

Salt & Pepper

April 2018 Year 3

PASTRY CHEF NIGHT

SECRETS PAPAGAYO COSTA RICA

7 TIPS THAT WILL HELP YOU REDUCE RESTAURANT COSTS

NOW JADE RIVIERA CANCUN

MAKING THE MOST OF SPACES

DREAMS TULUM

SAND TABLES NEXT TO THE SEA

SECRETS MAROMA BEACH



KENIA DE LA CRUZ AND ANGEL BATISTA

SECRETS ST. JAMES MONTEGO BAY

GUIDELINES FROM THE TRIPLE A

No Nos

amRESORTS®



RECIPE BOOK

FANS OF SALT AND PEPPER:

We finished the first quarter of the year which means: *High Season!!*

All of us are caught between high occupation levels and demanding customers who are looking to get away from a long and cold winter in the Northern countries. We have to face the challenge of making our guests forget about the pressures they left behind in their homes, schools, jobs... this is their time to escape, their fantasy.

Let's make it come true!

AT F&B, we have the great opportunity of creating illusions with the environments we create, the flavors we induce and with appropriate planning, we can cause subtle feelings and even euphoria! What we do in F&B is work with our Team to create those unforgettable moments for our guests in each contact we have with them, in each mouthful they enjoy and in each taste that we make for them. Let's always make it UNFORGETTABLE.

That is the challenge!
Together we can!

We hope you enjoy this Winter/Spring Salt and Pepper issue.

F&B Committee



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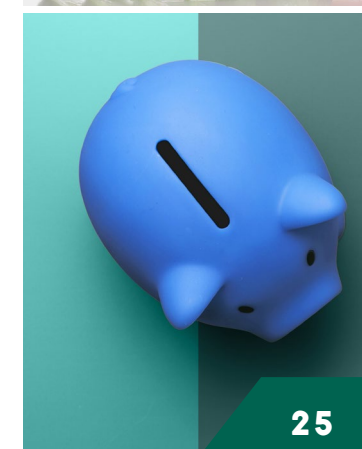
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CALENDAR F&B FESTIVALS

IN APRIL, AMRESORTS PRESENTS
THE HAMBURGER FESTIVAL 2018,
where our guests will be able to *enjoy 11 varieties*
of delicious hamburgers.

This is the official Calendar of F&B Corporate
Festivals of 2018:

APRIL
HAMBURGER FEST



JUNE
BBQ FEST

AUGUST
TACO FEST

SEPTEMBER
MOLE FEST

OCTOBER
CEVICHE FEST



★ ★ ★ **DURING APRIL** ★ ★ ★
ENJOY 11 VARIETIES OF HAMBURGERS IN PARADISE



THE COWBOY



LE MADAME



THE GREEK



THE PORTOBELLO



**THE COUCH
POTATO**



AL CAPONE



**THE
AM LEADER**



**THE
BOHEMIAN**



THE RODGHAR



**THE
HAVANA**



THE VIRGIN

#HamburgerFest

PURCHASING TIPS AND BANQUET DECORATION

Banquets are generally used to celebrate and create special memories but decorating them might be a daunting task. There are many options and tricks for food to come to life and create the right atmosphere on food displays.

Firstly, a theme should be chosen, including a color scheme. Choosing a specific decoration theme will immediately make your job easier since you will have a focus and a plan. Start with table linens and choose a complementary tone for napkins, then test it and double it on both sides to maximize the effect with less product waste. The center of the buffet will generally be a little bit more complex and will need more color to stand out. It is highly recommended to place flower arrangements or live plants sporadically to bring the whole scene to life.

Depending on the location, it is always a good idea to purchase all the accessories from local vendors with ethnic connotations (depending on the banquet theme and/or configuration).



A good buffet offers a variety of fresh food, starting the line with dishes and bowls. It is certainly right to offer cold cereals and instant oat meal. Some people look forward to the breakfast cakes. Avoid ending the corners with pre-packaged or stale cakes, they should come from either our ovens or from a vendor, the important thing is that they are fresh and appealing. Breads such as toast and wholemeal buns are a must.

Purchasing a good quality high-performance industrial conveyor toaster that moves the bread over the heat is also very important because while



the toast is moving, the next person does not have to wait in line to start his toast.

Scrambled eggs, tortillas, French fries and bacon or sausages are basic breakfast foods. A chef cooking them in front of the guest always makes the experience much better both visually and in terms of quality, so buying some visually appealing boards would be a “don’t get lost”. A fresh fruit and yogurt bowl is the best for any breakfast buffet, also consider offering granola, homemade porridge; indeed, fresh juices, coffee and a good tea selection without forgetting the promotion side of healthier options. Also have good juicers/presses and environmental-friendly cups to go (which will work as a marketing tool with a logo or even publicity in social media).

A buffet should encourage people to move seamlessly through the line. The best way to do it is to allow guests to help themselves to anything they need. Cutlery and accessories should be placed at the end of the line so that the guests don’t have to be holding them while they are getting their food.



REUSABLE STAND WITH RECYCLED WOOD



From the moment of our opening, at Dreams Dominicus la Romana, we care about following the principles of service of our brand; inculcating in all the collaborators an economic, ecological and social conscience. Teaching in turn the reuse of resources.

And it is that beyond all, we have understood that we can give a useful life to materials that we use every day, and in Dreams Dominicus we look for different ways to use these materials as long as possible before the time comes to get rid of them definitely.

What do we achieve with this?

Reduce the volume of garbage in the surroundings and its impact on the environment. In turn, reaffirm our commitment to the Rainforest Alliance.

How do we achieve it and what are we doing?

Inspecting the areas around the Hotel, we noticed that the surrounding land, which is empty, had a considerable amount of wood, which could be reused in different furniture and crafts.

We form a brigade with collaborators of the department, for the collection and purification of wood, with the purpose of beginning to create the furniture and stands for the decoration that is usually used in the hotel.

The first thing we had to do was to raise awareness among the staff about why we used this resource, and that wood, as a renewable natural resource, offers great environmental benefits, favoring ecosystem support processes and providing guarantees as a raw material of high physical potential, mechanical and aesthetic for construction.

What benefits did we get from this?

We created a reusable stand for the different events that we carried out in the hotel, we eliminated the rental of equipment and this generated a considerable saving in the

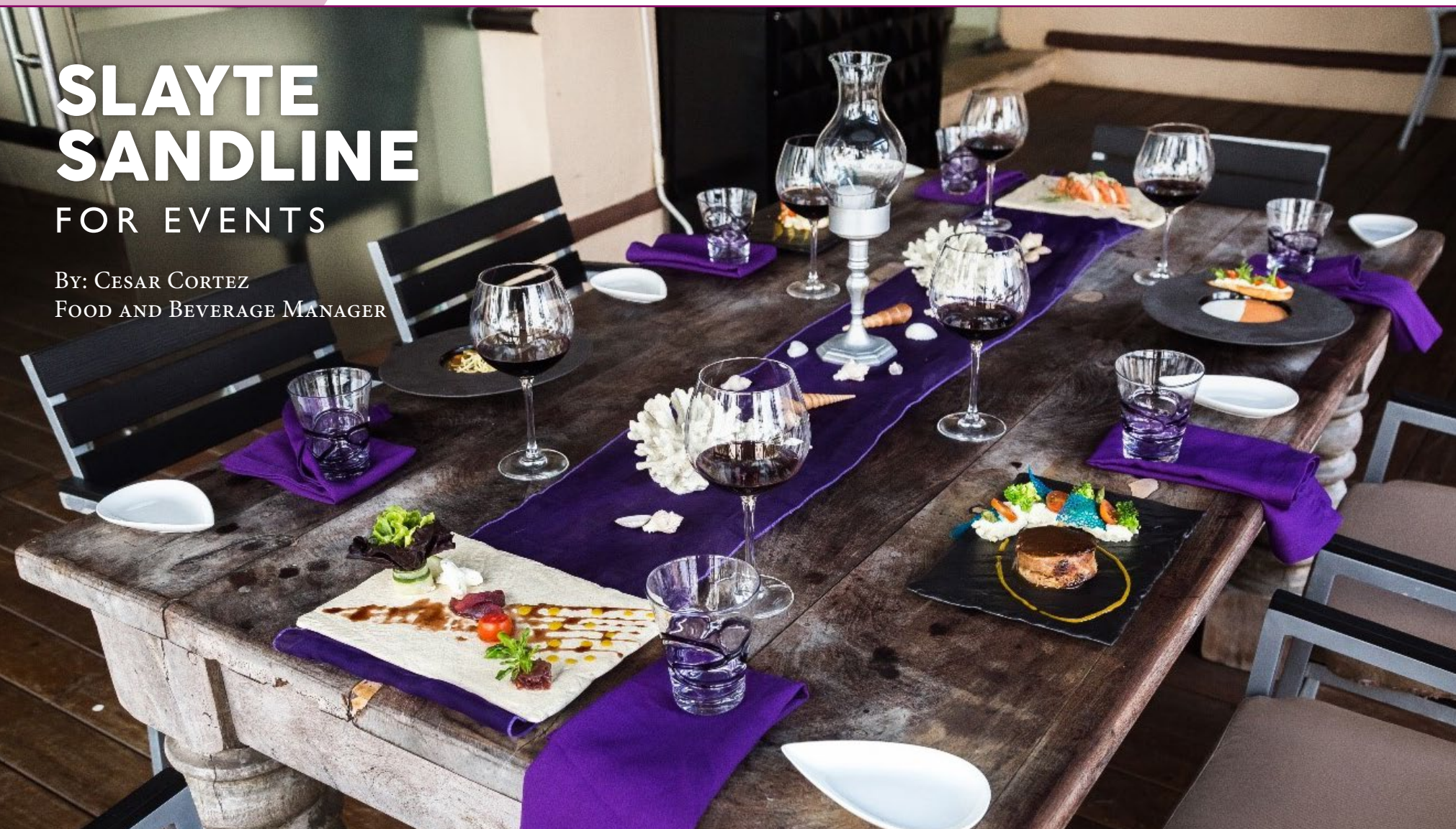
monthly budget.

These built furniture not only provide a different style, but they have saved us more than US\$300,000 monthly in rental of tables for events.



SLAYTE SANDLINE FOR EVENTS

BY: CESAR CORTEZ
FOOD AND BEVERAGE MANAGER



Let's start with our private dinners, be it at the Wine Cellar, the Tequila Museum, the Terrace or at the Beach, we prepare different set-ups with a luxury and fresh touch.

Our Chef Jorge Ku designs exclusive menus that go together with operating equipment that stands out and differentiates itself from everything else that is available in Dreams Puerto Aventuras.

In Dreams Puerto Aventuras the compromise never stops. The focus is very clear always and ideas keep coming and coming. However, we cannot do everything at the same time. We are convinced that we need to go forward with firm steps and give our best day by day.

In this article, we gladly and excitedly share the breakthroughs we have had in terms of set-ups offered in the little corners chosen to pamper our guests a bit more.



So, we decided to find something that would live up to their expectations; after several catalogues and a few hours, the Slayte Sand line was chosen to decorate these events. We looked for equipment in 2 tones (sandy and black) that achieved the impact we were looking for with the guests when combined.

Lastly, a special rack to display the food was ordered. It has a steel structure combined with glass to give it a crafty touch. These multiple-level displays are also used in event services to display things such as canapés, French confectionery, mini breads and marshmallows in an amazing presentation.

DECORATION WOOD

AN EASY AND CHEAP
WAY OF GIVING SOME
STYLE TO FOOD POS

BY: FIDEL CASTAÑEDA
FOOD AND BEVERAGE MANAGER



WOODEN STOOLS

Looking for new creative ways to innovate and surprise the guests.

For our part, Chef Carlos Briones got different-sized wooden stools covered with a special resin.

They are 100% hygienic. Nowadays, it is very important to have state-of-the-art operation equipment that offers advantages and facilities to the operation.

Thanks to their shape and size variety, they are very easy to transport and store. Since it is also very durable equipment, it represents savings on equipment purchase. The maintenance of the bases is minimal but if required, different tones and colors can be applied.

When choosing the right stool, it is necessary to take into account how it will be used to choose the size and design, to avoid altering the harmony.

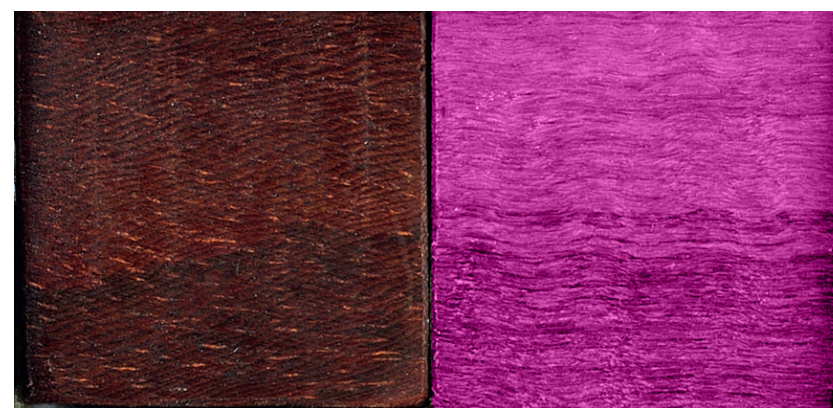
This kind of objects help give more height when mounting desserts, canapés, meats and everything. They help us set our imagination free while we have fun giving a high-quality service in our set-ups. They can be used in different services offered by the hotel: breakfasts, lunches, dinners and special set-ups such as coffee breaks and weddings.

Wood is one of the most exploited raw materials of plant origin. It is found in woody stem trees which have their most solid part underneath the tree bark. It is used to build great quality products such as tables, chairs, beds and all sorts of furniture.

It is a great option that will help you streamline time, money and will transform your space with style and a personal touch.

There is a wide range of styles that go from a conservative one to modern and creative ones.

The key is to look for original and geometrical designs with color variations to obtain a perfect harmony.



PASTRY CHEF NIGHT



Undoubtedly, dessert is one of the most awaited courses or dishes by people with a sweet tooth. We can end dinner with a cherry on the cake, pleasing the palate with a tasty delicacy, a coffee or a digestive.

In Secrets Papagayo, we have created “Pastry Chef Night”, where our Chef Josser creates a unique atmosphere with 4 stations.

Each one of them has a great variety of different desserts captivating all the patrons who are attracted by its tempting desserts. It is done once a week with a great response.

That night, dinner Restaurants offer the option to our guests of having dessert in a completely unique atmosphere, paired with a musical instrument that closes the sensing circle to heighten the sweet piece of work of the night.

With this, we have drastically reduced service times in restaurants since guests eat eagerly to finish their dinner in the restaurant and then go to our “Fire Lounge” to taste both the sweet delicacies that are offered as well as those done on the spot such as: Banana Flambée, Doughnuts to decorate, Flambée Marshmallow Kebab, among many others.



We also have a Costa Rican Coffee station where we do different styles of house coffee plus the more traditional Chorreado (Dripped) Coffee (a coffee made by filtering it through a piece of cloth), 100% typical of Costa Rica.

It is an embellished night, but the idea is “The House Wins” by reducing the number of desserts produced in à la carte food POS. Substantial savings are made in kitchen input expense since the desserts offered in this theme night, besides being delicious and eye-catching, are actually very cheap.

The percentage of guests who enjoy this night is very high, 70% of the total of guests staying at their hotel, which has made it a success. Furthermore,

it is an incentive to our kitchen team who have improved both on the set up and on the desserts every night moved by its success.

This station has already been requested by Groups as a WOW option for events that will be held in the future at the Hotel, so we are expecting it to become an extra in the non-package revenue.

Sweet Day, Pure Life



FOOD DEHYDRATOR

Gastronomy and Mixology trends are always evolving. As providers of these services, we have the huge challenge of achieving customer satisfaction. However, we also have to reduce costs, generate higher income, be more creative, maintain constant innovation and development.

It is as if there was a formula where the sum of all these elements gave us a grand result...Memorable Experiences for all our Guests.



In SECPM & DREPM, we have started to develop a different presentation in cocktails using a dehydrator.

WHAT IS IT?

A dehydrator is a device that removes humidity from food to help to its preservation for longer periods. It does it through a source heat and air Flow that reduce the water content in food.

BENEFITS

Life-Cycle is a great Benefit. While an uneaten cut fruits has to be disposed of at the end of service, a fruit that has undergone the dehydration process can last up to 72 hours maintaining its properties, quality and consistency.

Another big Benefit is savings since the production is kept longer. The following comparative table explains it plainly.

COMPARATIVOS DE CONSUMO

NORMAL METHOD				DEHYDRATOR METHOD			
WEEKLY CONSUMPTION				WEEKLY CONSUMPTION SEMANAL			
ARTICLE	KG	COST KG	TOTAL COST	ARTICLE	KG	COST KG	TOTAL COST
Lemon	175	\$ 31.00	\$ 5,425.00	Lemon	70	\$ 31.00	\$ 2,170.00
Carambola	10	\$ 62.59	\$ 625.90	Carambola	4	\$ 62.59	\$ 250.36
Red Apple	12	\$ 40.60	\$ 487.20	Red Apple	5	\$ 40.60	\$ 203.00
			\$ 6,538.10				\$ 2,623.36
						Difference	\$ 3,914.74
						SAVING 60%	

Like any kitchen appliance, the price depends on the use and requirements we are pursuing. However, the following are the commercial brands in 2017:

BRANDS

MODELS	PRICE
Comnercial 6 Trays 1200W	\$ 7,500.00
Avantco 10 Trays 85" a 160"	\$ 7,500.00
Weston 06 Trays 500 W	\$ 9,500.00
Excalibur 10 Trays EXC10EL	\$ 24,000.00
Excalibur 5 Trays 3526TCDB	\$ 6,800.00
Cabela's 24 Trays 1601	\$ 19,500.00



For these and many other reasons, we recommend that you experiment creating different garnishes and decorations for you drinks. For sure, our guests will be thankful.



"...a fruit that has undergone the dehydration process can last up to 72 hours maintaining its properties, quality and consistency. "

7 TIPS THAT WILL HELP YOU REDUCE RESTAURANT COSTS

BY: ERICK MARKER,
RESIDENT MANAGER



2 LIMIT THE NUMBER OF DISHES IN YOUR MENU.

Long menus complicate your life and that of your patrons since it makes it more difficult for them to choose.

If your kitchen does not have the size or the recommended equipment, or enough staff to deal with a huge menu, get rid of half of it!

Focus on QUALITY and not quantity.

Let's also remember that the bigger the menu the bigger the waste.



3 DO NOT WASTE POWER.

There are things that we cannot overlook, power savings is one of them. Sometimes, unknowingly, we do incorrect activities that might seem normal.

We must eliminate bad habits such as leaving equipment on during stoppage times, in different areas.

On the other hand, we should think of getting rid of any unnecessary equipment that is just using space in the facilities and creates an expense (fridges, stoves, etc.)

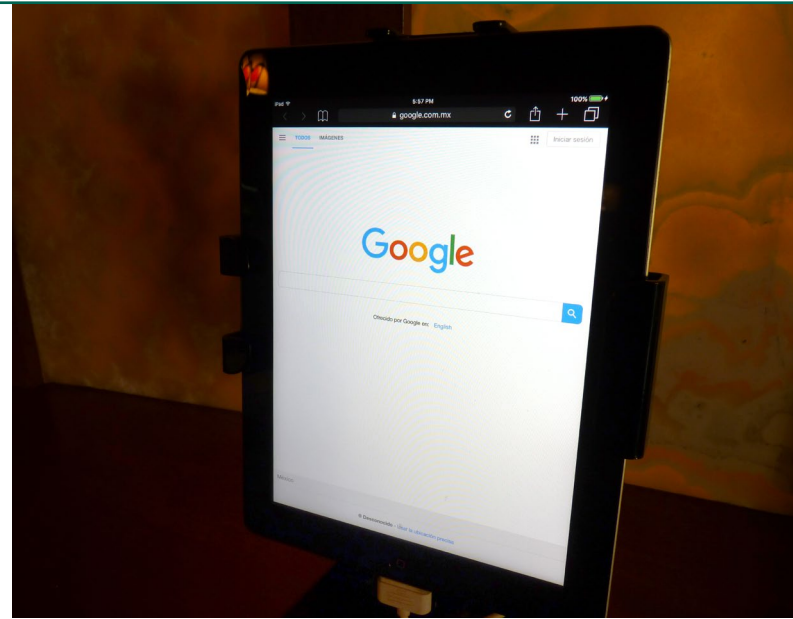
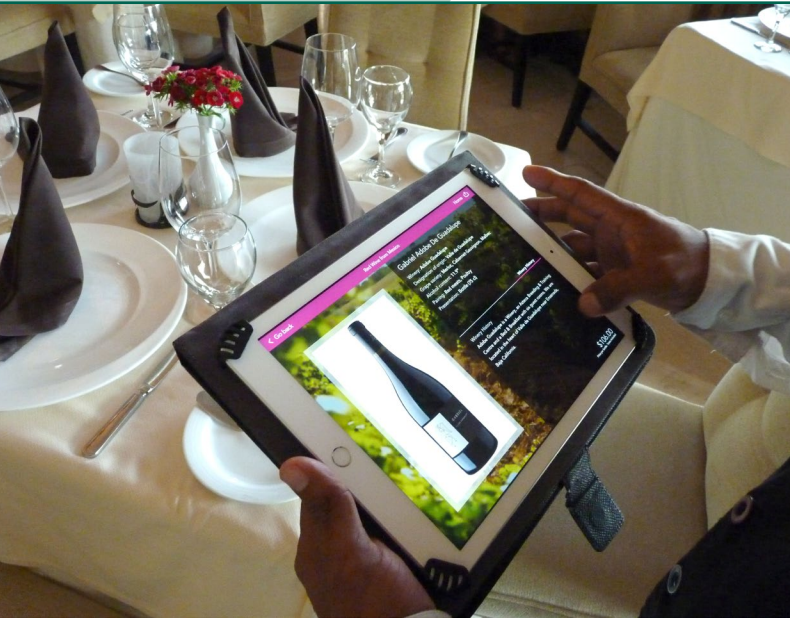
It is important to control all your utility (electricity, water, gas) usage conscientiously: do not leave taps running, turn off lights that are not being used and shut the gas off when it is not being used.



1 GIVE THE BEST SERVICE AND AVOID COMPLAINTS.

Be interested in training all the staff both the line one and back support to give the best attention to your patrons. This will prevent future complaints that could end in retributing some compensation like amenities, bottles, and so forth. .





4 BET ON DIGITAL SALES AND PUBLICITY.

Traditional publicity such as newspaper, radio, brochures and so on is very expensive. Besides, this kind of publicity is not very measurable, so it cannot be improved much.

Digital media in social media, email marketing campaigns, Google geolocation, etc. let you focus on your target audience for a much lower budget than if you invested on traditional publicity.

From a sales standpoint, using technology gives us significant savings. A good example would be digitalized menus in tablets because this reduces a huge amount of printing and paper consumption.

.....



5 LIMIT PORTION SIZE DO NOT WASTE FOOD.

Nowadays, customers value quality rather than quantity.

The size of the portions that you serve is also closely related to dish cost.

So, by controlling size, you control cost.

6 NEGOTIATE WITH YOUR VENDORS TO ENSURE ADJUSTED PRICES.

If a current vendor cannot improve his prices, find another one who can.

This decision will hurt, more so if you have been working with him or her for a long time; however, there is no other option if we want to improve benefits.

If you cannot reach an agreement, let there be no doubt that you will close the deal with another vendor who is ready to offer you prices that represent a significant improvement of your benefits.

7 BEWARE OF THE INVENTORY!

Having product-control and a completely updated inventory will always prevent us from having a lot of waste.

The amount of money wasted in a restaurant for not having an exhaustive control of product expiration dates is huge.

Make sure that the first products to come in are the first to go out.

Label the foods with the date they were opened and their expiration date if they have one.



If the latter is approaching, you have to create and promote a dish with the ingredients that are about to go bad.

All these tips will not work at all if the staff is not aware of the savings that have to be made in terms of costs. If you generate more benefits by reducing costs, you can invest you profit in incentives for your team, which will translate in a better service and happier customers.

And everybody wins.

It is worth spending time laying good foundations and creating new habits.

TAKE ADVANTAGE AND SURPRISE

BY: JAVIER MANTECÓN,
FOOD AND BEVERAGE MANAGER

When tourists visit the Mexican Caribbean, they expect to find a variety of fruit flavors and textures in both beverages and food. Because the level of demand is higher and society has changed a lot, tourists reject more often the prefabricated products that contain added sugar, chemicals and / or artificial flavors. Not to mention different diets and food preferences that are more specific every day and sometimes even limiting.

That's when the question arises: why not use this to our advantage?

It is normal that the first thing we think is that it is impossible to afford healthy juices with ingredients such as Agave Honey, Blueberries, Flax, among others.

But the secret is to use the ingredients of common use but offering them an attractive and fun look. Every day in the kitchen produces a considerable amount of leftovers of fruits and vegetables that at the time of the cut by its visual image or size would normally be discarded but that are 100% safe for its consumption.

Below, we show you 5 examples of healthy juices that are made with this type of ingredients without increasing the cost and presented in an attractive way.



1) THE SAILOR:

Tired? Get a boost of energy into your day with this orange, spinach, and apple-based juice. The vitamin C from the orange juice will give you the energy boost you need and help your body absorb the iron from the fresh spinach. The apple into this drink provides a little something sweet and adds healthy fiber.

2) CARIBBEAN SMOOTHIE:

Featuring fresh cut local pineapple slices, bananas from the Caribbean, and strawberries filled with antioxidants, this delicious drink is rich in vitamin C and potassium that helps prevents high blood pressure.

3) PERFECT TAN:

If you have never tasted fresh carrot juice, now is the time! You will be surprised by how sweet this juice can be. Rich in Vitamin A, K, and C, the orange juice and ginger root protect your skin from the strong rays of the Guanacaste sun, and help with your vision.

4) VEGGIE MARY:

Our homemade version of the classic Bloody Mary. This healthy combination of celery, cucumber, and garlic are the best cure for the morning after a wild night.

5) PACEMAKER:

When we talk about purifying your blood, few vegetables have the power of beets and parsley combined. We add a bit of orange juice and ginger root for some extra nutrients to boost blood circulation in the body. This combination is rich in antioxidants and vitamin C.



PRACTICES TO REDUCE EXPENSES

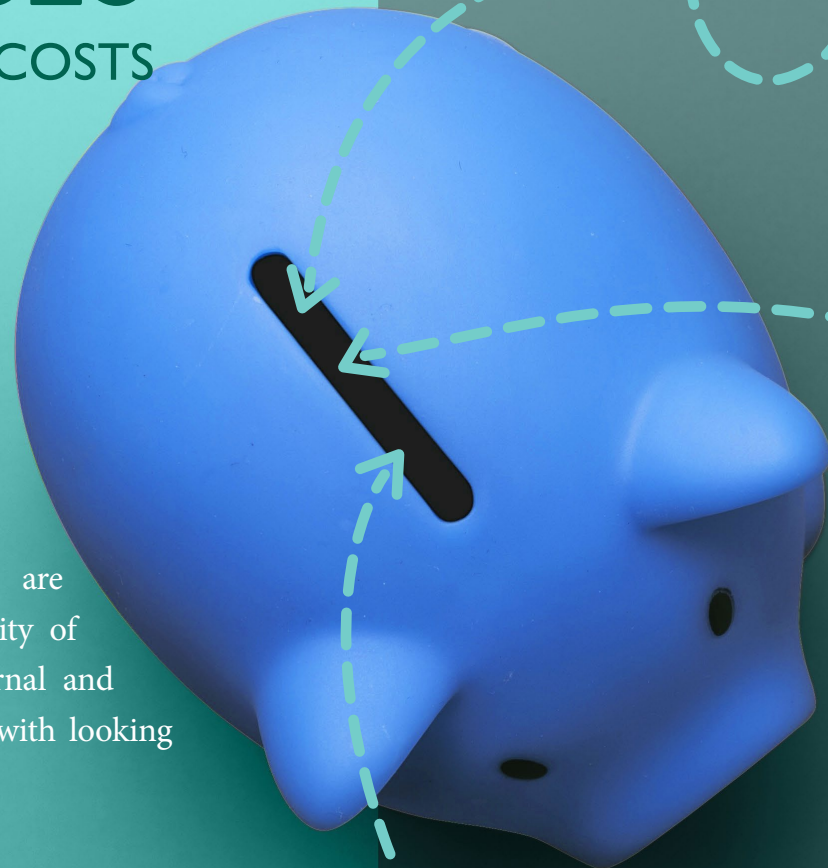
AND IMPROVE COSTS

In Secrets The Vine, we are concerned about the quality of the service with our internal and external guests as well as with looking after our costs.

In this article, we will share some of the actions that represent a better cost and that represent a direct benefit to our GOP at the same time.

Within the Food and Beverage division, we do diverse practices that have a direct impact on expense reduction and cost improvement.

In the In-Room Dining department, many elements are recycled and do not affect the quality of service nor its presentation. It is important to stress that within the mentioned department, expense has a great impact on our cost and budget.



We always use the jigger that allows and guarantees exact amounts in the preparation preventing waste and maintaining quality at all time in cocktail preparation. Finally, creating awareness in the staff and guests about the use of straws definitely has a positive impact on sea pollution and division costs.

On the other hand, for banquets, it is recommended to include the coffee break service for events with a minimum duration of 2 hours and to control efficiently the use of AC and lighting. Our culinary team maximize raw materials avoiding unnecessary waste in fruit, vegetable and protein preparation. Likewise, the mise en place production always goes hand in hand with event professions and event agendas are also taken into account.



These are some of the products we recycle: Ketchup, mayonnaise, mustard, jam and honey jars in their individual-portion presentation that have a high cost but when the seal is not broken they go back into the operation.

Whole or hand fruits in excellent condition that are produced for 1, 2 and 3 VIP are also recycled to make jams. It is important to mention that that some supplies are not damaged and, in most cases, it is possible to recycle them like the mike withdrawal cards, laces with logos and corkscrews.

In our bar department, there is constant cocktail-making training for our bar tenders based on a recipe book that meets the demands of our guests.



On the administration side, the supervision team maximizes cell phone use to share information and follow-up forms to avoid printing documents and in color, we always do black and white, as well as recycling white sheets.

PERSONALIZED GASTRONOMIC OPTIONS



Then, our Butler Team offers our guests an interesting variety, particularly for those guests who come for long stays, and at the same time, it helps us generate Non-Package Incomes without altering the daily budget that our Executive Chef distributes as follows.

“...our Butler Team offers our guests an interesting variety, particularly for those guests who come for long stays.”

Butchery	48%
Indigo Restaurant	4%
Amaya Restaurant	6%
Restaurant Piragua	6%
Olena Restaurant	4%
Coco Coffee and Pastry	4%
Direct charges	28%
<i>(Sausages, Dairy, Fruits & Vegetables, external purchases)</i>	

This practice helps us to increase the income of non-packages, without altering the daily cost, thus obtaining an even wider margin with the sale of these special dinners.

Our guests are not only delighted by these succulent dinners paying very comfortably, but, they feel the personalized touch not only of the chef, but also of the Sommelier who offers the perfect pairing, creating a unique gastronomic experience for the guest, and a good economic practice for our GOP.

In Food & Beverages, we strive to lower costs, increasing the GOP in order to stay in the margins and one of the strategies we use for that purpose is through our Executive Chef, Giovanni Astronomo.

Our chef, expert in international gastronomy, takes over the preparation of a special daily set menu, romantic dinner and wine pairings, using genres of the same daily provision, creating a daily special dish with all its experience and style.



LESS IS MORE...

From Breathless Riviera Cancun, we want to share with you some set-up ideas of some of our food POS which are based on current concepts, dishware purchase savings and lastly, functionality during service giving a casual luxury concept Breathless style.

We have substituted the traditional pitcher of water with traditional glass containers with hermetic seal which not only give a hygienic touch by being able to control its being opened and closed every time they are used, but they are also a different way of delivering different juice options to the patron's table, taking a different choice on each hand without needing a service tray.

For its part, our coffee cups do not have a saucer and have a spoon inside. We have opted for using crystal cups to give a modern and fresh look. This has been one of the most cherished set-ups by our guests.



As fruit plate in the restaurant Kibbeh, exclusive restaurant for Xhale guests, we changed one of our plates of earthenware for a shell of coconut mounted on a blue ramekin, this has been one of the assemblies most appreciated by our guests.



STAR- GAZING

Lately, we have been innovating in our beautiful hotel in Panama. However, we have forgotten how beautiful our nature is and that we can combine it with our ideas to achieve great and eye-catching set-ups.

This time around, we set out to combine the beautiful and charming starry Panamanian sky together with the lights of ships waiting in line to go through the majestic canal.

Working together with different departments, we started with the main idea that our guests have a different experience to that of traditional desserts in restaurants, by inviting them to enjoy our Stargazing option.

Our maintenance department used their skills to create wagons and dice made of recycled wood to create a different set-up where our



“...has had a lot of acceptance among the different groups that visit our beautiful hotel generating non-package revenues....”



Pastry Chef combined his creativity, imagination and experience in order to achieve an excellent combination of flavors.

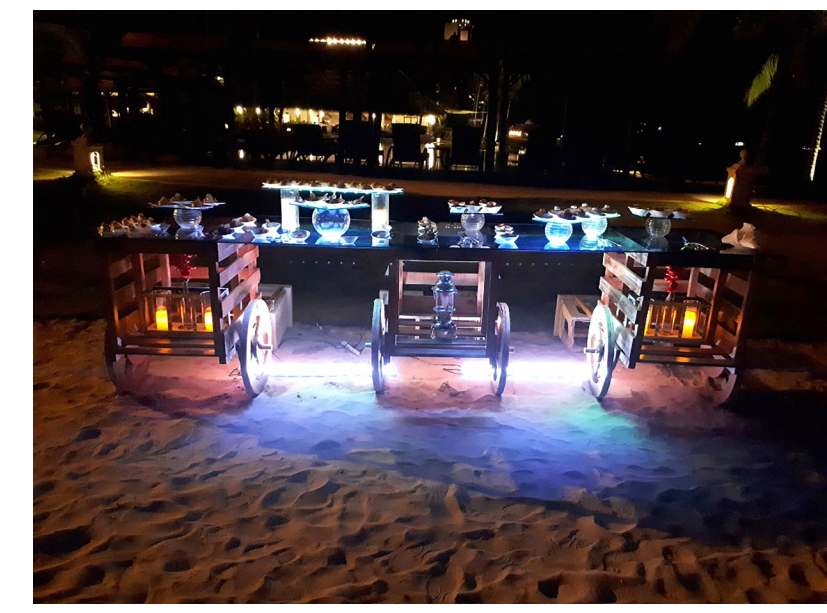
On the other hand, the bar team showed their creativity by incorporating a digestives area and a flambée coffees one.

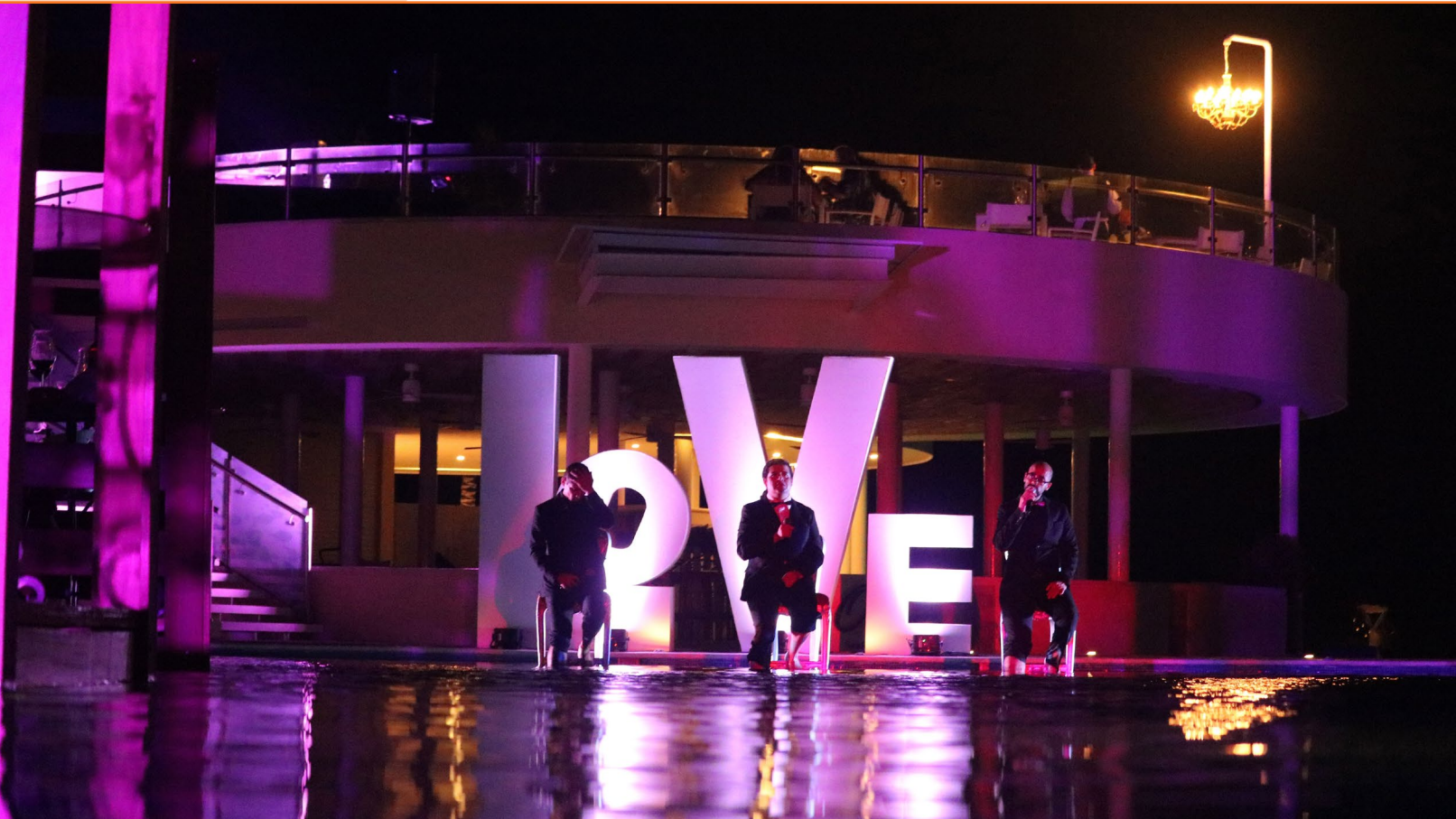
The entertainment department livened the event with a starlit Saxophone night.

Nowadays, this set up has been incorporated as a selling option in our varied banquet kit. It has had a lot of acceptance among the different groups that visit our beautiful hotel generating non-package revenues.

It is offered as an after-dinner option where they can try a rich and delicious dessert pairing

it with a digestive or a lush flambée coffee to the rhythm of jazz music while watching the beautiful ship traffic illuminated by our fantastic and irreplaceable stars.





SPECIAL SET-UPS FOR SPECIAL DATES

BY: DIEGO PÉREZ,
FOOD AND BEVERAGE MANAGER.

This time around we focused on one the most popular holidays: Valentine's Day, the day of love and friendship.

Thus, all the Food and Beverage team got together to brainstorm about how to celebrate it. Many suggested making a set-up on the beach but since it had been done in that location for several years, this time around, we would have to think in something out of the ordinary.

"...this time around, we would have to think in something out of the ordinary. And so, we came up with the idea of doing the event at the pool"



And so, we came up with the idea of doing the event at the pool and sparks started flying. Bearing in mind that the pool is deep and that it would complicate mounting the tables, we went for the padding pool.

After getting all the logistics ready and the unique opportunity of holding an event at the padding pool, we looked for a way to distribute appropriately the three table zones for patrons.

However, we were not fully convinced with the idea, so it was decided to include Bali-style beds on the padding pool.

It seemed like a crazy idea at first, but slowly all pieces started falling into place.

To be able to do the event, it was necessary to rent platforms to be able to put the Bali-style beds in the padding pool and place tables on top of them.

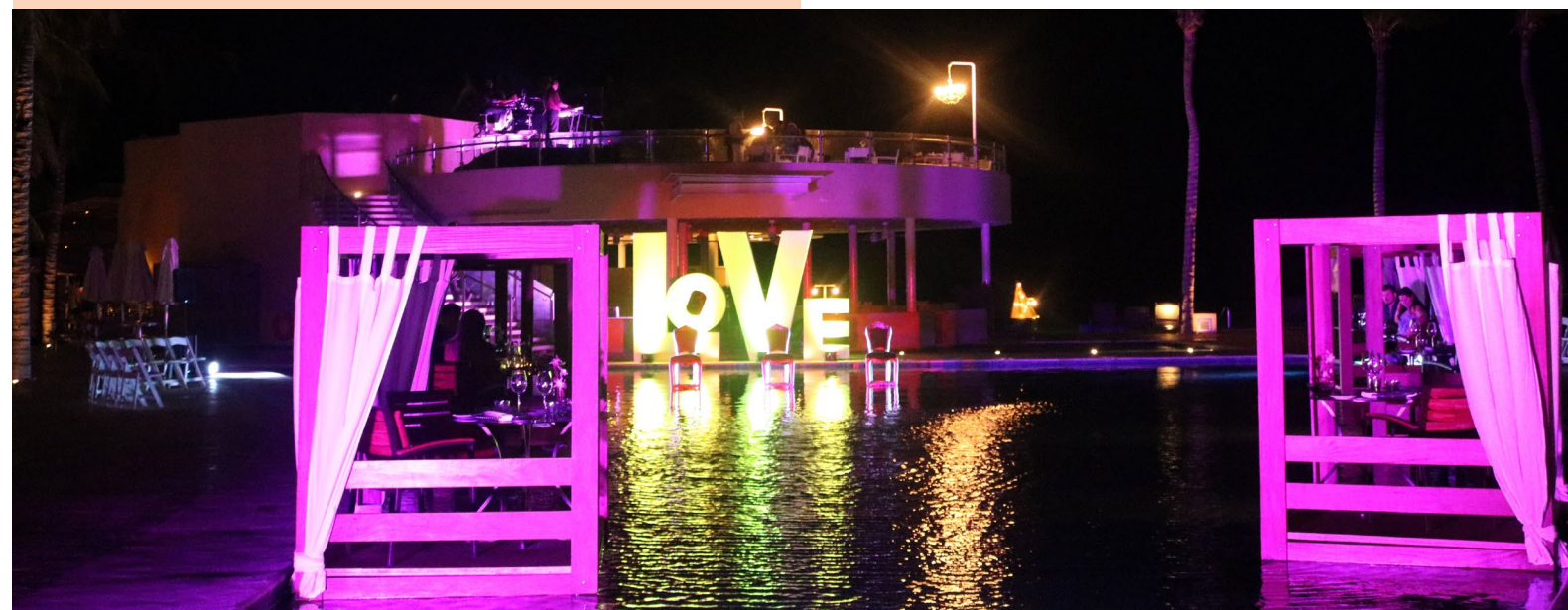
Doing this set-up needed a high investment of around \$ 30,000.00 MXN (15,000USD approximately) to rent metal supports.



Since it was a very high cost, it was decided to use beer barrels as support poles for the Bali-style beds.

In the end, guests were really pleased with this event and better still, this dinner had a \$3,500 profit on wine sales.

This set-up shows that creativity and team work are very important to be able to have good results and that we can exploit all the resources we have at hand without having to invest and obtain good revenues. Unquestionably, this idea will definitely be helpful for future events.





CREATIVE IDEAS AND ASSEMBLIES **TRUE BEAUTY LIES IN THE SIMPLICITY**



Currently, one of the biggest challenges we face is the search for differentiating elements through the efficient and responsible use of our resources.

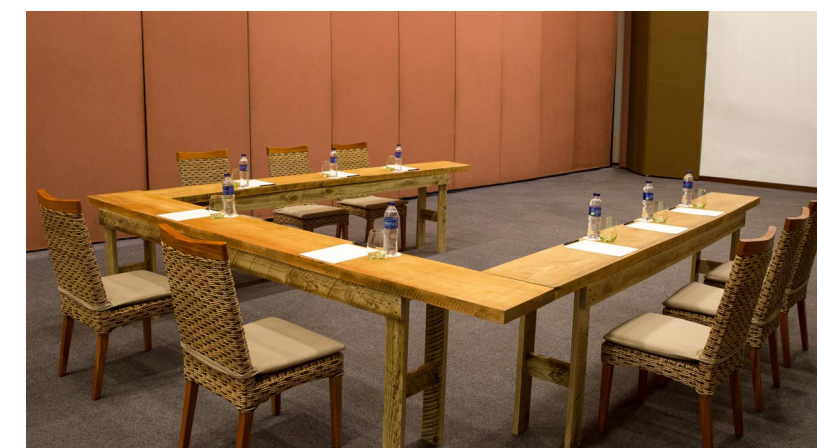
In the oriental world, there is a line of thought that shies away from the complex and sophisticated, since in many cases it prevents us from enjoying the beauty that we have around us.

Within this philosophy, we have designed a concept where we seek greater freshness in our assemblies through the use of natural components.

Using raw wood planks and base cuttings as wood; we have manufactured some very versatile tables that allow us to make different types of assemblies using the same components.

Its easy handling reduces storage space, facilitates transport and reduces the risk of injury to our colleagues. Following the same trend, we designed a mobile bar made with recycled pallets and boxes of wine that we received through ordinary wine orders.

The use of blackboards allows us the possibility of customizing each event from the celebration of a birthday to an incentive event.



The combination of both materials gives us the opportunity to create unique events where true beauty resides in the simplicity and disposition of the elements. During the month of January, we had the opportunity to carry out different types of events for both clients and colleagues from other hotels that have chosen us to hold their work meetings.

With the development of these projects, we achieve part of the fulfillment of our values of innovation, creativity, teamwork and passion for what we do.

CREATIVE SET-UP IDEAS

Following up the botanical garden project, Wayak Garden, our Steward and Bar team set out to implement a completely creative and relevant set-up which exhilarated our guests.

We give a unique, fresh and natural touch by using and taking advantage of each one of our resources.

This creative set-up is done in our theme dinners for the delight of each one of our guests who enjoy a completely Pre-Hispanic lush dinner with a perfect harmony of our bar and our garden.

We have implemented some elements in the set-up, enhancing the experience even more. In terms of the image of this concept, we try to go towards the theme of the place. We use unique rustic wood plus some natural elements that give the feeling that nature is part of our surroundings.

This space has been widely accepted by our guests since it is an essential piece for picture-taking for those who visit us.



AS THE SAYING GOES SAVE THE BEST FOR LAST, Our amazing kitchen team together with Executive Chef Rosendo Corona shocked us by presenting a really creative and trendy set-up in one of the rooms of our resort.

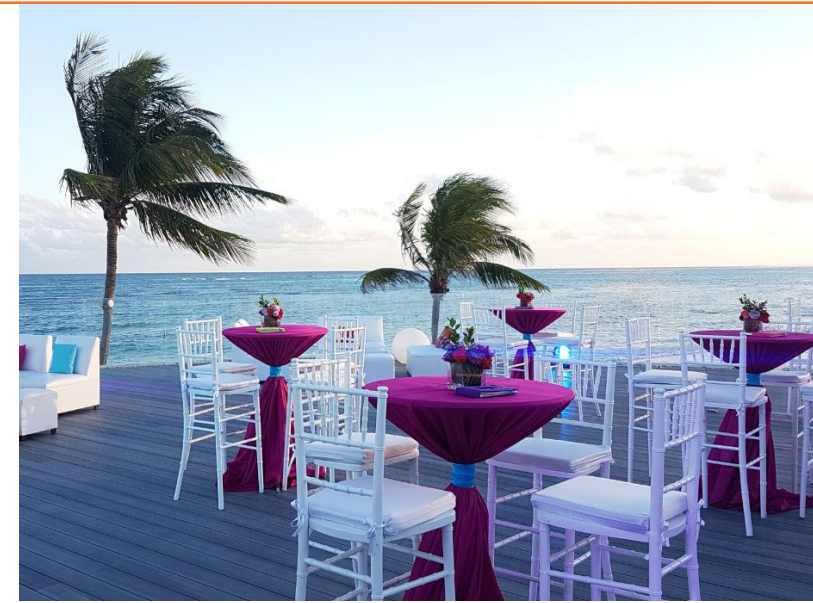
Starting the presentation was the reaction done with dry ice or frozen carbon dioxide (CO2) in

solid state which is broken down with hot water creating a foggy layer without leaving humidity residues.

This set-up, dessert variety presentation and creativity: petit fours, chocolate covered strawberries, lemon pie and chocolate mousse were all made and presented instantly on the welcome bar during an inspection dinner done with our GM Leonardo Morado as the host.

Each one of the desserts were duly selected to the delight of our guests making them look even more creative and innovative, creating a great impact towards the end of their dinner.





MAKING THE MOST OF SPACES AND TURNING THEM INTO PROFITABLE LOCATIONS

BY: FRANCISCO SOLÓRZANO, FOOD AND BEVERAGE MANAGER.

In Dreams Tulum, we are convinced that it is not necessary to create new spaces or make big constructions or refurbishments that will affect albeit temporarily the calm of our guests or our hotel image to offer new locations and options variety in terms of the activities that can be done in the premises.

A bit of creativity, some effort and a lot of teamwork are enough to optimize what we already got and improve our beautiful resort every day.

A bit of creativity, some effort and a lot of teamwork are enough to optimize what we already got and improve our beautiful resort every day.



For instance, Sunset Terrace was opened a couple of months ago and the only thing that was done was make the most of the Sea Side restaurant roof since it has a privileged sea view. This new terrace was decorated and fitted with a bar to make a multi-use place out of the unused roof which has resulted in many benefits, e.g.:

- It is another option to hold events. It is very popular with wedding groups for ceremonies, cocktails and receptions.
 - It has also been used as location for special dinners such as New Year's Eve, Valentine's Day, wine pairing dinners which have resulted in a good non-package revenue in wine sales.
 - Since it started its operations, Full Moon Parties were implemented with great acceptance from customers.
 - Seaside has benefited from having more special tables. Likewise, the concierge now has another location to offer for romantic dinners.
 - The House Sommelier implemented an open-air tequila tasting
 - It is also used during the day as VIP lounge zones where loungers are set for guests who pay for a more exclusive zone.
- All of the above shows us that this place can be as useful and profitable as we want it to be. If we have a place that is being "wasted" in our hotels, it is because that is how we want it.

ROMANTIC PICNIC AT THE BEACH

The picnic comes from the French culture and in Spanish it refers to an outdoors lunch. In the beginning it was only done in the countryside and the philosophy was that each guest brought a sandwich and enjoyed the food outdoors. Although the picnics are well known, nowadays it is not so common to see the realization of this special activity.

Focused on an unusual activity in the daily life of our guests, Secrets Cap Cana team has created a romantic space with a fresh, welcoming and uneven atmosphere with our Romantic Picnic on the beach.

The food is important and must be enjoyed greatly, that is why we have a complete menu where you can surprise each couple by preparing something different. In addition, a champagne or a good wine is always a good choice to make this type of picnic even more enjoyable.

Keep in mind that if the food is important, the experience has to be even more important. The focus of this picnic is not only to enjoy the best prepared dish, but to enjoy a special moment with your loved ones because you probably won't have the opportunity to repeat it on another occasion. The schedule of our picnic will depend on the guest's request, since it can be done during the morning, afternoon or evening time.

All this with the only goal that our guests enjoy an innovative Picnic.

BY FELIX PILIER

Remember to express your feelings to your loved ones and let them know about your feelings. A nice touch is to arrive with a gift, it can be something physical as an accessory or something different like a poem or a song.



TUNNEL OF LOVE

Secrets Wild Orchid and Secrets St. James Resort and Spa, Montego Bay, Jamaica, the unlimited Luxury is more than just a phrase, it is our commitment to redefine the “all-inclusive” experience by fulfilling every guest wish and exceeding their expectations at any time of the day; February 14th, Valentines day, is no exception. Valentine’s Day is recognized as a significant cultural, religious and commercial celebration of romance and romantic love in many regions around the world, although it is not a public holiday in any country we at Secret Resorts & Spa goes through every effort and meticulously prepare a memorable experience for our guests. Celebrations start early morning and run throughout the day with several happenings engaging both employees and guests.



With the help of the Entertainment Team, the entrance of World Café, transforms into a kind of Love tunnel where our guest are invited to pose and post their pictures in front of our Heart shaped frame. There is also a Hearth wall, where “lovebirds” can indulge into picture sessions before breakfast. Live music performance enhances the atmosphere and the welcome experience by playing love songs with piano and classical violin.

Our professional photographers snap thousands of pictures of happy and “in love” guests that also resort to Social Media for showcasing their feelings for each other’s generating great organic marketing material for the Hotel.

Champagne Mimosa’s and Bloody Mary’s flow through our specially decorated breakfast stations while inside the restaurant many dishes and pastries are tweaked into heart shapes and served with vivid red color that is synonymous with love worldwide.

As the day goes on, couples are able to take personalized love letter cards to be sent or posted to their better half and guests rush to show how romantic they are to their partners.

Lastly, at dinner, members of our Management team come out and assist our hosts by welcoming the guest and handing out to them red roses to all. While they indulge in pampering from our specially created Valentine’s menu, from our culinary team who is wearing for the occasion, a bright red chef’s uniform.



TAKING ADVANTAGE OF WHAT THE FOREST PRODUCED

TO CREATE MINIMALIST
ASSEMBLIES WITH
RECYCLED MATERIAL



After receiving our Rainforest certification, we have injected our day-to-day operation at Sunscape Puerto Plata Resort & Spa with the DNA of creating resources, that help our contribution to environmental sustainability.

That is why after identifying improvements in our assemblies in our VIP area of Sun Club, a stand was created, to give our guests a presentation that shows every detail with a personalized touch, where proudly each Team member, both, those who produce what will be display and those who execute it for the ultimate experience of our guests.

With the participation of the Maintenance and Food and Beverage Team, we have created a stand with 2'3 "feet high 1'5" feet wide, which is used for the display of the different varieties of desserts and breads that we exhibit, creating a minimalist presentation very well received by our guests in this important area.

This has a positive impact on the operational cost of fragile handling equipment, avoiding its need for use, minimizing the loss due to breakage, which comes to help in the cost reduction action plan, as it also impacts on a significant improvement for the presentation of this area showing our commitment to satisfaction and reach the expectations of our guests.





It is important to mention, that a joint promotion with the SPA is offered by offering massage certificates with the purchase of any wine package for these events. By doing this, we also support other departments in meeting their budgets.

“...it is necessary to reinvent ourselves in every event or chance, to give added value to the wine experience”

In Secrets Maroma Beach, we follow the philosophy of innovating and finding a way of increasing the non-package revenue of the F&B department.

Despite having wine sales as our main tool, it is necessary to reinvent ourselves in every event or chance, to give added value to the wine experience making it more than a simple bottle of wine. These are a few of the day to day wine sales efforts that give that added value: offering a cheese mini-

platter, promotion sales through Room Service, Champagne upgrade in groups and weddings or frozen fruit service for champagne at the beach or pool.

We also have the goal of creating that need to the customer to promote and boost sales in things like special set-ups in key events such as theme nights, Fourth of July, the Superbowl, Thanksgiving, the Oscars, as well as other sports events and so forth.



As an example of creating that need to the customer, we have buried tables next to the sea for romantic dinners or sports events such as the Superbowl where each table has a couch

buried in the sand and its own 65-inch screen. All of this is a plus of purchasing a Premium wine bottle previously chosen by our Sommelier. This event gave us a gross income of \$8,500.00 USD.



FROM A STERILE PLACE, A GOLDMINE

At Sunscape Bavaro & Dominican Beach Punta Cana with the aim of innovating and giving more options to our guests to create unforgettable experiences without forgetting how important it is to fulfill a goal at the level of Non-Package Income in a very aggressive budget; we have added El Lago Restaurant into our list of gastronomic options.



THE IDEA

What we have called El Lago Restaurant to is originally a wedding gazebo, a place that is not very popular because brides prefer their weddings at the beach as their first choice. The idea came up from General Manager, newly arrived at this property, he sees the potential, the benefits, versatility of this hotel and how friendly it is to implement this type of practice where people can taste a unique and exclusive menu while enjoying receiving a service of the highest quality.

The experience is promoted by offering the client to buy a bottle of wine and in exchange they get a five-course dinner at El Lago. The menu options have been carefully chosen giving an emphasis to Sunscape's Unlimited Luxury concept.

The guest in this cozy place enjoys an atmosphere with live music, while enjoying an exquisite dinner that can start with an explosion of mixed flavors, starting with a handmade salad and ending with a magical and sweet touch.

Nowadays the so-called luxury tourism increases and proportionately increases the tourist seeking exclusivity, distinction, luxury, good taste, which is why this new concept is born.

EVERYTHING COUNTS

At the moment of creating an experience, attention to detail is essential, from the green around gardening, the pleasant noise caused by the fountains of the lake, the soft and warm lighting, the music at the perfect volume, the careful way to do each dish and a personalized service, all this combines to offer the customer a unique experience during their holidays.

INCOME

The price starts with U\$39.99 per person, from then on the guest has to choose the wine of their choice. The income has doubled in the last month in an extraordinary way, so much so that it forces us to do two sittings per night and on occasion is so much the demand that we also have to set up in the garden, we only work with previous reservation and it is a service that we offer 7 days a week.

We have changed a boring, sad and practically disused place into a restaurant that consists of an open air atmosphere full of stars that envelop the guest in an evening full of romance and in the most welcoming place of the hotel.

"...where people can taste a unique and exclusive menu while enjoys receiving a service of the highest quality."





IDEAS FOCUSED ON **UP-SELLING OUR NON- PACKAGES** (WEDDINGS, WINES, ROMANTIC DINNERS).

We all know that hotel establishments look for a way to exploit its areas as much as it can, Food and Beverage together with Weddings and Groups generate most part of the extra revenue of a property. We list some tips below to be able to increase revenue and increase guest spending:



1. KNOW THE PRODUCT THAT IS BEING OFFERED PERFECTLY TO BE ABLE TO ADAPT IT TO THE MARKET.

- Know the specific features of each kind of service.
- Know which products represent more benefits to the hotel
- Identify what kind of service adapts better to the needs of each guest.
- Be aware of inventory availability

2. TRAIN, UNDERSTAND AND DEVELOP UP-SELLING TECHNIQUES

- Introduce products as a unique and limited-time opportunity
- Mention more expensive rates as a reference point
- Use gradual sales
- Show empathy and understanding with the buyer's needs
- Win the guest's trust during the process
- Know how to answer and make suggestions of alternatives that can satisfy more the needs of the guest.
- Know when to stop pushing the up-sell

3. TAILOR-MADE DESSERT TABLES

- Crear carta de postres especializados de lujo
- Seccionar ingredientes, decoracion, presentación, alergias o restricciones, infantil o para adultos

4. WOW MOMENTS PACKAGES SPONSORED BY THIRD PARTIES.

- Create a luxury dessert menu
- Divide ingredients, decoration, presentation allergies or dietary restriction, for children or adults.

5. SPECIAL ACTIVITIES FOR BRIDES AND GROOMS, FOR INSTANCE: *Getting ready last night getaway*

- Offer extra services for the night before the wedding
- Organize photo shoots for the couple and their Friends in preparation for the wedding.

6. SEND PROPOSALS AND/OR HOBBY-RELATED PROPOSALS

- Contact the guest offering some of the complementary upselling products ahead of his arrival.
- After a while, send strategically chosen related proposals based on the user's previous purchase.

7. WINE PACKAGES

- Suggest bottles based on restaurant menus.
- Offer wine packages at special rates for the duration of the guest's stay.
- Have a place in the wine cellar reserved for the wines chosen by the customer.

8. HOT SALES

- Do a "Big Sales" calendar from time to time based on celebrations or special days of the main market share.
- Share it on social media and use strategic marketing at different hotel points.

9. PERSONALIZED TASTINGS AND VARIED ONES FOR GROUPS (*tequila, whiskey, wine*)

- Have the support of vendors and wineries that distribute premium brands and wines for the cost impact to be lower and that can be sold as a complement.
- Schedule and promote special private upselling sessions with a gradual bottle sale including high quality confectionery or haute cuisine canapés.





KENIA DE LA CRUZ SUPERVISOR OF BARS

Nine years ago, Kenya was a member of the team of chambermaids of the department of public areas, this is how she started the project of life in the hotel industry.

When she was two years old in her work area, a friend told her about the activities they performed in the bar area and the happiness of the guests when they enjoy a delicious cocktail. She asked her immediate boss to practice in the Food and Beverage department and in a time not longer than three months she managed to become a Waitress Level B, knowing herself by the taste of

cocktails, she worked harder and after four months she managed to become a waitress Level A.

At that time the Chief of Bars, Hector, saw her performance and the ease with which she developed and entered the bar as Bartender.

She continued working and attended bartending courses and competitions to improve herself day by day.

The new Head of bars gives her the opportunity to practice as a Supervisor of bars doing a workout and achieving the goal in four months, she proved that she can be the best bar supervisor!

It is an honor for us to share her professional development whom with dedication and effort, will achieve her Dreams.



ÁNGEL BATISTA ASSISTANT TO CHIEF STEWARD

Joins AMRESORTS in 2014.

Before starting to work in our valuable team, he dedicated himself to be gardener and hairdresser in the city of La Romana.

The desire to be more in life made him get a job where he could improve himself and he entered as a steward for a year at the buffet and afterwards, he applied for the position of food assembler in the same area.

His way was the right one, he continued to open a gap in his apartment, until, unfortunately, he had a road accident in which he lasted three months without working. At that time, his wife

was about to give birth and the need to support his family made him return as soon as possible and continued with his work of assembling, despite its physical limitations.

Angel's performance made him stand before the eyes of Chief Steward and gave him the opportunity to practice as a supervisor, which he did in a span of three months. He did not give up and a year later, thanks to his hard work and perseverance, he reached the post of Chief Steward Assistant.

Ángel appreciates the support of his family and colleagues for these achievements in his life. He will continue to prove that he can become the best Chief Steward of Dreams La Romana.

Undoubtedly, motivation, training and the right education are key to opening doors and creating growth opportunities that benefit everyone.

Mr. Félix was born in Nicaragua, he emigrated to Costa Rica looking for better education, career and life opportunities.

He fell in love with the hotel industry at a very young age where he gave his first steps as waiter assistant and then as a waiter. He has worked as waiter, bartender and restaurant maître d' for the last 20 years.

He started his career at Dreams Las Mareas as a waiter almost 3 years ago and shortly after that, he was promoted to restaurant maître d', a position he has carried out with a lot of commitment. He has set the example that the road to success is paved with

responsible and serious work and always enjoying the privilege of waiting on guests and helping them have excellent vacations.

His expectations are to continue learning, looking for the way of growing within this beautiful company.

Mr. Félix is married, he has 7 children, enjoys his family and sharing things with them.

He is fan of Barcelona FC, documentaries and sports tv shows.

In the company we see him as a living example of overcoming difficulties, he is respected as a good colleague who is reliable, timely and who wishes to give his best for everyone.



FÉLIX SOTELO TRAÑA, RESTAURANT MAÎTRE D'

Mr. Félix was born in Nicaragua, he emigrated to Costa Rica looking for better education, career and life opportunities.



ESTEBAN CARVAJAL LEÓN PASTRY CHEF

He was born in Costa Rica and was professionally trained under the heat of hotel chain kitchens as a confectioner.



He was born in Costa Rica and was professionally trained under the heat of hotel chain kitchens as a confectioner.

He says his training is empirical but that he feels honored of having had good teachers who have taught him to be the professional he is today.

Mr. Esteban joined the Dreams Las Mareas family late in 2016 as Pastry Chef. He says that he has made his way with consistency and work and that is how you are successful in this career full of challenges and satisfactions.

We highlight the effort and hard work he does daily with knowledge and passion. He passes that attitude on to his colleagues since he is a living example of what he preaches.

On the day to day, he has become a silent trainer on the go, he shows to his new and not-so-new colleagues how to make high-quality bread consistently every day. He knows that the product skillfully made with his hands and love will be fresh when it reaches the table of the king of the house, His Majesty The Customer.

It is no coincidence that he was awarded as best supervisor of the year in 2017.

In our hotel, we see him as a hard worker who prides himself in his professional and personal achievements who strives every day to be better and to show his colleagues how to do things better.

Mr. Esteban is married and has a daughter who is his biggest pride.

His hobbies are soccer, going to the beach, reading and watching television.



ELIDIANA
ROOMS DIVISION
TELEPHONE DEPARTMENT



JOSÉ
PORTOFINO RESTAURANT
SUPERVISOR

In Food and Beverage we believe in movement, dynamics fast paced learning, teamwork and constant growth. We are passionate individuals that stay alive by developing and looking towards further horizons which is the only way to keep our department and hotel ahead of the game.

It is always a pleasure and a pride to see members of our team transform into who they want to be and keep making a better life for themselves and their families. Jose and Elidiana are great examples of these opportunities. Elidiana is not only our F&B pride, but now she is also a great support in the Telephone Department for Rooms Division. She is quickly becoming essential player for the whole Hotel.

“Those who do not move do not notice their chains.”

Rosa Luxemburg

She started working at Dreams Palm Beach 3 years ago, when she got an entry level position as a Hostess in our Buffet. Day by day our supervisors noticed her attitude, energy and willingness to learn and keep moving forward. In less than six months she was already the hostess in Bordeaux Restaurant and kept rotating through our 6 points of service, including Coco Café and special events.

She always proved to have a self-driven motivation that kept throughout the years, always her great enthusiast helping the team. When the opportunity presented itself she applied to do an internship with Rooms Division and started training to become a telephone operator. She was noticed by her supervisor and after one month of training, got offered a

position. She is currently learning how to handle the PBX technical aspects and already thinking about acquiring new skills.

On the other hand, Jose started working with our team as a waiter in our buffet, and because of his skills and positive attitude, was quickly transferred to our specialty restaurants. After 6 months he was given a captain position and proved what we already knew, he is a natural-born leader. His teammates already respected him and looked up to his professionalism, sales skills and smoothness with the guests. Nowadays Jose is in charge of our Portofino Restaurant, which is our most popular restaurant, with the highest concurrency and wine sales.

We see his passion and drive from the beginning of each daily briefing, which is always drenched in motivational words for his team, a push for sales and knowledge for his peers. We are proud to see him developing within this trade and look forward to knowing where his steps will lead him.

In both of these cases we noticed the importance of leadership, training and empowerment, which create the future managers of the industry and make us a part of the glowing professionals of tomorrow.

In Dreams Palm Beach Punta Cana, we strongly believe in creating future leaders, through the motto: *“Together we can!!”*



BY: DAVID LÓPEZ
RESIDENT MANAGER.

FABIOLA GENOVEVA RAIGOSA CRUZ

She is originally from San Luis Potosí and did her BA on Business Administration and specialized in Tourism Business.

When she was doing her last term at the Technological University of San Luis Potosí, she arrived in Playa del Carmen to do her professional practices at Dorado Seaside hotel in the Quality Area of Hygienic Food Handling.

Her first job with AMResorts was at Secrets Maroma hotel in 2015 as order-taker in In-Room Dining. Six months later, she did her operation practices for Maître d' in that same hotel.

She also had the opportunity to work as Bar Maître D'. Afterwards, she took part in the Wine Postgraduate Course of AMResorts in 2016.

A few months later, when the course was done, she was promoted to Food & Wine Concierge.

At just 28 years of age, in December 2016, she joined the ranks of Secrets Akumal hotel where she still is Food & Wine Concierge.

Since her arrival to the hotel, Fabiola has worked enthusiastically in the In-Room Dining department as order-taker, Restaurant Maître d' and Supervisor.

At the same time, she took a post-graduate course given by the National Sommelier Organization (ONSOM, its acronym in Spanish) and obtained her certification as Sommelier and taster.

She is currently reading the AMResorts Sommelier Post-graduate course 2017-2018 term..



AARÓN GÓNGORA

He was born in the city of Mérida, Yucatán. He decided to get into the Food and Beverage when he was 18 years old starting as a busboy. Eight months later, he was promoted to a waiting position. After a year, thanks to his enthusiasm and capacity, Aaron's efforts were recognized and was promoted to Head waiter in Bahía Principe Hotel.

Afterwards, pursuing his growth, he joined Mayan Palace team where he worked as Maître d' for 8 months.

In 2009, looking for growth and knowledge once again, he found an opportunity at Secrets Maroma hotel as waiter.

A year later, after being part of Seaside Steakhouse, In-Room Dining and Banquets, he was promoted to Maître D'. He has shown that passion for what he does and the quality he instills on his service. He has also been part of "T Distinction" and "H Distinction" certifications.

In November 2016, he joined Secrets Akumal as waiter of Oceana Restaurant. He is currently Maître d' and is doing practices to become Restaurant Manager. This is a natural transition given the amazing job he has done in Romantic Dinners where he has improved the service and set-up quality and wine sales, doing the same for theme nights, these have been the two areas where he has worked up till now. .

POR: DAVID LÓPEZ,
GERENTE RESIDENTE



BY: CARLOS RUDICH,
FOOD AND BEVERAGE MANAGER

In Secrets Capri Riviera Cancún, being the breeding ground for talents that are now in other sibling hotels has been a great honor and tradition in the Food and Beverage operation. Thus, career plans are, have been and will be the success of our great AMResorts family.

This time around, we want to give a special recognition to two leaders of our team because of their great work and who show us their passion, dedication and compromise day to day.

He is from Mexico City. His career began at Caracol Village and Park Royal hotels. On April 4th, 2005, he joined AMResorts as Bartender in Dreams Cancún. After 7 years, he had the opportunity to be promoted to Bar Supervisor in the opening of Secrets The Vine Cancún, he held that position for 2 years.

After being promoted to Bar Chief, the same position he holds currently at Secrets Capri, he continued with his practices plans and prepared to continue growing in his career at AM Resorts.

Irwing has already done professional practices as Food and Beverage Assistant. He is currently a key piece in the operation, not only of the department he currently leads

but also, in all the Restaurant, Kitchen and Stewards area. Unquestionably, he is an excellent leader who covers all of our brand standards and virtues but his leadership, attention to detail and continuous improvement are his best qualities by far.

IRVING SOTO BAR CHIEF



ARMANDO GARCÍA EXECUTIVE SOUS-CHEF

He is originally from Puerto Vallarta, Jalisco, a Gastronomy BA graduate from Higher Education Technological Institute of Puerto Vallarta. He has work experience both in the gastronomic and hotelier areas. He has worked in several restaurants in Puerto Vallarta: Las Palomas, La Luna and best of all, Coco Tropical where he had the chance twice to take part in the International Gourmet Festival and to work side by side with world-class Chefs.

He joined AMResorts almost three years ago as Chef de Partie at Secrets Silversands Riviera Cancún Hotel, where he also had the chance to work as Junior Sous

Chef to then be promoted to Executive Sous Chef of Secrets Capri Riviera Cancún.

Amando is a key piece of the on-going improvement of all the Food and Beverage department, His vitality and constant challenges have helped the whole team to update all our gastronomic concepts.

His commitment and dedication to daily chores and his passion for what he does define him as someone who loves his career.

He likes traditional French cuisine, well-defined flavors without leaving presentation to the side, respecting the basics and adapting it to cutting-edge culinary techniques to create new dishes.

“I like working in this company. I think it has great personal and professional growth plans. They consider

you in all aspects, contrary to many places; here, we are not only numbers. Following the same line, I would like to continue evolving in this atmosphere for a few years until I achieve the Executive Chef position and ultimately, a Department Manager position. I understand what this challenge implies, and I am willing to strive every day until the day that my family are proud of what I have achieved, following the footsteps of my grandfather, my role model, Miguel Torres Rodriguez, RIP”

In Secrets Capri Riviera Cancún, we are still cooking...





LEOPOLDO MANZO BAR CHIEF

He is originally from Mexico City. Mr. Leopoldo Manzo acquired experience in well-known hotels such as Sheraton, Marriot, Coral Beach and Secrets Silversands Riviera Cancún which he joined as Bar Maître d'.

He then got promoted as Bas Assistant and because of his great capacity as a supervisor he was promoted to restaurant manager.

After getting more experience, he got promoted as bar chief. Afterwards, he had the opportunity to hold the position of food and beverage assistant for 8 months, doing an extraordinary job.

He is a great employee with clear goals pursuing not only the food and beverage manager position but also the general manager one.



VLADIMIR DOMÍNGUEZ SOUS-CHEF

He is from Axochiapan, Morelos. Chef Vladimir has worked in places such as Dorado Seaside Suites, Azul Sensatori, Le Blanc, Fiesta Americana and Secrets Silversands Riviera Cancún hotel which he joined in 2010 as chef de partie of specialty restaurant.

Shortly after, he decided to do his practices as junior sous chef junior showing great skill.

Sometime later after receiving an excellent job offer, the chef decided to obtain more experience in different hotels. Some years later, he came back to Secrets Silversands as chef de partie convinced he could get the sous chef position, a goal he achieved the very same year he came back, 2016. To date, he has been able to maintain a stable work team teaching his employees to be better every day. He is always kind and supports the operation as much as possible.

After 2 years in the position, for the medium term, the chef is looking to achieve professional growth always having in mind that: *"IT is not about being better than someone else, it is about being a better you every day."*

DANIEL TUN, RESTAURANT MANAGER

He is originally from Cancun, he has worked in hotels such as Moon Place, Grand Paradise and he is currently at Secrets Silversands Riviera Cancún hotel. Due to his perseverance and dedication, he has succeeded in climbing through different positions since he joined us in October 2009.

He started as a room service waiter. Daniel has always characterized himself by giving an excellent service. It didn't take long before he had his first promotion as restaurant maître d' where he showed his great leadership capacity. He increased massively the percentage of wine sales of the food POS stressing

his great talent for non-package sales. This got him promoted to restaurant manager a few months later. His talent made him work a sommelier for company doing a very good job as well.

In the short term, he is looking to position himself as food and beverage assistant without ruling out the F&B Manager position.

He has always argued that quality and the joy of creating excellent experiences to guests are a fundamental part of service.





ELVIS ROSALIA OPERATIONAL CHEF

Elvis has stood out due to his high level of responsibility and compromise. He has 32 years of experience in the hotel industry; he started in 1985 as kitchen porter and was promoted to Chef de partie in 1990.

Since 2012, he has been an important piece of Sunscape Curacao's team where he started as Senior Sous Chef. His efforts and dedication made him deserve a promotion to Executive Sous Chef in 2014. In 2017, he obtained the position of Operational Chef making him responsible for all kitchen operations. He is a great promoter of being able to achieve great things when we put passion in what we do.

Elvis is very passionate about what he does, to him, every day is a new challenge.

"Working in an all-inclusive hotel requires a lot of dedication. Throughout the years, I have learned new things every day and I have taught everything I know to a new generation of chefs that have passed through this hotel, which is my way of giving back to the community. I feel very satisfied with my achievements and the opportunities I've been given in the company. In the future, I would like to continue growing and learning more about my passion, cooking"

VIVIANCA L WIEL BAR CHIEF

She joined the company in 2005 as Bartender, three years later she was promoted to Bar Supervisor because of her performance and perseverance.

In 2012, she joined the Sunscape Curacao Resort, Spa & Casino team as Bar Supervisor. Thanks to her sense of responsibility and great work, she was promoted to Junior Bar Manager. Due to her compromise, eagerness to grow and customer service, she was promoted to Bar Chief in 2017.

Vivianca distinguishes herself for being someone who likes challenges and has a lot of passion for her job and, for always giving her best to achieve the satisfaction of our guests.

FATIMA WHYATT SOUS CHEF

She has been in the company for 16 years.

She started in 2002 as a line cook and a year later, she was promoted to Second Cook.

She was promoted in 2005 once again and had the chance to continue growing. She has been Sous Chef for two years and has shown an excellent performance in all her assigned tasks at all times. Her dedication, responsibility and kindness have made Fatima an excellent employee who not only contributes in her department and colleagues, she also does in other areas.



"Throughout these years I have had great achievements. One of them is representing our hotel in the international cooking competition I am Chef in 2006, where I obtained the Second place together with my colleague. I am very proud of this and it is proof that if you want something you can get it if you put all your passion in it. In a not very distant future, I see myself as an Executive Chef".



"I learn something new every day. I do not stop until I have achieved my goals. My team and I do everything to reach our goals and continue going forward. When I was given the news of my promotion, I said: YESS Thank you my Lord!! Do not let anyone tell you that you can't do something, if you have a goal, go for it!"

GUIDELINES FROM THE TRIPLE A

BY: DAVID LÓPEZ,
RESIDENT MANAGER,
SECRETS AKUMAL



Within the Food and Beverage procedures in terms of restaurant service, there is an unwritten rule: Follow the AAA guidelines. Most AMResorts hotels have to work with them in order to standardize our procedures and standards.

When we welcome our guests in any food POS, be it for breakfast, lunch or dinner; we should never sit the guest at an incomplete table or that it has a petit menage for more patrons than those asked by the patron. We should always have a small waiting area within our food POS that help us make the customer's wait more pleasant.



Should the occasion demand it, a cup of coffee or a juice can be offered at breakfast; hand wipes or a welcome quenching drink such a wine, a sparkling wine or a more elaborate drink can be offered at lunch and dinner.





GRACIAS

RESORT

F&B MANAGER

EXECUTIVE CHEF

BREATHLESS CABOS SAN LUCAS	Pablo Cuauhtemoc Huerta Flores	Jesus Salvador Bucio Solis
BREATHLESS MONTEGO BAY	Roberto Abbagnale	
BREATHLESS RIVIERA CANCUN	José Carlos Galván Paz	Erik Villar Cortez
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Alejandro Viramontes	Mauricio Sosa
DREAMS DOMINICUS LA ROMANA	Gerzain Macossay	Silvio Beltrán Rocha
DREAMS HUATULCO	Sergio Calderón Latasa	Antonio Elizalde
DREAMS LOS CABOS	Eduardo Ayala	Andres Martin Agosto Ugalde
DREAMS LAS MAREAS	Jorge Jiménez Montero	Mario Hernández Olvera
DREAMS LA ROMANA	Alejandro Garrido	Rafael Cervantes
DREAMS PUERTO AVENTURAS	Cesar Rodrigo Cortes Mejia	Jorge Alberto Ku Morales
DREAMS PALM BEACH	Alberto Torres	Mauricio Sosa
DREAMS PUNTA CANA	Edwin Saladin Inoa	Manuel Carayol
SECRETS & DREAMS PLAYA MUJERES	Martín Vázquez	Manuel Chávez
DREAMS RIVIERA CANCÚN	Diego Pérez	Jose Luis Santos Novelo
DREAMS SANDS CANCÚN	Noé Muñoz García	Rosendo Corona Correa
DREAMS TULUM	Alberto Flores	Felipe Gonzalez Celorio
DREAMS VILLAMAGNA	Luis Omaña	Julio Cesar González
NOW JADE RIVIERA CANCÚN	Erick Bismark Marker Mendoza	Luis Castellanos Ariza
NOW SAPPHIRE RIVIERA CANCÚN	Fidel Castañeda	Juan Carlos Briones Salaya
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Javier Mantecon	Jesús Antonio Martínez Bonilla
SECRETS AKUMAL RIVIERA MAYA	David Lopez Ricardez	Jose Mena Rodriguez
SECRETS CAP CANA	Felix Alberto Pilier Guilamo	Lisardo Ponce De Leon
SECRETS HUATULCO	Alan Arrevillaga Perez	Francinet Hernández Suastegui
SECRETS CAPRI RIVIERA CANCÚN	Carlos Rudich	Julio Poot Pat
SECRETS MAROMA BEACH	Jorge Zenón Trillo	Mario Jesús Blanco Magaña
SECRETS PAPAGAYO COSTA RICA	Javier Mantecón Piña	Wilberth Antonio Corrales Morales
SECRETS PUERTO LOS CABOS	Lionel Piombino	Victor Herminio Arriagada
SECRETS VALLARTA BAY & NOW AMBER	Juan Chávez	Julio Cesar García Recendiz
SECRETS WILD ORCHID & ST. JAMES MONTEGO BAY	Florian Seifert	Patrick Loumagne
SECRETS SILVERSANDS RIVIERA CANCÚN	Victor Maravilla Rocha	Denis Radoux
SECRETS THE VINE CANCÚN	Arturo Delgadillo	Ricardo Cabeza
SUNSCAPE DOMINICAN & BAVARO BEACH	Leonardo Pascual Garcia Mendez	Roberto De Jesus Alcaraz Linares
SUNSCAPE SPLASH & COVE MONTEGO BAY	Roberto Irrizari Aquino	Paul Evans
SUNSCAPE CURAÇAO	Aladino Pequero Camacho	Sencion Lopez Cruz
SUNSCAPE DORADO PACÍFICO IXTAPA	Manuel Hernández	Antelmo Limón
SUNSCAPE PUERTO VALLARTA	Daniel Betancourt	Isau Zepeda
SUNSCAPE PUERTO PLATA	Francisco Rodriguez Disla	Escolastico Ureña Rodriguez
ZOETRY AGUA PUNTA CANA	Manuel De Jesus Mota Nuñez	Giovanni Astrónomo
ZOETRY MONTEGO BAY	Ainsley Lambie	
ZOETRY PARAÍSO DE LA BONITA	Humberto Fabricio Ruiz Velasquez	Jesus Rafael Borbolla Martínez
ZOETRY VILLA ROLANDI ISLA MUJERES	Felipe S. Vega Arias	Felipe S. Vega Arias