

Salt & Pepper

February 2018 Year 3

LAYOUTS SUGGESTIVE SALE

DREAMS DELIGHT PLAYA BONITA PANAMÁ

DON'T THROW IT AWAY, DECORATE IT AND USE IT

SUNSCAPE BÁVARO BEACH &
SUNSCAPE DOMINICAN BEACH

TABLE CENTERPIECES WITH RECYCLED PRODUCTS

SECRETS AURA COZUMEL

DISH PLATING A WORK OF ART

NOW JADE RIVIERA CANCÚN

RAYAN HAYE

SECRETS ST. JAMES MONTEGO BAY



RECIPE BOOK

WELCOME TO OUR 2018 FIRST EDITION SALT AND PEPPER!

Dear All,
We completed 2017 with a good final push as always! Christmas and New Year seem to always bring out the best in people, 2017 and 2018 were not the exception. All properties of AMResorts held fabulous events to celebrate the closing of 2017.

In this first 2018 issue of Salt and Pepper, you will see a bit of the magic that AMResorts provides to our guests and teams.

That is how we closed a year with many unexpected obstacles that ultimately made us review thoroughly what we do to keep innovation, improvement and dynamism in our processes.

We finished 2017 with incredible events and activities, always with an open heart and passion to make an unforgettable experience for our guests.

We are starting 2018 at full speed. Great steps are ahead of us with a very strong competition in the marketplace and a very demanding customer. We are working hard to make 2018 the year of personal and professional growth for all our teams.

This Salt and Pepper issue is dedicated to the topic of closing 2017 and opening 2018.

We hope you enjoy this issue as much as we have enjoyed making it. With all the contributions from the hotels, we are able to see and confirm what we can accomplish as a team and as professionals always pursuing being the best at what we do.

Let this 2018 be filled with great challenges and above all success!

We will continue cooking,
F&B Committee



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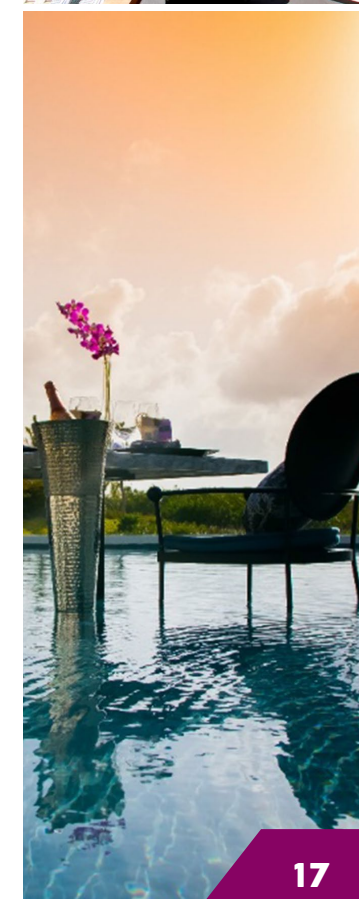
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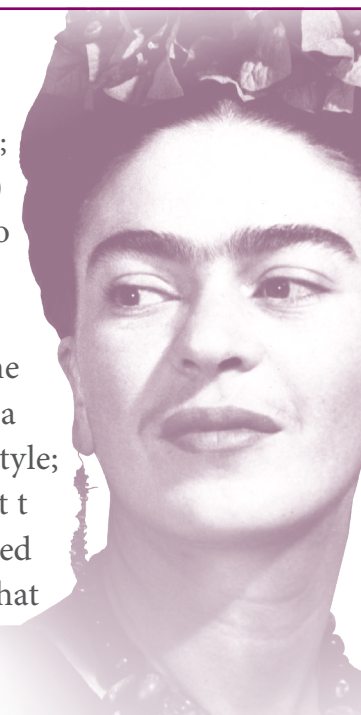
Trip would be offered to the all-important group of CORPORATE EMPLOYEE.

Thinking about the Frida Kahlo theme, it was decided that Chef's Garden was the most adequate site since it eased the atmosphere and allowed the decoration to be more spectacular as our main topic would be Frida's and Diego's Blue House, making it more vivid yet. The theme would also include some paintings from the artists, a few plants and to make it even cozier, we created a little living room similar to the one in the said house that was home to many stories.

Frida Kahlo was an extraordinary woman and a great source of inspiration when dealing with this Fam Trip. We know that Frida is a symbol that represents the beauty of Mexico, so here is a brief outline of her life:

Frida Kahlo

(Magdalena Carmen Frida Kahlo; Coyoacán, México, 1907 - id., 1954) She was a Mexican painter who was involved in the movement of the great muralists of her time and shared the same ideals. However, Frida created a completely personal painting style; naïve and deeply metaphoric at the same time due to her heightened sensitivity and several events that marked her life....



During the creation of the event, the most important elements could not be missing: food and beverage. So, our F&B team decided to create dishes that would go hand in hand with this wonderful story.

The main beverage was called "Frida's flowers" inspired by Frida and her great love for flowers.

The food and menu were carefully designed by executive chef Jose Luis Santos and his great team, who inspired by the best work from both painters (Frida and Diego), were able to take each patron to "The Blue House"

FAM TRIP FRIDA KAHLO

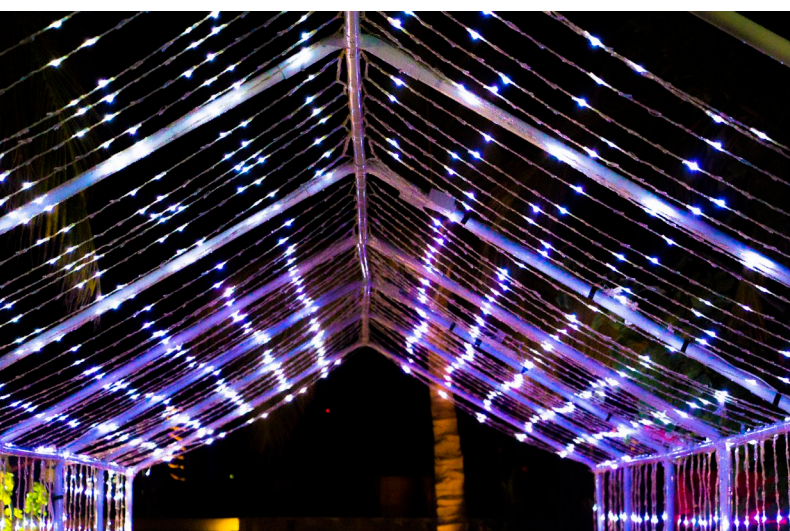
From the inspiration of General Manager Luis Miguel Ojeda, it was decided to do something completely different to represent Mexico in a FAM TRIP that was around the corner. There is no better idea than to be inspired by the love story of Frida Kahlo and Diego Rivera, a couple who was representative of Mexico although few people know it.

History, Culture and Gastronomy merged to create an unforgettable evening with a unique atmosphere that we are certain our guests will remember forever. The challenge of satisfaction was high since this Fam





LED LIGHTS CURTAINS AND BALLOONS



Winter has begun and with it, celebrations that mark the end of one more year. The days are shorter and the nights give us new opportunities to surprise our guests with magic details.

Light is one of the elements with more capacity to heighten our senses and cause positive emotions because it makes any space more appealing and beautiful.

The right lighting can be crucial for any event and nowadays there are a myriad of fun options for every space. All of them can be transferred to any celebration with a bit of creativity and without the need to spend a lot of money.

Imagine arriving at your event to find a path of warm lights leading you to your loved ones.

This was an idea that our chief steward Israel Olvera put to work. These curtains of light can welcome the attendees for any celebration or cover completely the perimeter of any venue.

Making them is as ingenious as it is simple, we only need white PVC tubes, warm led light strings and a few electric extensions.

The curtains can be as long as tall as required. They work perfectly both indoors as they do outdoors. Another idea that can give an interesting and different twist to any event is to incorporate LED lights to the average balloons.

The way to make them is quite similar to the previous curtain with lights. However, for this we need much thinner LEDs so they can be inserted in the see-through balloons. The color will be chosen according to the style of our celebration. It also works both outdoors and indoors. Helium can also be used to give that special touch.

Whatever the occasion, we can always find the way to successfully incorporate lighting details that stand out and help us create the right atmosphere for our celebration.

DISH PLATING HAMBURGUER CASTAWAYS RESTAURANT



At Secrets Huatulco we are highly committed to providing the best culinary sensations for every one of our guests. Thus, our F&B department constantly operates under a casual luxury atmosphere offering the best products and services.

Based on this fundamental rule for each of the AMResorts hotels, at Secrets Huatulco hotel, we try to create and innovate the presentation in each one of our dishes, even in simple ones such as snacks, case in point: “The hamburger served in the Castaways restaurant” which was presented in a simple and easy way.

When our executive chef Francinet Suastegui saw this, he thought of giving a better presentation to this dish that is often overlooked in terms of decoration and plating because it is considered simple “fast food”.

Our chef immediately began the search for a few elements that would help create a less

monotonous and plain plating. It was then that the boring and simple hamburger on a dish was plated on a wooden base with slate with a miniature frying basket for the French fries; indeed, decorated with our food-grade Secrets paper.

The result of this new presentation was so good that even our E-Concierge made a photo shoot to be posted on the internet and shared with all our guests. Indeed, to invite them to try this delicious hamburger in one of our restaurants with the best view “The Castaways restaurant”.

BRAND	BRAN CODE	DESCRIPTION	IMAGE	UNIT	QTY.	PRICE PER PIECE	TOTAL (PESOS)
Matfer	MF-051136	Individual basket 10x8.5x8.5 cm		Piece	1	\$126.89	\$126.89
Vollraht	WB-8007-06	Metal basket with ramekin support		Piece	1	\$141.74	\$141.74
Vollraht	V-533-06	Black ramekin 2oz.		Piece	1	\$11.50	\$11.50
Revol	RE-640614	Rectangular board		Piece	1	\$522.44	\$522.44
Revol	RE-641661	Bamboo tray for steak board		Piece	1	\$588.98	\$588.98
Winco	WBKH-5	Snack cone with ramekin		Piece	1	\$129.19	\$129.19
Publibag		Food paper with logo, 36X46 / Thousand		Paq. Thousand	1	\$727.50	\$727.50
TOTAL							\$2,248.24

“...Secrets Huatulco hotel, we try to create and innovate the presentation in each one of our dishes, even in simple ones such as snacks”



The pizza baking process is achieved when the oven reaches 300°C (572°F). It must be taken into account that the main characteristic of Italian pizza is that the dough must be thin, crispy yet soft to taste which depends on several factors; the oven is one of them and it is just as important as the flour and dough elaboration.

The baking process of the pizza is made through different heat transfers. Firstly, conduction which is the heat transfer transmitted directly between the refractory surface of the oven and the pizza dough by direct contact. Secondly, by convection because it is in contact with the hot air in the oven. In wood-

fired ovens, there is a third type of heat transfer, reverberation (reflection) of the heat transmitted by the flame of coal.

This last type of heat transfer is the main difference between a wood-fired oven and an electric one since the heat of the flame from the wood transmits a different aroma and toast to the dough.

The technical level of the pizza man who works with a wood-fired oven is higher than the one who works with an electric oven. It is necessary that the pizza man working with a wood-fired oven be experienced in the baking of wood-fired pizza since it is necessary that he understands the types of heat transmission of the embers.

Wood-fired ovens are built with the following main materials:

heat resistant clay, sand, cement and bricks. Building a wood-fired oven is not a mammoth work and anybody moderately skilled could do it.

At our hotel Sunscape Puerto Plata, we purchased our Wood-fired oven which is operated with fallen tree logs which guarantees that we are being friendly with a sustainable environment.

Therefore, do not hesitate to join us, you are most welcome in our house to enjoy a delicious "Italo Puertoplateña" pizza with us. *Bon appétit.*





LAYOUTS SUGGESTIVE SALE

In this world, we can find lay outs that can create illusions that are developed in our brain since it cannot clearly differentiate reality from what's been observed and how it is perceived.

Perception is the psychic function that allows the organism to form a conscious impression of the physical reality of our surroundings through the senses and then portray our ideas through the use of recycled raw material, achieving effects and unforgettable memories in our guests. Year by year, we have the challenge of improving our wine sales

during the December holidays. So, we took on the task of creating a visual logistic of lay outs on the most outstanding dates of the month, such as December 24th and 31st.

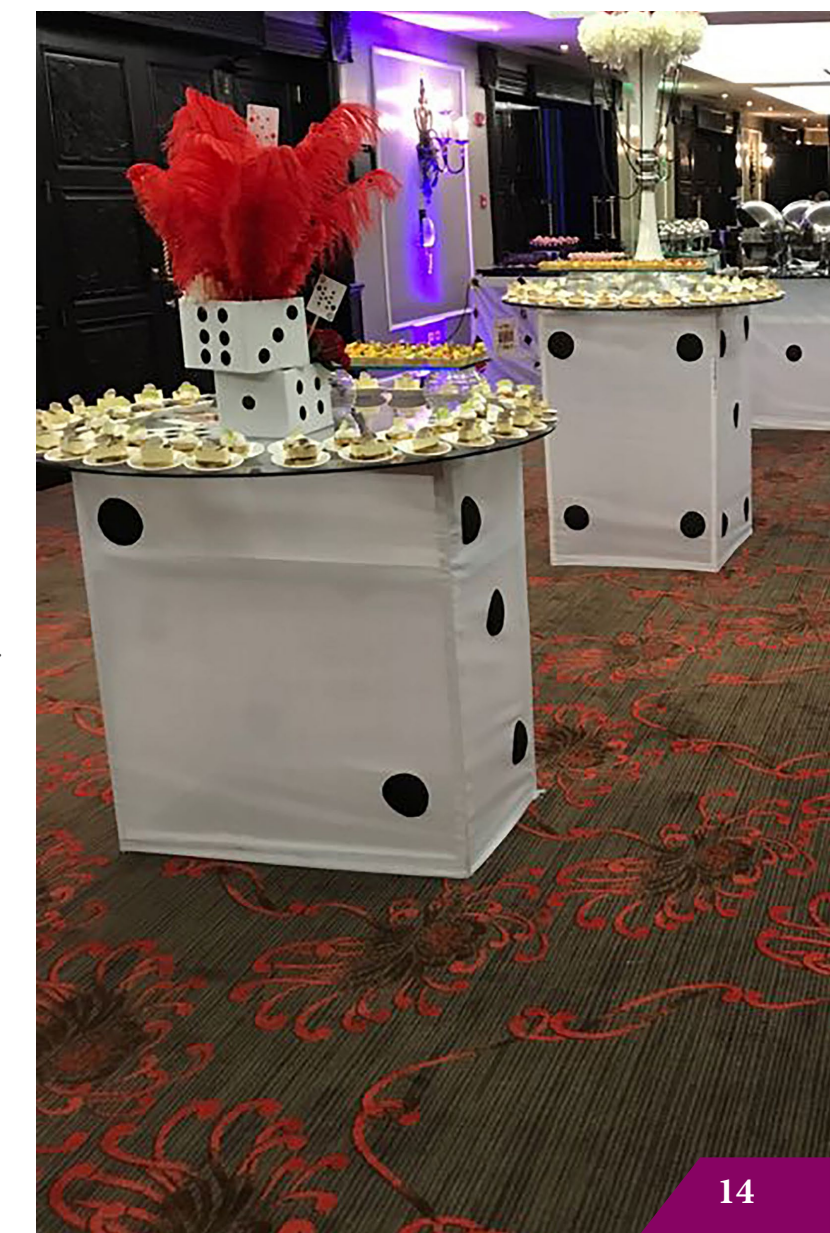
We obtained better engagement and imagination from our guests by implementing our method of suggestive sale using the imagination where they can feel at the event in that exact moment. This is how we improved our non-package revenues.

Team work is one of the most fundamental parts in our AMResorts philosophy.

From that general idea, the team set out to work together achieving a lay out with the participation

of different departments contributing with their knowledge and effort. Both the Chef who set out to be creative, as well as the imagination and creativity of our sales team, who are always innovating and imagining, achieved an amazing theme lay out using recycled material.

Meanwhile, the service team managed to exceed the wine sales of last year using a method of suggestive sale in which we used our guests' imagination. Here we show that there is no need to make great investments to achieve great constructions.



COCKTAIL TABLES AND REGULAR TABLES WITH LIGHTNING



The only investment to be made was the extra material required to build them since most raw materials were already at home.

Besides being made of the residual wood from some other tasks, the tables were handmade with a special finish that allow them to be easily cleaned. Better yet, they are eye-catching without the need of table linens which also allows us to save in linens, decoration, time, effort and natural resources.

The total labor cost was approximately \$900 for the cocktail table and \$1,600 for the regular table which also has its very own lighting. Fortunately, the investment was quickly recouped since theses tables are leased as “Extras” in weddings and private events that take place at the Hotel.

Without a doubt, this operation equipment has given us great results and customer satisfaction towards the product has been quite favorable since we have had very good feedback from our guests on the matter.

In order to give a special touch to the lay outs at Dreams Tulum Resort and Spa, the team set out to look for a novel idea that could give a visual and functional plus to weddings and private events but it also had to be beautiful and affordable.

After brainstorming and following the eco-friendly, organic and natural avant-garde trend, the steward team realized the need and lack of cocktail and regular tables for event lay outs. They concluded that such tables could be made at home, reducing significantly their cost if they were bought externally.



“the tables were handmade with a special finish that allow them to be easily cleaned...”

ROMANTIC VIEWS TO THE LAKE



As part of our commitment to the environment and recycling project, we have reused the wooden pallets in which goods are delivered to the warehouse to make vintage-style tables for our romantic dinners. New lay outs were created for the romantic dinners with a beautiful and relaxing view in front of our lake located in the Spa area.

Currently, the new dinner lay outs have had a great impact on our Non-Package Revenues (NPRs) since we have created new options where our guests enjoy a pleasurable massage and then taste a delicious menu that woos their palates.

This style of recycled-wood tables is used for different events such as Hindu Nights, Pirate Nights and Cocktail Afternoons where these tables provide a fascinating visual impact for this kind of events.

We have also created Sunset Relaxing Cocktail, a spectacular stage where beautiful sunsets can be seen. These are two different special places we have chosen and fitted to sell unforgettable romantic moments.



According to many stories, the word mangú appeared during the first invasion of the United States (1916-1924) to the Dominican Republic when a couple of soldiers tried this mashed plantain and the first thing they said was “*Man, Good*”.

The peasants at the place who didn't speak English thought the soldiers called the dish “*Mangú*”, a term they keep using to date.

DOMINICAN MANGÚ

The history of the Dominican gastronomy has been surrounded by tales and stories that have been passed down from generation to generation, including legacies from Spanish, Taina and African cultures.

One of the most beloved dishes by the Dominicans is the famous mangú. Mangú is plantain purée dressed with butter and is generally eaten with fried egg, breaded cheese or fried salami.



TABLE CENTERPIECES DECOR



Fusing innovation with looking after the environment. In our Secrets & Now hotels, we are flattered to receive recurring clients and we want to provide them and everyone with a detail that makes the atmosphere of the breakfast restaurants into a warm and welcoming one. So, we have changed the traditional flower by a magnificent bamboo which continuously renews itself and by living longer than the flower, it also has a much lower purchase value. We are certain our distinguished customers like them.

Considering a 24-week life cycle for the bamboo, in this project we decided to do research with 120 pieces every 6 months, maintaining them with appropriate care to increase their durability. With an initial cost of \$22MXN per piece, we would obtain an approximate annual saving of \$31,357.50 compared to the number of carnations that were used, 560 pieces per month with a monthly cost of \$4,200MXN.

PIECE	UNIT PRICE	ANNUAL COST 2017	ANNUAL FEE	ESTIMATED SAVING 2018
Clavel	\$ 7.50	4885	\$ 36,637.50	\$ 31,357.50
Bambú	\$ 22.00	240	\$ 5,280.00	

Considering the life time of the bamboo of 6 months.

SHOW DINNER

At SEMRC, we work with the philosophy of continuous improvement in order to better ourselves day by day. That is the case of wine sales which we know are a fundamental part of AMR. So, we have developed Show Dinners in our theater together with different departments of the hotel, generating very good wine revenues while providing an added value to all the existing activities and shows. Additionally, our executive chef and his team have showed off their experience and creativity by creating a special menu depending on the show without hurting quality, cost or budget.

At SEMRC, we have succeeded in conveying this philosophy to our colleagues and employees which generates an important revenue for the monthly GOP. It also increases the satisfaction of our guest who enjoys taking part in these activities enjoying a good bottle of wine and a different dinner.

All of the above cannot be achieved without the great work of our sales team led by our Sommelier, Food & Wine concierge and Jr. Sommelier who are directly responsible for the training and sales follow-up of our staff. As proof of this practice, let us share with you the sales we have achieved this year with our events: up to November, we had obtained an additional \$120,187.00USD with this practice.



	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
FOOD & WINE CONCIERGE (PRESALE)	\$1,948.28	\$7,181.03	\$8,561.21	\$7,058.62	\$7,781.03	\$7,637.07	\$9,411.23	\$7,325.00	\$6,336.27	\$3,887.07	\$8,217.05	
SHOW DINNER (SALES ON SITE)	\$3,663.79	\$3,856.03	\$4,103.45	\$4,469.83	\$4,060.27	\$2,987.07	\$3,017.24	\$5,425.00	\$4,883.62	\$2,442.24	\$5,935.34	
	\$5,612.07	\$11,037.07	\$12,664.66	\$11,528.45	\$11,841.30	\$10,624.14	\$12,428.47	\$12,750.00	\$11,219.89	\$6,329.31	\$14,152.40	

At SEMRC we are convinced that teamwork is the best way to achieve our goals.

**DON'T
THROW
IT AWAY,**
DECORATE IT
AND USE IT



The wood is a renewable resource, abundant, organic, economic and very easy for work. In Sunscape Bávaro Beach Punta Cana & Sunscape Dominican Beach Punta Cana, we are committed to taking care of the excessive tree felling, being the line of the AMResorts brands with a conjecture a bit more decreasing than the rest. The Food and Beverage Department is known for being creative and with an imagination that surpasses the expectations of our guests every day, by putting our soul and heart into what we do.

When it comes to show off our buffets and special events, our team achieve amazing results in the loss of wood from the maintenance department, read, room doors, dressers, ceilings,



furniture confiscated, among others, to make this entire fantastic shelf, boxes and decorative figures enhance our assemblies and thematic events of everyday life.

This daily practice gives us the opportunity to play at the same time have fun, making different designs according to the theme of the day; if we add to this that in the end, the results are impressive knowing that we significantly reduce the expense of the cost in the Food and Beverages Department, it becomes an extra so that our work to be more motivating than it usually is.

In these times when the economy is putting us uphill, nothing we appreciate more than good advice to reduce costs, as well as make your budget your best cost - benefit ally. At Sunscape Bávaro Beach Punta Cana and Sunscape Dominican Beach Punta Cana, we reveal how doing it, having fun and making this a motivating experience.



SNACK MACHINE & KIDS KORNER BAR

As part of the innovation to flatter our guests, we have implemented new concepts that distinguish our Sunscape brand in AMR.

We have a Food Truck called “Snack Machine”. It is a different way to enjoy delicious snacks during the day and culinary specialties during the night. We serve them from our Food Truck in the informal and relaxing comfort that our guests enjoy.

Our KIDS KORNER BAR, exclusive for children, is an area where alcoholic beverages are not served. Our barmen have a mix of colorful and flavorful beverages for children with a fun touch in an exclusive atmosphere for them.

This zone in the hotel has been designed with joyful colors in a surf and comfortable atmosphere to delight with snacks and specials of our bar kitchen team.

Undoubtedly, these concepts will be an icon of the SUNSCAPE brand.



“...Our barmen have a mix of colorful and flavorful beverages for children with a fun touch in an exclusive atmosphere for them”



TABLE CENTERPIECES WITH RECYCLED PRODUCTS

We know that our guests increasingly ask for trendier and more cutting-edge things with recyclable products.

So, this year we decided to make the centerpieces of our tables for our theme nights solely with reused products.

These activities also foster teamwork and a sense of belonging since there is nothing more rewarding for someone, than to be able to say: I did it or we did it together.

What is trendy or whether it looks good or bad could be questionable in terms of decoration. However, nowadays we have an endless amount of visual and creative support thanks to social media such as Instagram and Pinterest which not only tells you what is in fashion, often times it even tells you how to do it.

We now show you a sample of our table centerpieces made of recyclable bottles and paper.

The theme nights of this year were Wonderland in Sunscape and Golden Party in Secrets.



DISH PLATING A WORK OF ART



When we talk about cooking, we always talk about taste and innovation but we forget about something that is just as important: “PLATING”. Many don’t talk about plating a dish or perhaps they overlook it because they are just focusing on flavor. What they do not realize is that plating is the end result of all the work done by the cook and that it is just as important for the visual effect in the brain perception of the patron. Why? Because nowadays, cooking is said to be an artform that we should equate to a painting, a piece of art.

But then again, being an artist is not easy nor is it being a chef. Everyone might know how to cook but reaching the end result for our patron entails several steps.

We have to be careful when plating because sometimes instead of having a piece of art, the plate gets dirty by sprinkling inedible things around it that make it look bad. There are also several kinds of plating for events, catering, etc.

“...plating is the end result of all the work done by the cook”



It would be simple to place products on a plate, it’s easy to say that but nowadays we have to be careful with the shape of the plate, follow some rules, use the imagination, be cutting-edge, apply architecture techniques as was the minimalist technique applied years ago, use artist’s tools and painter’s techniques such as brushing, a simple syringe, a spoon, add color contrasts to the picture and then it all sounds too complicated.

For a long time, plating was done abundantly and without any aesthetics. In those times, cooking had not evolved, used the same ingredients and we did not go further from good cuisine in terms of flavor.

THE ARCHITECTURE OF GASTRONOMY

How do we merge the world of architecture with the small and delicious textures offered to us by the universe of gastronomy? They are two disciplines that share the love of art which is perceived as something that brings them together and combines them.

In Architecture, architects look back on several representative works that define their career at the time.

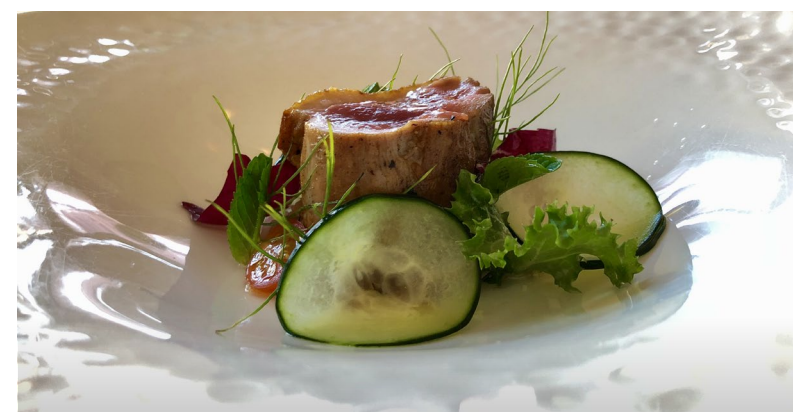
In Gastronomy, chefs are responsible for the culinary interpretation of the experience

His personal assessment is completely positive: “this kind of initiative is a medium for a group of people to voice their work philosophy. Some do it with concrete and steel, others do it with oil and salt. What we have in common is the passion for the job, the pleasure of innovating and the desire of showing that sensations and emotions can be expressed through an architectural piece or through a culinary creation”

Now let's talk about the evolution of plating. As it was mentioned previously, plating should be compared to paintings and pictures. In the evolution of plating, painting serves an important function as does its history, everything from cave paintings to surrealism all the way to modernism, paintings have changed as have dishes.



Every art movement evolves as time goes by, this depends on fashion, tastes, products and trends. Since cooking has its essence in the creation of a dish, the way of presenting it to the patrons has changed by using the same ingredients, varying the technique and details as if it were a new painting.



Neo-Latin Cuisine

Fusion cuisine is an umbrella term used in gastronomy to indicate both the mix of culinary styles of different cultures as well as the mix of ingredients representative of other countries, the mix of seasonings and/or spices, culinary practices, etc.

Cuisine fusion occurs in several ways and in some cases, it might be fostered by the creativity of a chef community.

Minimalist Gastronomy

As its name indicates, it is small but focused on detail with a lot of flavors in a mouthful. Its thing is to experience different flavors and textures in the same dish but in different bites. So, food has to be no bigger than 2 inches while having very basic geometric figures. It plays a lot with really big plates and with black and white.

There are plates of all kinds of shapes and materials such as flagstone, wood, molded ceramic, etc. There are plates that even change colors, a plate style that is adopted by the molecular trend that is currently called multisensorial cuisine. With the advent of molecular trend and cuisine, the world of plating grows every day.

CREATING SET-UPS IDEAS

Use the surroundings in new ways, this will motivate your participants if it is a meeting or your guests if it is an event. Work with inspiring interiors and enhance the senses of your participants with fun lights, scents and decorations. The venue could be a meetings room or an outdoor theatre. Everything is possible as long as the physical frame generates energy, concentration and creativity. Also, with the power of social media nowadays, a good and creative set-up could turn into an organic way of marketing the property thanks to the posts of the attendees.



Physical configuration plays a crucial role in meetings and events. The room where the event is held is not solely made up of 4 walls and a roof. The room itself dictates how the guests meet and interact among themselves, so the key is to optimize the space without leaving operational practical aspects to the side (Wi-fi, outlets, adapters, equipment, lightning, food and beverages, etc.).

The key for offering food and beverages as part of meetings set-ups is to provide something light and healthy: coffee, tea, juices and water are needed. Several options for dietary restrictions should also be available. Everything mentioned above will inevitably have a positive effect on the energy and mood of the participants for the rest of the day, contrary to being bloated due to serving something quite heavy to digest and hard to eat.

Generally, conversations start on their own and the participants will appreciate being able to stand for a while, more so if they have been sitting down all morning. Thus, high tables should be placed near the meetings table so that the participants can stretch their legs, get to know each other better and talk in a different atmosphere.



SUNSET ROMANCE

Start the day with a massage, enjoying the beach in the exclusivity of a wooden pier specially decorated for you. Everything is carefully prepared for romance, while the sound of the waves breaking in the soft sands, interprets a placid serenade for you.

Enjoy total privacy in an exclusive Caribbean refuge that we built for you and your partner, accompanied by an exquisite first class dinner and excellent service to measure.

A romantic dinner is the perfect time to order your hand, complement that exceptional honeymoon or to commemorate a wedding anniversary.

“This definitely helps in the sale of romantic dinners and increases the sale of wines!”





CREATIVE SALES

Fattening the piggy is unquestionably an effort that has to be done by everyone, with well trained and sales-oriented staff.

We should not miss sales opportunities in creative situations or different places.

This is a good element to meet sales objectives and customer satisfaction.

Identifying pretty places in the hotel such as a terrace, an indoor garden; indeed, an ocean view on the sand, etc. can help a lot when convincing a customer to buy something from us.

In our hotel, Dreams Las Mareas, we sell the huts in the pools and beach areas for the customer to spend the day in a comfortable place while enjoying a good bottle of cava or champagne paired with fruits, a cheese table, cocktails and our personalized and constant attention. The price can vary depending

on the package chosen by the customer but the cost is around \$100.00USD per hut. These are efforts we do successfully and that have helped us improve the non-package revenues.

The front-desk, pool concierge, waiters, bartenders and Sommelier are the sales agents who help us promote these places quite successfully.

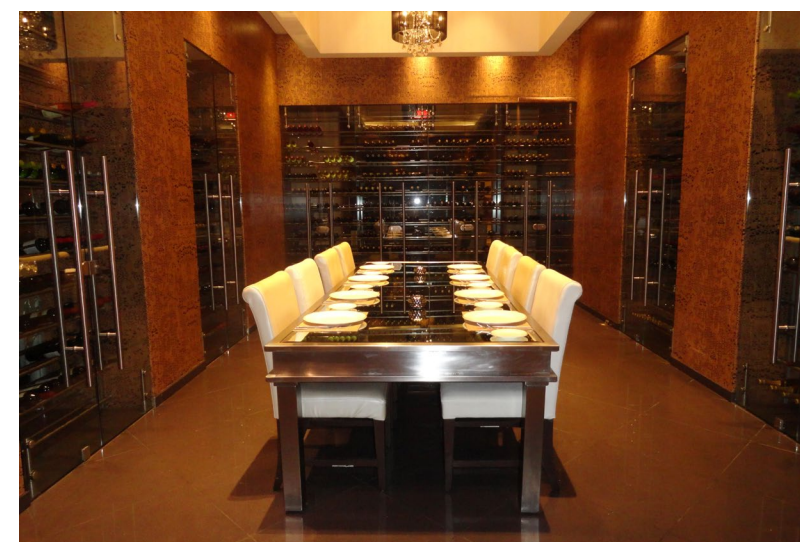


Romantic and Family Dinners

With the recent creation of two wine cellars with a capacity for 4 to 6 people, Cava Tequilera next to the Mexican restaurant and La Cava Caracol at the entrance of the Portofino restaurant, we offer them in return for wine purchases with very good results.

We offer the cellars for dinner with the menu of the respective restaurants in return for purchasing \$200.00 or \$250.00USD in wines which the customers gladly accept because of the privacy and special service we give them.

The romantic dinners that we have offered successfully in Habanas, the beach and recently in the terrace of Club Preferred with minimum revenues of \$200 and \$300USD per couple have become a good source of revenues which goes up if a bottle of wine is sold to the customer.



Bridal Suite at the SPA

We have Bridal Suite at the Spa that is like a hospitality room at the SPA that the brides and their friends use while they are getting massages and getting ready for the great celebration. This not only allows F&B sales but it also promotes SPA sales.

Wine, Tequila & Rum Tasting among others

This is an activity that we do three times a week as an entertainment element but that we also use to promote our rums and wines since it is a sales opportunity perceived by the customer as an added value or service. We take advantage of it by doing a rum and wine presentation and we make the most to do instant sales with a suggestion or value offers for them.

“Identifying pretty places in the hotel... can help a lot when convincing a customer to buy something from us.”

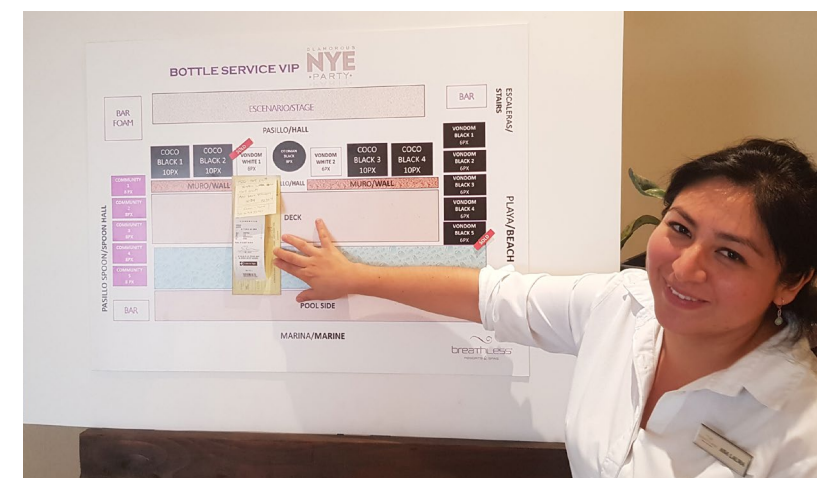


The non-package wine sales in party hotels such as Breathless move us to promote premium distillates as well as Champagne. We have also developed the pre-sale of “SPOTS VIP” where people wish to be seen by the rest of the guests and which at the end of the day gives them a certain status.

For the new year, a “SPOTS VIP” pre-sale was done and with the help of a lay out at our beach

club access we were able to sell 100% of these spots which add to the wine sales in the rest of the food points of sales of the hotel.

We repeat this formula in events such as the SUPER BOWL, DJ parties and so forth.



CHRISTMAS AND NEW YEAR'S EVE PARTY



In the region of Taxco, Guerrero, Mexico, the poinsettia flower was known as tlazochitl which means “flower that withers”. It was used by the Tlahuica tribe as a medicinal plant believed to be given its name because it lost its freshness shortly after being cut.

Christmas arrived together with the Spaniards. Friar Bernardino de Sahagún, founder of the Xochimilco convent, is credited with using

euphorbia pulcherrima (poinsettia’s scientific name) as an ornament in the first nativity plays. The natural cycle of the plant played a fundamental role.

For its leaves to grow and become red, poinsettia needs 12 uninterrupted hours of darkness which only occur in December and the Christmas holidays. Since then, poinsettia is a symbol of Christmas in Mexico and around the world.

At Secrets Capri, we celebrated Christmas with our guests with a Mexican-style Christmas Party in the pool area with a special celebration where the Mexican contrasts dressed and provided a festivity and elegant atmosphere.



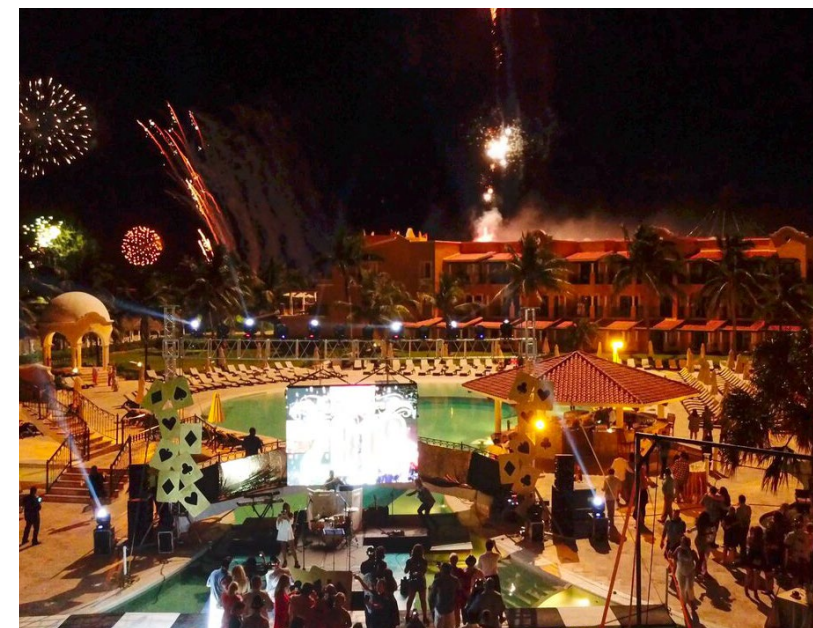
“..poinsettia is a symbol of Christmas in Mexico and around the world.”



The lay out was done for 350 people with the options of the open specialty restaurants for our guests. The night began at our main lobby with the visit from the Salvation Army kids, who celebrated with us full of energy with Christmas carols. The main dinner was done in the pool area with a traditional Mexican show and a grand buffet with a vast array of food, which were enjoyed by our guests.

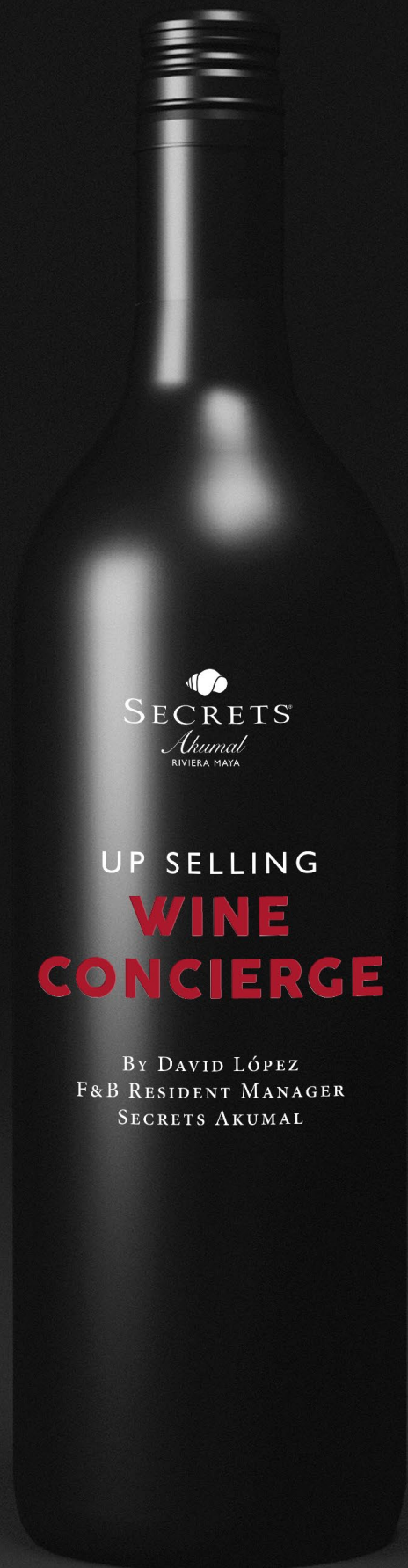
Perhaps, New Year’s Eve is the party that most people attend since in a way, most human beings have a reason to do so; whether it is to celebrate the arrival of a new year or because a year is going away and won’t come back. What is certain is that New Year’s Eve is a global and very emotional holiday.

Casino Royale was our theme for New Year’s celebration. Gambling was present during the opening of the event and our guests were excited to try their luck. The theme show started from 7pm up till the countdown.



The stage was a floating platform on the pool and guests enjoyed the show and dance until 2 in the morning.

A great event with white and gold that made the most of our theme.



It is well known, that the Secrets brand hotels identify themselves as always looking for good practices and ideas to improve the up-selling of wines, we have not stayed behind in Akumal. This year, we are implementing a strategy from the reservations table together with our Wine Concierge. It is as follows:

1- Firstly, we contact the recently checked Guests with the help of the Concierges in order to bring them together with the F&B reservations desk where our Wine Concierge explains each and every one of the activities that we have at the hotel: everything from our theme nights up to Romantic dinners at the beach which are mostly sold by the Concierge.

2- We have created custom-made packages for the wallet of every customer in order to direct his attention towards wine consumption through attractive and good taste options recommended by our Head Sommelier and Wine Concierge.

3- Each package is designed with 3 bottles of wine which can range from a white one, a red one and a sparkling one or Champagne. This is with the objective of doing their Dine Around in the food POS according to the package and/or wine they chose.

4- Basically, with the purchase of these packages, the guest receives his Dine Around in return, at a special table in his preferred restaurant and the best of it all: whenever he chooses, he does not have to wait in line or wait at all in the case of peak hours in the food POS.



5- Once he is at the restaurant of his choice, he has the distinction of a personal identifier with his name or last name on it on the table with his bottle of wine, whichever it is. Besides, the Chef comes out to greet him as part of the protocol.

This is turning out to be a good sales strategy that is resulting in more wine consumers because they know that by doing this they will be more recognized in one way or another in the food POS.

This is helping us generate higher wine sales volume both in bill average as well as per bottle which represents a 25% of the total monthly sale of the budget of wine sales.



We appreciate their additional effort and at the same time promote a healthy competitive ambiance. We have noticed that those who are recognized in this manner keep a high motivation level throughout the year and their sales stay on the rise.

Once we have a highly motivated team that knows we genuinely appreciate their work and we go one step further to recognize it in front of their peers, we make sure that they have all the tools and opportunities in front of the guests to promote our additional experiences for upselling. Believing firmly that love enters through the eyes, we always keep in mind the benefits of good product visibility.

We set up an attractive wine & cheese display with our sommelier, promoting the best wines in our list. Chatting with our guests he discovers their particular preferences and recommends new pairings for their favorite dishes. We offer to have their wine ready for dinner in our specialty restaurants and by the time they arrive to their table it's in perfect service temperature. This presale strategy promotes wine sales through the duration of their stay and increases guest satisfaction overall.

In summary, honor where honor is due. Let's recognize those in our team that excel and create perfect sale opportunity moments.

Besides training and information to promote sales and a better guest approach, we know that keeping our team highly motivated through fair and continuous recognition is our most important task.

Because of this we have implemented a monthly recognition program in which we give our best sellers \$5,000 Dominican pesos in a public ceremony.

The heart and soul of any strategy is people. Any innovation, display or tool in which we may invest will always depend completely on the enthusiasm and attitude with which our collaborators present it to the guests.

Which is why without a doubt our strongest bet is always for our team.



NON-PACKAGE REVENUES, WINE SALES AND XMAS BRUNCH BUFFET

Looking to increase the non-package revenues, our Food and Beverage and Sales team proposed the creation of a XMas Brunch Buffet package. It consisted in creating a menu related to the island according to the season. It was attractive to the local market which had an upturn on December 31st, when we were able to capture a good number of locals who came to enjoy the last night of the year with us.

On the Food and Beverage side, we had custom wine sales for every guest depending on their budgets both for Xmas and for New Year’s Eve dinner. Table reservations were made with the purchase of bottles of wine.

This helped increase wine sales revenue, take out slow-movement bottles from the inventory and up-grade the dinner of our guests who basically benefited from the satisfaction of drinking wine in their family dinner at an affordable price, becoming a mutual benefit.

HOW DO WE PROPOSE IT?

This is when we have to apply all the sales techniques, using Preparation and Presentation with the local market and the hotel coordinators to talk about these packages and be able to sell them more effectively.



We are persuading you that this can be a good way to give a plus to your guests in your events without it being an excessive increase in your event budget, offering a presentation so that the customer can verify the quality of the product.



CHRISTMAS BRUNCH Y NIGHT PASS DIC 25 Y 31, 2017							
TOTAL PAX		TOTAL INCOME USD		NIGHT PASSES		TOTAL INCOME USD	
43		\$2,300.00		32		\$1,920.00	

Hotel	Total Bottles 2017	Total Bottles 2016	Variation %		Total Income 2017	Total Income 2016	Variation %	
SUCUR	130	92	38	41.30	6,765.33	4,500.00	2,265.33	50.34

WOOD-FIRED PIZZAS

SELLING

The objective of this project is to show the increase of non-package food sales under specific procedures and policies for the correct workings of the home delivery operations of Pizza Shop.

Our concept is simple, a traditional Italian pizza with the traditional flavors of its regions with fresh produce without any artificial flavorings or supplements. We distinguish ourselves by making the pizza in a wood oven giving a crunchy touch to the pizza dough.

The products used in each one of our recipes were chosen by our Executive Chef using produce of local vendors and using spices from his own gardens located in the premises of the hotel. This is done to obtain a better product and be able to use the most of our ingredients while enhancing natural and fresh flavors that other restaurants might not be able to achieve with lesser quality items.

“We distinguish ourselves by making the pizza in a wood oven giving a crunchy touch to the pizza dough.”



PRICE	PIECES SOLD	VARIETY + SALE	SALE \$
150	19	Hawaiana	2,850
150	9	Pepperoni	1,350
150	6	Italiana	900
			5,100

JAN			FEB		MAR		APR		MAY		JUN		JUL		AUG		SEPT		OCT		NOV		DEC
2	300	2	300	2	300	2	300		-	2	300						2	300	3	450	4	600	
1	150	1	150	1	300	1	150	1	150		-							-	1	150	2	300	
1	150	1	150	1	150		-		-		-						1	150		-	2	300	
	600		600		750		450		150		300							450		600		1,200	
					1,950						900											2,250	

EVENT DESK SALES AGENTS



Every day, our Event Desk sales agents, who never rest, are out on the hunt to close sales. Internal competition keeps them motivated to be the best salesperson. It is not big numbers what keeps them going: it is the recognition, small rewards, telephone credits and a simple thank you on the right moment that makes them do their best.

Their selling techniques range from a one-on-one calm and sophisticated talk to a very active focus to promote their products and packages to all our guests. Their operations center is at the entrance of our World Café, a place that allows them to identify perfectly, meet and find guests for their sales pitch. Several packages are available for them, which not only improves the guest experience during his vacation but it also generates additional revenues for our company.

Their sales portfolio includes the following:

1. Candle-lit romantic dinners (packages): Silver / Gold / Platinum / Diamond
2. All spa services
3. Room amenities, cakes, petit fours, etc.
4. Wines and Champagnes
5. Butler services
6. Birthday and Anniversary packages
7. Proposals Package that includes flower arrangements, Sunset Champagne, photo opportunities and more if needed.
8. Beach sunsets package - Champagne or wine with chocolate-covered fruits, including a photography package are offered to our customers.



They create memorable moments when they meet and interact with the customers. They guide the customers through the different packages contributing with their recommendations and suggestions that they know will make their ideas become a reality without any setbacks.

For a couple who is looking for intimacy in a private atmosphere, arrangements and beautiful decorations, night cover, chocolates, roses, beautiful and pleasing surprises are made.

For those guests who only want to relax and restore their inner “Zen”, we recommend our spa and hydrotherapy to reset the balance they are looking for.

Although our standard packages cover all the necessary things for these special occasions, our team specializes in the specific requirements of the husband-to-be so that their memories are extra special.

Our Events Desk team contributes to the success of the resort with a sales average of 250 spa treatments, over 400 romantic dinners and around 10 birthday cakes a month.

Christmas and New Year sales contests are done in December. There are special offers available for certain wines with a reduced price by our vendor.



Clary Beatriz Meza Reyes Chef de Partie

“...she stood out for her learning ability and her ease to learn in such a short period of time.”

She is originally from Cancun, Quintana Roo. She was born on January 3rd, 1992. She told us she decided to do her Gastronomy BA degree before finishing high school, convinced that cooking was what she was most passionate about.

Irma del Socorro Reyes May, her mother, and José Omar Samuel Aarón Reyes May, her brother, have always supported her academic and professional growth. It must be stressed that as a student, she did her professional practices successfully at Secrets Capri hotel, where Chef Jorge Ku saw what she was made of. She finished her BA at the Technological University of the Mayan Riviera in Solidaridad, Quintana Roo.

In spite of her passion for gastronomy, she had to wait for almost a year to obtain the documents that certified her as a BA.

During that time, she found a way to work at the kitchen of Dolphin Discovery. She joined Dreams Puerto Aventuras in 2015 as C Cook since Chef Jorge Ku had been trying to reach her.

It was a new challenge for her professional development in the hotel industry. She joined the team of Oceana restaurant with Chef Araceli Hernández. After 5 months of hard work and training, she stood out for her learning ability and her ease to learn in such a short period of time.

During 2016, her level of commitment and responsibility in each task assigned to her, earned her the opportunity to participate in the project of developing a small menu and present it in a lunch for the Executive Committee. She received excellent comments and succeeded in obtaining the position of B Cook.

Her excellent attitude and commitment towards the team had to give her results again. So, after only 6 months she earned the opportunity to sit an exam of making a 5-course set menu, whose presentation, texture, temperature and dish design were graded, for the Executive Committee and which the cooks have to present themselves. Once again, she got excellent comments and commendations which made Clary climb the next level as A Cook.

But that was not enough for Clary, she is always open to new challenges and after a few internal changes, she accepted to take over as Chef de Partie at Oceana restaurant. But it was not all sunny days and calm waters, due to personal reasons, Clary

decided to leave us in October 2016, leaving a void hard to fill in Oceana.

The life of Clary recovered its balance and the waters calmed down, so she surprised us in January 2017 by wanting to come back to us, her home and go back to Oceana.



▼ **Henry Alberto Betancourt Méndez**
From Bartender to Bar Maître D'



▲ **Adrián Castañeda Palma**
From Steward to Bartender



► **Marcos Gutiérrez Méndez**
From Steward to Waiter



He comes from the Guanacaste province. He was born in Liberia, Costa Rica in 1998 but he spent his childhood, Elementary and junior high school studies in the Canton of Philadelphia.

He started at AMResorts in 2016 as an intern of CTP of Philadelphia. He always voiced his wishes to continue working in the hotel in the Food and Beverage Department, a goal he did not achieve that year.

However, he did not give up and he started working in the Steward Area in February 2017 and he immediately

resumed his practices for Bartender. Thanks to his responsibility, enthusiasm and effort, he was finally promoted to Bartender in November 2017.

At his short age, one has to acknowledge his desire to better himself and compromise in every situation he has had to live.

We wish him a lot of success and that he keeps growing and learning at AMResorts.

He is originally from Liberia, Costa Rica. He did his basic studies up to 9th grade when he had to drop out of school in order to work and support his family.

His story in F&B started in 2010 when he worked in special events for an American family. He discovered his passion for gastronomy which moved him to continue his studies and train at the National Learning Institute (INA, its Spanish acronym) as Professional Bartender and Waiter doing subjects such as: molecular cocktails, mixology, wine, food preparation in front of the customer.

He joined AMResorts in 2015 as Bartender. He has constantly stood out thanks to his warm and joyful

service, responsibility and discipline. In 2016, he started doing his practices for Bar Maître d', a position he attained in 2017 thanks to his professional achievements.

Besides the passion for his job, Henry enjoys motocross and sports fishing, his favorite hobbies.

His goal is to be F&B Manager. Thus, he learns, supports and grows professionally day by day. His favorite phrase is: *"nothing is impossible"*.

Originally from San Blass, Carrillo, Costa Rica, Marcos started in the accommodation field two years ago in another hotel chain where he held the position of Steward.

When looking for an opportunity, he started worrying about having new options that could help him grow personally and economically when some friends told him about Secrets Papagayo Hotel, which was in its opening process.

He joined AMResorts enthusiastically in December 2015 as Steward. He stood out because of his great attitude,

desire to better himself, passion for service and support shown to his colleagues throughout his operational practices. The latter bore results exactly a year after he joined when he was promoted to waiter at Market Café. There he continued doing a brilliant job and standing out thanks to his great customer service which have been stated in customer comments in different outlets who he has captivated.

Marcos has a five-year old daughter and he tries to be her best role model every day.

STORIES OF EFFORT AND DEDICATION THAT INSPIRE



SERGIO ÁLVAREZ

...“ he has characterized himself as person of challenges, which he works on until he beats them”

He belongs to Dreams Los Cabos since 2011. He started at the beach bar as a waiter supporting the banquet area and romantic dinners. He met all the requirements and proving himself as a good leader, he was given the responsibility of being in charge of the bar department. New challenges, new experiences and new teachers. Later on, in February 2016 he was promoted to F&B Assistant.

Leo has always characterized himself as being someone with a great assessment capacity since he always gives the right solution for the wrong that is impacting the situation. His closeness to the staff under him gives him the strength to take upon harder challenges and obtain the best results. For all of this and much more is that we feel very proud that he is part of this great AMResorts family.

At Dreams Los Cabos, we are very proud of our people, we know they are our most valuable asset and we want to tell you three stories with AMResorts .

He joined us in 2010 as Steward in Dreams Los Cabos. In 2014, he left to Secrets Puerto Los Cabos as Supervisor where kept developing his skills. His great effort and performance were recognized when he came back for the reopening of Dreams Los Cabos hotel in 2015.

Finally, in February 2016, thanks to his constant work, the hotel, which first opened its doors for him, gives him the opportunity to grow by offering him the position of Chief Steward.

Sergio distinguishes himself by being a person devoted to his work. He is constantly training to contribute to the personal growth of the staff members under him.

He creates a work atmosphere where everyone is happy, looking after all the details, always anticipating to the needs of operation and contributing with new ideas for the continuous improvement of the department and the hotel. For all of this, we feel very proud that he is part of this great AMResorts family

LEONARDO GÓMEZ

...“his closeness to the staff under him gives him the strength to take upon harder challenges and obtain the best results”



He started working in the kitchen area thanks to his father who motivated him to get into the hotel industry because he was Purchasing Head, so he got him the chance to work as a porter where he realized his passion. He decided to go to college and worked in different restaurants acquiring new skills.

That is how he got into AMResorts in 2002 at Secrets Maroma hotel where he was promoted to Chef de Partie. Thus, he continued developing his knowledge in different hotels such as Secrets Huatulco, Dreams

Rivera and Secrets Akumal. He arrived in Dreams Los Cabos accepting the challenge of being the Sous Chef where he performed successfully to the point of being promoted to Executive Chef.

Martín has characterized himself as a person of challenges which he works on until he beats them. He has a good sense of humor and he has created a great work team. Because of this and many other things, we feel very proud that he is part of this great AMResorts family.



MARTÍN AGOSTO

...“ he has characterized himself as person of challenges, which he works on until he beats them”

José Ricardo Castellanos Calvillo

He is originally from Mexico City. He started his career in the hotel industry when he was just 16 years old at Las Brisas Huatulco Hotel as warehouse clerk.

He joined Secrets Huatulco in 2013 as Bar replenisher where he found his true calling. He held this position during a year. Thanks to his persistence and excellent service attitude, he was promoted to Bartender Aide. The following year he became waiter of Marlín pool bar.

In June 2017, he joined Dreams Huatulco as Bar Maître d'. Thanks to the good results in that December, he is promoted once again to Bar Assistant. Throughout his career in AMResorts, Ricardo has distinguished himself by giving a warm and joyful service to all his guests. He always does it with a smile and keeps guest satisfaction as his priority.

Regarding his new position, Ricardo tells us that what he likes the most is:
"Being able to convey my knowledge to my team, motivating to be perseverant and learning from them too."



Javier López García

He joined the Dreams Huatulco chain in 2011 as B Pâtissier. His great desire to grow have made him strive diligently in his work area, climbing positions to be Chef Pâtissier of this great hotel. He has shown great experience and dedication to his work.



Carlos Alberto Ortiz Santos

Due to his great passion for cooking, he started his career at a very young age. He has been in different places using his knowledge and learning from them too. Currently, he has been named Chef de Partie thanks to his effort, dedication and love for cooking.





Originally from the municipality of Cárdenas, Tabasco. Orlando is the eldest of 5 brothers and of a family dedicated to agriculture; one day he makes the decision to have a different future both for himself and for his family leaving home with only 17 years old and a small suitcase full of great illusions... arriving in Cancun, Quintana Roo in the year 1996, where his first job was as Steward in a hotel located the Hotel Zone, as an intern in different areas, becoming the bars area (Bartender), the place from which he learned the most.

Facing upfront his dreams of becoming a Hotelier and eager to continue learning and improving, he arrived at Hotel Paradissus Meliá Riviera Cancun (Today Now Sapphire Riviera Cancun) in 2002 where he was hired as a Bartender.

After 5 years holding a position as Bartender, Orlando decides to do internship as Supervisor of Bars and was promoted to this position after 10 months of long working days, which he enjoyed as much as making our guests happy since he was still learning and training for his next goal.

In 2014 and 12 years after having arrived to Cancún, Orlando saw another dream come true when he was promoted as Bar's Manager at Now Sapphire Riviera Cancún Hotel as a result of his effort, dedication, commitment and teamwork.

Today, Orlando confirms that dreams have no limits, particularly in a company such as AMResorts.

“...The difference is achieved with a positive attitude and that is something that Orlando always reflects and spreads to his team. .”

Currently he is practicing in order to materialize his next dream: to become a Food and Beverage Assistant in our wonderful company.

However, there is surely more in the future for him, because the difference is achieved with a positive attitude and that is something that Orlando always reflects and spreads to his team.

The story about Orlando is an example for our collaborators who with love, passion and discipline will confidently have a better future ... *Step by Step!*

“It is an honor to have César Hodge Del Rosario at Dreams Punta Cana and at the AMResorts chain. Congratulations Cesar for your performance!”



INTERNAL PROMOTIONS

Greetings from Dreams Punta Cana Resort & SPA! This time around we will talk about one of our Restaurant Supervisors, Mr. César Hodge Del Rosario, who has proved to be someone who wants to move forward and has passion for what he does.

César was born in the city of La Romana, which is located in the Eastern zone of the country. He is the eldest of three brothers, a loving father of three children and has worked in the hotel industry for

more than 14 years.

César joined our family on March 8th, 2014 as Restaurant Maître d' and since then he has strived doing his job. There are only good attitudes and skills in his career which he has bettered at every chance he has had. In all the training programs, he is the first to say: “Sign me in!”. He really is a role model for good behavior which has given him the respect of his colleagues.

Two years after joining the team, he was promoted to Restaurant Supervisor and our Cesar took over his new position ever more excitedly, giving his best every day. He is in charge of the continuous training of Oceana Restaurant staff on good

practices, manners and service techniques. He teaches them that they are a very important piece of the memorable experience that our guests expect to have.

César is an outstanding employee who has had an impeccable career. He has always sustained a great performance in his tasks and flexibility to adapt to any situation that helps improve the welfare of the team and guest satisfaction. We have a great candidate among us for a Service Director for our company.

Juan Pineda Banquet Manager

He joined our team during the tough opening process. From the very start, he has shown a total commitment to the project, not only to Food and Beverage but to any colleague who might be in need.

During this process, he has done an outstanding job which together with other virtues and professionalism, have given him a great opportunity of development and growth in the company. The events and petitions from the Weddings & Groups department were increasing which resulted in the need of having someone who has the gift of service and leadership.

Juan used to have the Room Service Supervisor position. He then trained as Banquet Manager, he passed the test successfully as expected. His skills as a professional were tested but his capacity, responsibility and leadership were taken into account to carry out the assigned task.

Unquestionably, passion is one of the virtues that has made a star out of this employee. This new challenge makes him engage and strive more and in his own words “a new commitment with the team”.



Juan has showed us that a smile on its own won't do the job but a positive attitude, a kind disposition together with other fundamental virtues such as work ethic and discipline make him a complete employee.

Juan Pineda is proof that when you want something you can do anything; tenacity and perseverance are the magic keys that open thousands of opportunities. We know this is just the beginning of a great and fruitful career.

*“Unquestionably,
passion is one of the virtues
that has made a star out
of this employee.”*





Rayan Haye
Super Visor Banqueting

What his direct Superior has to say about Rayan:

Once I met Mr. Haye – he was a Restaurant Server working with Secrets Resorts & SPA / Portofino Restaurant. Seeing his passion and work ethics I quickly realized that he would be a perfect fit to join the Banquets Team. He proofed himself in all aspects of the operation. He was and is a quick learner who is not shy to make the necessary decisions.

My decision to make him from the beginning on to a Super Visor in Banqueting I never had to regret – the opposite – Rayan with his ability of adopting and adjusting to all different situations has proven himself to be a stable, outstanding valid leader. Multiple Awards like:

SV of the Quarter in 2016 as well as during the year of 2017

Led finally to his permanent employment. He with some further grooming and mentor ship will soon be ready for the next move to step up from the SV Position to an Assistant Banqueting Manager or any other Managerial Position in Food & Beverage.



What his F&B Director has to say about Rayan:

Rayan is a hard worker who is not shy to go the extra, extra mile to ensure all duties are conducted as required. He is, like most of the natural born hospitality persons not shy to work long hours and ensures that set up is done as well as break down.

I met Ryan as a Contracted SV in the Banqueting Department and am very happy that we finally could offer him a permanent position. I am confident that Rayan will become very soon an outstanding leader who is ready for the next step.

I am looking forward to see his career grow and am proud to have him in our team. He is a very reliable and loyal member of the team and I foresee great things going to happen with him.

What Rayan has to say about Rayan:

Back in the days I loved to cook, it was always a great pleasure to host persons at home and to invite them for a great meal. First I thought that my future career was to become one of Jamaica's most famous chefs.

After finishing High School my first job was actually at a factory called "West Best Food LTD." a company which processed food. I worked there for about 3 years before I went back to school to study food & beverage. After successfully completing my studies I applied to work with Sandals Royal Caribbean in Montego Bay as a waiter and worked there for nearly 2 years. Moving on to Sunset Beach I stayed there for exact 3 Years, 3 Months & 3 days before I joined the outstanding Team at Secrets Resorts & SPA at Freeport Montego Bay. Since that time I have met a lot of great persons working with AM Resorts. I learnt a lot and was very happy to get offered the position "Banqueting Super Visor" in 2015.

I was contracted in the position Super Visor and was given the opportunity to lead a team of up to 45 team members. Leading the team, organizing set up and break down to ensure that functions of up to 750 Persons go smooth without having an impact to our individual guest is my responsibility. Having done so for the past 2,5 years I was very proud and happy to finally become a permanent team member of this amazing family AM Resorts. I am looking forward to future challenges and opportunities as they may arrive and thank you for the opportunity working for you.

Person who know me well say about me: "I can always rely on you" being that kind of person makes me feel good and I know that my future has great things in mind.



RIGHT WAY OF GRABBING A GLASS/WINE GLASS WHEN SERVING OR REMOVING IT

BY: WALTER BARBIERI
GENERAL MANAGER, DREAMS TULUM

While it is true that a restaurant comprises many concepts and rules, it is certain that even the tiniest details which might seem insignificant have a very important role.

The kindness of the waiter, how we are greeted when going into the restaurant and the promptness of our order being taken make everyone feel good. However, there is nothing more elegant than a spotless glass with our favorite beverage set correctly on the table.

Here is where we go into the NO NOs of this issue: “how we grab the glass/wine glass when serve or remove the beverage from the patron’s table”

Unfortunately, many still have a very rooted bad practice of grabbing the glass incorrectly. This can be due to an oversight or to lack of training. It then depends on us to train our staff in order to uproot these bad practices and add a touch of professionalism to the service of our restaurants.

All glasses and wine glasses have to be held at the base or “stem” when moving them from the tray to the table. The same dynamic applies when moving them from the table to the tray. If it is done correctly, the service will look more professional and hygienic.

We have to be extremely careful with the cleanliness and clarity of crystal ware as well as

double check that any glass or wine glass with an edge in bad condition has been set. There is nothing more inappropriate than coming across a dirty or chipped glass or wine glass.





THANK YOU

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		Erik Villar Cortez
DREAMS DELIGHT PLAYA BONITA PANAMÁ	Alejandro Viramontes	Mauricio Sosa
DREAMS DOMINICUS LA ROMANA	Gerzain Macossay	Vacante
DREAMS HUATULCO	Sergio Calderon Latasa	Jesus Rafael Borbolla Martínez
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	Carlos Garcias	
DREAMS PUNTA CANA	Edwin Saladin Inoa	Manuel Carayol
SECRETS & DREAMS PLAYA MUJERES	Eddie Javier Yam Gamboa	Ernesto Palapa Velazquez
DREAMS RIVIERA CANCÚN	Fidel Castañeda Sanchez	Jose Luis Santos Novelo
DREAMS SANDS CANCÚN	Noé Muñoz García	Rosendo Corona Correa
DREAMS TULUM	Francisco Javier Solorzano Vázquez	Felipe Gonzalez Celorio
DREAMS VILLAMAGNA	Jorge Manning	Alberto Torres
SECRETS VALLARTA BAY & NOW AMBER		Julio Cesar García Recendiz
NOW JADE RIVIERA CANCÚN	Erick Bismark Marker Mendoza	Luis Castellanos Ariza
NOW SAPPHIRE RIVIERA CANCÚN	Diego Pérez Pérez	Juan Carlos Briones Salaya
SECRETS AURA & SUNSCAPE SABOR COZUMEL	Carlos Rudich Moreno	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 Santo Domingo
SECRETS HUATULCO	Alan Arrevillaga Perez	Francinet Hernández Suastegui
SECRETS CAPRI RIVIERA CANCÚN		Julio Poot Pat
SECRETS MAROMA BEACH	Octavio Muñoz Muñoz	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 WILD ORCHID & ST. JAMES MONTEGO BAY	Florian Seifert	Patrick Loumagne
SECRETS SILVERSANDS RIVIERA CANCÚN	Victor Maravilla Rocha	Denis Radoux
SECRETS THE VINE CANCÚN	Leonardo Morado	Ricardo Cabeza
SUNSCAPE DOMINICAN & BAVARO BEACH	Carlos Ernesto Velasquez Vila	Roberto De Jesus Alcaraz Linares
SUNSCAPE SPLASH & COVE MONTEGO BAY	Roberto Irrizari Aquino	Paul Evans
SUNSCAPE CURACAO	Aladino Pequero Camacho	Sencion Lopez Cruz
SUNSCAPE DORADO PACÍFICO IXTAPA	Hernandez Ramos Manuel	Limon Cabañas Antelmo
SUNSCAPE VALLARTA	Betancourt Peña Daniel	Zepeda Macias Isau
SUNSCAPE PUERTO PLATA	Francisco Rodriguez	Escolastico Ureña
ZOETRY AGUA PUNTA CANA	Manuel De Jesus Mota Nuñez	Giovanni Astronomo
ZOETRY MONTEGO BAY	Ainsley Lambie	
ZOETRY PARAÍSO DE LA BONITA	Humberto Fabricio Ruiz Velasquez	Jesus Rafael Borbolla Martínez
ZOETRY VILLA ROLANDI ISLA MUJERES	Gerardo Burgueño Trujeque	Felipe Sebastián Vega Arias