

Salt & Pepper

September 2017 Year 2

MEXICAN DREAMS

DREAMS VILLAMAGNA

PROTEIN PLANNING IN MENU CREATION

BREATHLESS RIVIERA CANCUN

CHEF'S SUNSET DINNER

SUNSCAPE DORADO PACÍFICO

LOVE ALWAYS WINS

SECRETS MAROMA BEACH

GERARDO GONZÁLEZ, IVÁN REYES Y ESPÍN RAMÍREZ

NOW JADE RIVIERA CANCUN



RECIPE BOOK

WELCOME TO THIS NEW ERA OF OUR SALT AND PEPPER MAGAZINE!

We had two amazing issues in 2016. It was a year with tough challenges at the end, changes in structure and a new dawn in 2017 for ALG. We are now mid-2017 and “*Time flies when you are having fun!*” as it is rightly said.

There are so many creations and projects done by Food and Beverage at AMResorts that we discussed there has to be a forum where we can share ideas to be able to be at the forefront of our industry. We require a platform where we can report our achievements and the changes we have had in our hotels. To be able to have that light kindled among the people who are passionate about good food and good drinks, our Salt and Pepper Magazine, now in its third issue, is that great platform.

We hope we all use it as a vehicle where we can share great ideas that have given results in our operation. A place where we can tell success stories of our teams, where we can go look for inspiration to improve our operation and where we can make contributions that will help our colleagues find that pinch of love through AMResorts which will ultimately make a difference in our daily efforts in our hotels.



As a company, we have always been proud of offering memorable dining experiences to our guests. A great part of this success has been imprinting a high innovation spirit and professionalism in the Kitchen and Service at the Table and also in having fun with what we do.

We hope that you enjoy this third issue and that you find many examples of the greatness we all have within.

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SEPTEMBER FRONT COVER

MEXICAN MOLE





MEXICAN DREAMS

As part of a developing ecology culture, we make the Rainforest Alliance certification really count in the hotel departments. Based on topics such as Recycling, we decided to find the best options to reuse the materials that were stored in process of being discarded.

Derived from a fun and creative process, we made the most of some plywood sheets, some

tires of some service carts, desks and tables that had fulfilled their life-cycle by turning them into striking mobile set designs for our Theme Nights such as: Mexican Fiesta (Party), Caribbean Night and our BBQ night. We have also used them for weddings and events that need an appealing and novel visual impact.

“...we made the most of some plywood sheets, some tires of some service carts, desks and tables that had fulfilled their life-cycle by turning them into striking mobile set designs...”

The cost of making these set designs is minimum since the paint was the only thing that was purchased. The tools in the creative and right hands of our colleagues from Maintenance achieved a very low-cost and versatile eye-catching set designs for different activities while giving a different and personalized touch to every event.

PRE-HISPANIC FLAVORS AND PRESENTATIONS

One of the current trends in our Mexican cuisine is the implementation of traditional set-ups that show the folklore and distinctive hallmark of each one of our Mexican dishes.

Thus, we decided to visit Santa Maria de Atzompa, one of the 570 municipalities that make up the Mexican state of Oaxaca. It belongs to the central district within the central valleys. It is traditionally a pottery town that produces one of the best-known clays in the country, both green and red.



So, Secrets Huatulco hotel decided to make a special purchase of a red clay dinnerware set from this municipality to be able to show a more traditional dish set-up. It should be mentioned that these dishes are only used for small receptions and special events such as the Wine Festival 2017, dedicated to Mexican wines; or to impact our Fam Trip, inspection visits and different menu tests.

Each one of our set ups has been a success. Most of our guests and employees have been pleased by them, not only because of their traditional style but also because of the promotion given to our Mexican producers and artisans through our gastronomic offering.

In Santa María Atzompa, pottery is a traditional activity. Currently, their creations are exported to the United States and sold in the markets of Oaxaca city. These crafts are characterized by their designs made with the techniques of pastillage (adding small clay pellets over the pieces) and fretwork. Pots, jugs, casseroles, mortars, toys, dishes and an endless number of decorative artifacts are the pieces they produce mainly.

CONSIDERING THE LOCAL MARKET TO OBTAIN PRODUCTS AT BETTER PRICES



At Dreams Los Cabos hotel, we are committed with AMResorts and our sociocultural environment. We are very careful with purchasing products for our guests. We always look for the best products at the best price and choose them based on the season, their freshness and in some cases we even contribute to the local economy. The following are some examples of this practice:

We used to buy seasoned ¼ McCain fries which cost \$610MXN per package, now we are buying the same brand but we are seasoning them in-house and the cost has gone down to \$351.57 MXN per package of 12.24 Kg (26.89lbs); thus, saving \$21,966.55 MXN a month.

Another case is that we previously bought clean salmon fillet in \$330MXN. It was decided to buy the whole salmon piece at \$180 MXN and butcher it to obtain the necessary cuts and make the most of leftovers using them in carpaccios, sushi, ceviches, etc.

“...we are very careful with purchasing products for our guests. We always look for the best products at the best price”

We now purchase fresh fish with local distributors since it gives us a better return and much better quality in terms of flavor.

We used to purchase duck magret at \$463.59 MXN and the confit at \$457.00 but we started the practice of processing the duck in-house to make the most of the whole animal at a total cost of \$113.00MXN.

ITEM	FORMER PRACTICE PRICE	CURRENT OPTION PRICE	PRICE DIFFERENCE	MONTHLY CONSUMPTION (KGS)	MONTHLY SAVINGS
French Fries	\$ 610.00	\$ 351.57	\$ 258.43	85	\$ 21,966.55
Whole Salmon	\$ 330.00	\$ 180.00	\$ 150.00	280	\$ 42,000.00
Duck Magret	\$ 463.59	\$ 226.00	\$ 100.00	30	\$ 6,930.00
Duck Confit	\$ 457.00	\$ 226.00	\$ 344.00	30	\$ 7,127.00
Catch of the day	\$ 300.00	\$ 200.00	\$ 350.59	243	\$ 24,200.00



GASTRONOMY OF THE DOMINICAN REPUBLIC



La Jungla Restaurant



The Dominican gastronomy has the characteristics of a “creole” cuisine i.e. it is originally European but it was developed in America with African influences. Thus, it is similar to those of Latin-speaking countries surrounding the Caribbean Sea; although, it has slight variations and differences developed by each region, giving way to authentic and unique dishes to Quisqueya. It has been influenced by other peoples and cultures as is the case of immigrants from the Lesser Antilles (“cocolos”), who use coconut in many of their dishes, and Arabs, who brought the kibbeh (*a dish*

made of cracked wheat, minced onions and finely ground lean meat).

The culinary specialties of the country vary depending on the region but they all have a delicious flavor that allow to satisfy the most demanding palates. The national recipe book might not be very diet-friendly but the best way to describe it is flavorful and nutritious since it incorporates a great variety of both spices and vegetables that give it taste and a high nutritional value.

- Dreams La Romana Resort & Spa assumed the compromise of making Earth a greener place. Our kind staff works as a team to promote an atmosphere of social responsibility among our guests. In order to show this compromise, we take part in several programs, activities and practices at the hotel.
- For instance, at our outdoor restaurant called La Jungla (*The Jungle*), which has view to the beach and a traditional Caribbean ambiance, we only use national products and those from our harvest fields. Guests can also listen to and see typical musicians playing Perico Ripiao.

- It is the only restaurant in the Dominican Republic chain that focuses on such cuisine. By doing this, we succeed in increasing local produce consumption while obtaining a cost benefit.
- The menu ranges from picaderas of yucca, cassava, mofongo (*a plantain based dish*), yaroa (*a ripe-plantain or potato based dish*) to the traditional sancocho, cooked goat and curdled fudge. In terms of drinks, we have rum, the well-known Morir Soñando (*a tricky cocktail made with orange juice and milk*) and the traditional mamajuana (*a plant-based spirit*).

HOW TO OBTAIN A MORE **TENDER BEEF FILLET** **AT A BETTER RETURN**

BY: DIEGO PÉREZ, FOOD & BEVERAGE MANAGER



In these modern times, chefs use several techniques to obtain better cost and return benefits. For instance, they use a beef fillet that has a 20% waste and they age it at the appropriate temperatures so that the enzymes break down the muscle rendering the meat more tender. The meat then goes through a high vacuum process which eliminates oxygen,

stops decomposition, optimizes the resource rendering a better-quality meat.

For dry aging, the meat is placed in fridges with highly controlled temperature and moisture for periods of time that can range from weeks to months.



What happens during that time is that the enzymes within the meat break down the muscle and tissue rendering the meat much softer.

The animal is divided into cuts which are refrigerated in temperatures close to freezing. Evidently, high-quality meat pieces are selected i.e. all meats that have a high fat content or marbling as it is more commonly known. The meat is softer and acquires a stronger and more unique flavor. Dry-aging favors the proliferation of an outer mold that tenderizes the meat and intensifies its flavor by creating a crust that results three main things: meat moisture is lost, it is tenderized and its flavor changes to a more intensified and refined one.

Wet-Aging is much more common and it requires less infrastructure. It happens when meat is high-vacuum packed in order to keep its natural juices. In terms of preferences, it depends on whatever people like. Dry-aging creates a more marked and complex meat taste, while wet-aging creates more tender and softer meats.

Nowadays, we use both at Now Sapphire Riviera Cancún in three of our restaurants. The result has been better benefits in terms of costs and savings without impacting the quality of our cuts.



“The meat is softer and acquires a stronger and more unique flavor”

PROTEIN PLANNING

IN MENU CREATION

EAt Breathless Riviera Cancun, menus were designed from the start according to a mood: “What do I feel like eating today?”

Taking this as our principle, menu creation followed a primary line of flavor, authenticity and modernity. Bearing in mind the exponential annual increases in raw materials, we arrived to the following proposal: “removing proteins from menus that are not used according to their authenticity”. We took two of our restaurants, Spumante and Picante, as an example.

SPUMANTE

A menu was created with a format of hand-made Antipasti, soups, risottos and pastas but we did not include fillet steak in this menu. Currently, Pappardelle Bolognese is our most sold dish with the best comments. We took it to make a comparison and see the savings it generates versus a fillet steak dish. We took a Petit Angus beef fillet and a national beef fillet as samples.

PRODUCT	COST	UNIT P/MONTH	TOTAL
6oz PETIP BEEF FILLET	\$ 93.00	1350	\$ 125,550
6oz NATIONAL BEEF	\$ 77.16	1350	\$ 104,166
PARPPARDELLE BOLOGNESE	\$ 54.23	1350	\$ 73,210.50

PAPPARDELLE BOLOGNESE RECIPE

PRODUCT	UNIT	QUANTITY	TOTAL
PARPPARDELLE PASTA	GR	100	\$2.67
SAUCE	GR	100	\$32.08
PARMESAN	GR	40	\$16.66
BASIL	GR	0.02	0.5
GARLIC BREAD	GR	60	\$1.60
TOTAL			\$ 54.23

PARPPARDELLE VS 6oz PETIT FILLET STEAK SAVINGS \$ 52,339.50

PARPPARDELLE VS 6oz NATIONAL FILLET STEAK SAVINGS \$ 30,955.50

The savings shown belong only to the protein without garnishes in the case of fillets.

PICANTE

A menu was created with dishes that mirror the daily eating habits of Mexicans. Authentic dishes with a modern presentation using cutting-edge techniques create a cuisine of high gastronomic level. In this menu, we have not included the fillet

steak either. As a day special, we have a Tampiqueña (a thinly sliced beef tenderloin) which we took to carry out the following comparison example and see the savings generated versus a fillet steak dish. A Petit Angus beef fillet and a national beef fillet were taken as samples.



PRODUCT	COST	UNIT P/MONTH	TOTAL
6oz PETIT BEEF FILLET	\$ 93.00	1350	\$ 125,550
6oz NATIONAL BEEF FILLET	\$ 77.16	1350	\$ 104,166
TAMPIQUEÑA	\$ 73.62	1350	\$ 99,387.00

RECETA DE TAMPIQUEÑA

PRODUCT	UNIT	QUANTITY	TOTAL
MEAT	GR	125	\$ 54.00
TORTILLA	GR	2	\$ 1.00
SAUCE	GR	100	\$ 6.00
CHEESE	GR	30	\$ 2.70
BEANS	GR	100	\$ 2.00
AVOCADO	GR	150	\$ 6.00
SLICED CHILIES	GR	100	\$ 1.92
TOTAL			\$ 73.62

TAMPIQUEÑA VS 6oz PETIT FILLET STEAK SAVINGS \$ 26,163

TAMPIQUEÑA VS 6oz NATIONAL FILLET STEAK SAVINGS \$ 4,779

The savings shown belong only to the protein without garnishes in the case of fillets.

EXERCISE WRAP-UP

By reducing the consumption amount of fillet steaks in dishes that are not authentic to their origin, costs savings are generated which can be used to improve the quality of the meat used in the Steak House offering both authenticity and essence in each point of sale.



TRATTORIA

BY: CESAR CORTEZ,
FOOD & BEVERAGE MANAGER.

A few months ago, we decided to offer something new and different to our guests. Something that would allow us reduce the restaurants' waiting list and offer a different concept that would generate good comments. Most of all, something that would help us reduce the consumption of the most expensive proteins in the restaurants.

It is well known in our restaurants that in most cases guests focus on ordering the higher priced dishes. Thus, we have low and medium priced dishes with an enormous difference in the daily consumptions when we do the counting. This situation has made some AMResorts Chefs find a way of doing something magical every night.

From these previously described experiences, our Trattoria was born. It is located in the Barefoot area. We took advantage that the latter had been refurbished recently, so we prepared a special set-up focusing on the classic "*Trattoria della famiglia*". That charming tiny corner invites you in, it is that place where you feel like home with your family.

WHAT DO WE HAVE ON OUR MENU?

We start with a "*Stazione di antipasti*" we align ham and cheese, roasted vegetables and aromatized with fragrant herbs, hearts of palm and artichokes, and different dressings such as: honey mustard ranch, thousand islands, and blue cheese.

"*Stazione di pane*"

We make a special preparation of paprika or Cajun style crostini, sesame grissini, garlic bread and tomato bread with cheese.

"*Stazione di marmellata fatta in casa*"

We make a special preparation of 5 different marmalades: Tomato, onion, chili pepper, red wine with spices and balsamic vinegar.

"*Zuppa, Pizza, Pasta & Calzone al forno*"

Our baked entrée options are:

- Tomato cream soup with truffle essence
- Penne pasta with cheese and bacon
- Vegetable timbale with cheese mousse and balsamic vinegar reduction.
- Spinach soufflé with tomato and potato
- Caprese pizza
- Tuna, red onion and baby tomatoes pizza
- Neapolitan pizza with olives and basil
- Shrimp pizza with oregano oil
- Parma ham and mushroom pizza
- Meat, chicken or vegetable Calzone pizza

We have a seating capacity of 40 and we have succeeded on serving between 70 and 90 seated guests, plus all of those who cannot resist eating some bread with marmalade.

BY: ALFREDO MAGAÑA,
FOOD & BEVERAGE MANAGER.

WOODEN TABLES

Nature gives us different ways of using its wonders in the design and decoration of our projects: in the creation of different functional objects such as furniture and tables like the ones used in interior decoration. This time around, wood was the main star of ideas since it was used to make creative designs that were both functional and novel while providing a warm atmosphere to the decor.

In order to improve our presentation and to offer something different to the guests, at Secrets Capri, we built tables with elephant-ear tree wood which

is a reddish brown tree indigenous to the region, it is very light and water resistant. The tables have generated good comments because their design allow the guests to sit comfortably without any bars or pipes between their feet that might be annoying at times. As an additional benefit, it is not necessary to use cloths that require washing or ironing as a decoration; thus, contributing to the reduction of energy, water and cleaning products costs, set up times and indeed helping the environment too.



BASES FOR STATIONS

Light and functional wooden bases made of pinewood and plywood that can be used in small spaces, open areas and event rooms for minute set-ups such as: Northern discadas (*a dish made with several meats in a wok or disk-shaped pan*), paella and fideuá (*a dish similar to paella but with noodles*). These bases allow us to maintain food temperature while giving a good presentation for our guests.

HEIGHTS FOR THE SALAD BARS

Wooden crates are arranged to create different heights which help decorate buffet lines and salad bars. This highlights food colors and it gives a fresh image to our set ups. All the designs are creations of our staff of the different areas of our Food & Beverage department.

Creativity and continuous change of the set ups enrich our work teams preventing us from falling into monotony and motivating them to work as a team developing the passion that we live for, we are Food & Beverages.





AMRESORTS VENDOR

Nowadays, AMResorts has positioned itself as one of the biggest companies with one of the biggest growth levels in the country. Due to its accelerated property growth and as part of a high-impact savings system, I propose a centralized purchasing system specifically for fruits and vegetables at the corporate level. Although it represents a big investment, it could generate important profits for us in the mid and long term. Fruits and vegetable purchasing represents one of the biggest expenses in our kitchens. If we were our own vendor we would obtain a price straight from the producers without the additional costs of intermediaries and we would also guarantee fresh products that meet the

requirements asked by the company. Let's imagine a warehouse in the supply site or market of our city, someone responsible for obtaining the appropriate products, transport semi-trucks that will make the products we asked for arrive on time and as we requested them. Eliminating the extremely high prices of vendors or intermediaries would generate significant savings for us while stocking excellent quality products. Better yet, we can obtain local products that are more authentic and unique that other companies cannot handle because of their complexity.

SUSTAINABLE AND MONEY-SAVING TOURISM

Every day, there is an increasing demand of people looking for sustainable hotels that not only promote looking after nature but also that they have activities that allow us to live in harmony with our surroundings. So, a proposal, even if it is not an innovative one, would be solar panels since they are a tool that very few hotels in the zone actually use. Briefly put, these panels are mechanisms that help generate renewable power by using sunlight.

This is just an example because there are many other alternatives that allow us to filter salt water or wind power mechanisms. We would generate a visual impact in the market, we could obtain new certifications and we would also get significant savings in power payments.

EQUIPMENT WAREHOUSE

In Mexico, there are several companies that manufacture artisanal or personalized equipment who double their prices the minute they make an agreement with the big intermediary companies. If we allocated an investment project to be able to purchase to national producers in bulk, not only would we save at least 50% of the price given by our vendors but we would also secure our year-long glassware and dishware supply since we would have operation equipment available whenever needed.

If we had equipment warehouses that supplied the hotels of the chain, just as vendors do, we could save costs, eliminate equipment shortage and waiting time of delivery dates that usually hurt the operations.

Despite the fact that project investment represents a heavy impact on the pocket of our owner, actually both his pocket and ours will be benefited as months and years go by.





Realizing the benefit given by the big groups finalized by the Sales department, we have been committed to offering excellent quality products in our wines in order to increase our income. This has given us great results during the Farewell Dinners and in other special events scheduled during the group stay.

How is it worked out?

We take advantage of the Pre-Con meeting where group coordinators, the house group clerk, the F&B Manager, the F&B Assistant, the Sommelier, Banquet Manager, the Chief Steward and Executive Chef get together to elaborate on the menu and suggest wine pairing services with the desired wine

during their Welcome or Farewell Dinners and offer these options to boost their events.

Development

A plan is done based on the group budget by offering 3 packages that include red wine, white wine and sparkling wine from our list. Such packages have a lower price since it is wholesale, and it is averaged by person. In the table, you can see the cost per bottle, list price and package price graphically. These packages are flexible since they have a variety in choice of wine, thus creating new options according to the tastes and needs of the group.

PACKAGE 1 SECRETS

PACKAGE	LABEL	COST RANGE	LIST PRICE	PACKAGE PRICE
White Wine	Casa Madero Chardonnay, Mexico 750 ml	\$ 153.85	\$ 784.00	\$ 61.54
Red Wine	Santo Tomás Cabernet Sauvignon, Mexico 750 ml	\$ 547.51	\$ 801.00	\$ 76.00
Sparkling Wine	Sala Vive Brut, Mexico 750 ml	\$ 220.08	\$ 900.00	\$ 88.03
			\$ 2,485.00	\$ 225.57

PACKAGE 2 SECRETS LUXURY

PACKAGE	LABEL	COST RANGE	LIST PRICE	PACKAGE PRICE
White Wine	La Chablisienne Chablis, France 750 ml	\$ 255.88	\$ 1,122.00	\$ 102.35
Red Wine	Kaiken Ultra Cabernet Sauvignon, Argentina 750 ml	\$ 310.68	\$ 1,200.00	\$ 124.27
Sparkling Wine	Freixenet Cordon Negro Brut, Spain 750 ml	\$ 289.53	\$ 1,100.00	\$ 115.81
			\$ 2,485.00	\$ 342.44

PACKAGE 2 SECRETS LUXURY PREMIUM

PACKAGE	LABEL	COST RANGE	LIST PRICE	PACKAGE PRICE
White Wine	Ghost Pines Chardonnay, USA 750 ml	\$ 380.92	\$ 1,500.00	\$ 152.37
Red Wine	Pesquera Crianza Tempranillo, Spain 750 ml	\$ 533.84	\$ 1,567.00	\$ 213.54
Sparkling Wine	Moët & Chandon Brut Imperial, France 750 ml	\$ 590.65	\$ 2,136.00	\$ 275.52
			\$ 5,203.00	\$ 641.42

Thanks to this kind of sales, the wine sales revenue per person has increased succeeding in surpassing the budget even with fewer previously determined guests.

CHEF'S SUNSET DINNER



Pampering our guests with a dinner that will take their breath away in an idyllic place with the best sunset in our hotel beach. Chef Antelmo Limón is responsible for being the host and taking the guests to a gastronomic route of a gourmet experience paired with select wines from our cellar.

The Chef directs the program and the kitchen and service staff strive in creating an unforgettable experience while soft music and the sea waves frame the stage.

We have diversified the dinner for couples, families, groups of friends and special celebrations.

This concept has increased our Non-package revenues 80% compared to last year and exceeded our revenue plans to date by 39%. Our service staff and concierge are in charge of the promotion and sales achieving excellent results.

*“...gourmet experience paired
with select wines from our
cellar...”*





SPA & ORGANIC GOURMET BREAKFAST

At our Secrets Vallarta Bay & Now Amber hotel, as part of our pursuit for innovation and options that allow guests to enjoy more relaxing stays and unforgettable moments, we added to our list the exquisite fusion between Spa service & Organic Gourmet Breakfast in July.

We started with a Gourmet breakfast prepared with the special touch of our Chef, in order to continue with the Serenity Booths experience whose privileged location and natural environment allow an integral relaxation. A couple's massage follows plus an exclusive service in a private hot tub together with a special bottle and personalized attention. The day ends in a comfortable outdoor lounge enjoying a refreshing beverage.

Up to now, we have sold twelve packages and there is great satisfaction of having pleased customers...

The cost of this service is of \$399 USD that includes a special bottle to choose from Moët & Chandon °Veuve Clicquot °Ruinart.



ORGANIC GARDEN FOR EVENTS



Our hotel, Dreams Sands Cancun is one of the properties with the longest history in all Cancun with a 42-year existence. It is located in the best beach of Cancun in a land lot of limited dimensions without any halls or broad terraces for indoor or outdoor events. This has limited our ability to sell more than a wedding a day or to be able to do special nights at an additional cost.

Thus, we found ourselves in need of looking for and generating a space to have a positive impact on both internal and external guests with a fresh and trendy atmosphere that is the organic theme.

So a construction materials disposal site was turned into a beautiful organic garden renovated to do all kinds of events and celebrations of up to 100 people.

The concept consists in several factors that facilitate its promotion such as:

Interactive activities with guests:

Archery street, harvesting classes, Wayak tour with a variety of species and germination times, kitchen classes with the same organic products, etc...

Activities for internal capital:

ISS, taco buffets, breakfasts for the children of employees, environmental training for the staff.

Even though none of these activities generate a direct up-sell, we do use it to promote weddings, group dinners, theme nights (*tenors, pre-Hispanic, gourmet...*). In spite being just one month old, they are already contributing with a very interesting revenue.

We recently opened this space to the local market for them to enjoy such an amazing location. We have already held 3 events of this kind (“*Tenors Mexican Night*” as well “*The Wayak Pre-Hispanic Dinner*”) which have generated a lot of expectation and have moved us to believe deeply in this project named “Wayak Garden” (Dreams in Mayan).

During this use period (July-August), Wayak Garden has already generated around \$12,000USD, with the Weddings and special dinners we have sold to hotel guests and Cancun natives.

Our goal is to continue promoting different themes such as wine pairing dinners, tapas night, bohemian nights, etc. However, the most important thing for us is that this place characterizes itself not only for being a place to eat well but as a place where you can have an unforgettable experience with family and friends in a nice, fresh and idyllic atmosphere.

“...A construction materials waste disposal site was turned into a beautiful organic garden renovated to do all kinds of events...”



CHEF GARDEN

BY: FIDEL CASTAÑEDA,
FOOD & BEVERAGE MANAGER.



To take advantage of the remodeling of our Chef Garden, we took it on to us to create an activity that would generate more Non-Package revenue in a location where we were not making the most of it.

Always bearing in mind our customers, we created three family-friendly activities that are held in the Chef Garden:

- Paellas
- Tequila tastings
- Wine tastings

Each one of these activities has a cost of 20 USD per person. Always setting a goal of at least participants, in order to be profitable. At the end of the day it represents a Non Package monthly income of \$2,400 USD that benefits directly our wine and tequila sales, plus an extra credit for the kitchen department.

HOW IS IT DONE?

The restaurants and Customer Service teams identify groups or families of more than 10 people.

When a potential customer is identified, we do our sales pitch and offer them an activity. We use family time, family or group integration, indeed having a good time as a sales technique.

Once the guest has chosen one of the three activities, details of date and time of the activity are finalized. It should be mentioned that in the sales strategy, doing the activity the next day is always suggested to the guest. This is done in order to mount things according to what patrons are expecting to get.

Set-ups have been a huge success allowing us to do a second sell.



CHAMPAGNE & DREAMS TULUM

BY: FRANCISCO SOLORZANO,
FOOD & BEVERAGE MANAGER.



Every month at Dreams Tulum, we have tried to contribute to the objectives of the hotel; non-package revenues is one of the most important of them. In our case, not only have we reached the set goal but we have also tried to go beyond it. Thus, we have been looking for strategies to achieve that. We did a very aggressive campaign for a market niche that we were not exploiting or at least not in terms of wine sales revenues.

We realized we have a 100% unexploited niche: the local market. By analyzing the situation, we understood that we are attracting a good number of local customers who visit us with their day pass.

However, these customers could generate even more.

In Tulum, there is no other property that offers to the locals a day in the beach, pool and all-inclusive food in their “locals” rate. We decided to make these visitors channel their pay towards wine. At the same time, we tried to make them spread more revenues by supporting other hotel areas with useful added values just in case they consume something.

EXPLAINING IT MORE CLEARLY

Our campaign is about inviting local people to buy a Champagne bottle and we include access to the property (*day pass*) with it.

The first benefit of this package is that during the time they are drinking the champagne, they do not drink any other beverage from our bars. But that is not all, they get a 10% discount in all their subsequent wine or champagne purchases as part of the added benefits. By doing this, we try to get another bit in while preventing them from consuming an “included” product.

Working in synergy with our Spa, we try to encourage them to purchase a treatment by offering a 25% discount, creating an additional income to the hotel and adding value to the package in case they do purchase a treatment.

Just 15 days after launching this promotion (2 weekends) we have already received 16 visitors and achieved the consumption of 8 bottles entering \$ 976 USD, if this trend continues in the course of a year we expect to enter extra \$ 7,808 USD.

“We realized we have a 100% unexploited niche: the local market...”





BOTANIC GARDEN

In our hotel, we developed a botanic garden concept within the sustainability framework that we profess at AMResorts. In our garden, we have a range of plants that are used in many of the dishes that we have in our menus, including some chili peppers that are particularly pleasant for our domestic market.

An important objective of this project is sharing with our guests some of the great diversity of plants from Mexico and from other parts of the world. These are some of the plants that we are growing currently:



This was created in our search for generating a relaxing space in our botanic garden where nature lovers could experience pleasant sensations by listening to the sound of the water running in the central fountain of the garden. This concept has given us the chance of promoting special dinners with the ingredients that we grow in the garden; thus, introducing dishes made with these ingredients.

We are in the middle of increasing the number of plants in order to create new dishes to promote romantic dinners with organic menus. We are pondering on publishing in the latter that the ingredients come from our botanic garden.



NAME	KNOWN AS	COUNTRY
Pineapple	Ananas Comosus	South America
Oregano	Origanum Vulgare	Europe
Spearmint	Menta Spicata	Europe / Africa / Asia
Persian Lime	Tahiti	Asia
Cactus	Opuntia Ficus-Indica	Mexico
Starfruit	Averrhoa Star	India
Avocado	Palta/Quechua	America
Thyme	Thymus-Thyme	Europe / Asia
Rosemary	Crown Herb	Mediterranean
Jak	Artocarpus Altilis	India
Bonnet pepper	Capsicum Chinense	Mexico
Pequin Pepper	Amashito pepper	Mexico
Chili pepper	Guindilla or Alfilerillo Pepper	Central America



USING WHAT WE'VE GOT AT HOME



We have created these attractive bases with recycled wood to make exhibit tables with glass caps to give them a modern and minimalistic touch. An avant-garde tool for coffee breaks, wedding buffets, events and special cocktails setups has been created.

This table style can be easily adapted to different kinds of needs, for instance: a display of wines for sale, management cocktail set ups, introduction table at the entrance of special events creating an elegant image and a creative style.



REVIVING AT REVIVE JUICE BAR

BY: OCTAVIO MUÑOZ,
FOOD & BEVERAGE MANAGER.

It is rightly said: “*Let your medicine be your food and let your food be your medicine*” Thus, at Secrets Maroma, we have tried that our guests start their days in the best possible way by giving life to their bodies through the natural ingredients that they can only find at our REVIVE Bar.

What the new Secrets Maroma REVIVE Bar can achieve ranges from a juice that restores the immune system to a smoothie that will fill them with energy for the rest of the day.

Luigi and his team of juicers every day choose all the fruits and vegetables that they will use throughout the day. They do so in order to present those at their

best ripening state and to profit from all the nutrients that mother nature has to offer.

This is the only way that our guests will have the chance of making hundreds of combinations to enjoy in their freshly-made juices.

In terms of the image we have designed for the creation of this concept, we tried to aim at the purpose of the place not only on the ingredients we use at REVIVE Bar. So we used materials such as rustic farm-style wood plus some green elements in the new images of the bar, to create the sensation that nature is an essential part of what we do and how we present it.



LOVE ALWAYS WINS

BY: OCTAVIO MUÑOZ,
FOOD & BEVERAGE MANAGER.

Romance and a tribute to love are an essential part of the Secrets brand. Thus, at Secrets Maroma, we endeavored in creating a new set-up that allows our guests enjoy the virtues and privileges that the Maroma beach has to offer.

We have devoted some elements within the set ups of romantic dinners to enrich the romantic experience. Our guests are able to enjoy the beach view and the stars from every angle of the location. New decoration and ambiance elements will be in the set up that will render it unique to share.

Besides a 4 or 5 course dinner, the experience can end in a reserved place to see the sea while the flashes of

elements such as a fire will be there. They will be able to even enjoy smores or marshmallows done directly in the fire prepared by the Secrets Maroma staff for such an special occasion.

“Romance and a tribute to love are an essential part of the Secrets brand...”



**BY: DAVID LÓPEZ,
RESIDENT MANAGER.**

Nowadays, living up to the expectations of the most demanding customers in the hotels targeted to the high-level and high purchasing power tourism requires clear, fixed and concrete ideas with great class and refinement since they have high expectations in terms of service.

The set ups of “*The Chef’s Secrets Night*” dinner have become the staple of this hotel and of other resorts. At Secrets Akumal, by trying to give it an unexpected twist, we focused on being very creative by always looking for the elegant side of the set up; be it in the kitchen, a dining hall or even in a venue like The Show Time Theater. In spite of having many requirements, this kind of dinners and set ups are



tangible proof that set-up creativity and quality can be done with the cooperation and participation of all the staff involved, as well as resulting in an excellent revenue source. The most important and gratifying part of this is that it leaves a feel-good sensation in all our guests by enjoying such marvelous settings and set ups that our staff succeed in creating and including in the unlimited luxury concept.

In Secrets Akumal, we are currently working in other projects that go hand in hand with these dinners. We are doing them every Friday under the “*Mexican Wine Pairing*” concept with different Mexican wineries which gives us a great variety of alternatives to offer to the guests. It also gives us the opportunity to know our domestic market better both gastronomy and viniculture-wise.

To what kind of guests is this dinner targeted?

Basically to anyone who is looking for an unforgettable experience during their stay. Couples or wedding groups who want to have an exceptional experience during their stay. Why not a different rehearsal to the traditional one? It also works perfectly for the groups in the house who want to surprise their VIPs with a special dinner. It also works for Fam Trips where the most important thing is to show and make the capacities of the company hotels known. It is also for groups of friends who want to have something to talk about during their stay and for adventurers who love good food and wines.

What do they provide us?

The results can be measured with the good comments of the guests which will be reflected in satisfaction surveys such as SSH, CRM, VSQ and the ones generated by the travel agencies and tour operator themselves.

NEFTALÍ ZEPEDA MERCADO

“...One can talk without pretention about his evident growth in AMResorts and say that here, all dreams come true.”



He was born in the State of Mexico and was raised close to the country. He has worked hard and continuously and has harvested its results.

He graduated from ICUM Puebla campus. He started his career in the hospitality industry as a cook more than a decade ago. Throughout the years, knowledge, self-growth and most of all, heartaches have set the pace that have led his career to maturity in the kitchen. He did a postgraduate degree on Haute-Cuisine and Gastronomic Management in Buenos Aires, Argentina. He has completed his gastronomic education with some courses on new trends, pairings and specialized cuisines. He has worked in different hotel chains in Mexico. He has worked several positions that range from cook to Executive Sous Chef.

This gastronomy professional has experienced growth with great results in his experience in the kitchen. He is currently working for BRCSL. He started as specialties Chef and he is currently working Executive Sous Chef. One can talk without pretention about his evident growth in AMResorts and be able to say that here all dreams come true.

This is how I, Neftali, describe and talk about myself as someone else. As a final point that we are ready for the next level step by step.

MIGUEL ÁNGEL AQUINO RIVERA

“...He was promoted in 2015 to bar maître d’ where he was a team worker providing quality service and guest attention; actions that would become the mottos that characterize him”

He is a proud native from Guerrero but with a heart of a Oaxacan. He is a lover of his hometown but he is devoted to the magic, culture and tradition of the state of Oaxaca which has seen him grow.

He is a promoter of the warmth of the Oaxacan people. He is an adventurer who arrived in the beautiful destination of Bahías de Huatulco in pursuit of his dreams. He started as a bartender in the Mediterrané Huatulco club in 1999.

He is a graduate from the institute of new professions in Huatulco. In 2011, he finished his technical degree on food and beverage management which led him to new challenges.

He started working at Gala Royal hotel as bartender that same year. There he began a six year phase of important knowledge and professional and personal growth.

Miguel has a broad knowledge on Oaxacan gastronomy. He worked in the restaurant El Sabor de Oaxaca (The Taste of Oaxaca) for over three years as maître d’, another of the many rungs that enriched his career.

December 3rd, 2011 marks the beginning of his speedy and successful career at AMResorts. He joined the ranks of Secrets Huatulco hotel as bartender where he quickly started escalating positions thanks to his unique sympathy and enjoyment in his attention to our guests.

Miguel recognizes the interest of this amazing chain on the professional growth of its employees. He was promoted in 2015 to bar maître d’ where he was a team worker providing quality service and guest attention; actions that would become the mottos that characterize him. Step by step, the perseverance and dedication with which he lives day to day gave him the chance to work as bar assistant, a growth that exceeded his own expectations. He really honors the motto of our company... Together we can!





YARA JOSEFINA MARTE PEGUERO

“We are proud to have people in our team who assume that the sky is the limit”

She started in the hospitality business as a “polisher”. Her task was to polish all the cutlery of the restaurants. She has grown in the 8 years she has been working in the hospitality industry. Five months into her first job, she was promoted as restaurant waitress for two years. For Yara, it was time to better herself so she obtained her BA on Hotel Administration with a full grasp of English.

As time went by, her hunger for professional growth increased; thus, she became restaurant supervisor. For the opening of the Sunscape Bávaro/Dominican Beach Punta Cana hotel, she decided to become part of this great AMResorts family. From the start, she has given her heart and passion for service starting as restaurant maître.

When we realized the skill with which she conducted herself, her professionalism and the quality of her work, she quickly got promoted to Restaurant Manager. Few months later, she got promoted to her current position as F&B Concierge which put her in charge of both the satisfaction of all the customers but mainly of the VIP customers.

We are proud to have people in our team who assume that the sky is the limit. We know she still has much to learn and to exploit. She is an example of professional growth which translates into service attitude for all her colleagues.

YEFRY ALEXANDER MARTINEZ LUNA (Bars)

He started working in the hotel in 2004 long before AMResorts managed it as Sunscape Punta Cana. He was awarded as outstanding Supervisor in 2007. He was promoted as Bar Assistant Manager that very same year. He stayed with the company down to the closing of the hotel in 2008 for its transformation as Dreams Palm Beach Punta Cana. He came back to the same position in 2015 showing a great level of proficiency with new challenges to be faced. He has had the chance to show his leadership and productivity skills several times achieving great results together with the Bar department. He deserves his current position because of all of this and the excellent service attitude that characterizes him.

We are proud to have people in our team who assume that the sky is the limit. We know he still has much to learn and to exploit. He is an example of professional growth which translates into service attitude for all his colleagues.

JUNIOR ALBERTO SANTANA CARVAJAL (Kitchen)

He joined the Dreams Palm Beach family in 2012 as A Chef. From his beginnings, he has shown a great level of humility, productivity and a high focus on goal achievement. Thanks to his great performance, he got promoted in 2013 as Junior Sous Chef assisting the banquet area directly. During his banquet management, he showed a high level of mastery and proficiency in different culinary areas which led him to be nominated supervisor employee of the month. In June 2017, he obtained a new promotion as Chef de Partie responsible for a specialties kitchen in the hotel and he is giving his best as he usually does being the great employee that he is.

JOAN MANUEL FELICIANO (Restaurants)

Joan Manuel Feliciano started working in Dreams Palm Beach as a restaurant Waiter in October 2012. He is a kind, responsible and diligent young man with great attention to detail in all his duties. He has shown a great degree of empowering and focus by the results he has achieved which led to his promotion as Maître d' after obtaining an outstanding score in training plus his high level of English. This employee always shows his responsibility and loyalty to the company following its standards.



FELIX PERFECTO CONTRERAS (Restaurants)

He started in Dreams Palm Beach Punta Cana in 2009 as restaurant Maître d' always giving all he has got with a smile, attention to detail, leadership and empowerment in his duties. We have always seen him sharing ideas, thinking ahead of situations and getting positive comments in social media which earned him a promotion as Restaurant Clerk in 2009. He had the opportunity to carry out several roles in each one of the restaurants of our hotel which allowed him to leverage his knowledge on international and specialty cuisines. He mastered his professional level by doing an enology and Sommelier course during his time in our hotel; thus, increasing his knowledge on haute cuisine and luxury service in restaurants. Mr. Perfecto has been nominated several times to be Supervisor of the month and he had the chance to support the Banquet Clerk and Maître. He is currently our Maître d' showing that he meets the skills of that position and much more.

JUAN CORONADO (Restaurants)

Our dear Juan arrived to our property in 2009 as a houseman in the Housekeeping department. During that time, he showed responsibility and duties compliance. He stood out by giving support to his department colleagues. In 2012, he was promoted to restaurant waiter assigned to Coco Café. In that position, Juan stood out for his warm and joyful service and being constantly mentioned in social media. This and his mastery of English allowed him to be restaurant and banquet waiter. He was seen directly supporting the food beach and the Preferred Club service many times. In July 2017, our Juan received a new promotion as Food and Beverage Service Maître d' in the Preferred Club area.

JOHAN ADOLFO RAMIREZ ROSARIO (Bars)

Johan Ramirez started working in Dreams Palm Beach as Bar Waiter in July 2016. He is a kind, responsible and diligent young man with great attention to detail in all his duties. He has shown a great degree of empowering and focus by the results he has achieved which led to his promotion as Bar tender in February 2017.



**BY: CARLOS RUDICH,
RESIDENT MANAGER.**

The growth dynamic that characterizes AMResorts is an additional motivation to all of us who work in this amazing company. We all feel it and convey it through coaching and by pushing those employees who stand out in their areas due to their dedication and efforts, for instance:

COLUMBA CONTRERAS, Executive Sous Chef

She is originally from Puebla. Chef Columba has a relatively short career but a very outstanding one within hospitality and gastronomy. She did her college studies in the Roberto Cañedo Higher School of Tourism.

Her work experience started in 2007 where she acquired the bases to move to Playa del Carmen where she joined the Secrets Capri team as A Chef in 2011. Thanks to her amazing potential, excellent performance as Jr. Sous Chef in this hotel, she was invited to join Secrets Aura & Sunscape Sabor Cozumel as Executive Sous Chef in April 2017.

Her character, discipline, honesty and leadership have positioned her at the place where she currently is. We are certain that she will be one of the first female Executive Chefs in our company. No phrase defines her better than: *“actions speak louder than words”*.



JOSUE PACHECO, Sous Chef Jr.

He is originally from Chetumal, Quintana Roo. He moved to Cozumel 24 years ago. He has grown professionally since he started as a steward up to his current position as Junior Sous Chef. Josue's work experience includes several companies: Allegro Cozumel, Park Royal, Occidental Grand, Bahía Príncipe and Secrets & Sunscape Cozumel for the last 4 years.

Josué loves innovating on dishes, learning new techniques and different preparations from world gastronomy. He has courses on graving and sculptures, bakery, patisserie, leadership, etc. Asian and fusion cuisines are his favorite. He showed his amazing capacity by representing Secrets Aura & Sunscape Sabor Cozumel in the first I Am Chef competition.

A few weeks ago, he was promoted to Junior Sous Chef thanks to his creativity, character, discipline and passion for what he does, values he shares with the company.



FRANCISCO VELÁZQUEZ, F&B Junior Assistant

The hospitality career of Francisco began 22 years ago in the beautiful island of Cozumel. He has had several positions in the F&B division such as: Busboy, Waiter, Bar Tender, Maître d', Restaurant Manager in different chains from which Meliá, Grand Occidental and Fiesta Americana stand out.

Francisco joined the SEACZ and SUSCZ team in November 2016 as Restaurant Manager where he soon showed his skills and abilities leading to a promotion as F&B Junior Assistant in record time (6 months). His high degree of responsibility, sense of urgency are his main virtues combined with a great desire to continue growing in the company.





**BY: ERICK MARKER,
RESIDENT MANAGER.**

GERARDO GONZÁLEZ

He is originally from Tlaxcala, Mexico and was trained in the Tlaxcala Higher School of Tourism. He arrived in Cancun looking for opportunities. He found his first job in El Cid Hotel as waiter where after some time he tried his luck as Bell Boy but ended back in the Food and Beverage department.

He is someone who has other skills because when he was still at school, he used to work as an IT technician and now he has taken anything technology-related as his hobby. He enjoys spending time with his friends in the beach. In 2014, he was able to join the Now Jade Riviera Cancun staff as a waiter.

He has stood out as one of the most mentioned employees by guests and supervisors alike. Thanks to his relentless desire of bettering himself he did his practices in the accounting area. Later, he was the waiter responsible for the romantic dinners doing an impeccable job.

He continued with more department practices but this time around in the banquet area as supervisor, months later he was promoted to Banquet Maître d', a position he has carried out quite well.



IVAN REYES SIXTO

He is originally from Mexico City. He studied at the Justo Sierra Technical Junior High Number 82. He emigrated to Cancun seven years ago looking for opportunities and found job at Park Royal Cancun hotel as kitchen supplier for over a year and was then promoted to B Chef.

He loves sports, his favorite ones are Soccer and Basketball. He is a happily married father of two children with whom he spends his free time.

He is someone with a highly professional and innovative attitude, he is very creative and active all the time.

Pursuing his amazing desire to better himself, he was able to join the AMResorts hotel team as B Chef at Secrets Capri hotel where he obtained the promotion as Kitchen Steward, as position he had for almost 4 years.

In 2016, he joined the staff of Now Jade Riviera Cancun as kitchen steward, a year later he was promoted to Junior Sous Chef, his current position. There is no doubt that he is someone with big dreams and becoming an Executive Chef soon is always on his mind.

ESPÍN RAMÍREZ SALES:

He is from the State of Chiapas, Mexico. He only went to elementary school since he had to start working in the field at a very young age but has always dreamt of finding new opportunities.

In 2013, he decided to move and travelled to Cancun with his family as a mason aide. Since he was always looking for something better, he was able to get a job at Dreams Riviera Cancun hotel as a Steward.

He is married and has two children. He loves going to the beach and spending time with his family. He is someone who is always doing something. One of his favorite hobbies is restoring things even building them.

In 2017, he became part of the Now Jade Riviera Cancun hotel as a Steward. Six months later, he was promoted as supervisor of that department. He is always looking for new opportunities, he invests a lot of time in his activities. He is a joyous and dynamic person, we are certain he will give another step in his career soon.



GOOD WORK PRACTICE NO.2

CORPORATE WITH STRATEGIC PARTNERS – CPJ

In collaboration with our Training department, our resort has partnered with our local wine supplier Caribbean Producers Jamaica (CPJ) to offer throughout the year, essential wine training (Wine 101) for our various food and beverage teams in the restaurants, bar, room service and butler departments.

Various key points from the training ranged from:

- Knowing your wine countries and regions,
- Various vineyards
- How wines are made
- Types of grapes and well as service of wines and pairings.

“...they could have a first had experience of how to present, describe and sell wines to our guests”



Over thirty five team members throughout three (3) sessions within a two week period completed one hundred and twenty (120) minutes of intensive training. Various tasting sessions were facilitated to introduce new comers to wines so that they could have a first had experience of how to present, describe and sell wines to our guests. Sales tips as well as pairing notes were provided to aid them to reinforce the proper verbiage needed to quickly achieve wine sales were taught in detail so that sales can be maximized. Our team members were later awarded with certificates highlighting their participation and completion of the course. The feedback from our team members were quite positive as their knowledge was increased and others refreshed to return to their respective areas geared to conquer more sales with new knowledge gained.

Our top sellers at the end of every quarter as added motivation can be awarded courtesy of our resort and CPJ; supermarket vouchers, phone cards, computer tablets for themselves. At the end of the year a roundtrip to a selected vineyard is also awarded to the year's top seller.

Our upcoming training in the months to come will be hosted by a Wine Connoisseur from the Trapiche Winery from Argentina, of which our teams are very excited to participate in this training course.

Thank you CPJ!





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