

Salt & Pepper

November 2017 Year 2

2ND INTERNATIONAL COOKING COMPETITION "I AM CHEF"

AMRESORTS

ENGRAVED WOOD BOXES

BREATHLESS CABO SAN LUCAS

VERO WATER PROJECT

DREAMS PALM BEACH

VINTAGE STYLE SET-UPS

SECRETS THE VINE

MEET TO EDWIN CASTILLO

SUNSCAPE DORADO PACÍFICO

THEY ARE SO ANNOYING
WITH THE BUTTON
OF THE SHIRT...!

DREAMS SANDS

amRESORTS®



RECIPE BOOK

Unquestionably, these months have been interesting and challenging for our company. We have been through devastating hurricanes and storms at some destinations. There have also been political and safety issues that have complicated our business at some destinations, including the United States, where a great part of our business comes from.

The market is changing and we have had to adapt to such changes; the nice thing of Gastronomy is that politics do not affect us. We continue cooking and preparing our grill and bar with the love and heart we have always had, trying to give a pleasant surprise to the senses of our clients, to our friends.

In September, the venue for the General Managers Annual Meeting changed overnight from Secrets Cap Cana to Dreams Playa Mujeres. There, we showed what can be done with the courage and love from all the team in order to have our guests happy and protected at a destination. And to act accordingly to receive a demanding group within a 24-hour notice. The teams at every destination were empowered by this situation and had a spectacular performance. With so much activity, in October, we had the I am Chef competition in Cancun, with 11 teams from all our destinations participating. It was an incredible parade of creativity and innovation, with a lot of daring creations.

Now we are getting ready for the last months of the year. Let's end 2017 with a cherry on the cake and prepare something special for our guests. Best of luck

to all of you with your plans for the end of the year. Thank you all for your participation in this magazine. All the chefs and F&B Managers and their teams participating in presenting something interesting from your kitchens.

Enjoy this 4th Issue.

F&B Committee

2Nd International Cooking Competition "I Am Chef"

AMRESORTS

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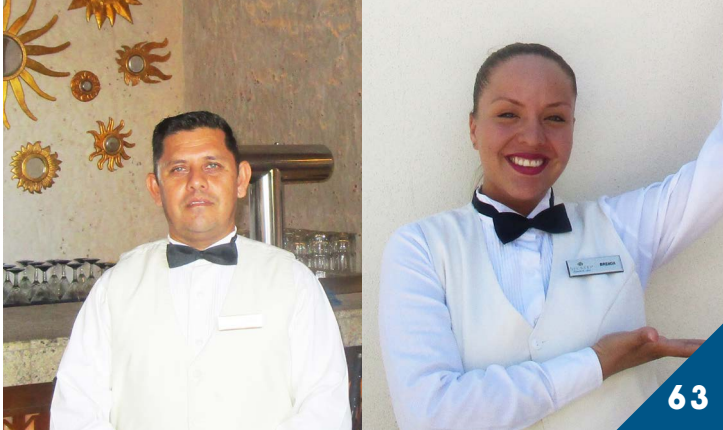
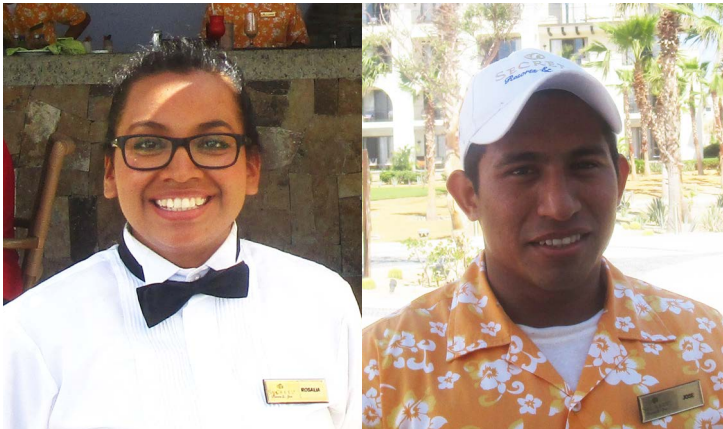
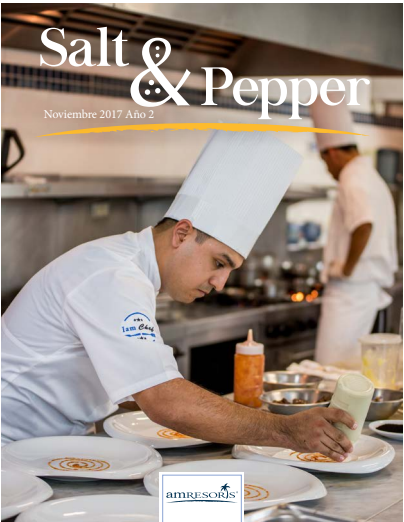
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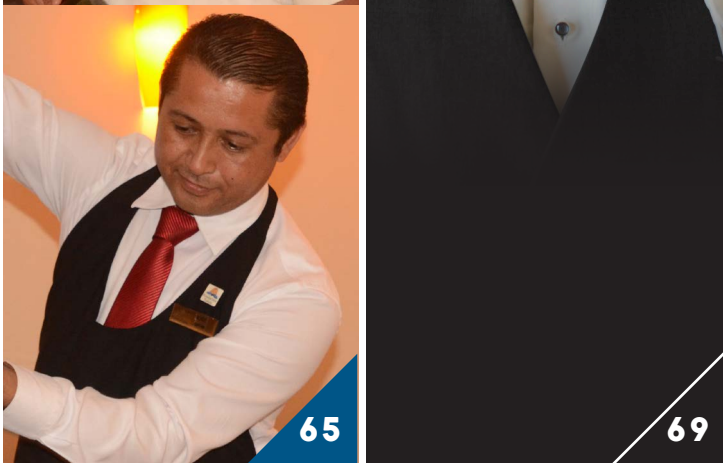
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AMRESORTS SUCCESSFULLY HELD THE **2ND INTERNATIONAL COOKING COMPETITION** **“I AM CHEF”**

In October, the 2nd International Cooking Competition “I am Chef” was held successfully where 22 chefs representing 11 hotels from all the AMResorts brands did a gastronomic sample showing their extraordinary dishes.

The competition was held in the facilities of the Cordon Bleu of Anahuac University Cancun. The award dinner was celebrated at Wayak Garden in Dreams Sands Cancun hotel.

The jury consisted of chefs such as Richard Sandoval, Gustavo Palma, Juan txo Sánchez, Sergio Camacho and Federico López who all have a great reputation and international careers.

The elements that were judged were:

1. Taste as a whole
2. Presentation
3. Temperature
4. Creativity
5. Technique
6. Order and Cleanliness
7. Product Utilization
8. Delivery Time.

Dish preparation and presentation were extraordinary; thus, the judges chose the three first places:

1st Place: Leisser Maldonado and Adrián Regalado, chefs of Zoëtry Villa Rolandi Isla Mujeres Hotel.

2nd Place: Nefi Meza and Roger Torres, chefs of Secrets Vallarta Bay Puerto Vallarta Hotel.

3rd Place: Irving Avendaño and Viviana Vargas, chefs of Secrets Huatulco Resort & Spa Hotel.

For his part, Gonzalo del Peón, AMResorts President, said: *“We feel very honored that the high-quality and gastronomic diversity offered by the AMResorts hotels and brands are recognized. Congratulations to the chefs that took part in this competition and to the winners who make it possible that AMResorts continues meeting its goal of providing an excellent service to our guests with demanding palates.”*





Zoëtry Agua Punta Cana is proud to be a “Wellness” hotel and as such demands that all purveyors provide products that are pesticide free, free of chemicals or GMOs so, in turn we can reassuringly provide a 100% organic product.

Our kitchen experts and technicians, starting with the Executive Chef and Q.A. Manager, have the habit of periodically visit the growing field and warehouses of our providers (In the town of Constanza situated in heart of the Central Mountains in the Dominican Republic), to observe the process encompass the seeding fertilization grafting and transplanting, as well as the feeding of plants up until the harvest, in an effort to be absolutely conscientious about the products we employ in our healthy gastronomy.

Similarly, we check periodically that our providers hold the current and valid organically grown certificates issued by the Secretary of Agriculture and the Secretary of Tourism who are the authority that regulate such process.

In our establishment, we take great care in washing, disinfecting and drying of all produce. From the prepping up to, the cooking process we minutely, double check and log in our daily document sheet, the entire handling activity. We use the last cooking techniques for each and every plate, such as sous vide so that the delicacy can make its way from the stove to the table in an unadulterated form, giving this way a unique gastronomic experience that will satisfy the most demanding connoisseurs.

Our Executive Chef and Q.A. Manager follow up products from the moment they are purchased, the way the providers pack and ship them up until the conditions and temperature at which they are received at the hotel, all this with the sole purpose of assuring an excellent finish of all that we serve.



ENGRAVED WOOD BOXES



We have the continuous challenge of surprising our guests. One way of doing it has been through creative and unique set-ups in private events, such as: coffee breaks, dinners, cocktails, etc. So, our Executive Chef made use of his creativity to customize the set-ups in certain events, so he engraved Wood boxes where we can include fashionable logos, phrases and funny images.

His intention is placing the dishes displayed at different heights and having our guests attend with their mobile phones to take photographs of their logo and share them with their friends, family and colleagues on social media.

“...we can include fashionable logos, phrases and funny images.”



THIRST QUENCHING

AND REDUCING PET

At Dreams Huatulco we are worried about protecting our environment and we are always looking for new alternatives for taking care of our natural habitat and for having a positive impact on it.

As a result, we had an idea that has helped us considerably reduce the use of PET, reducing the consumption of water bottles at our hotel and creating awareness in our guests, preventing pollution of our beautiful touristic destination.



HOW HAVE WE ACCOMPLISHED IT?

In the pool area of our resort, we have implemented 3 hydrating zones, distributed in strategic locations of the hotel, of delicious water infused for 12 hours with fresh fruit, aromatic herbs, selected spices and sugar free, ideal for the hottest times of the day, where our guests may quench their thirst with a delicious, healthy beverage, which is hydrating and delicious...

have reduced the consumption of other beverages, which has reduced the cost of beverages and also helps minimize “possible upsets” caused by a slow service since they know that in 15 meters or fewer, they may freshen up with our wide variety of 25 flavored waters and infusions. We keep surprising you every day!

That way, instead of grabbing a bottle of water, which represents garbage that has an enormous environmental impact, they freshen up this way and help protect our environment! In addition, we

PURCHASING TIPS FOR EQUIPMENT FOR OPERATIONS /FOOD AND BANQUETS / PROPS FOR DECORATION

BY: ERICK MARKER,
RESIDENT MANAGER.

OPERATIONS EQUIPMENT COLOR MELANIN BOWLS

Nowadays, due to the operational demands of our hotels, it is very important to include cutting-edge operations equipment that offers advantages and ease of use in operation; indeed, that it gives an excellent appearance to our guests.

Melanin bowls offer us a great versatility and meet the features mentioned above since they can be used at dinner and in any kind of event. Besides, they are easy to store and very easy to clean.

Melanin bowls are 100% hygienic and come in different shapes. They are ideal to give that freshness sensation mainly in the cold display lines while upholding the highest quality standards in food flavor and texture.

Sin olvidar el ahorro que estos nos representan debido a su durabilidad, siendo estos mismos un buen sustituto en todo el equipo de loza y evitando así gastos por reposición en cuanto a roturas o desgaste del material.



Home Applications

Melanin resin is often used in kitchen tools and dishes (such as Melmac). Melanin tools and bowls cannot be used in microwave ovens. Just like with all thermostable materials, melanin resin cannot be melted; thus, it cannot be recycled by smelting.

During the 50s and 60, melanin dishware was very fashionable. With the crucial help of elegant modern designs by A.H. Woodfull and the Product Design Unit of British Industrial Plastics, it was believed melanin was a threat to pottery that was pervasive in the market.

Melanin resin, MF resin or melamine formaldehyde (sometimes abbreviated just as melanin) is a hard thermosetting material created by the condensation of melamine and formaldehyde. In its butylated form, it is dissolved in n-butanol and xylene. It is then used to cross-link with alkyd, epoxy, acrylic and polyester resins.

BASQUE GRILLS

BY: CARLOS RUDICH,
RESIDENT MANAGER.



At Secrets Aura and Sunscape Sabor Cozumel we have purchased two stainless steel Basque-style Charcoal Grills. They have helped us a lot in special-events minutes and high-level preparations.

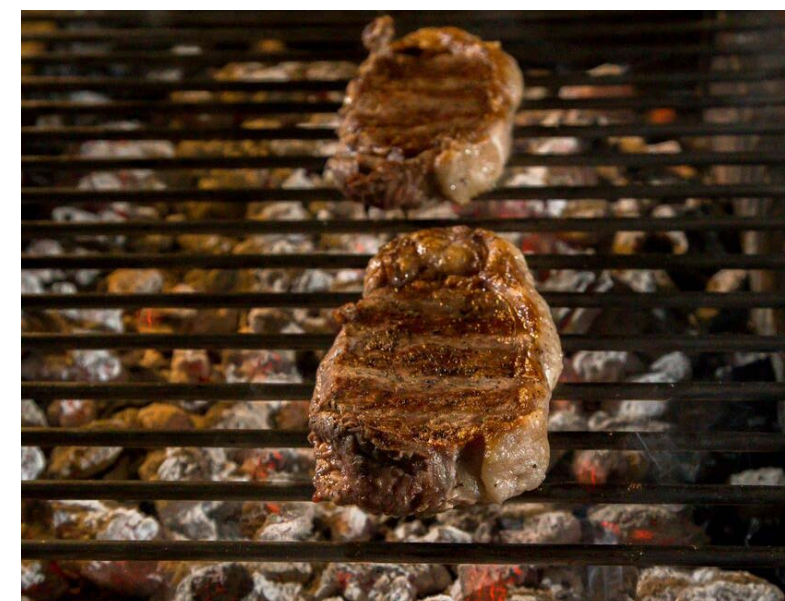
Besides acquiring the grills, Mr. José Antonio Lopetegui, the hotel owner, has instructed us about their correct use according to the Basque country tradition. High-quality meat (preferably aged) has to be used, for instance: Rib Eye, New York, Prime Rib or Short Rib. It is then cut into 1 and a half inch thick slices to then be seasoned with salt and pepper guaranteeing the pure flavor of the meat.

In order to achieve this, the charcoal is lit an hour before the BBQ and it is left like that until only the embers are left (without the presence of fire or raw charcoal). At this point, the meat is placed on the grill and it is slowly cooked on all of its sides. It is suggested that the meat is eaten rare or medium rare.

The Basque grill has a 15° tilt approximately that allows the fat to slide over the bars of the grill into a container destined for its collection.

Another highlight of this grill is that it has a powered fan that blows air inside, making the charcoal light faster, making it easier to use while optimizing it at the same time.

The most obvious and outstanding difference of grilling on a Basque-style grill can be seen in the final product itself. The cooking of the meat is done directly at the charcoal not at the metal like in the case of Argentinian grills



The design of the grill is made with thick stainless-steel bars that have a wider separation than traditional ones which allow for the cuts placed on them to cook slowly directly by the charcoal. Hence, the meat does not get burned by high temperatures like it does in the traditional v-shaped steel bars. We even make markings to ensure that the meat is completely sealed.



STEPS WE FOLLOW UP TO ACHIEVE AN OPTIMAL FOOD COST

Undoubtedly, a well-implemented food cost policy is a line that crosses the company in a transversal way, touching several departments, many people, actions to carry out, active implementation of policies procedures, commitment of the people involved and at the end it brings a high contribution to the GOP with only the follow up of a series of good practices congruently and well aligned with the quality and standards of the hotel. Done otherwise cost a huge amounts of money.

Among the influential actions we have taken at Dreams Las Mareas include the design of the menu with adequate portioning and correct accompaniments, allowing the moderately satisfied customer to be satisfied with one or two servings giving him the option of repeating servings without having to waste food.

Both on the menu of a la carte restaurants and in the buffets we offer several options of cold entrances, entrances and main dishes that offer to the client varied gastronomic options.

.....

We conclude by saying that we benefit by obtaining an optimal cost by strategically and punctually following a series of good practices and processes, which can vary from hotel to hotel and involving several departments, supported by an executive leadership aimed at articulating and consistently getting value for money without losing the quality and standards of the company that is not possible without the concurrence of several departments and many people.

TIPS FOR IMPROVING FOOD COSTS.

1. Planning the menu according to the quality and standards.
2. Have a communication with purchases department and them at the same time with suppliers to be up to date with current promotions.
3. Negotiate high volume purchase prices that include good quality, delivery on time and price, bonus.
4. Transportation at the proper temperature and preservation of food correctly.
5. Cooking and presentation of food in an appealing way.
6. Product yield tests help us to better understand the true cost per weight of the product to be used and to decide whether to purchase in bulk unprocessed or processed and packaged ready to use.
7. Find the cost of each drink and dish.
8. To keep monitored every day the evolution of the cost so that in case of deviations these can be corrected in time.
9. Offer specials in restaurants that allow the use of low-cost raw materials.
10. Keep a list of active suppliers that includes several options of the same product which allows us to have access to several sources of supply and applying the purchases to the best suppliers.
11. Making detailed descriptions of the specifications of each product that is purchased in accordance with the standard and the needs we have, helps us to better understand what we need to buy and what to expect when receiving the product.
12. Bars offer one or two cocktails of the day taking advantage of fruits and seasonal products of low cost.
13. For example the preparation of an outdoor paella or any other delicacy helps to decongest restaurants, lowers the cost of food and generates a pleasant environment around the food and its preparation.

PROJECT VERO WATER

As part of AMResorts’ commitment to improving environmental awareness, recycling and maximizing our expenses, Dreams Palm Beach Punta Cana launches the Vero Water® project.

Vero Water®’s commitment in developing the best in water filtration and bottling technologies has made the company the leading provider of distilled and sparkling water for the hospitality industry. Due to its unmatched taste and quality, Vero Water® has become the water of choice in many of the best hotels and gastronomic establishments in the world, with world-class hotel operators such as Ritz Carlton Hotels & Resorts, Hyatt Regency Hotels and MGM Resorts International as well as award-winning culinary destinations headed by Chefs such as Mario Batali, Michael White, Emeril Lagasse, Marc Forgioni, among others.

The reusable plastic and glass bottles in which Vero Water® is served, have been specially designed for reuse and easy cleaning; they are resistant enough to withstand industrial dishwashers at high temperatures.

They are eco-friendly and safe, at the same time they are designed for service in areas like pool and beach, being elegant while helping to reduce costs.



Due to the daily and constant use of glass bottles in restaurants and reusable plastic bottles in the pool and beach we will be contributing to the reduction of environmental pollution, as we work day by day to reduce operating costs and storage space, based on the water bottles currently used on the property.

The consumption of Vero Water® provides our valued guests with an option of greater quality and variety for a lower price, since the machines can offer Still, Sparkling and Ambient temperature.



The projected savings are now reflected in the comparison described below:

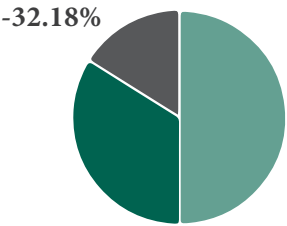
ALASKA WATER CONSUMPTION FOR 6 MONTHS:

ITEM	AMOUNT	AVERAGE CPST PER UNIT RD\$	TOTAL 6 MONTHS RD\$	AVERAGE MONTHLY COST USD\$	TOTAL 6 MONTHS USD\$
Alaska water with logo 12/16 onz.	599,712	4.3	2,578,761.60	9,042.58	USD 54,255.45
500 ml. Water	20,736	4.5	93,312.00	327.2	USD 1,963.22
5 Gallons Water	9,459	27.5	260,114.00	912.1	USD 5,472.63
TOTAL			RD \$2,932,187.60	USD 10,281.88	USD 61,691.30

VERO WATER CONSUMPTION 06 MONTHS:

ITEM	AMOUNT	AVERAGE CPST PER UNIT RD\$	TOTAL 6 MONTHS USD\$	AVERAGE MONTHLY COST USD\$
Vero 4	7	425	2,975.00	USD 17,850.00
Vero Torre	1	470	470	USD 2,820.00
Alaska water with logo 12/16 onz. (Housekeeping)	39,000	0.09	3,528.30	USD 21,169.79
TOTAL			USD 6,973.30	USD 41,839.79

MONTHLY SAVINGS:



TRADICIONAL SYSTEM	VERO SYSTEM	MONTHLY SAVINGS
USD 10,281.88	USD 6,973.30	USD 3,308.59

BETTER PRICE OF RED SNAPPER



In Sunscape Curaçao, we are committed to providing the best quality to our guests and looking for better local prices. We constantly keep analyzing prices to get the best ones in the market in order to minimize the operation expenses, keeping the best quality.

Market research was performed in order to get better prices or an attractive price for a better management of food costs. The red snapper was the most relevant that we used to get at a previous price of \$16.03 USD per kilogram, now we buy it from a

different vendor at \$6.07 USD per kilogram, and this product is the most consumed in the Oceana specialty restaurant.

With all the changes implemented we have maintained the satisfaction of our guests, as demanded by AMResorts while obtaining great results regarding operation costs.

RED SNAPPER PURCHASE COMPARISON

MONTHLY CONSUMPTION KG.	PREV. PRICE PER KG.	PREV. MONTHLY TOTAL	NEGOTIATED PRICE	CURRENT MONTHLY TOTAL	DIFFERENCE / SAVINGS	ESTIMATED YEARLY SAVINGS
900	\$16.03	\$14,427	\$6.07	\$5,463	\$8,964	\$107,568

NUTRITIONAL INFORMATION OF RED SNAPPER

It is a deep-water fish found mainly in the Atlantic Ocean, in the Caribbean and in the Gulf of Mexico. This is why it is very popular in the south of the United States and in the Aztec country. It stands out precisely for its red, silvery exterior, which gives it a very peculiar look.

WHAT ARE ITS BENEFITS?

Undoubtedly, in terms of nutrition, the red snapper is a very complete fish. Please find below the benefits of consuming red snapper.

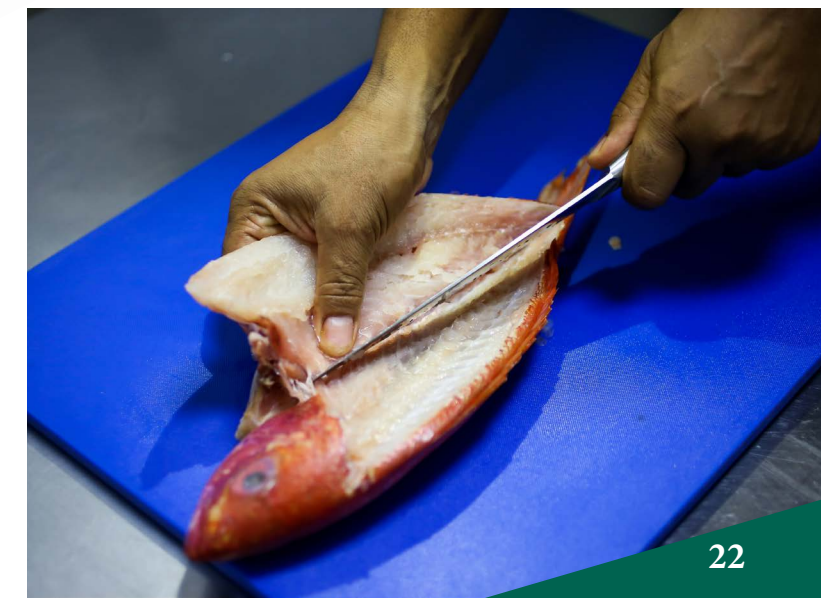
An excellent source of protein. Per each 100 grams of red snapper, you obtain 120 calories and about 25 grams of protein. Its values in both categories make the red snapper an excellent choice for any type of low-calorie, low-carbohydrate or simply healthy diet.

Its Omega 3 contents in a serving may be enough for your body for a whole week. It is really high in this type of fatty acids.

High in nutrients. The red snapper, its proteins and few calories, is rich in Vitamin A, B12, Selenium, Potassium and other minerals.



It is important to mention that this product has a 42% in our popularity index in the seafood specialty restaurant.



BUFFET VARIEDAD
DE PROTEÍNAS
**SIN INCREMENTO
DE COSTO**

One of the biggest challenges in the cost of cooking for a Resort is to compensate the high costs of the a la carte restaurants with the buffet service.

The buffet itself is a type of service that allows us to quickly modify the menus depending on the product that we have at our disposal or apply regeneration techniques that minimize the losses. However, in many cases, when we focus our efforts on controlling expenses, we forget the fundamental reason why we cook, that is the guest satisfaction. The proposal that we present to you in “Echale Agua a la Sopa” is offering a buffet menu with a variety of proteins without affecting an increase in the designated cost.

WE START WITH AN EXAMPLE WITH FOUR MEATS:

- Chicken Breast (90 RD \$)
- Pork Chop (62 RD \$)
- Rib eye o fillet (235 RD \$)
- Lamb leg (155 RD \$)

If we estimate 500 people with an average consumption of 200 grams per person we would get the following percentage of consumption per protein: Rib eye, 70%, Chicken 15%, Pork 10%, Lamb 5%.



Note: The material used in these photos is imitation wood for display.

	PRICE PER POUND	% PRODUCT CONSUMPTION	ión NUM. CLIENTS CONSUMPTION PRODUCT	SERVICE CONSUMPTION POUNDS	PRODUCT COST
CHICKEN BREAST	RD \$90.00	15	75	67.5	RD \$6,075.00
PORK CHOP	RD \$62.00	10	50	45	RD \$2,790.00
RIB EYE	RD \$235.00	70	350	315	RD \$74,025.00
LAMB LEG	RD \$155.00	5	25	22.5	RD \$3,487.50
					RD \$86,377.50

Applying our system, in the most visible part of our buffet, we will place our offer of low-cost proteins elaborated with current cooking techniques and exotic tastes, presented in an attractive presentation.

OUR PROPOSAL:

- Low-temperature cooked chicken grilled with orange praline.
- Marinated pork chop with ginger and honey.
- Leg of lamb with black garlic.

The results obtained are as follows:

	PRICE PER POUND	% PRODUCT CONSUMPTION	NUM. CLIENTS CONSUMPTION PRODUCT	SERVICE CONSUMPTION POUNDS	PRODUCT COST
CHICKEN BREAST	RD \$90.00	30	150	135	RD \$12,150.00
PORK CHOP	RD \$62.00	15	75	67.5	RD \$4,185.00
RIB EYE	RD \$235.00	45	225	202.5	RD \$47,587.50
LAMB LEG	RD \$155.00	10	50	45	RD \$6,975.00
					RD \$70,897.50

Thanks to this action taken, we have been able to save an 18% in the cost of our cooking and we were able to incorporate more variety of products in our buffet, improving the satisfaction of our diners.

FRENCH FRIES, CRISPY POTATOES

*“...offering the best prices
of the market and choosing vendors
committed with our standards.”*

At our Secrets Vallarta Bay & Now Amber Puerto Vallarta hotels, we are committed to providing quality at a low cost. We put strict care in purchasing produce that allow us to please our guests’ palates, offering the best prices of the market and choosing vendors committed with our standards.

An example of this good practice that has worked for us is the purchase of French fries. We previously bought ¼ in thin French fries at \$388.20 per 12.25 kg box. Nowadays, we negotiate the same quality but with more product at a \$392.39 cost that includes 16.33 kg per box, which has allowed us to save from the beginning of the year to the month of September, \$36,530.54.

Crunchy potatoes were bought in a 170 gr presentation at \$28.58, with the new negotiation, now the cost is \$25.20, with savings to the month of September of \$24,883.56, considering the calculation from the beginning of the year.



ITEM	INITIAL VENDOR		CURRENT VENDOR		CONSUMED KILOGRAMS	PRICE	SAVINGS JAN - SEPT
	WEIGHT	PRICE	WEIGHT	PRICE		DIFFERENCE PER KG PRODUCT YIELD	
French fries	12.25 kg	\$388.20	16.33 kg	\$392.39	4,769.00	\$7.66	\$ 36,530.54
Crunchy potatoes	170 grs	\$28.58	170 grs	\$25.20	7,362.00	\$3.38	\$ 24,883.56

OPERATION EQUIPMENT WORKSHOP

BY: DAVID LÓPEZ,
RESIDENT MANAGER

Likewise, we always try to have savings in operations expenses that are required throughout the year whether it is by purchasing or renting articles and/or equipment, which in some cases are only used once. When we realized that renting equipment was not a very profitable option, we decided to create



At Secrets Akumal, we have concerned ourselves with ensuring that the final result of everything we do helps us improve our revenues in all areas by using the resources we have at hand.

a workshop designed specially to build operations equipment benefiting primarily the department of Groups, Weddings and Conventions. Making this equipment has helped us save on renting costs and better still, they generate a direct

revenue since they are offered to the client for rental for the previously mentioned events.

At this workshop, we have done everything from small wooden tables, to rectangle and square ones up to differently-shaped high tables for banquets and so forth. We have also made Mexican-style wooden wheelbarrows that are mainly used for theme nights, group dinners and in some weddings.

The rental price of this equipment ranges from \$8 USD (high table) up to \$200 USD (decorative wheelbarrow). This gives us the chance to invest internally as a department: the net revenue of the rent of this furniture is used to acquire higher quality articles. Having our own furniture also has an indirect impact to expense reduction in linens and/or decorations. These savings are destined to pursue more modern and elegant equipment that reflect directly in a better service and projecting a

better image to the guest

To date, in budgets such as the linens one, this year's expenditure has been far below of what had been budgeted obtaining expense savings of up to 25%.

The goal for next year is to obtain savings of no less than 30% on the budget of this area and to obtain 20% more revenue for Groups with these rentals.



At this workshop, we have done everything from small wooden tables, to rectangle and square ones up to differently-shaped high tables for banquets and so forth.

We have also made Mexican-style wooden wheelbarrows that are mainly used for theme nights, group dinners and in some weddings.



SALES IN SPECIAL TABLES AND BACK UP FOR THEME NIGHTS

BY: ALFREDO MAGAÑA,
FOOD AND BEVERAGE MANAGER.



Open-air events and theme nights that we hold permanently for the delight and entertainment of our guests have been an icon of satisfaction within the activities carried out jointly by Food and Beverage and Entertainment.

Special nights such as “Tribute to Il Divo”, “Revolution Show” and our signature and traditional “Mexican Night” have been done offering guests delicious buffets that go hand in hand with the theme and with shared tables in order to enjoy live shows.

Additionally, as part of our wine-sales strategy, we offer private table experiences to couples set in front of the show with the menu selection of one of our specialty restaurants. The next step to enjoy a unique evening is selecting a wine with the help of our Sommelier- Manuel Silva.

However, there is always the possibility of rain because of sudden weather changes, which force us to have a back-up ready in Capri ballroom in order to keep the service going.

We used to have the same Set Menu in case the said events had to be moved to the back-up venue. However, we realized there were many cancelations in the sold individual tables because guests would buy wine for two or even three events but the menu did not please them. Julio Poot, our Executive Chef, had the task of implementing very attractive gourmet menu options for each event to stop repeating the fixed menu in all the special nights.

This way, our personnel offers the experience to the guest of having different gourmet menus with wine pairing – that are in line with each theme night.

Since Capri ballroom does not have kitchen premises, the Chef has designed menus that are practical to make but with a great quality and excellent presentation.

Cancellations have decreased significantly since this change of menu.



We even set extra tables at the Capri ballroom for guests who show up at the opening of the event who decide at the last minute that they want to enjoy the gourmet menu with wine pairing.

Brainstorming is key at the Food and Beverage department which allows that many of the contributions of our employees are implemented in daily operation generating a direct benefit to the guests, the hotel and employees.

We will continue on the road to success adding Salt & Pepper to the activities that we do day to day.

SUSTAINABLE HOTEL

Every day, there is an increasing demand of people who are looking for sustainable hotels which not only promote taking care of nature but that have practices that let us live in harmony with our surroundings. Although this is not an innovative proposal, very few hotels in our zone have implemented tools such as solar panels.

They can be summed up as mechanisms that help generate energy in an alternative way, obtaining power using sunlight.

This is just an example because there are other alternatives that allow us filter saline water, mechanisms for wind power, etc.

We would create a visual impact and acquire new certifications while obtaining significant savings in our energy costs.

AMRESORTS WAREHOUSES

In Mexico, there are several places devoted to making artisanal or custom equipment that double their prices the minute they make agreements with big intermediary companies. If we destined an investment project to purchase wholesale to domestic producers, not only would we save at least 50% of the price offered by our vendors, we would also ensure the year-long supply of our dinnerware and/or crystal ware and have operations equipment when required.

If we had operations-equipment warehouses, just as vendors do, which supply the hotels of the chain, we could save in our costs, eradicate equipment shortage and eliminate the waiting time of delivery dates that usually affect operations.

Although project investment represents a strong impact for our owner's pocket, the truth is that both his wallet and ours will benefit as months and even years go by.

FAMILY DINNERS



It is simply a SUNSATIONAL experience!

We give a plus to our guests by offering them a wonderful, ideal afternoon/evening with the option of having dinner in a private area, near the beach, enjoying the sunset and the best atmosphere for a special dinner.

We have different options of menus based on the good taste of our chef in order to satisfy the palate of each of our guests, along with a delicious beverage.

Any special celebration is a good reason for an unforgettable dinner whether it is for a couple, a family or a group of friends which would not be complete without a soft melody giving it a special touch.

During the day, it is an area used for SPA services and in the afternoon, we transform it depending on the needs of our guests.

It is a place for events with an average cost of 40% of the services, which makes it very attractive to our guests. To top it off, we place a beverages bar at the location.



LOOKING FOR BUSINESS IMPROVEMENT

At Dreams Los Cabos hotel, we will continue looking for practical improvements that may help us generate more income, in addition to the satisfaction of our clients. These are the activities that we have found so far that we would like to share with you:



- **WINE TESTING:** With help from our Sommeliers, we perform an in-house tasting with our guests once a week so that they learn about the qualities of our wines that are part of the Unlimited-Luxury® package. We take advantage of the opportunity to introduce them to some wines of our menu at an additional cost, in a relaxed atmosphere, as well as delicious hors d'oeuvres that contribute to the enjoyment of the virtues of each wine we offer, generating programmed sales for their dinners and/or to be taken back home.

- **TEQUILA TESTING:** At our terrace of the Mexican Restaurant “El Patio”, we perform a tasting of some of the tequilas of the Unlimited-Luxury® package. We explain their history, the making process and the features of each one; we present some Premium tequilas at an additional cost and we accomplish some sales generally to be taken back home as souvenirs.



- **ROMANTIC DINNERS:** We offer different locations around the property to be able to offer the option of special dinners to our guests, as well as groups, with set-ups in the beach, offering a cocktail before the dinner in comfortable living rooms placed on the beach, with bonfires, hors d'oeuvres and marshmallows to improve the experience.

- **WEDDINGS, CONVENTIONS, INCENTIVE GROUPS AND BANQUETS UP-SELL:** As time has gone by, we have purchased different equipment to improve the set-ups as well as tables for buffets, lights, decoration, table linens, dance floor with led lights, etc. This way, we offer the equipment for rent for special events generating extra revenues, in addition to a memorable experience for our guests.

ROMANTIC DINNERS MARATHON



*“...has allowed us
to be above budget,
with a total of twenty
romantic dinners sold.”*

At Dreams Dominicus La Romana we have an impressive pier, which is located in the middle of the Caribbean Sea and has the best sunset of the Island, is the perfect setting to enjoy unforgettable and very romantic dinners for couples who visit us and decide to spend a vacation with us or celebrate their honeymoon.

In search of innovation and the satisfaction of our guests, we set ourselves the task of creating the concept of “Marathon of Romantic Scenes”. Along the quay, ten romantic tables are placed, duly

prepared and decorated, taking care of the space between one and the other.

The exquisite pairing menu that we offer consists of our fresh lobster from the Caribbean and we accompany live saxophone music to the delight of the guests and at the same time add another romantic note to the event.

With this concept, we have increased our Non-Paid Revenues, obtaining very good results, which

has allowed us to be above budget, with a total of twenty romantic dinners sold.

These romantic dinner packages include a 5-time menu and bottle of Moët Chandon.

CHAMPAGNE PARTY

At Breathless Riviera Cancun we have created the Champagne Party to increase revenues in Wines sales. We have partnered with the Veuve Clicquot brand to adapt the area and we have an exclusive bar for sale or consumption of Champagne or sparkling wine.



The Champagne Party takes place every Friday from 12:00 pm to 3:00 pm and its purpose is to offer a different experience to our guests in which our guest DJ and the bubbles create the perfect environment to enjoy a perfect afternoon at the Giantcuzzi.

Great part of the success of our party has been not only creating the perfect environment with music and decoration inside and outside the Giantcuzzi, but that our guests receive a high-level service when buying their champagne and a unique way of enjoying it.

The canopies are decorated with products provided by the brand and they add an “exclusivity” touch, which are assigned when buying Champagne, giving the guest a different experience when enjoying a Brut or Rich, served on ice with wineglasses specially designed to enjoy the product.

Since we have done the Champagne Party, we have opened new Champagne-selling hours that didn’t exist before, earning an average between \$1000 to \$5000 USD in the 3 hours this activity lasts.



MOONLIT DINNER WITH THE STARS LISTENING TO THE TENORS

BY: DIEGO PÉREZ,
FOOD AND BEVERAGE MANAGER.



We have created a delicious dinner with a customized designed menu to increase Wine sales with a dinner lit by the magic nights of the Mexican Caribbean and a romantic concert in the voice of our tenors.

Succulent dishes prepared by our specialty chef that result from the creativity of his hands to the tables.

This event is done on Friday nights in a magnificent stage mounted over the main pool. It is a central platform where the Tenors liven up the evening graced by the show lightning at the center of the pool.

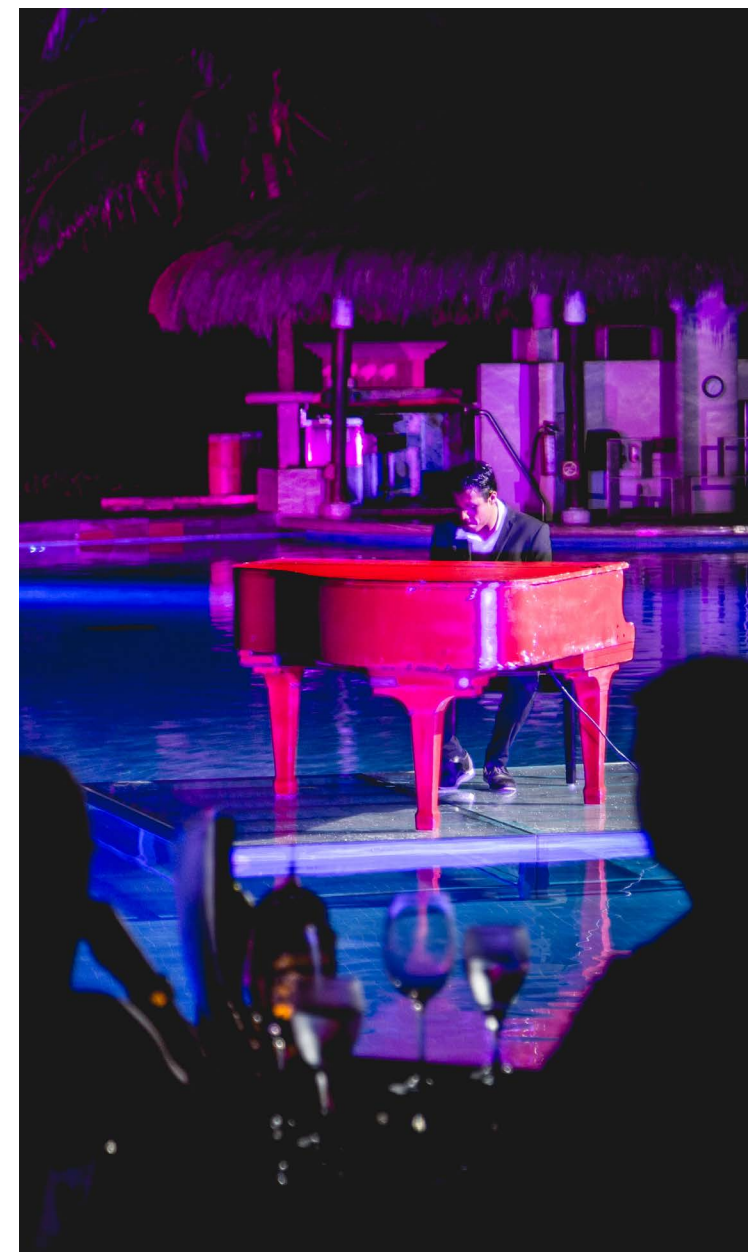
We start with the piano player who is also located at the central part of the pool on another see-through platform. Several reflectors highlight the shape of this artist over the water. The art of his hands will let through a vast repertoire of international songs chosen for this special night.

This night was created in order to boost wine sales, a very important category of extras for demanding customers with good-purchasing power who wish to enjoy the best of our world-class wine selection paired with a unique show.

To guarantee the night, we prepare a grand ending by introducing the Tenors who are welcomed with a great ovation by the patrons. They then do their grand presentation at 8:00pm.

Our intention is for this to be a very special night for our guests resulting in good revenues under the wine and romantic dinners concept. This has helped us reach our targets according to our daily budget.

Early in the week, our publicity is placed at the entrance of all our consumption points. The Sommelier is another important sales pusher. He positions himself in the main guest corridor leading to the restaurants, to the beach and/or to the pool, where a great display of wines and champagne stands out. There, he invites the guests by recommending the special wines for them to pair them at their dinner.



"This night was created in order to boost wine sales, a very important category of extras for demanding customers with good-purchasing power ..."

WINE FEST

BY: CESAR CORTEZ,
FOOD AND BEVERAGE MANAGER.

We are aware that the market is increasingly demanding and that expectations from guests who are looking to have more and better experiences are bigger in All Inclusive hotels. On our part, we are also in a constant search of offering new alternatives in which the guest will have the opportunity of perceiving different sensations while living different and unique experiences.

For the past four months at Dreams Puerto Aventuras, we have been organizing the Wine Festival better known as DREPA Wine Fest, which is held in different locations. It can be held at our Oceana restaurant or at the beach, or weather permitting, at our El Patio restaurant.



The main objective is to increase wine sales by making the most of the Tenors performance so a special set up is prepared based on the number of reservations. Our Chef Jorge Ku prepares a series of miniature dishes and desserts that are the ideal match for the wines to be tasted chosen by our Sommelier. After the tasting, the special menu of the Chef and the Show are included in their dinner.

Maître D', Sommelier and Hostess are in charge of the sales effort for days in advance since the Wine Fest is scheduled twice a month. An in-house design is used for its promotion. The Unlimited Connectivity app is uploaded and additional invitation flyers are put in each restaurant. To diversify the market a bit, sales efforts are made with the people who live in the "Puerto Aventuras" complex.

The price for guests is \$30USD per person and \$50USD for complex dwellers.

All revenues generated by this sale are loaded under wine sales concept supporting the bottles that were opened for the tasting.

At the end of every tasting, the Food and Beverage team talk to the guests to identify the wine they liked the most and then do sales efforts to generate another revenue by offering that wine at dinner time.



"...we are also in a constant search of offering new alternatives in which the guest will have the opportunity of perceiving different sensations while living different and unique experiences."



VINTAGE STYLE SET-UPS

In the last few years, the “Vintage” trend has increased and In Secrets The Vine we realized that. Since we have always been interested in innovating and renewing our services, we decided to implement set-ups in line with this style to be able to create memorable experiences for our guests.

Early this year, we purchased a vintage table and some items that help giving that “antique” but trendy touch that everybody loves. With such objects and together with the executive chef, the Steward Chief and a great team, we have been able to create high-quality set-ups with a great presentation, which has been happily accepted by the guests and team members.

For these set-ups, we have managed to incorporate different types of food. Among the most requested foods we can find the petit fours table, which with help from our excellent Bakery Chef has resulted in a unique, special set-up for each occasion, making the experience much more interactive.

Due to the increasing use of the social media, guests are always looking for original and innovative pictures of set-ups to share with their acquaintances. Thanks to this, we have been able to use them in several events, such as weddings, theme dinners, welcome cocktails, etc.



“...we have been able to create high-quality set-ups with a great presentation, which has been happily accepted by the guests and team members.”

This purchase has helped us a lot since it is also set-up in the Mexican dinner as a cold station and it is a complete success, making everyone enjoy the dishes served.

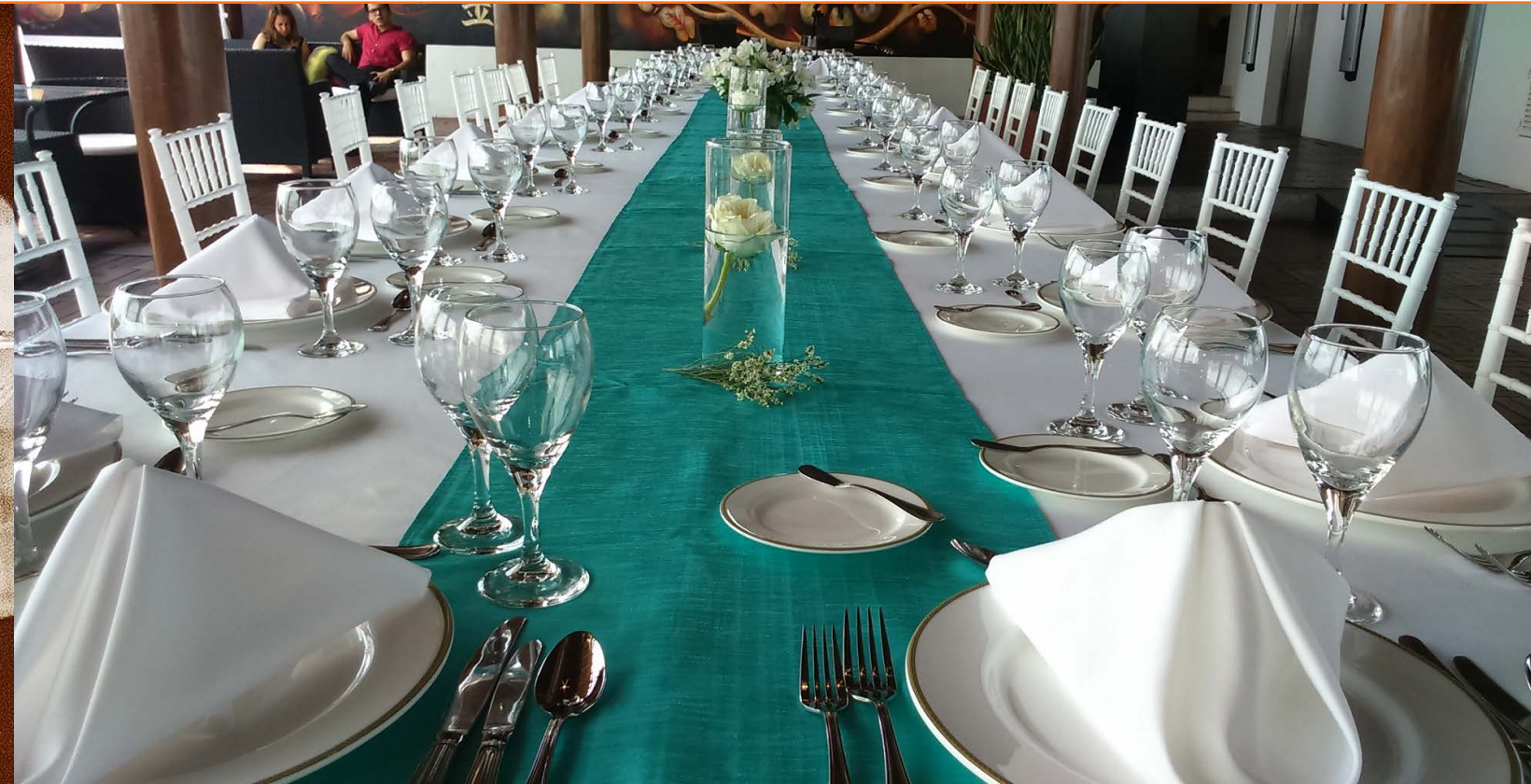
Both guests and team members have contributed to improving his idea every day. We hope that we may be able to purchase more items in connection with the same concept, or create a new one in a near future, in order to be able to provide the guest with high-quality set-ups they may enjoy and that are creative and original at the same time.



GOURMET DINNER IN THE WINE CELLAR USING NITRÓGENO

Creativity in set-ups in our Unlimited-Luxury® concept, there are no limits to imagination. We can accomplish spectacular, practical and tasteful set-up presentations without the need of a great investment, we only need move the frying pan and let creativity flow.

Create spectacular set-ups that generate unforgettable moments for our guests with simple elements.



FRENCH STYLE SET-UP WITH “BLUE” THEME AT THE GOHAN BAR

By taking advantage of the beautiful sea view, the “Blue” set-up plays with the contrasts of the blue of the sky, the sapphire of the sea and our scarlet tone set-up, offering a fresh and clear feeling.

With the use and combination of organic materials and the usual equipment, it is possible to create set-ups that emphasize the beauty and elegance of our properties.

Classical set-ups framed with the sumptuousness of our architecture, allow us to create everlasting memories in our guests.

These are only some ideas of what we can accomplish, benefiting from materials we normally have at our consumption centers.

There are no limits to creativity, with a few resources and brainstorming, it is easy to make innovative, classy and tasty set-ups.

Do not stop at the things that are already safe; think outside of the box, do not fear innovation and creation. After all, evolution in food and beverages occurs by applying unconventional ideas.



After



Before

EXTENDING THE COMMITMENT FOR A CONTINUOUS IMPROVEMENT

Following the first of our values as a company, at the Secrets Huatulco Resort & Spa hotel we are always trying to innovate in every matter, especially in the set-ups designed for each buffet.

So, due to the need to have a better display for our beverage island at the breakfast buffet, we devoted ourselves to design and create a bottle structure easy to set-up and to transport.

With help from our bar head, executive chef and the maintenance team of the hotel, we accomplished to bring to life our idea of having an attractive and formal stand for the beverages set-up.

The result: a 4-headed structure, with 28 compartments for bottles and 28 lines for wineglasses.

Its size is 1.5 meters long and 1-meter wide that allows us to set-up more bottles and wineglasses compared to the previous set-up, allowing us

to create a mini display of Bloody Maries and cocktails of different flavors and colors, making it attractive to the guest's eye.

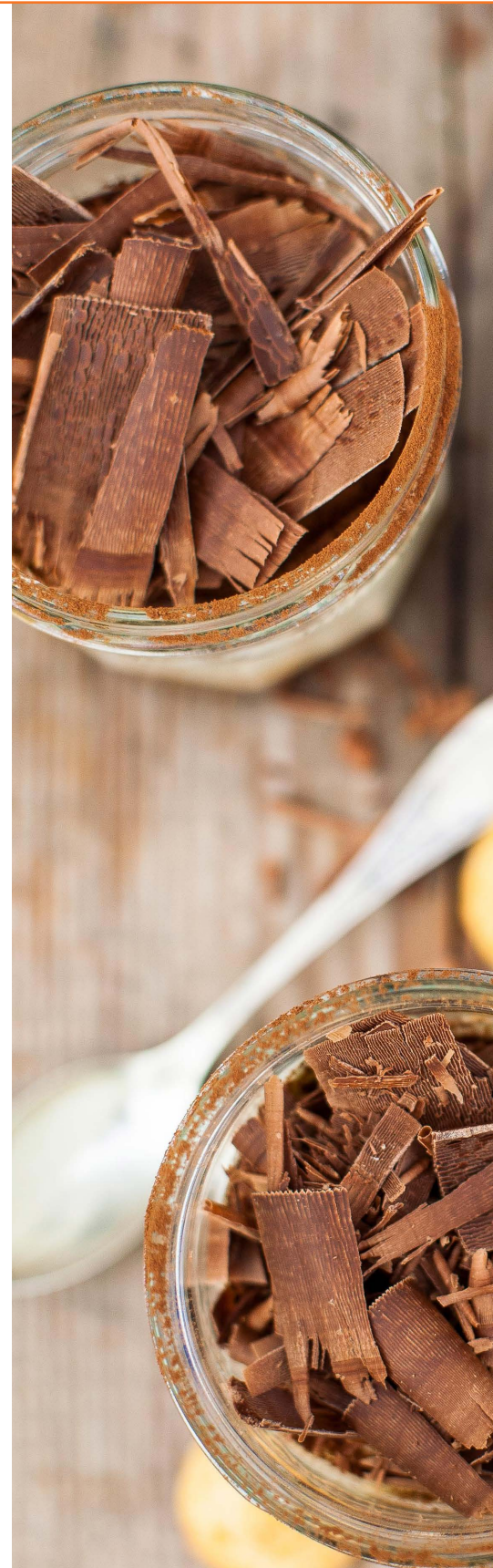
“we are always trying to innovate in every matter, especially in the set-ups designed for each buffet.”

NIGHTLY VIP AMENITIES IN THE MORPHEUS ARMS



Do not forget to smile before bed

Sweet Dreams



Everyone, before bed, have found ourselves in more than one occasion, at the kitchen, looking for some craving to control anxiety of either sweet or salty, what we do at Sunscape Dominican and Sunscape Bávaro Beach Punta Cana, is to live that experience like at home.

For us, to feel that smile on our guests' face, takes us every day to choose in a fun way, experiences that become unique and unparalleled moments from dawn to rest; "In Morpheus Arms", is a concept of the sweet and the creative in miniature, for the delight of the sweet before bed, this practice, which has been designed to please our Preferred Customers, adding a varied and sophisticated extra value, to their status of VIP guests.

CAN I CHOOSE MY SUGAR PUMP?

Of these dishes, the sugar crystals, is the main and the key ingredient, extracted from sugar cane, grown in the regions of North America, Central America and the Caribbean, serving us as part of our culture and which we are proud of. In a mixture of:

- Tropical fruits: (Mango, Pineapple, Sandia, Papaya and Melon)
- Chocolate
- A lot of passion.

Fantasy Elixir: Dominican Republic is rich in cocoa production, the main raw material for chocolate production, using one of our most ancient recipes, a foam is carefully designed, starting as the main component in the creation of the Fantasy Elixir; another ingredient is toasted almond sticks rolled over a mass of puff pastry being carefully baked; with the touch of three little pieces of bitter chocolate.



INFUSIONS FROM MY GARDEN

BY: OCTAVIO MUÑOZ,
FOOD AND BEVERAGE MANAGER.

Life tastes better with the smell of a cup of tea. Creativity and innovation are an essential part of our Brand. Thus, our Food and Beverage team together with our Gardening team have created completely fresh herbal infusions.

The idea is based in giving our guests the chance of enjoying an herbal infusion that comes straight from the plant. They cut themselves the herbs they consider appropriate to create their infusion. These are some of the herbs guests can choose from: basil, mint, rosemary, thyme, purple basil, lemon leaves, spearmint, etc.

Once the leaves have been cut, they are placed directly in porcelain teapots filled with hot water that can be paired with slices of fresh lemon, lime and even Yucatan limes.

With this detail, our guests can experience the “from the garden to the table” concept both at the restaurants as well as in the coffee breaks in the banquets area.



GO GREEN, GO LINENLESS

BY: OCTAVIO MUÑOZ,
FOOD AND BEVERAGE MANAGER.

It is now or never! Now more than ever, we have to be aware of the importance of ecology and so do our customers. So, at Secrets Maroma we have implemented theme nights that allow to make more simple set-ups that give way to a more casual environment where the guest feels like at home since that is the feeling that results from our home-style tables.

At the same time, these tables are built 100% at the hotel which makes us have costs below the market ones.

They also have the feature of being totally collapsible and stackable ensuring a safer and more efficient storage.

Under the “Less is more” concept, Secrets Maroma renews itself and bets on these set-ups that will be present both in our theme nights and nights that require linens given their nature.





**RESTAURANT
WAITER**
4 years ago



**RESTAURANT
CAPITAN**
Present

EDWIN MONTILLA

Restautant Capitan

Edwin Montilla is a professional at guest service. After 4 years in the company developing an outstanding job, he was given the desired growth opportunity.

He trained as Restaurant Captain, successfully passing the test. There were months of hard work and while demonstrating his abilities, was one of the people chosen to support our brother resort Dreams Dominicus Hotel for a task force in which they demanded delivery, passion, skill and knowledge at the same time.

He impeccably developed his work to the point that his transfer was requested by the Management of Dreams Dominicus to be part of his team. Although Edwin decided to stay for the time being at Dreams La Romana, he must continue his development day by day as he has enormous potential to become Director of Services in the next 14 to 18 months.

*“...he has enormous potential
to become Director
of Services ...”*



SERVICE DIRECTOR
Projection

“Es un privilegio el contar con colaboradores de este calibre”



GREGORY MARTINEZ (STEWARD)

Began his duties in the hotel in 2008 with the previous administration, before it became a chain of AMResorts. Gregory began as a Steward, showing great passion and pride for what he does. In the time he has in the company, after the re-opening, he has shown capability and leadership and it was decided to promote him to Chief Steward. It is a privilege to have staff of this caliber, that show us that to grow there are no limits, you only need the determination to do things with love and a positive attitude.



OSVALDO SILVERIO CRUZ (BARS)

He entered the property in 2009, when it was operated by another company before it became AMResorts. He started in hospitality as a waiter in what at the time was the Playa Dorada hotel, where he trained in bars and for his performance, commitment, and hard work was chosen as employee of the year to later make the decision of moving to what today is our hotel as Buffet Manager, 3 years later he was transferred to bars. All of this hard work and dedication led him to achieve his next promotion as Bars Assistant in our hotel. Osvaldo is a pride to us all, for being a dedicated and loyal employee to the company.



OSCALINA MARTE ALMONTE (HOSTESS)

Began in our Sunscape Puerto Plata in 2017 as a waitress in the Windows Restaurant, showing very special treatment and service to our guests. After evaluating her performance, she was promoted to Hostess where she continues to show her great kindness and passion for service. It is a pride for our company to have staff with the dedication of Oscalina.



FELIX JOEL URENA VARGAS (RESTAURANTS)

He joined the Sunscape Puerto Plata family in 2016. Félix has passion for the service he offers and enjoys coming every day to impress every guest he has the opportunity to serve, he was always seen as a person with commitment, honesty, and leadership. When the opportunity of growth presented itself he was promoted to Specialty Restaurant Captain. It is a privilege for us all to have a person such as Felix forming part of our team and being an example of growth in our company.



FRANCISCO RDRÍGUEZ (F&B MANAGER)

Started in AMResorts (Dreams Punta Cana) in 2013. He was hired as F&B Maître d', where he stood out giving always an excellent service and results to the company. Through his effort, dedication, and training was promoted to F&B Manager in Feb. 2017, showing his professionalism and commitment in the training of his staff, service to our guests, both internal and external; leading the department to a fluid operation and in continuous improvement. Francisco is a pride for all of us, showing that in AMResorts you can grow and achieve both personal and professional goals, he is an example to follow.



EDWIN CASTILLO RODRIGUEZ

Date of Birth:
September 18th, 1991

He studied at the Integral Center of Gastronomy of Zihuatanejo, where he obtained his degree as a Professional Chef.

He began his professional career in the hotel industry as B Cook.

Five years ago, he became part of Sunscape Dorado Pacifico Ixtapa as B Cook. Thanks to his great performance, he was promoted to A Cook. He held that position for a year and stood out thanks to his excellent performance, creativity and talent. Then, he was promoted once again to the position of Sushi Cook and he was responsible for the kitchen of Gohan Restaurant.

Currently, he is Department Chef supervising the Specialty Restaurants. He has showed passion, talent and responsibility and really enjoys doing his job. He has become the creative leader of our culinary team. Furthermore, he spends his time and effort in continuing with his preparation for the following position as Sous Chef.

HEMEREGILDO BATISTA



Native from La Romana city, Hemerigildo started working in the hospitality industry since 2003. His beginning was at the Melia Chain as a Waiters' Assistant in a specialty restaurant. After six months of working in that company, he was promoted to waiter. He worked for a year and a half at Melia and then decided to look for new horizons. Therefore, he joined the Bahía Príncipe chain where he worked for three years. He started there as a waiter, later was promoted to Restaurant Supervisor.

With his eagerness to keep climbing and after hearing about AMResorts' growth opportunities, in 2008, he started working at Secrets Royal Beach as a Restaurant Supervisor. For his agility, good character and warm service, he was promoted to Restaurant Manager, working at Royal Beach for 3 years.

He decided to take a break of two years and spend time on a personal project. Later on he made the decision to return to the hotel industry, joining Breathless Punta Cana as a Restaurant Manager and working in one of the best restaurants of that property for two and a half years. Thanks to his commitment and service, he was offered the position of Service Director in a property of NH Group in Haiti.

After returning to the Dominican Republic, he immediately joined Zoetry Agua Punta Cana as a Restaurant Manager. In January 2017, he joined the Secrets Cap Cana team as a Restaurant Manager, a position he has held for 9 months now and thanks to the effort, quality of service and leadership he has projected, he has recently been promoted to Service Director.

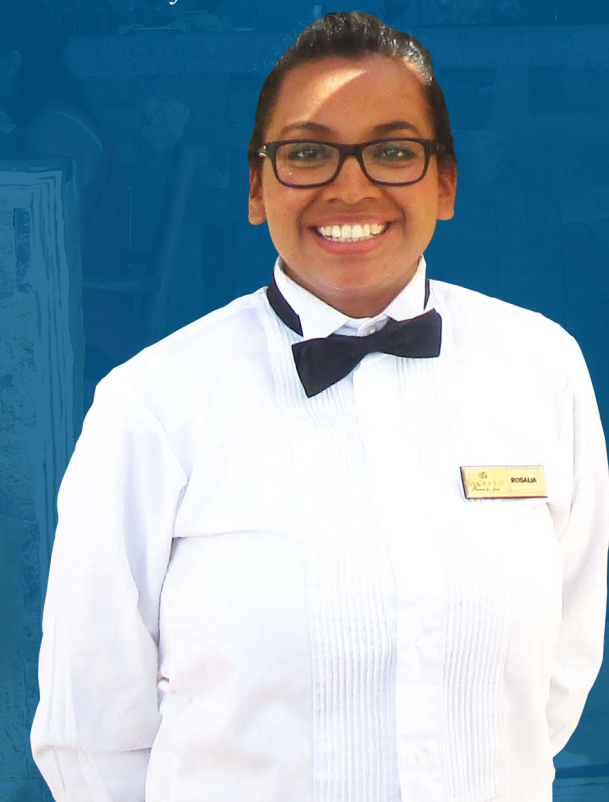
"Hemeregildo is a very positive collaborator, always ready to help, oriented to satisfy guest's requirements with a gracious smile."

ROSALÍA HERNANDEZ ALARCÓN #2591

She was born in Jalapa, Veracruz, she arrived in San José del Cabo looking for new job experiences. She became part of Secrets Puerto Los Cabos hotel in 2016. She began working at the Laundry department as an assistant, where she worked for 8 months, showing an excellent performance, with a warm, productive service and with persistence in the job.

She supported the F&B service teams in some events enthusiastically and cheerfully, where she was fond of providing customer service, which moved her to apply as an intern Hostess. During her time in restaurants, Rosalía had an outstanding performance, at the end of her internship, she decided to continue working for the department until her wish came true: she was promoted to the Hostess position on October 1st, 2017.

Regarding her new job, Rosalía told us that she loves *"Seeing the guest leave the restaurant with a smile in his face."*



JOSÉ LUIS MARTÍNEZ VILLALOBOS #2518

He was born in Guerrero and became part of the hotel team on October 6th, 2016 as Bar provider. He was promoted to Assistant Bartender thanks to his responsibility, productivity and perseverance at work. With the experience gained in the previous jobs, he has put the name of Secrets Puerto Los Cabos on the map, with several mentions in different social media.

He was promoted to Bartender on June 20th, 2017. José Luis told us that *"what he likes the most is being in touch with people from all over the world. Working at the bar is never boring, we want to continue growing in the tourism industry"*.



BRENDA NOEMÍ LUEVANOS MACÍAS #885

She was born in Mexico City. She became part of the hotel team on February 5th, 2014, as Hostess. With the knowledge and experience she gained in other companies in the Food and Beverage industry, she grew at Secrets thanks to her warm, cheerful and tenacious service towards guests.

She made an internship for the position of Restaurant Maître D' on December 1st, 2016. In a short period of time, she has accomplished to manage different areas of the department such as Buffet Breakfast, Events, IRD, Lunch and Dinner à la carte.

During the course of her experience, Brenda tells us that *"growth is the result of a lot of effort and passion in what we do"*



SAÚL ARTURO SANTANA MONTES #1078

She was born in Mexico City. She became part of the hotel team on February 5th, 2014, as Hostess. With the knowledge and experience she gained in other companies in the Food and Beverage industry, she grew at Secrets thanks to her warm, cheerful and tenacious service towards guests.

She made an internship for the position of Restaurant Maître D' on December 1st, 2016. In a short period of time, she has accomplished to manage different areas of the department such as Buffet Breakfast, Events, IRD, Lunch and Dinner à la carte.

During the course of her experience, Brenda tells us that *"growth is the result of a lot of effort and passion in what we do"*



Santiago was born in the Food and Beverage world thanks to his father who worked in the industry since Santiago was a child. After school, he would go to his father's work to help him with food preparation.

His inspiration became stronger when he met very important people from the culinary industry in a French restaurant called "Fork" in San Anselmo, California, USA. There he nurtured his Fine Dining service qualities which would turn into his current passion.

He started his career at Dreams Tulum Resort & Spa as waiter of the Portofino restaurant where he tested his knowledge to be able to provide a memorable experience to patrons. With time and with the help of the F&B department, he was able to know each point of consumption of the hotel in order to increase his knowledge and culinary skills while reassuring himself that he was on the right path.

Soon after working at Dreams Tulum, he had the opportunity to grow professionally by being promoted to Maître D' which represented a new adventure to Santiago with new challenges ahead. This also prepared him for what was to come in the near future.

Thanks to his leadership skills, he gave another step forward as Banquet Manager which gave him more responsibilities and the commitment to master group and events management since their organization implies a higher concentration and demand level.



SANTIAGO VERA

Food and Beverage Assistant

BY: FRANCISCO SOLORZANO, FOOD AND BEVERAGE MANAGER..

Being Banquet Manager was a watershed moment in his career. He was promoted to Food and Beverage Operational Assistant thanks to his good performance. Santiago says he is very grateful for the trust vested on him. He is certain that this new phase will help him enhance his knowledge by taking part directly in the operation planning of the home that welcomed him years ago and that has looked after him and provided him with the necessary attention and time to become part of the big Dreams Tulum family.

JOSE FILOMENO MENDOZA SANTOS

Maitre D' Sommelier

BY: FRANCISCO SOLORZANO, FOOD AND BEVERAGE MANAGER..

"Thanks to the integrity and professionalism he has shown in his work as well as his knowledge of wines, José currently holds the Maitre D' Sommelier position "



José Mendoza started his career in 1992 when he was doing his degree on Hospitality and Gastronomy Technician. In 1995, he joined the ranks of one of the few hotels in Playa del Carmen at the time.

From then, his experience in the hotel industry was very enriched since he had the opportunity to work for different restaurants and hotels, four diamond and grand hotels stand out in the latter. Thanks to the experience he acquired during that time, he was able to feel like a "fish in water" in his different job positions: waiter, bartender, restaurant manager and also as Management and Bar Assistant. In March 2016, Dreams Tulum Resort & Spa opened its doors to him as Maitre D' where he showed an excellent performance at the job.

Thanks to the integrity and professionalism he has shown in his work as well as his knowledge of wines, José currently holds the Maitre D' Sommelier position which has put him in charge of the Wine Cellar at Portofino Restaurant. In this position, José is responsible for providing a personal service to patrons making them feel they are at an unlimited Luxury atmosphere.



ALBERTO RAMÓN ORAMAS

Food and Beverage Assistant

Alberto Ramón Oramas was born on September 11, 1985 Villahermosa, Tabasco. At 30 years of age, Alberto joined Dreams Riviera Cancún Resort & Spa Hotel as Food and Beverage Assistant about 1 year and 5 months ago. This is how his amazing experience started:

When he was 15 years old, he started in the hotel industry in a small Cancun hotel as a steward, a position he performed proudly for a year while he got trained as a food and beverage technician. After that time, he had the chance to work as a busboy at a restaurant in the city center of Cancun because he didn't have the ideal English level for the hospitality industry.

He got his first job in the Riviera Maya in 2010 when he joined Dreams Riviera on March 15th, a watershed moment in his career. His first interview was done by Mr. Walter Balam, Banquet Manager at the time, who was one of the first people who believed in his talent.

His second great chance came at 24 years of age when Emilio Espinoza, General Manager at Dreams Puerto Aventuras at the time, invited him to join his team as Restaurant Maître D'.

After a year, he decided to part to another experience and be part of a great project along with two great friends of his: Daniel Navarro and Alejandro Garrido. The three of them witnessed the opening of Dreams Sands Cancún Hotel.

In September 2015, at 28 years of age, he had the chance to be F & B Assistant under Mr. Jaime González which led him to live excellent memories and face new challenges once again.

On May 17th, 2016, he went back to the very first hotel he had worked in: Dreams Riviera Cancun.

There he met another great person who would leave a mark in his life with leadership and firm objectives, Mr. Luis Miguel Ojeda Arzua who trained him a day at a time in order to obtain the results expected from a leader.

His favorite phrase which he applies every day and that has given him great results is:

"It is not about giving steps, it is about leaving your mark"

MARTHA CINDY ARTEAGA ESCUDERO

Restaurant Manager

Originally from the state of Hidalgo.

Her start in the hospitality industry was around 2007 but she joined the AMResorts family until 2008.

She was fortunate to take part in the opening of Secrets Maroma Beach, where she had the pleasure of meeting great people who gave her the chance to grow in the company. One of them was her General Manager Mr. Eric Freudenthaler; her mentor was Mr. Daniel Navarro, who she considered to be a "very young Spaniard" who had the amazing ability to teach whoever approached him excitedly.



Her first position within the company was as Hostess at the French restaurant Bordeaux. As months went by, thanks to her desire to learn and grow, she obtained the position of Restaurant Maître D', managing Oceana and Seaside Grill restaurants during her time. These restaurants made her grow and give the next step: she became Restaurant Manager of Himitsu that specializes in Japanese cuisine.

In 2012, Mr. Navarro invited her to Puerto Vallarta to the opening of Secrets Vallarta Bay and Now Amber Puerto Vallarta. She had the same position but with the commitment in mind of operating a bigger complex. There she worked with other personalities such as Mr. Mauricio Martínez, General Manager. A year ago, she decided to leave the hospitality industry due to personal reasons but she is back now in the same company in a

great hotel with a great desire to grow. She has already worked with three AMResorts brands. She is happy to belong to this great family where human quality is reflected in each one of its hosts. She is happy to be doing what she likes most and better still, to do so with those who opened their doors to her 10 years ago.



EDGAR EFRAÍN CANUL KAUIL

Chef de Partie

Specialty: Italian and French Cuisine.

He was born in Cancun, Quintana Roo on February 4th 1989. His AMResorts culinary career started on September 9th, 2009, thanks to Chef Juan Carlos Briones who gave him the chance of being a kitchen porter.

He did not know anything at first, not even how to use a knife. The only thing in his mind was the pictures he saw in magazines of chefs showing their dishes, which was his first goal: to be like them...

The first time he went into a kitchen he did not have the slightest idea of what was instore for him.

His desire to succeed and grow prevented him from abandoning ship when days turned difficult and he doubted himself. He asked himself continuously if he was actually doing what he wanted but the exigencies and taste for perfection of Chef Erick del Villar at the time, provided him with new knowledge. His process as A Cook was very long, 4 years and a half to be exact. However, Efraín did not falter because he knew there were many things he had to refine.

In February 2016, his wait ended when Executive Chef José Mejía made him trust himself with the following words:

"From now on, everything will change. Your life will change. Your responsibilities will grow by a 200 % and everything will

be measured in results. You deserve it because of your effort and dedication, Chef Efraín, Congratulations!"

To date he continues reaffirming all the knowledge he was given and certainly, giving opportunities.

"Cooking is not a job, it is a privilege"



THEY ARE SO ANNOYING WITH THE BUTTON OF THE SHIRT...!!

BY: DANIEL NAVARRO
GENERAL MANAGER OF
DREAMS SANDS CANCÚN.

In all my years working in the hospitality industry, I have always been convinced that “clothes DO make the man” regarding appearance in the restaurant industry...

As Oscar Wilde said: “You never get a second chance to make a first impression”. That’s why I have always been against poorly ironed uniforms, shirts with the last button undone, wrong-sized vests, non-matching socks, worn belts or long-sleeved uniforms and coats in open spaces or hot places, that cause our colleagues to sweat too much.

Undoubtedly, these are some of the many examples we find every day at our consumption centers,

starts with the little details, such as the uniforms or the image of our work team.

Our obligation as leaders is to provide the team member with everything necessary for performing his job extraordinarily and showing him the excellent results we get when we pay attention to the little details.

Therefore, let’s keep being annoying with that last button of the shirt!



making the initial image, prestige and confidence that the guest has vested on us falter. It can even make the guest decide to visit “another place with better looks and sensations...”

Working in the “service culture” and “continuous improvement” are an essential part of a valuable professional in the hospitality or restaurant industry. Dedication in implementing high quality standards to achieve the greatest success is the purpose or goal of many of us and from my point of view, it all



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