken at the hotel not only result

in significant savings on the energy bill but also contribute to improving its image as a sustainable establishment, with equal significance in areas such as gas or proper water use. Our effort with Biosphere sustainable lifestyle and BREEM ES will contribute to environmental improvement.

Inventory Management Optimization

Efficient inventory management can help minimize costs and reduce waste. Using inventory management systems and stock control to have a more accurate control over food and beverage products and similarly avoid unnecessary purchases through proper tracking of daily occupancy and weekly/monthly forecasts.



- Negotiate agreements with local suppliers for more competitive prices and ensure the quality of Km 0 products, providing service feedback to the management and central office for future commitments.
- Establish processes for regular monitoring and review of products to avoid early expiration.

Efficient inventory management will allow Hotel **AluaSun Torrenova** to minimize waste, reduce storage costs, and optimize the profitability of operations by making the most out of each cut, part of the product, and the right quantity for the smooth running of the service.

Customer Experience

Providing an exceptional experience and empowering staff with the necessary tools for impeccable customer service can lead to significant benefits in the hotel's GOP. A good

presentation of our knowledge of our products will raise customer expectations, resulting in improved consumption and waste reduction.

A rigorous follow-up of satisfaction surveys will be necessary to collect information and obtain clear feedback from guests, enabling us to identify areas where improvements are needed. Offering additional services and amenities, such as welcome packages, food demonstrations with entertainment activities, paella on the terrace, always accompanied by a good wine, should not be overlooked in our land. This will generate additional income and promote a different experience from our base product, creating a broader source of services and revenue.

Food and drink are inseparable elements, and our team prepares them with love and care for the enjoyment of our clients, giving a friendly and cheerful touch to well-deserved vacations for all, without any waste. Providing an exceptional experience based on our customer service will generate guest loyalty, increase occupancy rates, and boost the hotel's revenue.





Mallorcan Native Products

By: Susanne Turowski, Ramón Garcia, Jaime Pallicer, Lucio Vicente.

At Zoëtry Mallorca, we celebrate local produce every day and pay homage to our land. We love sharing this with our guests and introducing them to native products, which they can start experiencing from our breakfast. Not only do we offer fruits and vegetables from our own hotel gardens, harvested daily, but we also collaborate with local and family-owned suppliers from the island to enhance the breakfast selection. Depending on the season, guests can enjoy our own figs, oranges,

lemons, strawberries, melons, or pomegranates, either to eat or drink. Each day, they'll find flavored waters and natural juices made with ingredients from our gardens, freshly picked for this purpose, infused with a touch of mint, rosemary, or sage.

In addition to the natural beverages, guests can savor a wide selection of typical delights. It all starts with the Mallorcan bread, a distinctive feature of Balearic culture, which we source from Amadip Esment, a local non-profit organization whose aim is to ensure that people with intellectual disabilities and their families enjoy and improve their lives. Our guests can easily embrace the main custom at a Mallorcan table, the "Pa amb oli",



a simple traditional preparation of the island, where we season bread with olive oil and tomato. We enrich it with any of our artisanal cold cuts and cheeses.

From the buffet, guests can create the "Pa amb oli" they like best. Among the cold cuts, they'll find "Sobrasada," the most typical and traditional of the island, even part of Mallorca's gastronomic heritage. Additionally, there's Camaiot or Botifarrons, prepared with ancestral recipes used by our grandparents. Cheese enthusiasts will have their corner with Mahón denomination of origin cheeses, known for their distinctive flavors. And not to forget the tomatoes, which, in our case, come from our collaborator Terracor in Manacor, where we find the most suitable land in Mallorca for their cultivation.

For those who'd like to add something warm to their buffet selection, they can choose from our extensive menu of hot delicacies, such as omelets, eggs Benedict, and a wide variety of toasts, like the Mallorcan one with "sobrasada," of course, cheese, and honey from our own bees, or the classic avocado and poached egg.

To conclude this traditional breakfast, we offer the "Ensaïmada", the quintessential Mallorcan sweet, internationally renowned by our visitors. It's a pastry product deeply rooted in the island, made with flour, water, sugar, eggs, and lard. It has been continuously produced and consumed in Mallorca for a very long time. Our "Ensaïmadas" are crafted by hand in the traditional and family-owned oven of Sant Llorenç, Forn Ca n' Amer.

Apart from all these traditions, we also offer many healthy options, as well-being is a very important focus of the hotel. Our love for local produce goes beyond the breakfast gastronomic offering. It is also reflected in the decoration of the breakfast buffet, which transports you to a typical Mallorcan house, with details like lavender and carob from our gardens, along with many other beautiful touches.





and surrender to sensations without worrying about anything, in a private setting that generates surprise and adventure to the experience, or from the Portofino restaurant itself to enjoy the environment and the space that has been created uniquely in the heart of **Secrets Cap Cana**. From the Chef's Table, guests can enjoy the process of preparation, the fusion of ingredients, kneading, cutting, and countless steps that result in dishes as the final product.

This culinary experience offers guests the opportunity to interact with our Executive Chef, Yvann Monteiro, a Frenchman passionate about limitless gastronomy, who has created a menu with unique dishes for the Chef's Table. To maximize this gastronomic experience, our Sommelier, Luis Feliz, takes care of the perfect pairing and makes recommendations for tasting these fabulous dishes. Brilliance without the foundation of a product is pointless. But creativity, if there isn't a project, has no reason to be.



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

In life, there are always secrets, and these even include places... In hospitality, it's no exception. We also have hidden spots that, due to their uniqueness, lend themselves to offering gastronomic quality and end up becoming a secret of one-of-a-kind experiences. This is the Chef's Table, redefining culinary spaces, dinners in unusual locations. This place is also used for blindfolded dinners, wine tastings, and pairings.

WHAT IS THE CHEF'S TABLE?

Es un lugar d'It's a place where whims take shape to let oneself go



Hot-Dogs and Guilles

AT BAREFOOT GRILL

By: Fernando Pulido,
F&B Manager.



As we approach the final stretch of summer here at Bahía Mita, we've decided to make a noteworthy enhancement to the culinary offerings at our beloved Barefoot Grill.

Starting from Monday, October 2nd, we're introducing

eight distinct varieties of hot-dogs to our existing menu. Each one is crafted with a special touch, featuring unique elements and ingredients that set them apart. Our recipes span from the timeless 'Chili-Dog,' generously adorned with chili beans and playfully dusted with Doritos, to more adventurous

options featuring regional flavors—such as the one featuring pastor-style meat and zesty guacamole. It's a nod to the classic fast food favorite, but with our own distinctive twist.

In addition to these exciting hot-dog creations, we're proud to introduce a new menu featuring 'Guedilles'—

the renowned Franco-Canadian sandwiches—with four delectable options to choose from. The response from our cherished customers has been nothing short of enthusiastic, and the popularity of Barefoot has been soaring since day one. We anticipate this culinary innovation will leave a positive mark on our guests' satisfaction ratings, as they eagerly flock to savor our enticing new menu every day.



Vegan Shrimp

By: Juan Jose Salazar Acosta, F&B Manager.

According to *"The Gourmet Journal,"* a reference point in gastronomy due to its collaboration with major sponsors in the industry, said at the beginning of the year that vegetarian menus, as well as vegan fish and seafood, would be part of the gastronomic trend for the entire year.

In gastronomy, much like in the world of fashion, trends come and go, driven not only by the demand for new and fresh things but also by the evolution of lifestyles and the need to better connect with planet Earth and our own bodies. That's why at Zoëtry, we have a Wellness concept. It's crucial to stay updated, and these trends are reflected in our menus, as we offer a wide range of vegan and vegetarian products in each of our offerings. For example, charred broccoli shank at Arroyo restaurant, or our vegan rolls at Saltwater restaurant. We also take advantage of agreements with suppliers from our corporate purchasing department to include vegan meat in our menus. With all of this, we fulfill the first point of the trend.

These trends are gaining more and more popularity because they are considered a healthier and more sustainable option. They are based on natural, fresh, nutrient-rich foods, and they also help reduce environmental



impact and animal suffering. Offering vegan seafood brings a surprise factor for our guests. We cater to the desire for fine dining, ensuring it's not just sautéed vegetables, but a well-prepared dish with sauces, garnishes, and excellent presentation. We have vegan shrimp in our stock that helps us provide

personalized service to our guests with these dietary preferences, who end up delighted by the unexpected preparation. *"These new vegetable-based options are focused on well-being without sacrificing the excellence of the dishes."*



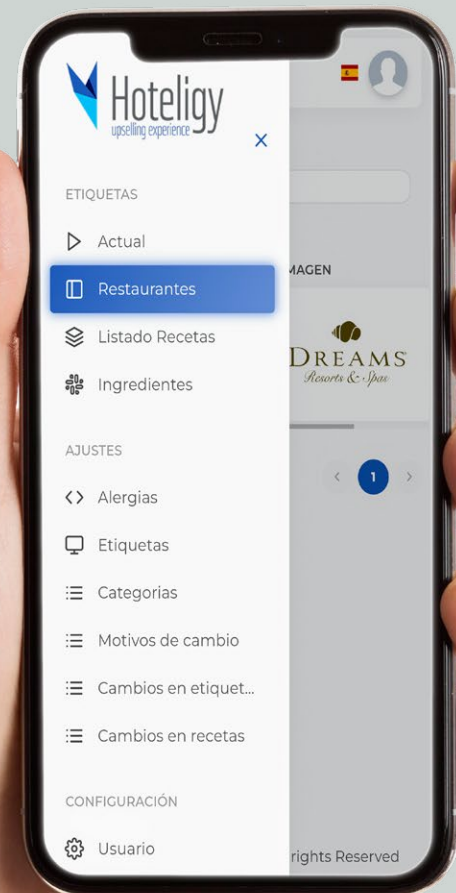
The goal by the end of the year is to expand the variety, aiming to offer smoked salmon and vegan tuna sashimi for salads.



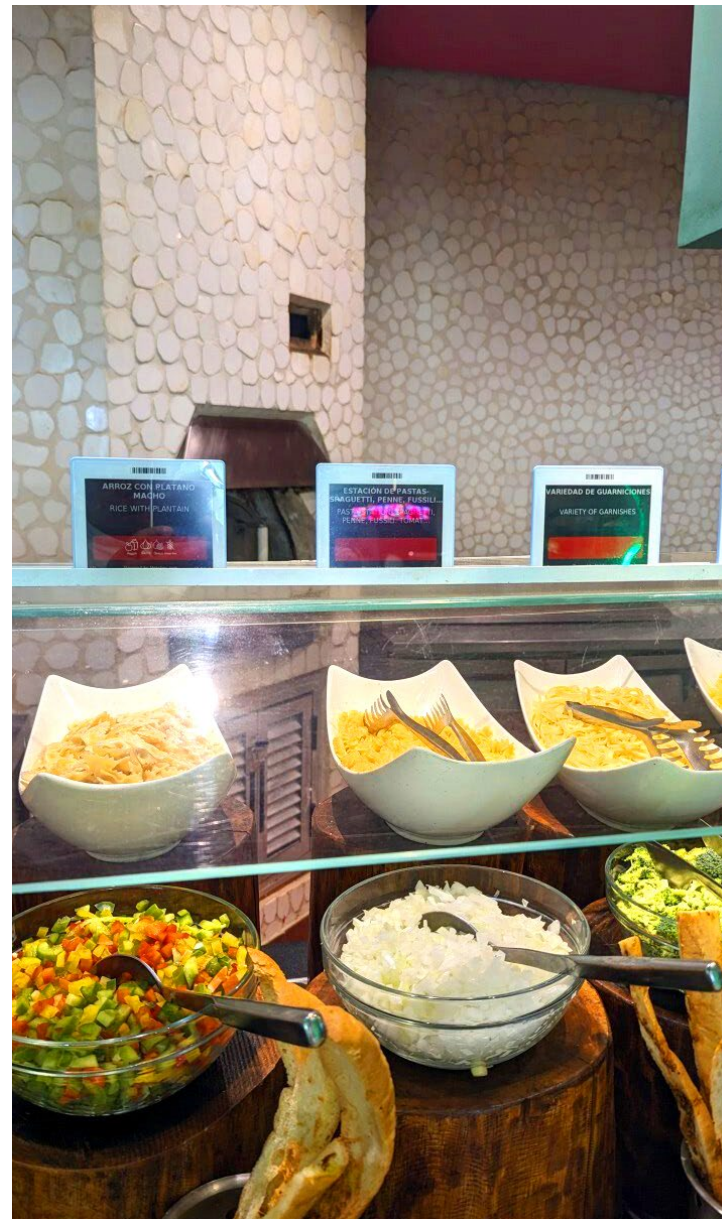
Electronic Labels

By: Juan Jose Salazar Acosta, F&B Manager.

In the world of hospitality, innovation is essential to provide guests with an unforgettable experience. **Dreams Riviera Cancún** has proven to be a pioneer in this regard, recently adopting technology that is transforming how guests interact with Buffets: electronic labels.



"The guest perceive the buffet as a modern and technological space"



Previously, each dish on the buffet was accompanied by a plastic card identifying the food. This process, though traditional, presented challenges: the constant production of new cards, printing, lamination, and the inevitable wear and tear over time and use. Not to mention that any change in the menu required additional effort to create a new label.

Fortunately, the company HOTELIGY offered us an innovative solution. They provided **Dreams Riviera Cancún** with digital labels, a modem, and an application that revolutionized the way we identify and present each food item. This technology allows us to load all the menu rotations, recipes, allergens,

schedules, and more, offering unprecedented flexibility. The system adapts and changes the labels based on the provided information, ensuring they are always up to date with the dishes available on the buffet.

From the kitchen's perspective, this system has proven to be immensely valuable. It has established rigorous discipline, allowing us to meticulously follow weekly food rotations. Additionally, it facilitates advance planning on where to place each dish, whether hot, cold, dessert, or bread, thus optimizing production and reducing waste.



The service staff has also benefited tremendously. Tedious tasks of creating, printing, and constantly replacing laminated cards have been eliminated. Now, with a more agile system, the time and effort previously spent on these tasks are redirected towards enhancing the customer experience.

For guests, the change is noticeable and positive. They perceive the buffet as a modern and technological space. The electronic labels offer clear and easily understandable information. Additionally, a vital aspect is the inclusion of allergen information, allowing guests to make informed decisions about what they consume, ensuring a safe and enjoyable culinary experience.





Creating Value-Generating Structures

By: Raul Castro, Food & Beverages Manager.

"In human history, we have observed that beyond what is offered in food and beverages as a menu, the love for food is born through the eyes; presentation captivates even the most educated and demanding minds". Alain Ducasse once said, "Excellence lies in diversity, and the way to progress is to know and compare the diversities of products, cultures, and techniques." It is not possible to think of a structured dish, with a perfect recipe and a studied pairing, without a presentation that enchants at first glance.

Faced with these challenges, raw materials, skill, knowledge, and creativity ultimately complement each other, seeking the best way to materialize the culinary sensory experience, creating structures that, along with the beauty of design, enhance its benefits and turn it into an irresistible piece.

At **Secrets Maroma Beach Riviera Cancún**, we are always at the forefront of new trends, always mindful of the form and style that characterizes us. Our team of Steward carpenters conceived a versatile structure for use in different setups, which, with the vision of the Sommelier team, was integrated into its new location, the Food & Wine Concierge gazebo.



intimate, and elegant atmosphere that invites belonging. The presence of the Sommelier, assisting with the champagne bottle, the chef cooking the sumptuous cut of meat in front of the guests, and the table at sea level speak for themselves.

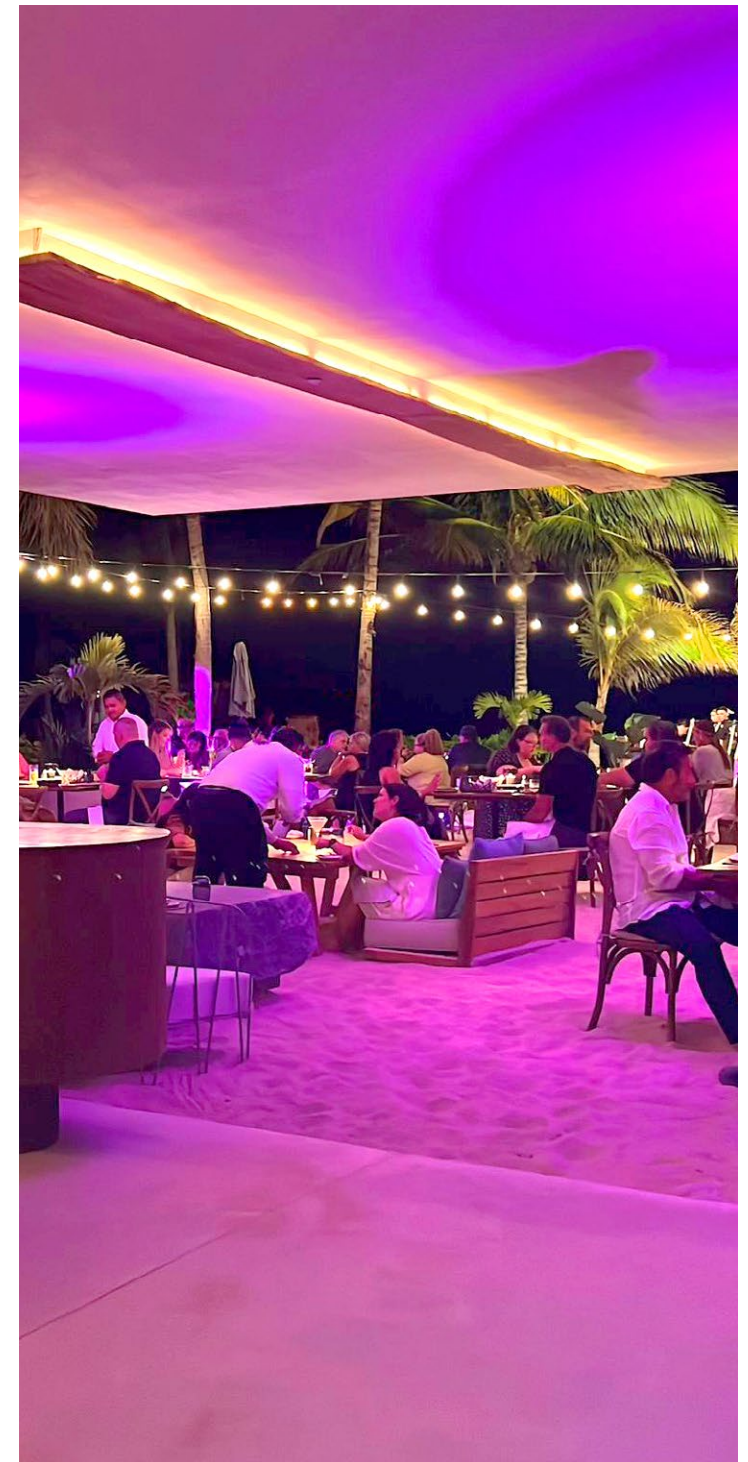
This synergy between a structure, wine, and spirits adds value, creating a majestic showcase that invites to savor the greatest pleasures of Bacchus.

With the vision of the department's personnel, a romantic dinner sales experience called 'Ixchel' was created, named after the Mayan cosmogony goddess of love, gestation, and water. It features a setup in line with current trends, combining elements present in the hotel's scenery in an almost perfect way, creating a romantic,



Lighting Fire

By: Carlos Núñez, Food & Beverages Manager.



In Mexico, in the Northern states, part of the gastronomic culture is '*carne asada*,' a very popular activity that brings together family and friends.

There's no need for a special occasion for a '*carne asada*' to happen; this ritual turns any moment into an unforgettable one. Any excuse is good to light up

the grill and open some beers or a good wine. This gastronomic richness with different types of meat and traditional accompaniments prepared in this celebration has become our '*Lighting Fire*.' At **Impression Moxche by Secrets**, seeing the need to provide an attractive activity with a unique setup, the '*Lighting Fire*' themed night was created.

It features a grill that provides a 360-degree effect, making it visually appealing and interactive between guests and the grill chef. It's a night where our guests enjoy a variety of grilled meats and seafood, while the sound of the saxophone and DJ come together to harmonize the moment.

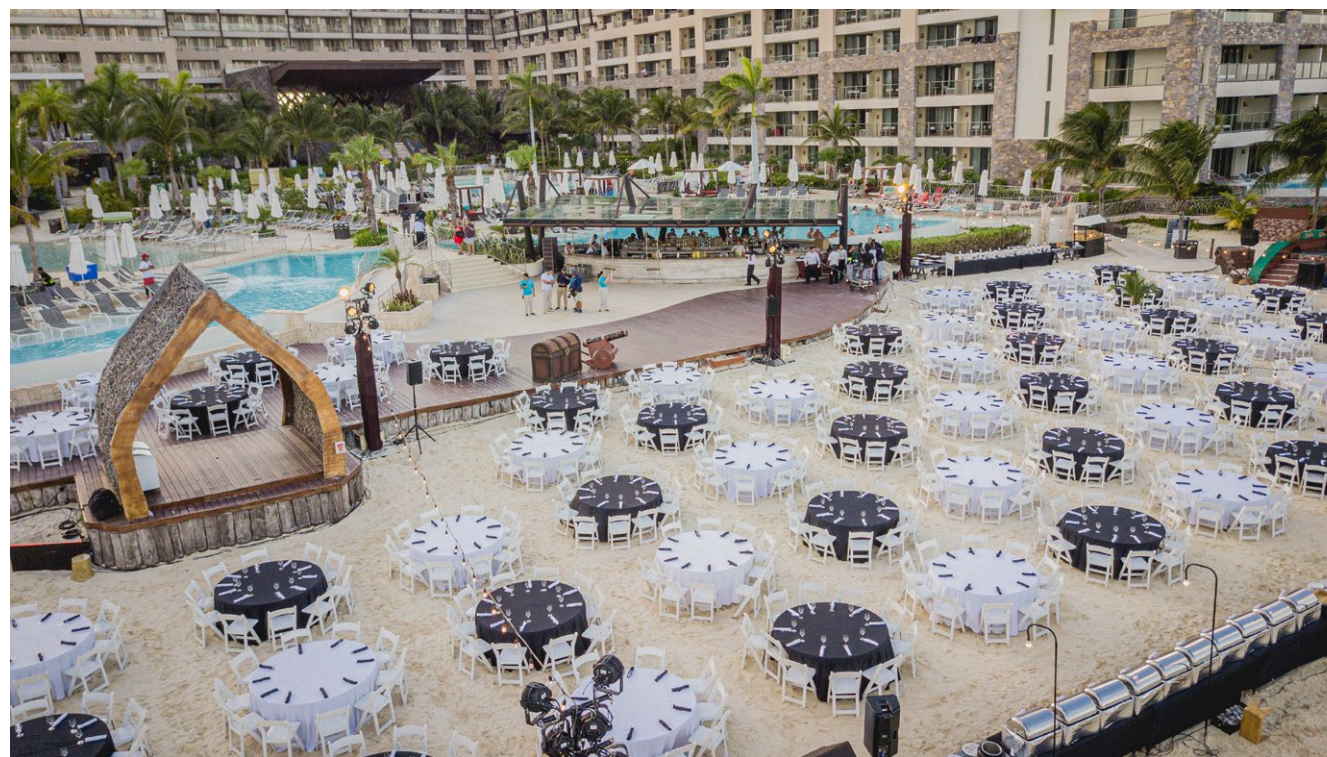
Tailored Experiences

By: Xavier Mantecón, Food & Beverages Manager.



In our ongoing commitment to go above and beyond for our guests, we've introduced 'themed nights' customized for our group events. These evenings draw inspiration from specific themes or concepts and are designed for gatherings of up to a thousand attendees. Each event promises to create an engaging atmosphere infused with the distinctive touch of Dreams Natura.

What sets these experiences apart is the collaborative effort of various departments, including entertainment, stewardship, and culinary teams, all working together in animation, setup, and food preparation.



Arturo Sánchez, our Chief Steward, is known for his exceptional carpentry skills. He's the creative force behind adding that extra special touch to each event. Part of the setup is crafted in-house by Arturo, where he designs tools that enhance station mobility and seamlessly adapt to any event or theme, paying meticulous attention to every detail and requirement. For cold stations, Arturo ensures spill-proof ice containers, while for hot stations, he deploys griddles and grills with safeguards for our guests' safety. The result? A truly enchanting setup that never fails to elicit a resounding 'WOW' from all in attendance.

"Indeed, it's the culmination of these small yet meticulous details that result in truly extraordinary experiences"



Colors & Flavors of Mexico at World Café

By: Antelmo Limón, Executive Chef.

September is very important for enjoying the colors and flavors of our beautiful Mexico. What a delight and exquisiteness to taste the gastronomic magic of our beautiful country! That's why, to showcase our cultural richness to our distinguished guests, we decided to give a new look to our World Café buffet. And what better way to start than with our 'Kids Korner,' with sweet delicacies for the little ones, in colorful details to captivate their attention.

As part of our improvements, we incorporated a versatile and colorful space to delight the cravings of the minors. With the creativity of our Pastry Chef, we livened up our delicious desserts, giving them a new look. This has helped us optimize resources, providing a greater variety of options in the buffet, which is reflected in the comments and satisfied expressions of the little ones. But that's not all... We took the ingenuity of the Pastry team further and ventured into creating a different



proposal during our Mexican Fiesta event, where the talents and flavors of our traditional Mexican desserts shone.

The best gift is receiving a smile of delight and satisfaction when tasting our creations. Hearing firsthand the comments and congratulations from

our guests when they feel gastronomically pleased. That motivates us to reinvent ourselves every day to continue innovating and to be our best version.



Sustainable Eating

A SENSORY EXPLOSION!

By: Anibal Bueno, Food & Beverages Manager.

At Sunscape Puerto Vallarta, everything revolves around fun. Our essence is unlimited fun, which allows us to explore our creativity every day, and our cuisine is no exception. Our guests know that in every corner of this, their home, SUNPV, they will find that promised Unlimited Fun.



What's Behind our Dishes?

A sensory explosion! Not only do our striking colors that capture all gazes draw attention, but also the sweet and refreshing scents that describe the gastronomic variety of our region. Our guests recognize Puerto Vallarta by the taste of our dishes, as most of our ingredients are sourced locally.

At Sunscape Puerto Vallarta, we work towards sustainable eating. The choice of our suppliers promotes the consumption of local products. We also maintain a balance between the consumption of legumes, vegetables, fruits, meats, dairy, and fish. We opt for consuming seasonal products and, of course, we lean towards the ecological, as we strongly believe that our products should be free of fertilizers and pesticides.

Puerto Vallarta stands out for its great natural wealth. Sunscape Puerto Vallarta shares a piece of this natural paradise with our guests in every dish, promoting healthy and sustainable eating, advocating for a complete, balanced, satisfying, and tailored dining experience without neglecting affordability and sustainability. We work towards a transformation in the food system.



Costa Rican Gastronomy

A CULINARY JOURNEY OF LOCAL DELIGHTS

By: F&B Team DRELM

Costa Rican gastronomy is a vibrant mosaic of flavors, influences, and traditions that intertwine in a unique and delicious fusion. One of the highlights of this culinary richness is the bounty of the sea.



Due to its location, Dreams Las Mareas Costa Rica is surrounded by a wealth of treasures that the ocean and land offer. Fresh local ingredients like octopus and snapper, as well as native vegetables such as pejibaye, malanga, and tacaco, all come together to create dishes that truly represent the Costa Rican culinary identity.

The Gulf of Santa Elena takes pride in its abundance of

fresh fish and seafood. One of the stars of the *"Ruta del Mar"* (Route of the Sea) is the octopus, an ocean delicacy that has become an essential ingredient in Costa Rican cuisine. Octopus could be prepared in various ways, but one of the most popular is grilled octopus, marinated with garlic, lemon, and local spices before being grilled to perfection. The result is a dish that captures the freshness and authenticity of the Costa Rican sea.



On the other hand, snapper is a fish abundant in Costa Rican waters. Its white, firm flesh makes it a versatile ingredient that lends itself to various preparations. One of the most emblematic dishes is the snapper ceviche, given a tropical twist with a passion fruit and lime emulsion.

Pejibaye, a fruit that grows in the tropical forests of Costa Rica, is a true local delight.





Embracing Local Gastronomy in our Events

By: Diego Espadas, F&B Manager.

At *'La Fonda de Chanita,'* we're all about innovation and harnessing the natural resources that surround us. Our vision is to create a unique and authentic environment that celebrates local craftsmanship while making the most of our natural surroundings. Balancing cutting-edge concepts with budget considerations set by our leadership, we tap into the talents of our banquet team and human resources to craft exceptional, one-of-a-kind experiences for our guests.



locally recognized products, including eco-friendly crops that are in high demand long before they're even planted. These crops celebrate the efforts of local farmers, ensuring that the island's characteristic flavors shine through, leaving a lasting impression on our guests' palates.

Our team of talented chefs, stewards, and service staff pour their creativity into our setups, ensuring quality down to the smallest details. It's these details that set us apart, bringing a touch of originality to our non-traditional, revolutionary banquets. We take



environmental responsibility seriously and employ operational equipment and practices that embrace the 3 'Rs'—reduce, reuse, recycle—furthering our commitment to a fusion of food and nature.

What is Gastronomic Fusion?

Fusion cuisine is the combination of ingredients, techniques, and culinary features from different countries around the world. It goes beyond just combining; it highlights the main characteristics of each dish and brings them together on a menu or banquet. In addition to representing cultures worldwide, it helps create diverse atmospheres and generate options for different tastes, trends, diets, and even allergies, all of which we meticulously cater to in our guests. The goal as a team is to continue advancing trends without forsaking originality, providing the best to our guests at all times.





By: Charlie Paz (Executive Chef), Mariana Mendiola (Executive Chef Assistant).

Nostalgic Food

While innovation and creativity in food are crucial, there's a timeless charm in the flavors of grandmother's cooking. Those tastes that transport us back to childhood, evoking a sense of safety and warmth, are at the forefront of a significant gastronomic movement.

This trend is driven by the emotions tied to specific flavors and aromas. It centers on reviving the most cherished traditional tastes with a contemporary twist. It pays homage to the age-old art of spoon cooking, celebrates humble ingredients, and embraces the patience of slow cooking. Mexican and Italian cuisines are poised to be excellent torchbearers of this trend. It will be fascinating to witness how street food finds its place on the menus of renowned chefs, transforming these beloved classics into something fresh and inventive.



Plant-Powered Living

More than just a trend, this has evolved into a lifestyle, advocating for a shift away from animal-based foods. The continued emphasis on plant-based proteins and superfoods ensures a wide array of alternatives for meats, cheeses, and fish.

Local and Seasonal Fare

Prioritizing locally-sourced, seasonal produce is the cornerstone of this trend. These ingredients boast superior quality and flavor.

While not a new concept, as many chefs have championed these products in their menus, this trend is now permeating restaurant chains, supermarkets, hotels, and homes alike. Proximity foods are assuming increasing significance.

Holistic Nutrition

It's not solely about food; supplements play a crucial role. In today's world, bolstering our immune systems is paramount. Harnessing the benefits of probiotics and dietary supplements has become an integral part of our daily routine, aimed at achieving holistic nourishment for both body and mind.

Regenerative Food

It centers around techniques that seek to regenerate the soil, promoting environmentally-friendly production. This encompasses shifts in crop management, animal husbandry, and recognizing the fundamental value of water resources in sustainable farming. This is a global movement, and while the changes may seem incremental, they hold genuine impact. Embracing sustainable



meat production requires a return to our roots, respecting natural cycles and the earth to yield high-quality products.

Within this paradigm, the emphasis shifts to prioritizing quality over quantity in meat consumption.





Base Dishes

By: Ryan Cope, F&B Operations Captain & Ainsley Lambie, Executive Chef.

The Food and Beverage Operations Manager, Ryan Cope, has initiated the process of creating unique base dishes for each restaurant, successfully finalizing those for Canoa, Coyaba, and Polo restaurants. The idea is for each restaurant to have distinctive dishes and cutlery to create an atmosphere of luxury and sophistication. When purchasing these items, the key focus is on durability and versatility. For instance, 12-inch base dishes that can be used for special events like starlit dinners, candlelit dinners, and weddings (*all related to NPR*).

Our amenity dish, used in the rooms, is crafted from wood and features a unique and intricate design to evoke a natural aesthetic. This design seamlessly aligns with Zoëtry's ideals of nature, well-being, and serenity. The concept for these amenity dishes arose when General Manager, Nadia Brown, saw fit to bring a part of the



country's cultural artistry to the resort. These amenity dishes are very cost-effective and long-lasting; the cost of creating these designs is minimal compared to purchasing porcelain; considering the human factor combined with breakage. Since they are made of wood, the challenge lies in maintaining them in optimal condition; however, our maintenance team is highly skilled in varnishing them as needed at no additional cost.

Dining Under the Stars

Unforgettable! That's the experience that lingers with our guests.

Starting with cocktails and guided through each dish by a violinist.

Incredible lobster tails, exquisite bites of chocolate, and the world-famous Blue Mountain coffee, so representative of our beautiful Jamaica. It's a menu for a gastronomic experience (7 courses). Here, we



ensure that the five components are used: vegetable, vitamins, protein, sauce, and garnish. This entails organizing or modifying our fresh local ingredients (*from farm to table*) to surprise our guests.

As a health and wellness hotel, we love to be creative and present elegant and healthy dishes.



Dynamic Live Stations & Street Food

By: Fernando Moreno Lucas.

In the all-inclusive hotel industry, one must be very conscious of product management and utilization, especially in buffets. The key here is to handle and manage the cost allocated to the kitchen well. In thematic restaurants, this is not as recurrent since production is more measured and it's easier to control waste. With this proposal, we are expanding the offering and variety of the buffet, contributing two very important factors:

- Efficiency and utilization of waste generated during the buffet.
- Variety and different setups that add extra value to both lunch and dinner buffets.

We have a wok station with two high-pressure burners. Due to its shape, it only has the option of making woks, which, although very popular, we dealt with comments about the variety of food. We decided to revamp this corner and incorporated a wheel of possible dishes that we could prepare live, changing the repetitive image of the regular buffet. With the help of the maintenance department, we created a sort of perforated ironing board or hot display table, further decorated to match the



theme we wanted to give, shaping the different stations we set up.

- Station for steamed buns and falafel
- Station for "Dominican chimis"
- Station for stuffed potatoes with brisket
- Station for American Phillips

What we do is make the most out of waste, for example, the cuts from the butcher that we use in the thematic restaurants, have a different purpose in the buffet. With the collaboration of the bakery, implementing different breads according to the theme of the day, presenting succulent and attractive displays to capture the customer's attention.



Innovation Through Food Performance Testing

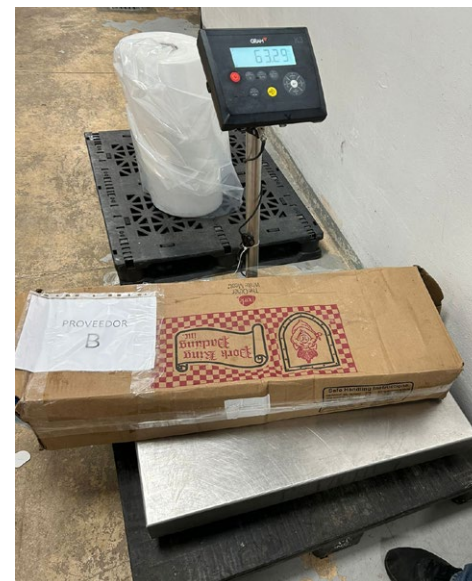
By: Onofre Pol Matheu (F&B Manager).



At Dreams Macao Beach Punta Cana, we continue to explore new ways to combine culinary artistry with responsible management. This time, we have designed a story of flavor, savings, and growth that will continue to inspire us on our culinary journey. It was focused on a thorough evaluation of the quality and performance of products, on a roadmap marked from their arrival at our hotel to the final dish, where best manufacturing practices were applied to verify, analyze, and validate that our suppliers met the established quality standards.



The process began with the receipt of the products, where each sample was meticulously documented. The initial weighing provided vital information to assess the consistency of the products. Then, the food was stored in our freezing chambers to ensure its freshness and safety. The next stage was moving to the Central Kitchen, where the food was stored in conservation fridges. The cleaning and cutting of the products revealed their intrinsic characteristics, and



finally, our Chefs took the helm, cooking each sample with culinary mastery.

The benefits were remarkable. Firstly, the economic savings were significant. Additionally, we identified foods of equal or higher quality than what we were using, but at more competitive prices, resulting in substantial savings in our procurement costs. Furthermore, our chefs gained crucial knowledge and skills during the process. They learned to identify

quality characteristics in foods and make informed decisions when selecting ingredients for our menu. This training strengthened their ability to deliver exceptional dishes to our guests. Updating technical data sheets, calculating waste and performance, and presenting the results in clear and precise formats allowed for informed and effective decision-making in the future.

This process was documented through photographs and a video that captured each step. Discussing the results with those present at the event allowed for an enriching evaluation of the samples. Additionally, decisions were made about which products would become our standards, elevating the quality of our menu.

The presentation of the results was summarized in a presentation that would become our roadmap to culinary excellence and sustainable savings. Together, we can!



From Our Garden to Your Plate

INTRODUCING A DELIGHTFUL DESSERT

By: Yokasta Vargas (Administrative Assistant).

Among the various traditional dishes our guests often request, sweets hold a special place, offering an array of flavors and textures. This time, we're thrilled to unveil something truly extraordinary!

Here at **Sunscape Puerto Plata**, we've curated a delightful treat using ingredients straight from our garden, including the coconut and avocado.

As culinary hosts, we're committed to crafting innovative and delectable desserts for our guests. Our sweet coconut creation draws inspiration from Spain and the Colombian Caribbean, where it's traditionally made with milk and then baked. In

the Dominican Republic, we've elevated this treat with a simpler, yet more flavorful recipe, establishing it as a beloved sweet in the entire Caribbean.

This delectable dessert, alongside our other culinary offerings, distinguishes itself with its exceptional flavor and delightful consistency, setting a high standard for our dessert offerings. Allow us to present our 'Creamy Avocado and Coconut with Mango Mousse'. This delightful creation is prepared with a straightforward recipe and the finest ingredients, including coconut, cinnamon, sugar, and milk. It's then crowned with a creamy avocado and a delectable mango jam, all meticulously combined to capture the sheer pleasure and satisfaction of our esteemed guests.





Water with Exotic Flavors

By: José Alberto Vázquez, Head Bars.

Currently, the hotel industry faces new challenges as guests are changing their consumption habits. The financial aspect of food and beverages must undoubtedly adapt to these new demands, altering their recipes and ingredients to cater to these segments.

From dietary restrictions like sugar and gluten-free, to specific diets like kosher and ayurvedic, kitchens and bars in all hotels are put to the test, as their inputs must align without losing sight of budgets. This involves strategic sourcing of suppliers that meet the necessary quality and quantity standards, sustainability efforts, and streamlining preparation processes to save time, movements, and human resources, etc.

Following our mission to provide distinctive experiences for those who visit us, optimizing our resources while maintaining the quality and service that sets us apart, at Secrets Huatulco,



we have introduced a new offering of natural waters with exotic flavors in the Market Café Restaurant. This aims to guide our guests towards healthier and less costly options, saving 18% monthly on the consumption of sodas, bottled water, and house wines. Guests have welcomed refreshing options like guava/hibiscus, coconut horchata, starfruit, soursop, pineapple/mango, cucumber/lemon/mint, passion fruit, and other seasonal fruits. They have enjoyed them so much that they have requested their implementation in other consumption areas for easy and quick access during their activities, both at the bars and the beach.

Doing more with less is now our motto for a more profitable operation. This savings is reflected not only in the reduction of PET and glass bottles but also in minimizing the environmental impact, further reinforcing our commitment to the Preferred by Nature certification. We recently achieved an impressive rating of 99.47%, solidifying its importance in our Food and Beverage management strategy.





Pineapple Juice Presentation

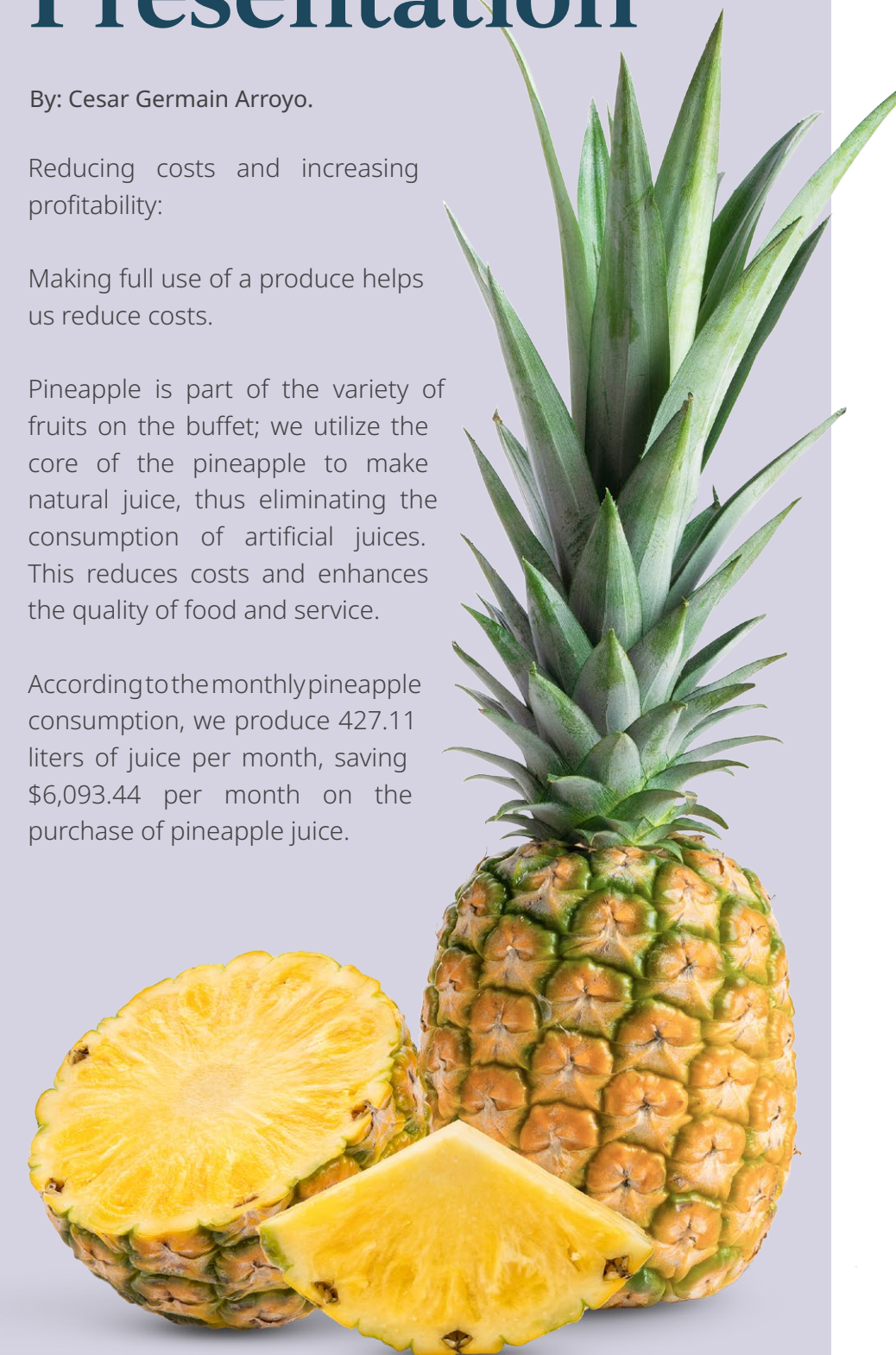
By: Cesar Germain Arroyo.

Reducing costs and increasing profitability:

Making full use of a produce helps us reduce costs.

Pineapple is part of the variety of fruits on the buffet; we utilize the core of the pineapple to make natural juice, thus eliminating the consumption of artificial juices. This reduces costs and enhances the quality of food and service.

According to the monthly pineapple consumption, we produce 427.11 liters of juice per month, saving \$6,093.44 per month on the purchase of pineapple juice.





Dinner and Show on the Beach

AN UNFORGETTABLE EXPERIENCE FOR GUESTS

By: Antonia Araos, F&B Manager & Rosendo Corona, Executive Chef.

When it comes to offering exceptional experiences to our guests, entertainment is essential. In a beautiful corner of paradise, **Dreams Aventuras** has stood out for providing unforgettable moments under the starry sky by the sea, creating experiences that combine delicious gastronomy and beachside shows.

The Magic of Themed Nights

Every week, the resort offers three unique themed nights for our guests; we have Asado, Fire, and Mexican shows. These performances take place on the beach and are presented with a delicious buffet corresponding to each theme, set up with round tables, each seating 10 people. Guests can enjoy a varied menu while immersing themselves in the magic of the live presentation. But the innovation doesn't stop there; for those seeking an even more exclusive experience, private front-row tables have been introduced. These individual tables offer a special menu created by the resort's chef and our Sommelier. The key to accessing these exclusive tables is the purchase of wine or tequila. Each themed night features a four-course menu that varies based on the theme of the evening. This option ensures exclusive service and a privileged view of the beach show.



Exclusivity in the Details

Attention to detail is a priority at this resort. The special menus for private tables are not available anywhere else on the property, ensuring a truly unique experience. Additionally, the production of these menus is carried out with great dedication, paying attention to every detail in the presentation of each dish. From the choice of tablecloth to the selection of napkins, we aim to make a difference and offer exclusivity to the diners.

An Experience for Everyone

The main goal is to ensure that all guests have the opportunity to enjoy this special experience. Therefore, a buffet area is provided where guests can enjoy the show at no additional cost. This way, no one misses out on the opportunity to be part of this unique experience.

In conclusion, the resort has managed to create a unique experience that combines gastronomy, culture, and entertainment in an exceptional way. Whether enjoying the buffet on the beach or a dinner show with a privileged view; these events have contributed to the increase in our non-package revenue and, above all, have demonstrated that when hospitality is combined with creativity, the result is a truly unforgettable holiday experience.





Mexican Party Centerpieces

By: Luis I. Hernández, Executive Assistant Manager i/c F&B



"It involves glass bottles filled with three very Mexican elements: corn, beans, and lotería cards!"

At Sunscape Curacao Resort, Spa & Casino, we take things up a notch and create a new decoration, making the most of our resources!

We had the opportunity to adorn our latest Mexican Party themed night with centerpieces inspired by Mexican folklore, specifically the imagery from

the game of lotería. Chef Alfonso and the Food & Beverage team found a way to repurpose some glass bottles we had in storage and transform them into beautiful centerpieces.

In line with our focus on reusing and contributing to environmental sustainability, the Chef devised this

presentation that we will be using for our events moving forward. It involves glass bottles filled with three very Mexican elements: corn, beans, and lotería cards! Having enough to set up on every table, we created the necessary

ones to have one per table. This way, every guest at Sunscape Curacao Resort, Spa & Casino gets to see and enjoy a piece of Mexican culture while indulging in an exquisite experience during the Mexican Party. Here, we apply the principles of Reduce, Reuse, and Recycle, and even though they may seem simple, they generate curiosity.

This demonstrates that with creativity, we can make the most out of a resource that would otherwise end up as waste, when it could have a longer useful life than we think. Many thanks to Chef Alfonso and the Food & Beverage team for proposing these centerpieces and adding this special touch for our guests and diners.

Together We Can!





Minimalist Setups & Alchemical Mixology

By: Rafael Suarez (Executive Chef).



At Dreams Karibana Cartagena, we are focused every day on ensuring our guests have unforgettable moments during their vacations in Colombia.

We enhance our clients' day-to-day experiences by providing diversity in consumption centers, both in food and presentation. That's why we've designed

setups with a variety of colors, local and national preparations for breakfast, lunch, and dinner shows. This adds extra value to Colombian cuisine.

The minimalist buffet setups help us maintain our budget in line with the hotel's objectives, to avoid generating food waste and loss of raw materials. We offer a varied selection to take our guests on a gastronomic journey through our country, presenting dishes from intermediate cities like Bogotá, Tolima, and Medellín. We offer dishes for all dietary restrictions, achieving special and flavorful dishes that contribute an extra touch to overall customer satisfaction.

In à la carte services, we've tried for each restaurant to carry its representative touch. Colleagues can live and offer the value of experimentation through a signature dish that's present on the menu. This way, they promote and sell their dish to customers when they are notified of its excellent preparation. This allows them to see the importance of always giving



their best and being attentive to the needs of the hotel's guests.

We've created spaces with colleagues to make food proposals, generating contributions to our Colegas Palenque Restaurant. We hold sessions to measure this internal rating and achieve a high level of satisfaction. It's satisfying to perceive the colleagues' pleasure and to live day by day focused on our principle, *"We take care of people so they can be their best version."*

Alchemy Mixology Lab

The indigenous notes of our land, the magical flavors of the

Caribbean, the inherent joy in every drink, an experience we seek to provide to each of our guests. In our menus, we use versatile ingredients that allow for different uses, thus avoiding waste. Using syrups, jams for other drinks, and using waste for garnishes such as crisps or dehydrated items positively impacts in costs. We create signature cocktails with a focus on the classic, taking the bases of the cocktails and adding indigenous ingredients, giving the drink a differential touch that allows for a connection with the guests. We call these *"experience cocktails."* This is done without generating excessive costs in drink preparation.

We are constantly looking for alternative ingredients that allow us to reduce expenses while obtaining better results. There are ingredients that have similar flavors but different characteristics, and in this case, the cost tends to have a beneficial impact. We can find ingredients that are seldom used in mixology.



Rolling Through the Caribbean

By: José Hichez (Executive Chef).

At Dreams Dominicus La Romana, we are known for avant-garde cuisine and step-by-step creativity to maintain the satisfaction, health, and well-being of our guests. The goal is to create a memorable and unforgettable experience while maximizing revenue.

Our special table is inspired by simple and palate-pleasing dishes with a strong Caribbean essence, elegantly served in a space worthy of admiration with a subtle



and elegant touch characteristic of Dreams Dominicus La Romana.

The menu consists of three courses plus a vegetarian option. Our Executive Chef, José Manuel Hichez, has taken great care in harmonizing and presenting it for the delight of each diner. This provides a gastronomic journey and explosion of flavors, enriched with preselected wine pairings to enhance the essence of each dish with the characteristic aroma, color, flavor, and freshness of the wine. Wines are the perfect complement to culinary art, and each of our dishes is accompanied by the ideal wine to elevate the guest's experience, allowing

them to enjoy a Caribbean dinner with exceptional flavors that exceed their expectations.

In this endeavor, each element plays an important role. The intention of the pairing is to achieve a perfect combination of the food's ingredients and the guest's preferred wine, to achieve harmony and balance between the flavors. At Dreams Dominicus La Romana, we offer a service

aligned with the highest standards of hygiene, quality, and food safety. This ensures that our guests have an unforgettable, safe, and healthy experience, focused on the small details that guide our products and services towards excellence.





One of the priorities of our Food and Beverage department has always been to seek innovative ideas in the presentation of our spaces. With the help of our Steward and maintenance teams, we create stunning setups using abandoned organic materials native to the area. We work with ecological awareness, optimizing the resources available in our region.

By utilizing Huanacastle wood that we already had, the maintenance



team assisted us in crafting rustic tables. These tables are now an integral part of our setup for weddings, events, and special dinners, adding a rustic touch to our various arrangements.

We combined the rustic tables with a dark brown color scheme, and the acquisition of our cross-back chairs, adorned with natural flowers, has captivated both our external guests and event attendees. These elements together achieve a natural yet elegant touch, garnering excellent feedback on our social media platforms.



Wooden Pallets Reutilization

By: Josser Castro, Executive Chef.

At Secrets Papagayo Costa Rica, we've worked as a team with the goal of repurposing items to give them a second chance at use. This is to reinforce and innovate our offerings in different consumption areas, such as our Main Buffet called Market Café. The aim is to meet the needs of our guests and provide unforgettable experiences. With the support of our maintenance team and in collaboration with the Executive Chef, we repurposed wooden pallets to decorate and beautify our restaurant.



The bases were handed over to the Maintenance team in the carpentry department, so they could use their skills and creativity to give them a second chance, beautifying and refining them. This enhanced the presentation of our restaurant, increasing the variety and presentation of the food.

We've managed to rescue different types of wooden pieces to display various types of food, such



as bread stations, hot and cold salad stations, and even sauces in bowls of different sizes.

These changes have generated positive comments from our guests. When they approach the dining colleagues, they comment on the origin or even the type of wood used. This creates a favorable impression as guests appreciate the hotel's commendable efforts in terms of recycling and reutilization.

We hope and trust that with the help of the entire team at Secrets Papagayo, we will continue the good practice of giving items in good condition a second chance. This is with the goal of committing to the environment and our guests. And in doing so, we keep moving the pallet!

"This creates a favorable impression as guests appreciate the hotel's commendable efforts in terms of recycling and reutilization"





Flavorful Gastronomic Festivities

By: Fernando Sanchez (Sous Executive Chef).

For this edition, our main objective is to promote holidays within gastronomy, such as International Cinnamon Roll Day, Oreo Day, etc.

Holidays are special occasions where people come together to celebrate and enjoy. In many cultures, gastronomy plays a crucial role in the celebration of these holidays, as food and beverages are a way to



express cultural identity and strengthen family and community bonds.

The connection between holidays and gastronomy, from ancient religious festivities to historical and commemorative events, each celebration has its own associated traditional food. These dishes are usually prepared with specific ingredients and following recipes passed down through generations, giving them a unique cultural and sentimental value.

At **Secrets Royal Beach Punta Cana**, we create special moments and celebrate with small corners within our buffet or other spaces on the property. This gives our guests the opportunity to share in this gastronomic celebration.

Similarly, dates like October 1st, International Coffee and Cocoa Day, and September 19th, the start of Oktoberfest, are not overlooked.

In conclusion, these gastronomic festivities invite us to savor and enjoy delicious dishes and experiences. It's a day to indulge in this wonder and to appreciate how gastronomy can bring pleasure and unity through food.

"...Food and beverages are a way to express cultural identity and strengthen family and community bonds"





Thinking about haute cuisine and the changes that await it in the future, as well as new culinary trends and innovations, we managed to merge Dominican and Italian culinary styles, creating a culturally fresh and experiential clash between the two types of cuisine.

In recent months at **Zoëtry Agua Punta Cana**, we've focused on awakening creativity and presenting our dishes as truly innovative, both locally and internationally. This has allowed us to create menus and dishes fused with both styles. We know that the concept of innovation includes the use of various techniques in haute cuisine, but it is also closely linked to tradition.

In the Dominican Republic, this positions us in a very high fine dining standard in the strict sense of gastronomy.

By adopting a sensory gastronomy approach and always ensuring that our guests' experience is unique and memorable with every bite, we introduced new dishes with this cultural mix of classic Italian and typical Dominican/Caribbean recipes.

These dishes are infused with the aromas, flavors, and textures of the indigenous ingredients from both countries, also emphasizing presentation to emulate the fusion. We understand that haute cuisine is not only about



transforming raw materials into culinary delights, but it also involves excellence in service. Following these implementations, we've managed to exceed our guests' expectations. They have provided positive feedback each time they are delighted by our fused dishes.

.....
"We introduced new dishes with this cultural mix of classic Italian and typical Dominican/Caribbean recipes"

Fusion Cuisine,

CULINARY INNOVATIONS & TRENDS

By: Giuseppe Imperato
 (Executive Chef).





At Dreams Los Cabos, we aim to create unforgettable experiences while also generating non-package income. We've crafted comprehensive experiences that we offer to our guests, in addition to beach cabin rentals, as a full-day package. This package provides access to this space during the day, allowing guests to enjoy the pool and its amenities. They can also request a freshly prepared grill experience by one of our chefs, specializing in either seafood or premium cuts, in the same area.

Likewise, we offer the option of a romantic dinner inside the cabin from 6:00 pm to 10:00 pm for up to 6 people, at an additional cost, generating revenue for both romantic dinners and cabins. Guests have been enchanted by

this experience, often remarking that it feels like a separate world within the same hotel. The peace, service, and quality they receive are what they truly relish. Currently, we have the capacity to offer 4 of these packages per day, and the guests who have requested them are highly satisfied.

We've also added a spa, celebrations with musicians or mariachis, and a variety of liquor and wine offerings so that our beach butlers can attend to our guests' every need, creating lasting memories and unforgettable moments.

This comprehensive service in the area allows guests to have a unique experience in one location with various types of service. The essence achieved is truly unique; by day, guests enjoy the breathtaking view and the pool, as well as a delectable grill experience. By night, we create a cozy and distinctive atmosphere with the warmth of Bali.



Comprehensive Beach Cabin Experiences

By: Adrián Mundo, F&B Manager.

"Currently, we have the capacity to offer 4 of these packages per day, and the guests who have requested them are highly satisfied"





Tequila Experience

By: Luis Vicencio, Food & Beverages Manager.

At our Secrets & Vallarta Bay Hotels, we aim to create unique experiences for our guests, and what better way than to honor Tequila, our emblematic drink that introduces us to the world as Mexicans. For this reason, we've developed this new gastronomic experience, delving into the world of agave and the passion that this distilled spirit holds, now known and recognized worldwide.

In this culinary experience, we begin with a short video about the history, processes, tequila-producing regions, and most importantly, what anyone should know about Tequila. Next, we offer a tasting paired with our Tequilier explaining every note, aroma, and distillation process of each of the tequilas presented in the tasting. These are complemented by a selection of high-end Mexican and "Puerto Vallarta" Pacific region tapas, including a tropical ceviche, shrimp al pastor, and a delicious natilla with toasted almonds.



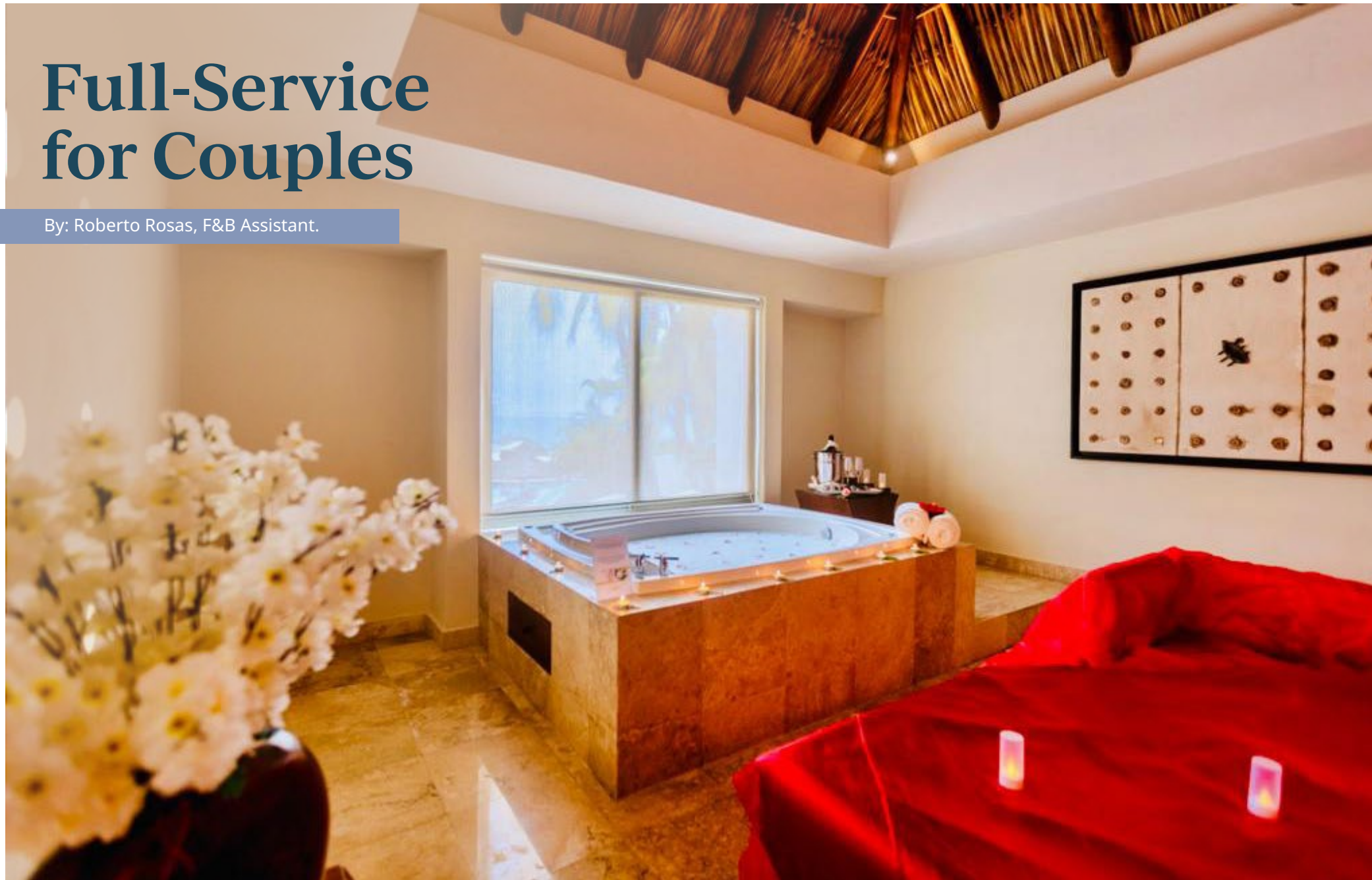
Other activities in this experience include our Mixology and cooking class, where our guests, guided by our Mixologist, will prepare signature cocktails with seasonal fruits. Similarly, with our chef, they'll learn the secret of preparing the best molcajete salsas. Finally, we conclude with a delightful grilled meat, accompanied by our traditional Cantaritos.





Full-Service for Couples

By: Roberto Rosas, F&B Assistant.



At **Sunscape Dorado Pacifico Ixtapa**, we're always thinking about innovating and enriching the experience for our guests and clients. In coordination with Spa by Pevonia, we've designed a complete service for couples, combining experiences and caring for every detail with a romantic and relaxing concept that aims to immerse them in a sensory experience. This is achieved through the soft candlelight, relaxing aromas, and flavors that will awaken sensations that captivate the mind and body.

In the Master Suite of our Spa By Pevonia, we harmoniously set the stage for relaxation through a detoxifying Hydrotherapy Circuit and a pleasurable massage.



This culminates with a select menu created by our Chef, perfectly paired to elevate each flavor and texture for an evening full of romance. This atmosphere of unified experiences invites relaxation, romance, and delight, ensuring these moments will be memorable and unforgettable for our guests and clients.





Sous Vide Cuisine

CULINARY INNOVATION AND CUSTOMER SATISFACTION

By: Amando García, Executive Chef.

All-inclusive hotels have long been a popular destination for those seeking a relaxing and worry-free vacation. One major advantage is the elimination of budget planning for meals or restaurants, as they offer a wide range of services and amenities, including food and drink, allowing guests to enjoy their travel experience without concerns. Gastronomy has become an essential part of the travel experience, and in the last decade, we've witnessed an impressive transformation in the culinary offerings of these resorts, adopting innovative and exciting culinary trends.

The diner's experience is crucial in gastronomic evolution, and hotels are investing in training their staff to provide exceptional service. **Secrets Akumal** is no exception, adapting techniques to classic cuisine, with Sous Vide cooking being fundamental in the culinary development of our specialty restaurants.

Sous Vide, which means "*under vacuum*" in French, is a cooking technique that originated in France in the 1970s. It is now an integral part of contemporary gastronomy. Its ability to produce perfectly cooked dishes while preserving the quality of the ingredients has revolutionized how dishes are prepared and enjoyed in modern kitchens.

This technique involves cooking vacuum-sealed foods at a constant and controlled temperature for an extended

period, enhancing the food's quality and guest satisfaction:

- **Consistency in Quality:** Allows for temperature precision that is hard to achieve with other cooking methods. This means Chefs can ensure exceptional consistency in food quality, which is especially important in settings where a large number of diners are served.

- **Flavor and Nutrient Retention:** By cooking vacuum-sealed foods at low temperatures, more flavors and nutrients are retained compared to other cooking methods that can cause moisture and flavor loss.

- **Time Flexibility:** Allows for longer cooking periods without the risk of overcooking. Meals can be prepared in advance and then heated at the time of service, streamlining the process and reducing wait times for guests.

- **Reduction of Food Waste:** Since Sous Vide-cooked foods can be stored in good condition for a longer time, food waste is reduced while ensuring the availability of fresh culinary options for guests.

- **Adaptation to Dietary Restrictions:** Ideal for accommodating guests' dietary needs, as personalized dishes can be prepared without compromising quality or food safety.



For **Secrets Akumal**, Sous Vide cooking presents an exciting opportunity to elevate our guests' culinary experience by offering high-quality, consistent, and customizable dishes. In an increasingly competitive market, it is important to meet the demands of travelers seeking not only convenience but also a memorable gastronomic experience during their vacation.





Wow Moments

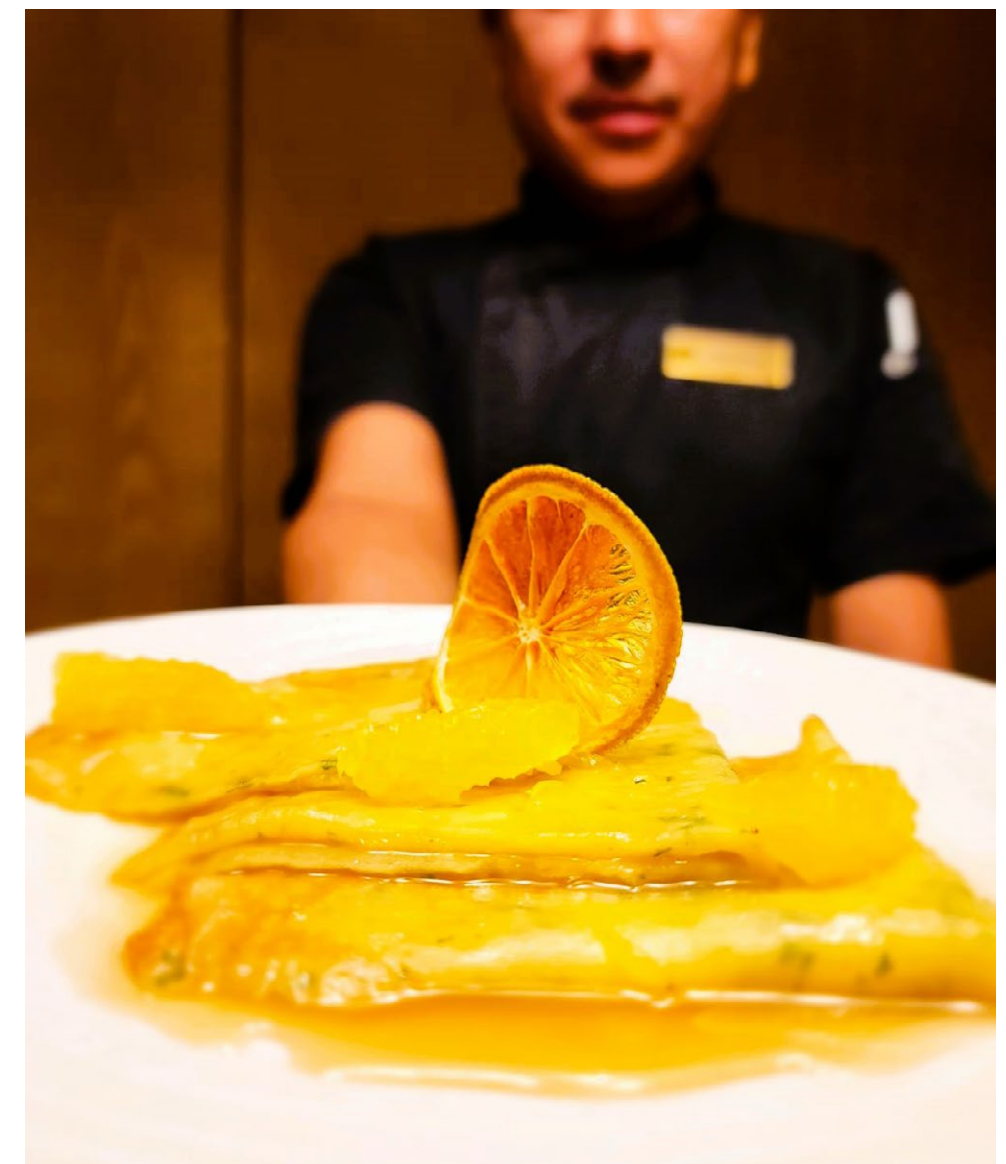
By: Faustino Mollinedo, Sous Executive Chef.

In our pursuit to meet the guests' needs, especially in creating a gastronomic memory distinct from what is offered day by day, we carry out a daily "Wow Moment" for our guests visiting our dining venues at Dreams Playa Mujeres.

This Wow Factor takes place during service and consists of a diverse gastronomic offering for lovers of fine cuisine. Creating memories through their dishes is one of the most satisfying aspects of a chef's work. It involves dedicating a lot of time, undergoing training, addressing areas of opportunity, facing unexpected situations, and as a great chef once said, *"earning your position"*. It's when you achieve this position that your creative phase begins, allowing you to craft unforgettable moments in your restaurant through dishes made with love and passion. Each of our restaurant chefs embodies the 'Carpe Diem' spirit – seizing the moment to make an impact and promote the use of touch tables. This allows us to connect with our guests, gaining insight into their perspectives.



In Dreams Playa Mujeres, the Wow moment is achieved when the guest has concluded their culinary experience in the restaurant and requests to speak with the chef to personally express their gratitude. Whether it's discussing a flambéed crepe suzette at L'etoile, a mixed sushi platter at Fusion, or a cart of smoked salmon bagels at World Café, the goal is to elicit a smile and surprise our guest, so that this "Wow moment" remains etched in their memory.





Vegan Tacos and Burritos Station



By: David López, F&B Manager.

Allow me to introduce myself, I am Luis Castellanos Ariza, Executive Chef at **Dreams Jade Resorts & Spa**. Hailing from Cuautla Morelos, in the state of the same name, where Mexican gastronomy shines in all its glory with famous dishes like *"tacos acorazados"*, *"cecina de yecapixtla"*, *"barbacoa de borrego"*, and *"pulque de maguey"*, to name a few of the highly representative dishes of this region.

On this occasion, and with the passage of time, the consumption of products for vegan, vegetarian, lacto-vegetarian guests, and this whole new range, the trend of healthy food consumption is on the rise and still emerging. We present dishes we are preparing for our guests based on tofu cheese, chickpeas, lentils, corn, avocado, quinoa, tomato, parsley, in a range and variety of presentations such as fajitas, tacos, burritos, tostadas, and more, all on baked, gluten-free tortillas, using vegetables battered with gluten-free flour like cauliflower, carrot, zucchini, broccoli, etc. We offer this wide range of foods in our buffet lines for each and every one of our guests, with well-signposted menus so this market feels cherished and pampered.

We will continue to seek offers for this emerging market with alternatives that are well-presented, delicious, and maintain the same current cost on the property.





Salmon Ora King Tyee!

By: Carlos Núñez, Food & Beverages Manager.

The Salmon Ora King Tyee! is the King of Salmon! This fish, raised in the clear waters of New Zealand, can weigh up to 20 kilograms or more. It has a vibrant color, high fat content giving it a subtle buttery flavor, and a unique texture. It is considered the Kobe of fish, served only in the finest Michelin-starred restaurants worldwide.

The fishing of Ora King Salmon is also considered sustainable due to the type of feed this species consumes and the natural environment in which it lives, without disrupting any cycles. Taking all these factors into consideration, we at Secrets Moxché



took on the task of creating a world-class event in our Tanoshii Restaurant, a 7-course Omakase, where this Salmon takes center stage, offering a unique experience to delight our guests' palates.





Dark Temptation

By: Ann-Marie Nelms, Assistant F&B Manager

In the beautiful setting of **Breathless Montego Bay**, our Food and Beverage team, along with the entertainment team, takes pride in offering exceptional experiences to our valued guests. Our primary mission is to provide unparalleled satisfaction and create unforgettable memories.

"Dark Temptation" is a unique event that takes place in the lush pool area at the center of our resort. More than just a night, it represents a journey into the world of adult entertainment, where boundaries blur and inhibitions take a back seat. We strive to create a sensual



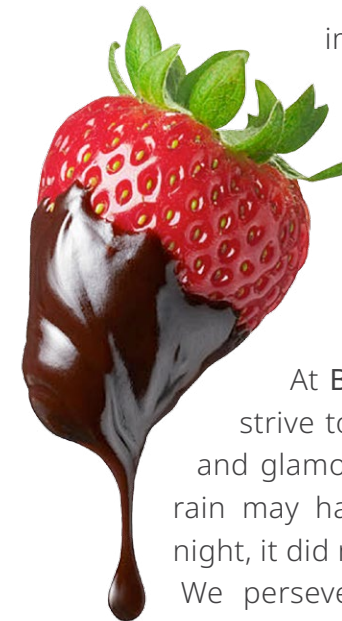
"More than just a night, it represents a journey into the world of adult entertainment"



experience, but with a lot of class, style, and respect.

This event captivates the senses with electrifying entertainment, including stunning fire shows, emotionally moving violin performances, gravity-defying trapeze acts, and a dazzling fashion display. However, the centerpiece of the evening is the seductive Chocolate Dance, adding an element of allure to the night.

Our chocolate buffet is an indulgence beyond



imagination. Every bite is rich, creamy, and sinfully delicious. Our goal is to elevate the experience, ensuring it is executed with elegance, passion, and the utmost care.

At **Breathless Montego Bay**, we strive to create a warm, welcoming, and glamorous atmosphere. While the rain may have briefly delayed our first night, it did not dampen our enthusiasm. We persevered to ensure our guests enjoyed an unforgettable night of entertainment.





Up Sell Picnic & S'mores Night

By: Diego Espadas, F&B Manager.

In our ongoing pursuit to surpass guest expectations and craft innovative sales strategies tailored to our idyllic island destinations, we proudly present the *'Picnic & S'mores Night'* concept. This experience is designed to foster a unique interaction between diners and the natural surroundings, complemented by regional specialties, delectable desserts with sweet sauces, and perfectly roasted marshmallows.

During these intimate family gatherings, we offer an exclusive touch by featuring curated wine and champagne pairings, expertly guided by our Sommelier and Executive Chef. Their expertise infuses the island's local essence into our culinary offerings, adding an enchanting dimension to the dining experience and improving our NPI. The intrinsic beauty of our hotel,



we've hosted unique blindfolded dinners, capitalizing on the rich multiculturalism, languages, and customs of our local colleagues. This adds an authentic and charming touch, engaging our diners with local phrases and guiding them in identifying foods through scents and textures, creating a personalized and enjoyable dining adventure. The natural surroundings, the rhythmic sound of waves, and the gentle sea breeze set the ideal atmosphere for our guests to savor these exclusive moments, tailored just for them.

Through collaborative efforts across departments, we've crafted stunning decorations that not only enhance the dining experience but also lead to additional sales as guests immerse themselves in these special evenings. We offer an array of products, wines, and champagnes, ensuring that we can accommodate various budgets while consistently delivering experiences that leave a lasting impression, compelling guests to return to our cherished tourist destination.

From our team to you,
Bon Bini To Curacao!

the mesmerizing sunsets, and the seamless blend of top-notch service and culinary excellence form the backdrop for these extraordinary evenings. They inspire us to continuously innovate and create win-win scenarios for our cherished guests.

With each sale generated from our Picnic and S'mores Party nights, we uncover new opportunities for creative experiences that we're committed to expanding upon. For our Picnic nights,

A Journey to Professional Success

By: Antonio Tridenti.

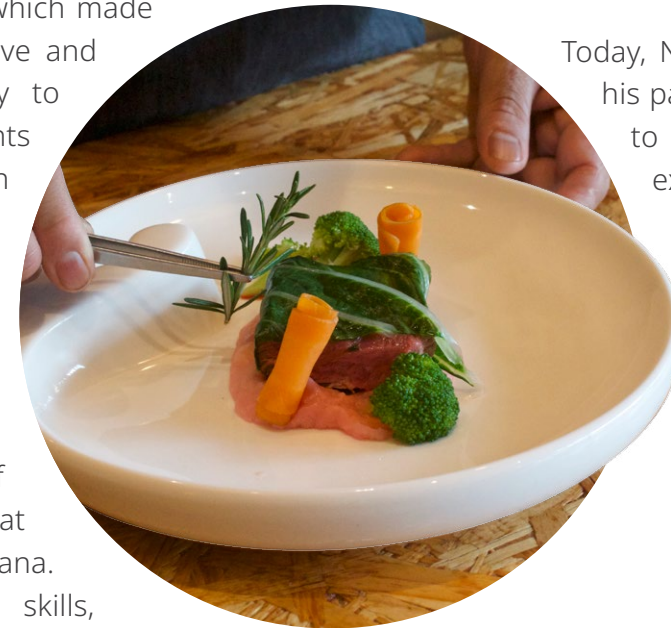
Neftalí Hidalgo, a native of Higüey, La Altagracia province, developed his passion for cooking at an early age. He began his career as a kitchen assistant, where he learned the fundamentals of gastronomy.

His dedication and love for cooking drove him to continue his education, investing time in specialized courses such as restaurant management and sustainable gastronomy, which made him a more comprehensive and versatile chef. His ability to combine fresh ingredients and meticulous attention to detail became his hallmark.

Over time, Neftalí ascended in the culinary hierarchy and eventually reached the position of Executive Sous Chef at Dreams Onyx Punta Cana. His strong leadership skills,

innovative menu design, and maintenance of high-quality standards established him as a prominent figure in the culinary industry.

Today, Neftalí Hidalgo is recognized for his passion for cooking and his ability to create exceptional gastronomic experiences. His journey from humble beginnings to becoming an Executive Sous Chef is a testament to his unwavering dedication and love for cooking.



Empowering Our Staff

By: Juan Carlos Soberanis,
Food & Beverages Manager.



Identifying Skills and Growth Potential:

In my personal experience of identifying talents to develop, the first value that will guide us in initiating development in a colleague is their *“good attitude”*. The absence of this value, even if a person has knowledge, education, experience, etc., renders talent development ineffective because the lack of a good attitude does not reflect the success of the development plan we may undertake for the benefit of both the company and the individual.

Many of the colleagues possess talents that go unnoticed, so it is necessary to develop strategies to improve how we identify, measure, and enhance the qualities that will help us manage talent development in our staff. To do this, it is necessary to discover the skills of each team member, identifying the characteristics that are vital to the organization’s success.

Identifying the Best Talents:

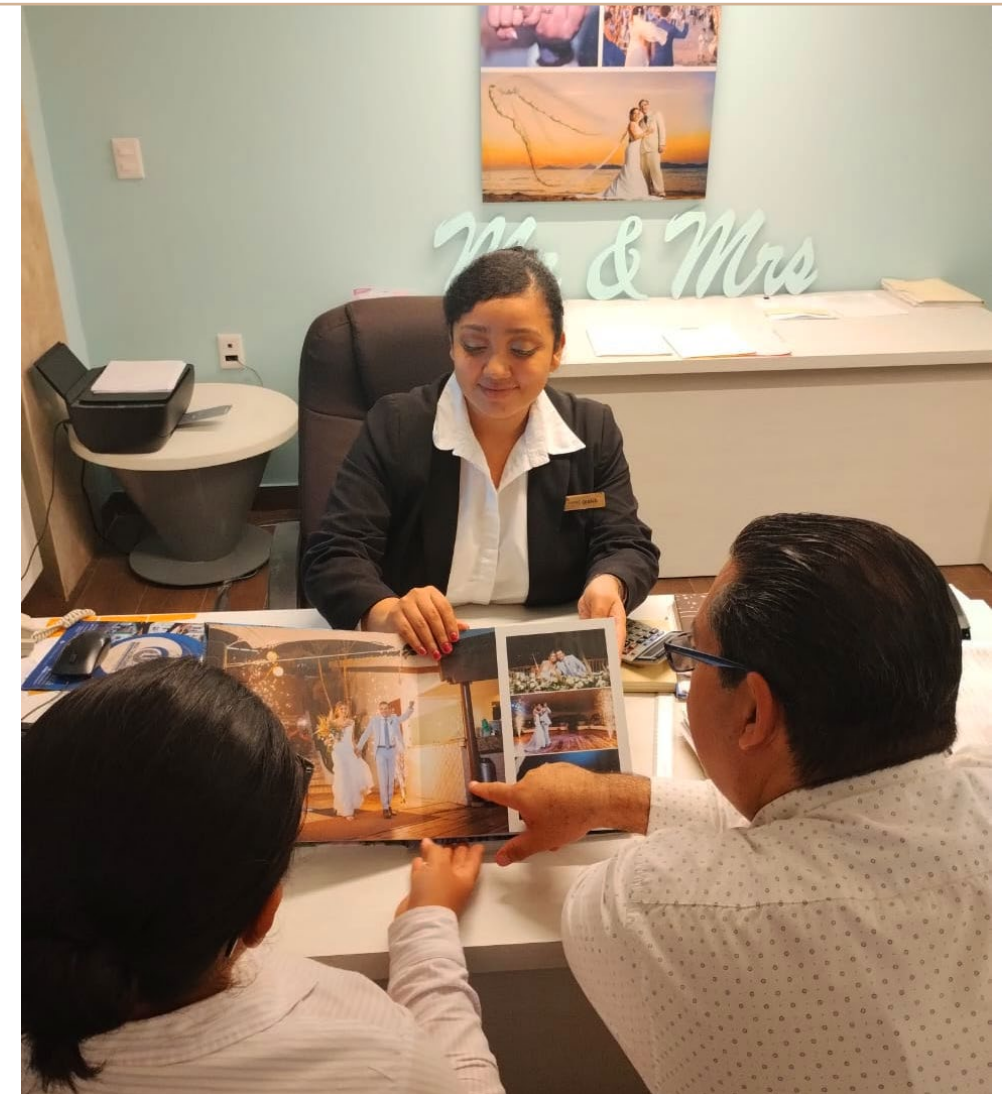
When reflecting on talent acquisition, we understand that this process involves defining the qualities and attitudes that an individual must

possess. I list below some examples, such as observing if colleagues demonstrate the following characteristics:

- Positive attitude
- Entrepreneurial spirit
- Innovation and/or creativity
- Commitment to the company’s culture and mission
- Effective communication skills
- Integrity
- Teamwork
- Customer focus
- Growth potential
- Flexibility
- Decision-making and problem-solving skills

Developing the Collaborator

Once the key qualities or attitudes for development have been identified, they must be assessed in relation to these expectations. Following this, conduct an interview with the colleague where the proposal for their professional development can be discussed. This proposal should be oriented towards achieving the company’s goals efficiently and profitably for both parties. Focusing the training on the specific tasks they will perform is crucial for achieving more efficient productivity and improving the business.



Personalized performance monitoring is of utmost importance, motivating, recognizing progress and achievements, and correcting mistakes that generate consistent competence, thereby achieving the goals of the plan.

At **Dreams Acapulco**, one of our objectives is to identify talents to empower them. In this instance, we focused on our collaborator, Diana Villanueva Cortés. Diana graduated from the Faculty of Psychology at UAGro and joined the company in April 2022, taking on the role of Hostess. From the very first day, her attitude was very positive, receiving very good feedback from our guests. She proved to be the ideal candidate for development, so a training plan was scheduled in different areas of food and beverage. Currently, we have given Diana the opportunity to serve as Assistant Coordinator for Local Events. In a short time, she has demonstrated her ability to handle the position, providing timely follow-up to event requests and requests from our guests for romantic dinners, and providing personalized service to our clients, acquiring excellent skills in handling them to increase the NPI.

Óscar Fernández

EXECUTIVE SOUS CHEF

By: Noé Muñoz, F&B Team.



Óscar Fernández is originally from the state of Veracruz, born on November 5, 1984, to a humble and hardworking family. From a very young age, he started in the culinary field, helping his mother with her food business while studying at the same time. At 18, he left his home to venture into the big city.

He started as a Steward and gradually climbed his way up to his current position as Executive Sous Chef. He worked as a sushi chef, teppanyaki chef, assistant pastry chef, butcher, in cold kitchens, and hot kitchens, always updating himself with courses and workshops to stay at the forefront. He joined our company in 2013, and his talent, passion, and commitment have led him to grow professionally to achieve his goals.

Throughout his 22-year career in the hotel sector, his excellent attitude and willingness to perform activities, work as a team, and experiment have always stood out. He is always positive, helping and supporting his colleagues.

His great passions are contemporary Mexican cuisine and spending time with his family. He enjoys sharing his free time with his wife and three children, using every opportunity to discover and teach them new things.

Oscar is happy to be part of the Hyatt Inclusive Collection family, as it has given him the opportunity to grow, develop, and at the same time, help train the new colleagues under his responsibility.

At **Dreams Vista**, we care about the well-being of people so that they can be their best.

In the Cozumel complex, we are committed to the constant growth of our team, representing a springboard for those seeking excellence and professional advancement. In this edition, we introduce Ezequiel Carreta Bolaina and Jose Cirilo, who have shown during their time at the hotel that eagerness, attitude, constant preparation, and above all, a spirit of service are key elements to thrive in this diverse and fun industry. Our company is a changing and ever-developing world, which is why we bet on our colleagues who demand excellence every day. What better way to show them our emerging talent and who is evolving professionally with HIC.



By: Abraham Vazquez, F&B Manager.

Ezequiel Carreta Bolaina

Promoted from Assistant Chief Steward to Chief Steward.

The desire for personal and family improvement has led him to be more than an exemplary colleague. He is a humble person who demonstrates with heart, dedication, and courage that goals are achieved sooner or later.

He started in the hotel industry as a Steward at Grand Oasis Cancun, spending 10 years with the company. He contributed another 4 years at Excellent Playa Mujeres as a Steward supervisor. He joined the chain at Zoëtry Paraíso de la Bonita as a Steward supervisor for 4 years, then began his journey as an Assistant Chief Steward at Now Emerald Cancun, evolving to Chief Steward at the complex on the island of Cozumel.



Jose Dolores Chan Kuyoc

Promoted from Executive Sous Chef to Executive Chef of Sunscape Sabor & Dreams Cape Cozumel.

With 25 years of experience in the high-quality hospitality industry. He joined HIC as a Specialty Restaurant Chef at Secrets Capri Playa del Carmen. After several years where he was a talent pool for growing people into Sushi and Teppanyaki Show Cooking, the competitions he directly held with his team brought him more success. At Dreams Sands Cancun, he was promoted from Jr. Sous Chef to Sous Chef Executive. He was warmly welcomed at the complex as an Executive Chef.

In a one-on-one conversation with him, he tells us that his best tool is his attitude to *"make things happen,"* with his motto being *"cooking with love provides food for the soul, words that demonstrate his talent in the operation."*

Do you know Patrick Sterling?

By: Ana-Alicia Ramsamugh & Juliet Kerr-Gray,
F&B Assistant.

Patrick Sterling has been with Secrets Resorts and Spa since 2010. He’s been an outstanding colleague, showing commitment and dedication throughout the years in carrying out his duties. He’s a young professional who has given his all to ensure impeccable guest service and meet their culinary expectations.

Patrick started as a Cook 1, and thanks to his consistent performance and the development of his culinary skills and leadership qualities, he was promoted to Chef’s De Partie. Patrick continues to excel in his role over the years. His passion for what he does is evident in his daily routine, and his drive to learn and grow has propelled him to a higher leadership role as Junior Sous Chef in the culinary department. Patrick now leads the breakfast team at the World Café restaurant at **Secrets Wild Orchid & St. James Montego Bay**.

As an effective leader, Patrick ensures his colleagues have the resources they need and face no issues in delivering their service. He takes joy in seeing both his colleagues and guests happy, and with this mindset, he will always go the extra mile to meet their needs.

His aim is to become an Executive Chef in the future, and he works diligently every day towards that goal. He lives by the philosophy ‘the sky is the limit and knowledge is power.’ Patrick embraces our values of experimentation and integrity and believes in giving 100% plus that extra mile in everything they do, and never



stopping your education; there’s always room for improvement, no matter how good things are.

Congratulations to Patrick, and we wish you all the best in future endeavors here at **Secrets Wild Orchid and Secrets St. James**.

Jermila

By: Carmont Myrlaine, Restaurant Manager.

In the world of the culinary industry, perseverance, dedication, and passion can lead to remarkable achievements. Jermila, an exceptional individual, exemplifies all of these qualities.

She began her career as a restaurant waitress, overcame health issues to become a supervisor at the Himitsu restaurant. We present her inspiring story of resilience and determination.

Jermila has many years in this industry and has worked in different hotels, including: Westin, Radisson, Riu, and now **Secrets Saint Martin**. She has gained so much experience to the point that it shows in everything she does. From the beginning, it was clear that Jermila possessed a unique ability. Whether taking orders, managing reservations, or addressing guest questions, she handles everything with grace and professionalism. She is now our supervisor at the Himitsu restaurant. However, with her ability to multitask and provide exceptional customer service, she is also asked to assist in all the à la carte restaurants at night and in banquets when needed.

Jermila is a very determined person; she knows what she wants, and nothing stops her from achieving it. One of her greatest desires was to become a supervisor, and she made sure to do the necessary to get that position. She showed us her flexibility, punctuality, passion, and love for her work, and that is something that cannot be taught. Just before getting the position, she faced health problems that could have

hindered her progress, but her determined spirit proved stronger. She faced her health issues head-on, sought medical advice, and adopted a disciplined approach to wellness. Thanks to her dedication to her recovery and a positive mindset, she triumphed over adversity, emerging stronger and more determined than ever. With her incredible work ethic and understanding that communication is key, she ensures that everything is in place, and that her team has everything they need to achieve great service.

Jermila always ensures that all her clients are happy, doing whatever it takes to provide guests with 100% satisfaction. Her work success is a testimony to resilience, hard work, and unwavering determination. Through her tireless dedication, multitasking skills, and triumphant battle against health problems, she has become an inspiration to all aspiring to promotions. Her story encourages us to persevere, regardless of the challenges we may face, and to always strive for success in our chosen path.

Congratulations, Mrs. Jermila!



“Great Challenges
Make Us Grow
Professionally”

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We are pleased to mention and celebrate our colleagues who have performed day in and day out, delivering their professionalism and dedication in their respective areas of work.

Karen Quevedo

She started in 2017 as a Specialty Restaurant Cook. Later, she set herself the challenge of learning English and did her internship as a Hostess until she obtained the position in 2019. Her dedication was immense, to the point that she began her internship as a Consumption Center Captain.



From January to June 2023, thanks to her performance, she was considered for a supervisory position in various consumption centers. Her dedication stands out, and she closely monitors the activities assigned to her. She is also proactive in decision-making.



Ángel Sánchez

On the other hand, Ángel Sánchez, originally from Mapastepec, Chiapas, arrived in Los Cabos in 2014 with the dream of professional advancement. He joined the hotel as a Steward. Quickly standing out for his leadership and unique way of working, he has been promoted to Steward Supervisor. It is worth noting that he meticulously follows the processes and setups for each event assigned to him, including audits. Without a doubt, Ángel is a very responsible person who loves his job.

Tito Gabino

Finally, Tito Alberto Gabino, originally from Guerrero, arrived at the company on September 23, 2022, as a Security Agent. After 6 months and dedicated service, he requested to do his internship as a Pastry Assistant, as he loves sweet cuisine and its unique and extensive flavors. This is how he requested his internship, and undoubtedly, the chef saw his potential and

performance. After 4 months of hard work between his current position and his internship, the time came to make the change official. Tito couldn't believe they trusted in his ability to carry out the great surprises he had in store for his new position.

There is no doubt that there are eagerness and values instilled by each of our colleagues, which uplift and commend us for their great work every day.



