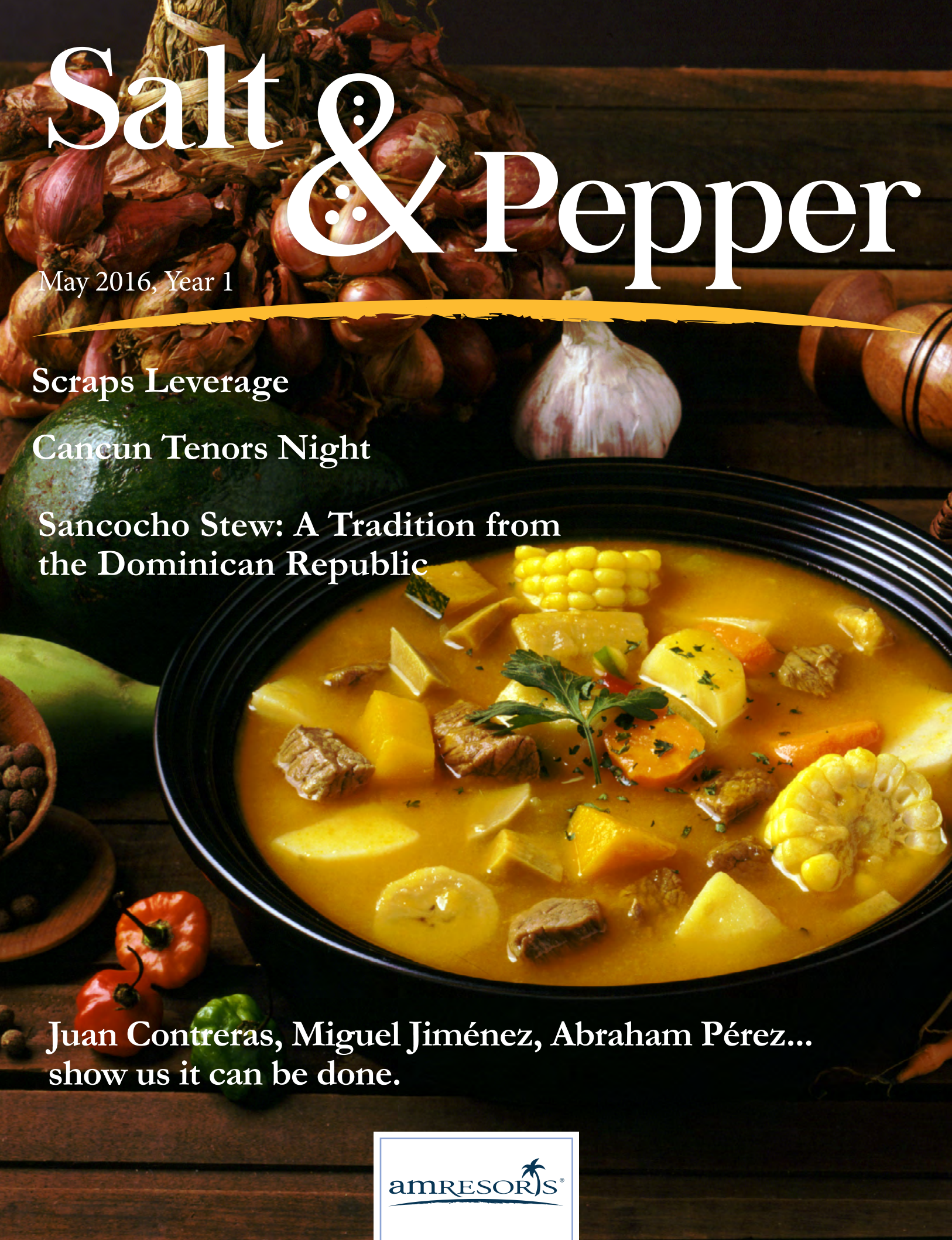


Salt & Pepper



May 2016, Year 1

Scraps Leverage

Cancun Tenors Night

Sancocho Stew: A Tradition from
the Dominican Republic

Juan Contreras, Miguel Jiménez, Abraham Pérez...
show us it can be done.

Quisqueya the beautiful, the name given to the Dominican Republic by the Taino Indians, means <<the mother of all lands>>. “There is a country in this world located in the same path of the Sun. It belongs to the night. It is located at an implausible archipelago of sugar and alcohol.” These are the indigenous words of the most descriptive poem of the Dominican Republic. It is a country that shares its dreams and history with a neighbor that has a totally different culture and with many others who went through the island due to historical circumstances. Dominican cuisine offers rich sociocultural symbolologies. It is more traditionalist than other big cuisines but it has gourmet and vegetarian details. It characterizes itself by being “Creole” because despite its European roots, it evolved in America with Taino and African influences. It has received influences from other peoples and cultures such as the migrants from Lesser Antilles (“Caribbees”) who use coconut in many of their dishes.

Dominicans are unique with their palates and meal times. Breakfast must be before 10:00 am, lunch at noon since 2:00pm is far too late and dinner is after 5:00pm. “I haven’t eaten today because I haven’t had rice” is a very common phrase that can be heard at the end of the day since the “Dominican Flag” is the all time meal: white rice, cooked beans and meat (preferably beef or chicken). It must always be served with a green, boiled or Russian salad as a side dish and fried green or ripened banana. Bananas are part of its cultural essence in many ways since they are a symbol of strength and/or intellectual capacity according to cultural paradigms. It is eaten in many ways including fried in a “fritter” style and boiled in “pieces” or “mangu” (purée). The latter is

served with salami, cheese or fried egg. “Seven meat sancocho” (stew of meats, vegetables or tubers and typical seasonings) is a unique appetizer and an entrée par excellence. It is famous for its ingredient list and historic by the number of fans it creates just by mentioning its name.

At nightfall, streets turn into a celebration that never goes out of style. Beers “dressed as brides or ash” and Rum glasses cover the community’s meeting points relieving them from exhaustion of the day and cheering up the dreams of their loyal consumers. Drinks preferences are deep-rooted in local ones without overlooking international options; a good wine and international cocktails are never lacking in several social strata.

In this Salt & Pepper issue, we show the details and characteristics that every visitor should experience from Food and Beverage from the Dominican Republic. Unique singularities that will make a difference in your memories just by visiting this piece of an island. You will fall in love with it for life with its variety and taste explosion, and unique deliciousness. We invite you to explore the Dominican Republic, its people and its culture. The Dominican Republic is waiting for you!

Welcome to the Dominican Republic!



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The casual visitor might think that such a small country as the Dominican Republic will have a homogeneous cuisine. And he would be right up to a certain point. For the locals, however, there are obvious differences among the regions. The Northeastern zone of the country, famously known as “The Line, is an area with impressive coastlines, golden sandy beaches and rainforest vegetation.

Traditional Sancocho (stew)

This is one of the most delicious and known dishes of the Dominican cuisine which is a thick soup with all kinds of tubers, vegetables and meats. Sancocho has a great variety. Learn how to make this tasty dish with the traditional recipe, you can garnish it with white rice and avocado.

Ingredients (7 People)

- 1 chopped chicken
- 5 pieces of diced pork chops
- 2 pounds of beef
- 1 ½ pounds of chopped yam
- 3 sliced bananas
- 1 pound chopped taro corms
- 1 pound chopped pumpkin (leave it at last)

For the broth

- 1 chili
- ½ parsley sprig
- 1 chopped red onion
- Garlic to taste
- 5 leaves of coriander
- Chicken broth, optional
- 2 teaspoons of orange juice, to add at the end

Preparation

Pour two oil spoons in a cooking pot. Once it is hot, add ¼ teaspoon of sugar. Once it is golden, add the previously seasoned meat. If you wish to do so, you can cook the different meats separately to prevent the chicken from breaking up. Leave it to cook for around half an hour. Then take the meat out of the pot or sauce pan and place it in a separate dish. Add water up to half the pot, the tubers are added except for the pumpkin that will be added 15 minutes later to prevent it from breaking up. Add a few vegetables, two crushed garlic cloves and salt to taste. Let it boil until the tubers are soft, then add the meat and leave it to thicken. If you can't get it to thicken, you can use some of the pumpkin and liquefy it until you obtain the desired thickness.

“One of the most delicious and known dishes of the Dominican cuisine...”



“Those boards are now used in tastings of high quality tequilas...”

Change of Purpose...Reusing!

We had some bamboo boards that were no longer used at the end of the steward warehouse, some were in good shape while others weren't. Those boards are now used in tastings of high quality tequilas for our guests who dine at the Mexican restaurant “El Patio”. The idea is to place three differently classified tequilas (white, “Reposado” slightly aged and “Añejo” aged) coupled with a glass of lemon and salt.

El capitán hace una breve descripción de los productos resaltando las cualidades de cada tequila. También este concepto nos ayuda a aumentar nuestras ventas de los no paquetes, ya que tiene un costo de \$20.00 dólares.

Tequila and Sangrita \$ 20.00 USD

1 shot Tequila Blanco: Rva. de Los González

1 shot Tequila Reposado: Casa Noble

1 shot Tequila Añejo: Don Julio 1942

1 shot Sangrita (beverage made of chili, pomegranate and citrus juices)





Let's recycle our glass With creative ideas and settings

Most of the time, we want "to convince ourselves" that we cannot do an amazing job because we lack materials, supplies, equipment and so forth. However, if it weren't for those instances that life gives us, our creative instinct would die and we would be in a comfort and submission zone no longer wanting to excel and be more innovative with few or minimal resources.

So one day due to a weekly management cocktail that we usually have with our guests, we decided to create an innovative set up for our sweet and savory hors d'oeuvres. But the question made by Adrian Martínez, our Chief Steward, was..."How can we create a good set up if we lack a good display??" It was then that he saw some empty bottles of wine next to some pieces of wood and thought "How can I introduce those empty wine bottles to create a display?" He went to work to carry out his idea and to test whether the result would be positive or not.

This resulted in... a display of simple empty wine bottles and wood pieces that continues surprising our guests week after week thanks to its originality.

Another great execution was done by our bar head Alberto Vázquez who thought of making a Rolling Bar with the same bottle concept which complemented the display perfectly to do our management cocktails.



Another practical and innovative use we have given to the bottles, is turning them into a centerpiece in order to render our Bordeaux restaurant terrace more elegant and bright. The centerpiece consists of a cotton and copper wire wick in a bottle with citronella and corks to make it stand out while giving a practical, functional and decorative effect.

As Albert Einstein used to say:

"It is in crisis that invention, discovery and large strategies are born. Whoever overcomes crisis, outdoes himself without being overcome."

"We can't expect things to change, if we continue doing the same things"



Purchasing Tips

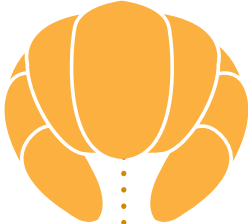
Quality Before Everything Else

By elevating the all inclusive to a new luxury level, AM Resorts differentiates itself from the rest of the hotels and hotel chains by an unbreakable promise of satisfaction to its guests through a superior quality of their products and experiences. Because of this, Zoetry Paraiso de la Bonita and Chanita's Inn are highly important. To the point of proposing a slightly radical scope that contrasts to the conventional one based on purchasing tips that both expedite and reduce costs. Our proposal is the following: quality before quantity and price. Although, in the short term this could seem to be a sacrifice or equity loss compared to the possible existing market options. It must be taken into account that a company that uses low-quality products, in the long run, it will not be able to reach the desired level of satisfaction and consequently, it will be incapable of maintaining a constant and continuous customer flow. On the other hand, a company that fosters quality shows to its customers their priority status within the values of the company; thus, creating brand loyalty and a high reputation. We use our croissants as an example. They are distinctive because they are made with imported butter Elle et Vire. For less than a peso per croissant, it makes all the difference in terms of flavor, texture and quality. For the skeptics, the extract of the recipe below provides the perfect opportunity to do the experiment on their own and determine by themselves, the significant results that can be obtained by making small changes like one specific ingredient.

ZOPDB CROISSANT RECIPE

INGREDIENTS

PRODUCT	Q	UNI	COST PER KG	COST
Bola Roja Flour	2.25	kg	\$ 8.90	\$ 20.03
High Gluten Flour	2.25	kg	\$ 21.90	\$ 49.28
Powdered Milk	0.40	kg	\$ 120.00	\$ 48.00
Salt	0.08	kg	\$ 6.48	\$ 0.52
Yeast	0.08	kg	\$ 104.40	\$ 8.35
Sugar	0.28	kg	\$ 13.04	\$ 3.65
Trimoline	0.16	kg	\$ 180.00	\$ 28.80
S-500	0.02	kg	\$ 58.80	\$ 1.18
Eggs	0.45	kg	\$ 53.66	\$ 24.15
Water	1.10	lt		\$ -
Milk	1.10	lt	\$ 12.14	\$ 13.35
Elle & Vire Butter	2.60	kg	\$ 171.00	\$ 444.60
			TOTAL COST	\$ 641.90
			UNIT COST	\$ 1.49



Number of portions
430
Size of the portion
25 g

LOWER COST ALTERNATIVE

PRODUCT	Q	UNI	COST PER KG	COST	TOTAL COST	UNIT COST
Flex Margarine	3.00	kg	\$ 36.00	\$ 93.60	\$ 290.90	\$ 0.68
Gloria Butter	3.00	kg	\$ 65.80	\$ 171.08	\$ 368.38	\$ 0.86
Fern Butter	3.00	kg	\$ 109.30	\$ 284.18	\$ 481.48	\$ 1.12

PROCEDURE

Knead the dough without applying too much force. Leave it to rest in the fridge for around 2 hours. Weigh the dough in 4.100Kg blocks and stretch it making a rectangle. Place 1.300 kg of previously softened butter at the center. The butter must be pliable but not too cold. Give it a double turn, let it rest in the fridge for 30 minutes. Once that time has elapsed, give it a simple turn and cool for another 30 minutes. Stretch the dough to a 4mm thickness and cut it in triangles of the desired size. Shape the croissant by only pressing the tips (crescents) of the triangle and rolling the dough the base. The dough must be cold, but not too much since if it is, the dough could tear. Leave it to ferment for 2 hours at a maximum temperature of 28°C (82°F) . The pieces might be frozen once they have been shaped. If that is the case, they have to be brushed with egg wash as soon as they are taken out of the freezer, they are fermented and baked at 200°C (392°F) for around 5 minutes. Then the temperature is turned down to 170°-180°C (338° -356°F) until they are fully cooked, around ten minutes later.



A Serious Problem

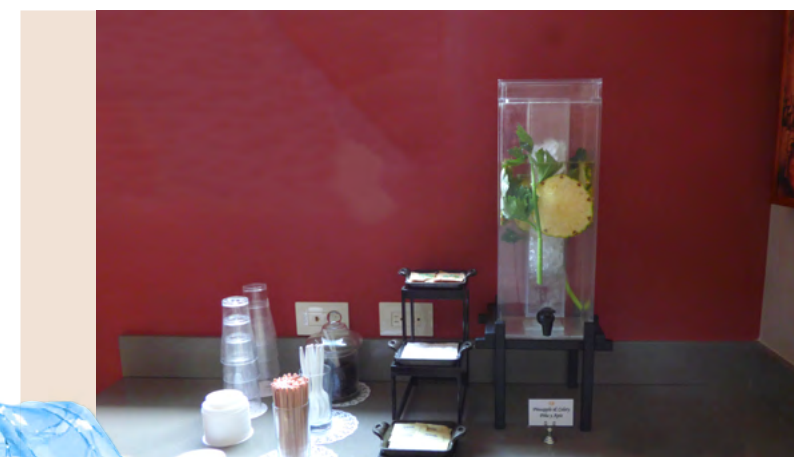
With a simple and Ecological solution



Nowadays, there is a serious problem in the whole world due to water, air and soil pollution caused mainly by big volumes of plastic residues that are generated daily and receive little or no treatment at all. It is reflected in the Hotel industry by diminishing the beauty of our pool and beach zones with plastic bottles.

For this reason, we have created different campaigns and Actions to reduce the consumption of bottled water with the unlimited luxury style.

I will now share with you some easy and helpful actions.



1. Infused Water dispensers were installed in the main areas of the hotels. The flavors are changed daily, e.g. Ginger and Cucumber.

2. A water service is provided in the pool and beach area. It is done with a Polycarbonate decanter in a small icebox with ice and 2 glasses. It is always offered to be served with lemon, orange or cucumber. Thus enhancing the guest experience while making savings and looking after the environment.

A project for the Future

Giving a thermos or Water container with the logo of the hotel as an amenity creates awareness for water refills in the different hotel areas and at the same time, publicity for the hotel once their vacations are over.

Saving and looking after the hotel should go hand in hand with enhancing our guest's experience.

Reducing, whenever possible, the use of plastic bottles and giving preference to 100% reusable and recyclable glass containers help look after the environment while it preserves better the flavor of foods and beverages.



As we all know, the centerpieces are a fundamental part of the appearance of a table, especially in events. Most hotels normally have one or two options as part of their banquet kit offered to the visiting groups, but we realized that most of the times clients would rather hire an external vendor to rent a different table centerpiece.

At Secrets Maroma Beach, we decided to take action so that the input that the customer is willing to pay stays at home. So we decided to make an investment and identified the style of the centerpieces that our customer rented the most and we built them to rent them to the groups.

Making an expense comparison, we found the following:

The rent cost with any vendor was in average \$20USD per piece.

The incurred cost in building such decorations was \$6,000, including raw materials and labor. These were rectangular centerpieces of fiber glass simulating marble and illuminated lycra/spandex 3-column style centerpieces.

It has been calculated for the cost to be recouped in 12 events at a more affordable price to the one

“We identified the style of the centerpieces that our customer rented the most and we built them”



offered by the vendor to our guest. Currently, they can be offered as an extra option at internal events. That is how we achieve a win-win interaction with our customer since they spend less in renting such props and the hotel generates an extra income that helps maintain them.

Besides, we are giving more tools to our colleagues at the sales department to offer a wider range of the available decorations portfolio.

Finally, these centerpieces are added to the ones available for internal events, theme nights, special dinners, gala nights, romantic dinners and so forth.

Innovative Set Ups



The Chef's table is an innovative set up at the operations center of our main kitchen. Our exclusive guest gets to interact with the Chefs in charge enjoying a 6-course menu with wine pairing and a base price of \$150USD per person. Capacity for 12 people.

TOTAL SALE CHEF'S TABLE

MONTH	USD SALES	PESOS SALES
March	\$ 7,105.00	\$ 99,251.00
April	\$ 12,439.00	\$ 216,191.69
Total	\$ 19,544.00	\$ 315,442.69



PORTABLE MEXICAN TAVERN FOR EVENTS

As part of our set ups for special events, we have a portable tavern characterized by the image of an actual tavern, it also serves traditional Mexican snacks such as grasshoppers and ant eggs among others.

Platforms Inside the Pool



Our Pursuit for satisfying the guest has led to outdoor events, at the beach or pool side, that are complemented with an exquisite themed buffet or a set menu to enjoy a great night, live music, ambient themes with entertainment shows that adapt to and exceed the customer's expectations. All of these have led to innovating ideas that will allow the guest to greatly enjoy his stay. During 2015 and 2016, we have done some special installations inside our pool at Secrets Capri Riviera Cancun. Our idea was to make the most of the pool area that

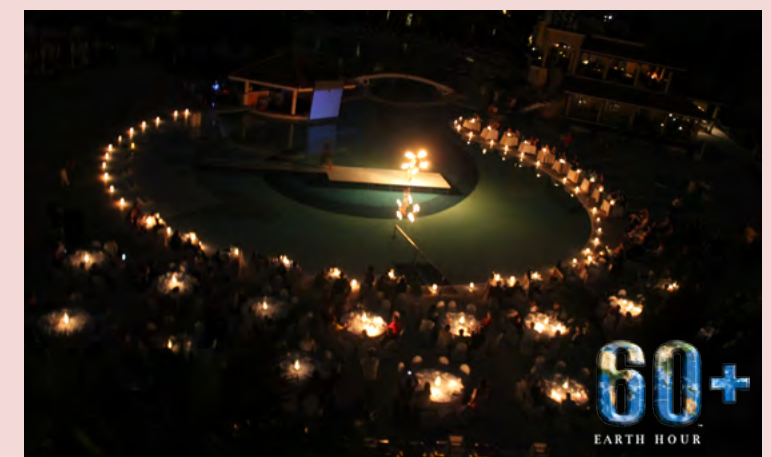
lends itself to organize really good events for the guests. We were required to mount the show in the center of the pool at in event where guests needed to have a view that enhanced the show. So we did it with homemade wood platforms. The design was made based on traditional banquet platforms but tall enough to be at water level, allowing for good pool utilization.

The set ups have been very diverse and very well received at special dinners of groups, weddings and theme nights and special events such as the Super Bowl, Earth Hour, Tenors Night, etc.



This has allowed us to make the most of spaces previously taken by the stage used for the show, creating room for tables for the guests.

This was our celebration of "Earth Hour" by turning off all the lights of the hotel for an hour. Platforms were mounted at the center of the pool for the fire show. It was paired with a great international buffet and a set up for 300 people. Special tables were set around the pool for couples to enjoy a magnificent show. The view of each one of the tables surrounding the pool has resulted in favorable guest satisfaction.



Panama Channel



When someone mentions Panama, our thoughts automatically focus on its biggest attraction worldwide : The Panama Channel. It is an undeniable engineering wonder and a pioneer of global trade.

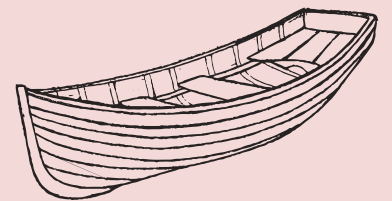
As part of the New 7 Wonders of the World List, the Channel is simply the most important and emblematic historical symbol of the beautiful country of Panama. At the same time, it is its main currency generator.



Which is why, we started using “Ships or Boats” that make reference to the main theme of the Channel in many of the activities done within the set ups.



CANAL DE PANAMÁ



In outdoor set ups, we have taken advantage of the Property at “Secrets Playa Bonita” and its location near the Channel to do set ups in the pool island using these “Boats” as decorations rendering that indisputable Panamanian essence. The background is enlivened by Boats, Cruises and Shipping Companies with its lights on, providing the perfect touch for a complete atmosphere. We are currently developing themed Coffee Breaks, where “The Panama Canal” is central part of the same, which will be offered by our sales and groups team, as a differentiating alternative from other hotels within the company or local hotels.

Spectacular Set ups



Implementing 100% Hygienic, modern and functional Buffet equipment will update and modernize our buffets adding to their functionality. It is movable (to facilitate its cleansing), it has a motor with inbuilt rails for easy repairs, cold and hot plates and show cooking. We have also done this with our Buffets for Children with the same design, features and colors that are specific for the little ones.

Continuing with the innovation for our guest's satisfaction, the following have been implemented in our hotel in a couple of equipments:

In the pool area, a "fish of the day" boat was implemented. We do it one day a week quite successfully.

At the Portofino restaurant, we added a Gondola-style vessel for the appetizers, giving a good impression to the guest who can have something while waiting for his food.



Scraps Leverage

FRUITS PROCEDURE

Every day, we use 80% of 270 gross kilos of watermelon, melon, pineapple and papaya.

That 80% equals to 220 kilos of gross product and the remaining 20% are 50 kilos of scraps, in this case fruit peels which are used for buffet decoration.

Suggestion: We use the pineapple skins in infusions. All fruits have an approximate scrap-weight ratio, for instance, the scrap of a 7 kilo watermelon is 2.4 kg. A pineapple has a 2 kg weight and its scrap is 900g to 1 kg. The weight of a melon varies but its scrap is 10% of its gross weight.



All the decorations of our breakfast, lunch and dinner buffets are provided by the scraps of our breakfast fruits. Very few vegetables are used for decorations.



VEGETABLES PROCEDURE

In each point of sale of specialty restaurants, an average of 25 kilos of the following vegetables is consumed: carrot, onion, coriander, tomato and zucchini.

90% of gross product and 10% of the scraps are used in vegetable stock for soups, sauces and rice too.



CHICKEN BUTCHERING PROCEDURE

Ten chickens amount to 13 kilos. Once they are processed, they result in the following products:

1.5 kg of wings, 4 kg of thighs and drumsticks, 4kg of breast, and 3.5 kg of scraps.

They are used as a base for sauces, soups, rice and stews. Thus avoiding the purchase of seasonings.

All chicken bones are used for stock with a yield of 2.5 liters per kilo. Most of the products used in all the point of sales are prepared using chicken as its foundation so they contain neither chemical nor processed condiments while having a homemade flavor. So these products are guaranteed to be natural for people with health problems who need to follow a soft diet or people who might suffer from allergies.



“Thus avoiding the purchase of seasonings”

MEAT BUTCHERING PROCEDURE

A 13 kilo top round piece has 1.5 kilos of scrap. A piece of beef tenderloin has an estimated 100g of scrap. All the scraps collected daily, are used to prepare beef stock and gravy.



All kitchens have the instruction to collect all the scraps generated in butchering to use them for stock or sauces to avoid losses since our cost generally comes from butchering.





Actions that represent a better cost and a direct benefit reflected in the Hotel GOP

Hello AM Resorts readers. This time around, Now Sapphire wants to share with you a very important topic that we are sure will yield really good quality and performance results. But most of all, it will benefit the guest and satisfy his palate.

The 14 Food Groups. It is important to check each one of these foods according to the percentage they represent so we can be sure of their performance according to the price we pay for them. Based on this, we are able to provide excellent products and the necessary amounts for our guests.

We will focus on a product that cannot be absent in a hotel and that is in high demand: beef. This product has different presentations and cuts. Depending on the company's vendors, we have cuts such as: New York, Rib Eye, Sirloin, among others. As we know,

this food group is one of the most demanded in our hotels, so we have to control many factors that affect the consumption of this product. After carrying out a consumption analysis at Now Sapphire, the decision was made to change vendor since it was sought to have a higher quality product. This meant a higher investment, but the result was very favorable since the return on a higher quality product means having less losses or scraps from this protein while at the same time, having a direct benefit in guest comments and experiences.

Returning to the topic at hand, we can determine by the exercise we did that the expense factor is not linked directly to real savings. This is due to the fact, that many times we believe that the cheaper the product the bigger the savings for our department. However, this is a mistake because a vendor might supply us low quality beef at a lower price but scrap is higher since it is consumed much less and shrinks more. This might mean not only wasting the protein but all that it might entail: re-firing another meat or option menu for the guest. If the latter is

not an isolated case, it could even cause delays and discontent of other patrons. So another cost would be the dissatisfaction of guests.

We will now show you a comparative table of the different cuts that are handled at Now Sapphire. The table shows products of two different vendors. We can see the prices, number of consumed kilos and the total expense generated by the purchase of the different types of beef cuts.

PRODUCT	MARCH CONSUMPTION KGS	CONMOR	TOTAL	PRALGO	TOTAL	PRICE-SAVING UNI	SAVINGS-BENEFIT
Rib Eye Basico	630.69	\$176.00	\$111,001.44	\$155.00	\$97,756.95	21	\$13,244.49
New York	461.69	\$140.00	\$ 64,636.60	\$140.00	\$64,636.60		
Top Sirloin	1,022.20	\$169.00	\$172,751.80	\$112.00	\$11,486.40	57	\$58,265.40
Short Rib	250.28	\$182.00	\$ 45,550.96	\$99.00	\$24,777.72	83	\$20,773.24
						TOTAL: \$	\$92,283.13

As we can see in the table above, monthly consumption is high. As we have previously shown, it was one of the most requested products by our guests. So at the end of this exercise, we had the best quality, better performance, better price and the

satisfaction of our guests when we bring the product to their table. Greetings and we'll continue looking for more interesting things!



At Secrets Playa Mujeres, we work hard for our guests to have a pleasant stay every day. We do so with activities that let us interact with them. Thus, we implemented the project of making gourmet ice creams and homemade fruit popsicles achieving unique flavors and textures. We offer them in our different point of sales and pool area. What do we get by doing this?

Our objective is to give quality foods prepared with high hygiene standards. In order to do so, the following advantages are obtained by maximizing resource use:

- Offering a range of flavors
- Both ice creams and popsicles are prepared with natural ingredients
- Production is done daily guaranteeing product freshness

Throughout the day, our kitchen team interacts with the guests in the pool area by offering refreshing snack options such as fruit popsicles or gourmet ice creams at the spot the guest chose to relax. Gourmet ice creams can be found at all the restaurants that have lunch or dinner services in our specialty restaurants.

Fruit Popsicles

Products that were not eaten during the breakfast service are used as the base for the preparation of popsicles with natural fruits. By doing this, we are able to minimize scraps and an additional option is offered to the customer which is the perfect appetizer to enjoy a sunny day.



Gourmet Ice creams

With sights to maintaining kitchen costs within the established range while maximizing inputs utilization, we are using the dessert production of Coco Café, Market Café and Club Preferred that was not eaten during any time of service, depending on the POS. By doing this, we are able to give a very special touch to the desserts of our specialty restaurants that offer dinner service. The following flavors stand out among the ones prepared by our pastry chef to please all the palates of our guests::

- Lemon Pie Ice cream
- Tiramisu ice cream
- Caramelized Pop Corn Ice Cream
- Crème Brûlée Ice cream
- Brownie Ice Cream

How do we save?

The interesting part of this project is that is beneficial to maintain kitchen costs. Thus we show the comparison between a commercial product and the generated expense by producing homemade ice creams and popsicles.

Corsi Ice creams

- A 4-liter bucket costs \$350.00 pesos (\$18.40 USD approx.)
- We use six buckets of a flavor per week which generates a cost of \$2,100.00 pesos (\$110.52 USD approx.)
- The monthly expense for only one ice cream flavor would be \$8,400.00 (\$442.10 USD approx.)

Homemade Gourmet Ice creams

To prepare A 4-liter bucket, we use: 1 liter of Lyncott (crème fraîche), 3 lt milk, 300 ml glucose, 8 egg pieces, 200 g stabilizer and 750g sugar plus the flavoring which generates no cost because they are desserts made for our points of sale. These ingredients generate a cost of \$167.32 pesos (\$8.80 USD approx.) thus saving \$182.68 pesos (\$9.61 USD approx.), more than half the cost of a Corsi Ice Cream bucket.



Sunscape Puerto Vallarta



Italian cuisine is one of the most famous worldwide. Its demand is such that most Hotels and Resorts have one or several points of sale of this kind in their specialty restaurants. Sunscape Puerto Vallarta Resorts & Spa has Da Mario for its guests. It offers everything that is needed to feel at an authentic and traditional Italian restaurant. It has a welcoming atmosphere with a simple decor and pizzas baked in a wood-fired oven. Da Mario also has a central Antipasti bar where our patrons can enjoy different fresh and delicious flavors of a selection by our Executive Chef Isau Zepeda, who is originally from Puerto Vallarta, Jalisco. Isau has worked in several hotels of the company: Dreams Puerto Vallarta Resorts & Spa, Secrets Amber Puerto Vallarta Resorts & Spa. Throughout his culinary career, he has specialized on traditional Italian and Mediterranean cuisines. He has created his own botanical garden within the hotel premises where he harvests herbs such as Basil, Rosemary, Thyme and Parsley among others. By

doing so, he contributes to the purchase reduction of these seasonings from external vendors which has also translated into transport and time savings. Another result is a very apparent change in the freshness and taste of his recipes, but most important of all are the savings made on dish preparation. The Antipasti bar has also helped us reduce the mise en place needed for the appetizers and salads of a large menu by having a daily varied and special selection without being repetitive and boring with a sole menu. Guests can prepare their salads as they please with the different vegetables and dressings offered in the bar. It allows the chefs to focus on preparing the day specials and to maintain a cost control closer to the operation since he no longer needs a very elaborate mise en place while using products of the day that offer more freshness. Its open kitchen allows that the delicate preparation of pizzas, from the kneading of the dough (done by our Pizzaiolo) to the baking of the pizza, to be seen.

Adding more Water to the soup
Sunscape Puerto Vallarta

As we mentioned previously, it is a wood-fired oven which contributes to power savings such as gas and electrical power too since the mixer is not used. We cannot overlook either its contribution to the environment: since resulting fumes from the wood burning totally break down, they do not hurt the atmosphere. The following dishes are among the most popular: Bolognese lasagna with mushrooms (a special touch of our Executive Chef), we also have the traditional wood-oven baked Margherita pizza done with delicious mozzarella cheese, tomato, basil and a fine and crunchy crust with a homemade flavor that allows us to enjoy each of its flavors separately. Let's not forsake the ending of the dinner of our patrons. It culminates with a small but delicious dessert selection that includes Tiramisu and Panna Cotta which has become one of the most popular desserts of this cuisine.

We invite you to enjoy a delicious and amazing night at Da Mario Sunscape Puerto Vallarta Resort & Spa.





Natural Shots and Fruit Cocktail

Every morning in the pool area, cordially and politely, we create a small courtesy. It consists of offering a beverage with a natural refreshing touch and a seasonal fruit cocktail with powdered chili and dressed with natural chamoy (sauce made with dehydrated apricot, vinegar, chili, salt and sugar). The fruit comes from the fruit offered in the breakfast buffet of the day so the surplus is leveraged while giving the chance to our guests of trying a very traditional Mexican habit.

LIVE COOKING

P, P and P

Likewise, every day after 12 pm, we have a live cooking station in the patio of the main pool for all our guests. We have different options every day: our pizza afternoon, a delicious paella or a tasty barbecue which allows us whet their appetite at that exact time of the day. It is a strategy that provides us with a positive effect on traffic times and movement towards the restaurant or food orders taken in the pool area.

Another important point of the analysis strategy is being able to optimize the profitability factors of the cost-benefit of our inputs in benefit of our estimated cost.

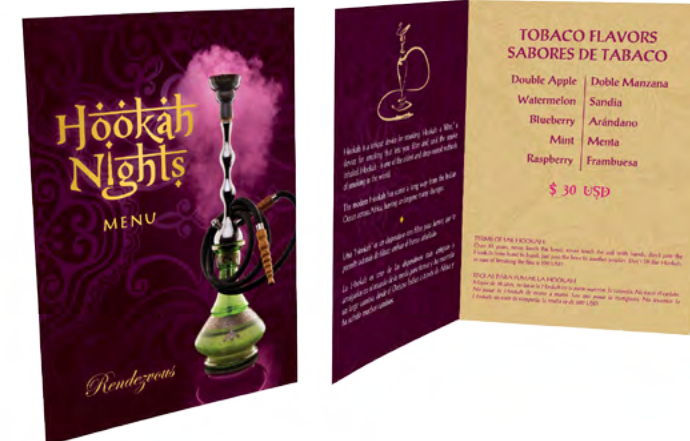


Hookahs Nights at Dreams Riviera Cancun

At Dreams Riviera Cancun, with the intention of innovating and giving new activity options to our guests, we have added Hookahs Nights to our list since late April. At these, the guest can relax in our lobby bar smoking one of the fruit tobacco varieties we offer in an atmosphere of music and leisure. The fruit tobacco ranges from green apple up to a refreshing raspberry flavor.

The initiative emerged after our General Manager saw one of our guests use her personal Hookah repetitively. It was then that he saw its potential and versatility and how friendly it was to implement this kind of practice where people can taste new tobacco flavors while relaxing with the highest quality service. It is a very popular practice nowadays on this side of the world and it helps us understand the Middle East a bit better, where it is originally from and has been practiced for centuries.

The cost of our service is \$30USD including the tobacco flavor that the customer chooses from our menu, 3 plastic nozzles and our custom-made charcoal designed by our vendor to have a safe and lasting activity. The bar waiting staff are in charge of providing this service with their knowledge of how to handle and prepare this service at our guests' tables.



Up to 9 are consumed daily and to date, it has been very well accepted by our customers and collaborators who take part in the activity. The former enjoy another activity for interacting in the hotel and the latter are benefited by promoting and selling a product which generates a commission.

With this and other projects, Dreams Riviera Cancun is always at the forefront and stands out in guest service. It has helped create pioneering activities at AM Resorts that reflect the enjoyment of our guests, the integration of our collaborators; indeed, the satisfaction of our hotel owners.

"The guest can relax in our lobby bar smoking one of the tobacco varieties"





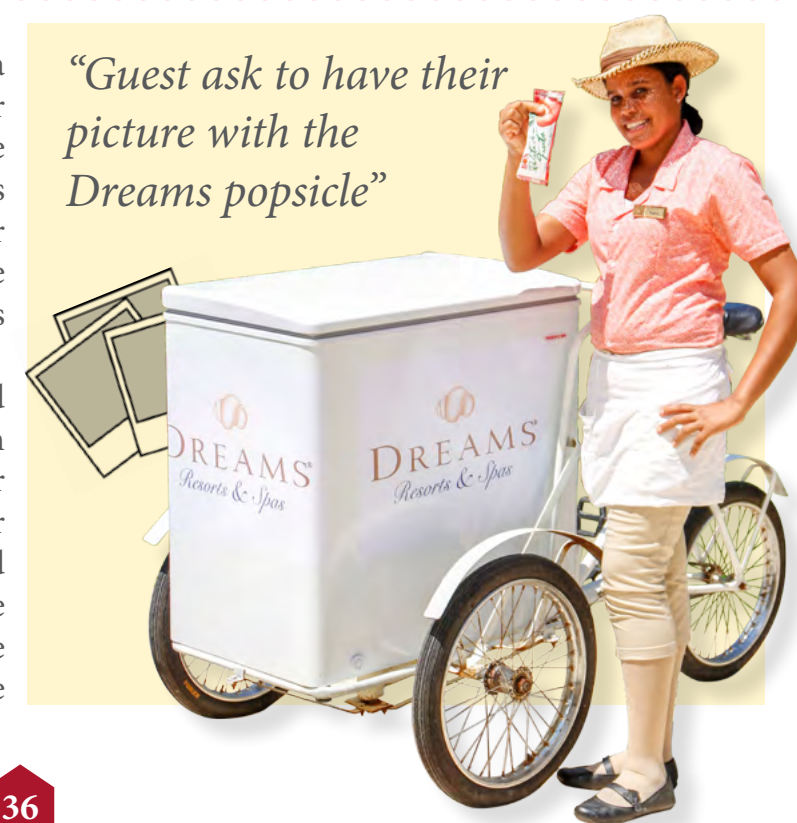
Redefining the
Concept of
Unlimited
Luxury

*“Our guests
can choose
from a
great assortment
of more than
10 flavors of
ice creams”*



A few months ago, Palm Beach Punta Cana introduced a convenient popsicle cart. Our guests realize it is time to freshen up with a popsicle or ice cream cone the minute they hear the famous ring of the bell carried by the popsicle man. Our guests can choose from a great assortment of more than 10 flavors of artisanal ice creams and popsicles done with products from the Dominican Republic. This idea goes hand in hand with innovation and the need to highlight our focus on service and with seeking new ways to satisfy and totally surprise our guests. This also is how we get people to know our products: fruits and our internationally renowned coffee and cocoa. Our guests have loved the popsicle cart so much that they even ask to have their picture taken with the Dreams popsicle man or sitting on the Dreams popsicle cart.

*“Guest ask to have their
picture with the
Dreams popsicle”*



CANCÚN TENORS NIGHT



The waiter introduces himself and welcomes the guests once again. The magic of service begins. It is throughout dinner that the Cancun Tenors envelop us in a romance-laden starry night in the open at the purest Italian opera style.

The Cancun Tenors delight our guests with their voices and romanticism during their two 45-minute sets. When the tenors take a break, we immediately play an instrumental interlude. To achieve a bigger success in the sale, our logistics consists of implementing a reservations table three days before the event. We use a Tablet and computer as a support to show pictures of previous events to our guests. It is there where our team consisting of the Sommelier and supervisors invite the guest to learn about our service and to reserve a table.

It is a unique experience in Cancun. The dinner cost is similar to that of a \$200USD romantic dinner per couple. It is done on Thursdays from 7:00pm to 10:00pm. Usually, an average \$1000USD are sold by way of food and beverages. It is no accident, that it is one of the most mentioned events in social media and TripAdvisor as an unforgettable experience. Dreams Sands Cancun Hotel. You have to live it.



“It is one of the most mentioned events in social media and TripAdvisor as an unforgettable experience”

Cancun Tenors Night is held every Thursday. It is one of the strategies we do every week together with entertainment with the intention of increasing the “Non-package” income.

It consists of a 4-course dinner with the following menu:

Appetizer: Lettuce Symphonic.

The Cream: Lobster Bisque

Entrée: Earth and Sea with Lobster

Dessert: Surprise Chocolate Mousse

We open for dinner service from 7:00 pm to 11:00 pm. It is located at the main square of the Infinity pool. An exclusive golden set up is done for 5 tables. 200 chairs are all set around the square so that our guests can also enjoy the music of our tenors.

Diego Espadas, our Sommelier, waits in the main entrance to receive each one of his guests and take them to their table and learn about their wine tastes and preferences.



Groups Upselling

In our search for increasing the non-package revenues of the hotels and specifically SEPLC, the F&B team proposed creating tailored wine packages for each group depending on their budgets, for private event nights. This would help increase wine sales revenues, take bottles out of the surplus, and give an upgrade to the events of the groups. For them, the main benefits would basically be the satisfaction of all their guests by having a better quality wine during their events at a more affordable price. Thus obtaining a mutual benefit: a win-win situation.

HOW DO WE SUGGEST IT?
Here we have to put into practice all of our sales techniques. We use the Pre-Con with the groups coordinators and customers to let them know about these packages so that they are sold more efficiently. We persuade them that this can be a good way to give a plus to their customers in group events without implying an excessive increase in their event budget. We offer a Wine Tasting so that the customer can confirm the quality of the product.



DEVELOPMENT

As it was previously mentioned, three packages are offered depending on the group budget. These packages include a white and red wine from our list. The packages have a price of \$125, \$250 and \$375 MXN per person. You can see graphically the cost per bottle, retail price and package price person in the table below. These packages are not strict since there can always be more wine options to create new packages.

PACKAGES UPGRADE EXPLANATORY TABLE

PACKAGE	LABEL	COST RANGE	RETAIL PRICE	PACKAGE PRICE
SILVER	L.A. CETTO CHARDONNAY CUNE TEMPRANILLO	\$100 MXN \$105 MXN	\$356 MXN \$569 MXN	\$125 MXN / PP
GOLD	PINOT GRIGIO ILUMINA RUFFINO SOTTANO CABERNET SAUVIGNON	\$150 MXN \$145 MXN	\$676 MXN \$605 MXN	\$250 MXN / PP
PLATINUM	CASA MADERO 2V CHARDONNAY CASA MADERO MERLOT	\$198 MXN \$200 MXN	\$783 MXN \$925 MXN	\$375 MXN / PP

RESULTS

As an actual example, last March we had a group in the house to whom we sold 3 packages (*two silver and one gold*). In the following table, you can see the total cost and received income.

WINES GROUP XXXX 210 PAX

PACKAGE	LABEL	ACTUAL COMSUMPTION	BOTTLE COST	TOTAL COST
#1	L.A. CETTO CHARDONNAY	18	\$100.00	\$1,800.00 MXN
	CUNE CRIANZA TEMPRANILLO	43	\$105.00	\$4,515.00 MXN
#2	PINOT GRIGIO ILUMINA RUFFINO	17	\$150.00	\$2,550.00 MXN
	SOTTANO CABERNET SAUVIGNON	42	\$145.00	\$6,090.00 MXN
TOTAL WINE SALES REVENUES				
#1	Welcome Dinner Event Revenue			\$26,250.00 MXN
#2	Pool Dinner Event Revenue			\$52,500.00 MXN
#1	Closing Dinner Event Revenue			\$26,250.00 MXN
				\$105,000.00 MXN
				\$96,360.00 MXN

Thanks to this kind of sales, revenue per person in wine sales saw an increase of \$0.23 USD/pax in March, exceeding the budget even with fewer guests as determined by the plan.



In our on-going commitment of offering extraordinary products and experiences to our home guests as well as to the local community, Dreams Tulum is proud to share its now traditional monthly wine pairing event where wines from Adobe Guadalupe, Santo Tomas and Viñedos el Cielo wineries have been shown. April 2016 was our seventh edition. We celebrated the international day of Malbec counting with the support of important international production wineries such as Montes Alpha from Chile and Kaiken from Argentina. On each edition, a grape or specific blend is paired with unique dishes. Our Executive Chef Felipe Gonzalez and our Sommelier Manuel Silva look for balance and harmony in every course. In May, we will have Cabernet Sauvignon as the main character of the eighth edition with the support of the oldest winery in America with more than 500 years of history and proud to be Mexican: Casa Madero. There, Mexican dishes with the purest techniques of traditional Mexican cuisine will be chosen. These techniques will be perfected and turned into new avant-garde without losing the purest flavors of our Mexico and its gastronomy. When we pair all these to the suggested wines for the night, we are passionate about achieving the final result: the perfect harmony between wine and food.



This activity is an important part in our search for increasing wine sales revenues as well as meeting both the monthly and annual budgets objectives since it is designed for local retail sales and for our guests.

This project estimates annual sales between eight thousand and ten thousand dollars. It is important to mention that the event cost is very low since resources in terms of set ups are maximized. These are always related to the theme played in every dinner. Entertainment and audiovisual materials are sponsored by our vendors. The participating winery of the night gives us fifty per cent of the product and the other fifty per cent is for selling at the hotel. The same goes for the food; there are many meat and shellfish vendors who want to promote and introduce

their products. This turns us into their test kitchen by using their best products and then draw on it to carry out performance tests and product ratings with comments from our guests.

Therefore, month by month, wine pairing dinners have turned into a tradition at Dreams Tulum Resorts and Spa. They have also become a display window for wineries, sommeliers, wine lovers and good food. They have consolidated us as the best option in Tulum where locals can enjoy of never-before-seen dinners that no other hotel of the zone has. So at Dreams Tulum Resorts and Spa.

"We keep on cooking"

"We are passionate about achieving the final result: the perfect harmony between wine and food"



Selling Dreams and Winning Smiles

Sunscape Dorado Pacífico Ixtapa is in the mind of local clients for their events. Thus, we now have theme concepts for children's parties, Sweet Fifteens and baptisms among others.



It is not only about organizing and executing an event, our goal is to make a dream or vision come true, specially for the little ones.

Concepts such as Frozen, Mickey Mouse and Hollywood are carefully done down to the most minute detail.

We get our reward when we see the smile on the kids and our clients' satisfaction. Indeed, these events translate into excellent Non-package revenues and we are able to maintain awareness in the mind of our local consumers.



"Our goal is to make a dream or vision come true"



Wine Tasting

Our Restaurant collaborators have found the formula for our guests to enjoy and learn about wine culture. The art of wine at Sunscape Dorado Pacífico Ixtapa is conveyed through the Wine Tasting done in a different atmosphere outside a luxury wine cellar, at a Gourmet Restaurant and it has also been total a success at the pool under the beautiful Gazebo. Our guests attend casually and the waiters and maitres d' are in charge of taking them into the fantastic world of wine.

Our guests buy their favorite bottle of wine, the one they enjoyed at dinner in the Restaurant of their choice, completely convinced and very excited.

"The waiters and maitres d' are in charge of taking them into the fantastic world of wine"





Yes You Can!

Alberto Kinil Carbajal

A Cook, Breathless Cabo San Lucas,
25 years of age

Alberto's story is full of effort and sacrifice (like most chef stories). He has his BA in Gastronomy from the University Higher Studies Center Valladolid (C.U.V. its Spanish acronym). He decided to try his luck, packed his bags and did his professional practices during 6 months in the Riviera Maya, and he did it big time... It was 2013 and Now Sapphire Riviera Cancun hotel was the first to witness the amazing talent of Chef Alberto Kinil. At the end of his practices, he went back to his Studies Center to graduate with honors at the end of that same year. He went back to Now Sapphire where he was hired as kitchen porter for a 6-month period. His performance was brilliant and when he was offered a good job opportunity from another company, he took it. He started working in a beach in Tulum during 5 months until Now Sapphire was able to bring him back as C Cook in late 2014. Due to his brilliant performance, he was promoted to B Cook in

record time (two months)!!! His great qualities and ambition to continue growing within the company gave him the opportunity to transfer to Breathless Cabo San Lucas with an A Cook promotion. Starting on December 29th to date, his charisma, ethics and skills earned him the recognition of best collaborator of the first term of the year. He is currently doing his practices to become Chef de Partie. Without a doubt, Chef Alberto Kinil is an example of effort and perseverance. If we add these to his culinary talent, we are sure they will take him to the summit. We are glad to be first row witnesses to his professional growth.

"Due to his brilliant performance, he was promoted to B Cook in record time!"





Juan Contreras Felipe

Current Position: Stewards Supervisor
Position Experience: 6 years

Since 2009, he started in the company at Secrets Maroma Hotel going through the following hotels: Secrets Huatulco as Chief Steward, then returned to Secrets Silversands and nowadays he holds the supervisor position at Secrets Akumal with great results and ready to take on bigger responsibilities. Among his virtues and skills, we can find creating stages that are used daily for theme nights, weddings and for all kinds of events. He has the virtue of being able to use any kind of carpentry tools and how to work with fiberglass. He is very inventive when creating different set up styles. He knows how to manage personnel. He builds solid teams with his colleagues, he is a proud candidate for a future promotion.



Araceli Olivares Dominguez

Current Position: Bar Maître D'
Position Experience: 5 years

Despite only having experience as a barmaid, she started in bar supervision in 2010. However she did so enthusiastically and with aspirations to grow. She stayed at Secrets Maroma for 4 years with excellent results. Then she decided to broaden her horizons for a year.

When Secrets Akumal opened in 2015, she joined that team. She took part in the National Bartenders Contest in 2009 where more than 500 people but only 70 participants were chosen nationwide. She was able to be ranked in the top 16 places. So thanks to this and all the experience she has, today she is ready to face new challenges within the company.

Jorge Antonio Cruz Ríos

Current Position: Chef de partie
Position Experience: 10 years

His mom worked from her house making snacks. At the short age of 8, he was already working in a slaughterhouse. We can say this was the beginning of his current career. He arrived in Cancun in 2003. He started his career at Dorado Seaside Hotel as A Cook. There, he was given the opportunity to grow as Chef de Partie. During the next four years he worked in Mexican and Italian Specialties. He was at GR Solaris hotel for a short period and he then went back to the Karisma chain at Dorado Maroma Hotel where he was responsible for 5 specialties during 5 years. After another short period at Barceló Cancun and Azul Sensori, he started in 2013 at Secrets Maroma as Chef de Parte going through different areas. He currently has the position of Chef de Partie at Secrets Akumal in French specialties.



Felix Jinón

(Steakhouse Bluewater Grill Manager)



He was born on August 24th 1984 in Ayutla de los Libres, a town in the north of Guerrero. He studied there up to high school. At first, he aspired to read dentistry at the Mexican military college however it didn't happen. He then decided to focus on what would become his passion: the hotel industry and guest service.

He arrived in Cancun in 2002 where he found a new world of which he had no knowledge. He started working for the RITZ CARLTON company in the Stewards department but he was able to be promoted to a waiting position. In 2005, he ventured to travel to Los Cabos, Baja California Sur, where he started working at Grand Fiesta Americana Hotel Los Cabos as a waiter in a dining restaurant. Fortunately, he continued growing and he had the opportunity to move to Grand Marquis Los Cabos hotel where he took room service orders and obtained his first position as point of sales supervisor.

A new opportunity arose for him once again at One and Only Palmillas hotel in Los Cabos. There he had a new position that distanced him from Food and

Beverages: Pool Concierge. However, he kept his passion for guest service.

In 2007, he went back to his beloved city of Cancun to the RITZ CARLTON hotel and to Fiesta Americana Coral Beach. In 2009, tragedy struck his family, he lost his first son which led him to take a long rest. He went back to work as maître d' at Le Meridien hotel where he met people who talked about Secrets The Vine Hotel. In 2012, he started his adventure at Am Resorts at Secrets The Vine Hotel as maître d' of the Mexican restaurant. Then he was promoted to restaurant Manager of Sea Salt, a Peruvian restaurant, then he was moved to the Asian restaurant.

Today he has the new challenge of being in charge of Steakhouse Bluewater Grill. Felix aspires to be F&B assistant to continue his career at Am Resorts.

“He does wine tastings with guests and helps in the organization of different festivals done by The Vine”



Martín Enrique Jiménez Ramírez

(Sommelier)

He was born in Acapulco de Juárez, Guerrero at the heart of a family who has worked in the hotel industry for many years. His family decided to migrate to Cancun where Martin has lived for last 20 years. He did his gastronomy studies at the Caribbean University. Once he finished his BA, he started working as a waiter in a steakhouse where he worked for almost a year. In August 2013, he had the opportunity to start working for Secrets The Vine where he was hired to work at Steakhouse Bluewater Grill restaurant. After six years, because of his good job performance, he was given the opportunity to become Wine Steward at the Sommeliers Area. He strived to take the sommelier training given by our Am Resorts chain. Since then, Martin has taken on the great responsibility of managing the wine cellar.

He does wine tastings with guests and helps in the organization of different festivals done by The Vine. His goal, Martin tells us, is to one day be General Manager of one of the hotels of the chain. A position that will certainly come with the passion, endeavor and hard work that makes him stand out as an important part of the human treasure of our AmResorts family.





Training



In order to improve and standardize dish presentation, the Kitchen Laboratory was created. It consisted of bringing together the bosses of the kitchen team to develop menus and presentations as a team.

They started working with the concept of symmetry through a presentation that explains the concept itself. It is followed by dish models of great contemporary chefs and presentation trends.

With this exercise, we renewed the menu of Himitsu. New dishes were added to the Indonesian, Thai, Vietnamese, Philippine, Chinese and Japanese cuisines.

The result of this training was amazing. All the kitchen team was involved in the project which motivated them to contribute with new ideas.

Edgar Perez Sánchez A Baker

He is originally from the Herradura Community of the Santa Maria Huatulco neighborhood in Oaxaca. At 21 years of age, he has been able to grow in the company. He started four years ago as kitchen porter. A year later, he was assigned to the Bakery area; although, he was not very convinced at first. With a lot of endeavor and responsibility, he started to enjoy this new work area. He is a great example of effort and dedication.



Jesus Robles Martínez Butchering Chef

Originario de Tapanala San Pedro Huamelula Tehuantepec Oaxaca. Tiene una amplia experiencia en el área de carnicería, cumpliendo su trabajo día con día con gran dedicación. Tiene 3 años en el Hotel Dreams Resorts Huatulco. Su meta día con día es generar la satisfacción de sus compañeros.



Emilia Peláez Ruiz A Cook

She is originally from Pinotepa Nacional Oaxaca. Her broad experience as a cook has allowed her achieve big goals. She has been in the hotel industry for 22 years. She has always been kind and willing, with desire to learn and share her knowledge. Every day, she gifts us with her smile when she waits on us at the employee canteen.





Javier Carmona Barreda



He is originally from Veracruz City. He was born on August 17. He started his career in the hotel industry at 17 years of age. His first job was as bartender porter in the hotel zone in Cancun.

At some point, the chain and Now Jade hotel appealed to him because of good comments and the desire to join this team is born. He joined us on May 17th 2015 as a Waiter in the Room Service department.

Thanks to his excellent performance, knowledge and initiative, he is now practicing for the Room Service Maître D' position. Javier says that this is also thanks to having a good leader in the Room Service Manager. "It is an objective that I have on the short term and I am very excited to achieve it" says Javier about his professional growth as Maître D'. Javier is an example of perseverance and growth that we are glad to have as part of this great family.



Abraham Pérez González



He is originally from Mexico City. He is a graduate from Bachilleres College and the National Polytechnic Institute. Abraham started in the food and beverage industry as a busboy at Rock Stock Disco in Mexico City. At the same time, he began familiarizing with the world of wine at 19 years of age by taking his first course on cocktails and wine done by Casa Domecq and the Mexican Association of Sommeliers. He arrived in Cancun at 22 years of age and continued working in the hotel industry while looking for an opportunity to earn more and grow professionally. He continued studying, researching and nurturing himself with the knowledge of people he worked with. He has always liked to learn new things. Thanks to his capacity, he has always stood out for doing his job with excellence and with the best attitude. As a result of this, when he arrived in Cancun he was quickly acknowledged and motivated by his bosses to continue going forward. Abraham is a real example that with dedication and passion we can achieve our goals since he was : Busboy, kitchen porter, Maître d', Restaurant Manager, Bar head, Sommelier and today he is Food and Beverage Assistant at Now Jade. There is no doubt that we have valuable people at home from whom we can learn every day. Thanks Abraham for your dedication and for being part of this team your Now Jade family so loyally.



Miguel Ramírez Ortiz



He is originally from Guadalajara, Jalisco. Miguel has always been concerned about his education. He has a BA in Gastronomy and Culinary Art. He started his career as A Cook in a restaurant in Guadalajara. However, passion for his career led him to explore new roads. He left his native city to continue learning and knowing new places both in Mexico and in other parts of the world. Miguel began his career at AmResorts as Quality Chef in Now Jade and afterwards as Specialty Chef at the Italian restaurant at Dreams Riviera Hotel. He is back home now at Now Jade as Head Chef of Capers Restaurant. Thanks to the skills and virtues he has shown, Miguel has begun his practices as Food and Beverage Assistant. He says he is motivated by the praise he receives from his Resident Manager since his goal has always have his own shop in the industry he loves so. We congratulate Miguel for his excellent performance and initiative.



Alejandro Viramontes



He is originally from Mexico City. Alejandro did his BA on Tourism Business Management which would help him on the positions he would hold later. He has acquired knowledge throughout his career. He joined the AMResorts family as Head of Restaurants. However, in his search of being better and thanks to his skills, he was promoted to Junior Assistant a month after he joined us. A year later, he obtained the position of F&B Assistant after much perseverance and effort. He has always carried out his job with passion and dedication. Like any successful person, Alejandro continues setting goals for himself and continues growing. He has obtained the Sommelier Certification by Anahuac University and the Mexican Sommelier Association. We are proud to inform that he is now F&B Manager at Secrets Playa Bonita Panamá thanks to his being a great asset, his skills and experience acquired by being in charge of operations as Food and Beverage Head in Now Jade. Alejandro is a worthy representative that the impossible just takes a little longer. Congratulations! We wish you a lot of success!

Together We Can!



Raúl Bustos Gutiérrez
Bartender

He was born in Liberia Guanacaste in 1990. He is from Santa Cruz Guanacaste, Costa Rica. On April 16th, 2016, he was promoted in our team as Bartender. He says his favorite food is Rice and Beans from Limón. The positions he has held are: Miscellaneous at Westin Hotel, he was promoted there as public area supervisor and he was housekeepers supervisor at Riu hotels. He has been a humble and endeavoring young man. He started in our company as Public areas supervisor, then he moved up to pool waiter and he has currently achieved the bartender position. We wish him full professional growth in this new stage always bearing high our AMR philosophy.

He was born on April 13th, 1968. He is originally from Nicaragua, neighbor of Barranca Puntarenas. On April 10th, 2016, he was promoted in our work team as restaurant maître d. His job experience has been: restaurant waiter for Fiesta Resorts and Marriot hotels, and maître d' at Hilton Resort Hotel.

He has been an honest and respectful person with initiative always attentive to guest service. He began in our company as restaurant waiter and during this first month in his new position, he has done it correctly and with friendliness creating a good work atmosphere in his work group.



Felipe Sotelo Traciá
Restaurant maître d

He was born on March 30th, 1991. He is originally from La Cruz, Costa Rica. On February 19th, 2016, he was promoted in our work teams to Minibar Supplier.

He is a graduate from Salvador Villar Muñoz and De La Cruz Night College. These are the positions he has held throughout his career: Assistant payroll clerk for Volio and Trejos construction companies, he was also Master builder at Traesa Construction Company.

He has been a kind person with initiative. He started in our company as a steward and in these couple of months he has always done it well, quickly and his excellent relationship with guests has resulted in a good performance of his job.



Jonathan Chavez Martinez
Minibar Supplier



Reimar Matamita Miranda
B Cook

He was born on January 19th, 1994. He is originally from Carrillo, Guanacaste, Costa Rica. Since March 8th, 2016, he has been promoted in our work team to B Cook. He is a graduate from the Pacifica Garcia School and the Technical Professional College of Sardinal. He has held the following position throughout his career: kitchen porter at Hilton Papagayo Hotel.

He is a hard working young man. He started at our company as kitchen porter and during this month he has carried out his new position, with dedication, promptness and endeavor. He has given excellent results at his job.

He is originally from Mexico City. He has been promoted to Chef de Partie since March 8th, 2016. He did his studies on Gastronomy for 4 years. He began as a cook in Ciudad del Carmen, Mexico, in an Asian restaurant, he then joined AMR hotels. After 4 years, the opportunity to transfer to Costa Rica in our Dreams Las Mareas Hotel emerged. He started as Teppanyaki chef. His new position appeared a year later. He has been a responsible and dedicated young man. Besides, during the month in which he been at his new job, he has done it well and promptly. He has had an excellent relationship with the guests resulting in a good performance of his job.



Walter Markmann Gomez
Chef de Partie

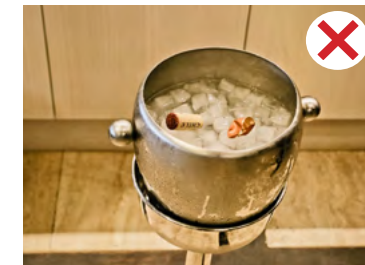
Wine Service

The way in which wine is served and drunk has evolved to reach extraordinary levels of perfection. The temperature at which we serve it, the uncorking or choosing the right glass influence the subsequent perception we will have of the product. We will now see some points to serve wine dealing with 5 fundamental factors. Little details that will make us enjoy our wine to the fullest.

1. No, don't grab the glass of wine from the bowl since you will increase its temperature. Grab it from the stem and foot.



3. No, do not leave the wine cork or tap on the table or in the ice bucket, it should go directly to the pocket or apron of the waiter.

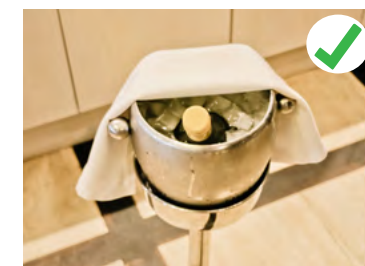


2. No, don't decant a bottle of wine without asking the customer first. Since it is matter of choice and type of wine, also following these 2 steps:

Firstly, old wines tend to have particles at the bottom of the bottle. These deposits are not bad, but they can be unpleasant to feel when we taste the wine. By decanting and letting the wine rest, we help these particles not to stay suspended and prevent them from reaching the glass. Secondly, some wines, especially Reserve and Grand Reserve ones, can present a certain aroma with humidity. This is due to the longer time of aging that the wine requires before it is drunk. These aromas disappear after a few minutes in contact with air, then the aromas and contrasts of the wine become more noticeable



4. No, we must not serve warm white wine because the flavors will change a lot. It will stress its acidity and faults. Nor should we serve it very cold since it will mask the flavors and suppress all of its aromas. The right temperature for young wines is 7°-10°C and 10°-12° C for aged ones.





5. No, we will not serve a wine from our wine list in glass wine glasses. We will give priority to crystal wine glasses since the experience changes with the sensibility of crystal and with the size and shape of each glass.



Dreams La Romana

Dreams Punta Cana

Secrets Aura Cozumel
& Sunscape Sabor Cozumel

Secrets Wild Orchid Montego Bay
& Secrets St. James Montego Bay

Sunscape Curaçao

Zoëtry Agua Punta Cana

Zoëtry Villa Rolandi Isla Mujeres

See you in the next issue!



Salt & Pepper



Thanks to...

Jorge Martínez | Chef Jesús Bucio
Luis Fitch | Chef Antonio Elizalde
Francisco Araya | Chef Mario Hernández
Abel Quintana | Chef Javier Pérez
César Cortés | Chef Jorge Kú
Milán Milenkovic | Chef Juan Cedano
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