



Mitra QSR 2024 BEST OF THE BEST

Info & FAQ



We are excited to welcome our KFC/Taco Bell family to the MITRA QSR 2024 BEST OF THE BEST in Cancun, Mexico.

Please read the information below to ensure we have a great and safe time.

ALL arrive on Monday, December 16th, and depart on Thursday, December 19th.

Before Departure:

- Ensure your Passport is up to date and take and make a digital copy of it
 - I.e., take a pic of it on your phone and email it to yourself and your family
- Check with your cell phone carrier for International Phone/Text/Data Plan/Policy in Mexico
- Download WhatsApp as the official MITRA Cancun Retreat form of event communication. Click the Link Below to Join:
 - [MITRA Cancun Retreat 2024 WhatsApp Group Link](#)
- WhatsApp is also a good way to call others in Mexico and back home for free.
- Share Resort Contact Info with your Family
- Share the contact info of a buddy going with you to Cancun with your family.
- Share your family's contact info, with a buddy going with you to Cancun.
- Set your store Teams up for Success while you are away!
 - Written Away Plan submitted to your AC/DO by Dec 2nd.
- Prepare to have Fun and Make New Friends with your MITRA Family and the CMG Family!
- Set multiple alarms to avoid missing your flight to Cancun
- Notify your Bank and Credit Cards that you are traveling

Departing US Airport Information:

- This is an international flight, please arrive 3-4 hours before the flight departure.
- Get a ride or carpool to the airport
 - If you must drive & park at the airport, please contact your DO for approval.
- Bring and protect your Passport at all times

Airline Flight Information:

- Flight itineraries will be emailed to each participant the first week of December.
 - Check your Flight Itinerary for any name spelling, birthday, travel dates, time, and destination mistakes.
 - All participants **MUST Email** back confirmation of receipt to your **DO**.
 - If you do not receive your Airline Itinerary by the end of the first week of November, please email your DO.
- Airline departure gates change frequently and without notice, please check your airline's app regularly when awaiting departure.

Items to Bring:

- Phone/Watch Charger
- Medication (Must be in Original Containers with your name printed on it) (No sharing of Medication)
- Toiletries

- Tums/Antacids/Aspirin (for the different foods and spices in Cancun)
- Contact Lens Solution
- Glasses/Contacts to see the presentation screen from a distance at your table
- Resort Casual Attire/Final Night Attire
- Sunscreen & Aloe Vera – Purchasing these at the Resort will be \$\$\$\$
- Sunglasses/Beachwear/Sleepwear/Layers, for the cool evenings
- Waterproof Phone Pouch (if needed)

Items to Leave at Home:

- Valuables, Large amounts of Cash, Jewelry, Electronics, etc.
- Illegal drugs including Cannabis (this includes edibles)
- Alcohol
- Weapons
- Vapes of any kind

Airline Travel Apps:

Before departure, download your Airline's App to complete your pre-travel information, and input your passport information. This will also give you access to check-in and receive a boarding pass. Southwest travelers are highly encouraged to check in exactly 24 hours before departure for the best boarding position possible.

Airline Baggage Information:

- Please use the chart below as a reference for the baggage guidelines for your airlines. Baggage is a profit center for airlines, as you will notice, please be aware of additional costs that you will be responsible for.
- MITRA will Reimburse you for (1) standard checked bag if you are flying on American or Delta. Please submit your baggage receipts to your DO/SDO, and they will reimburse you for the expense. These baggage receipts must be provided to your DO/SDO before **December 31st**, if they are to be reimbursed.
- Southwest Airlines already includes Two Free checked bags.

Airline	Special Notes	Checked Bag #1	Checked Bag #2	Carry On Bag	Personal Item
American	You can pay for checked bags on aa.com or in the app when you check in (starting 24 hours and up to 4 hours before departure). Please be sure to do this ahead of time.	Bag 1 - \$35 (MITRA Reimbursable) each way ***RETAIN YOUR RECEIPT*** 50lbs An Overweight Bag is \$135 to \$235 & NOT Paid by MITRA.	Bag 2 - \$45 each way (Second bag is NOT recommended and NOT Paid by MITRA)	1 - Free The carry-on item must fit in the overhead bin.	1 - Free The personal item like a purse or small handbag must fit under the seat in front of you.
Delta	You'll be prompted to add and pay for checked bags when you check in. You can check in 24 hours before your flight's departure time via Delta.com or the Fly Delta app, or at the airport when you arrive for your flight.	Bag 1 - \$35 (MITRA Reimbursable) each way. ***RETAIN YOUR RECEIPT*** 50lbs An Overweight Bag is \$135 to \$245 & NOT Paid by MITRA.	Bag 2 - \$45 each way (Second bag is NOT recommended and NOT Paid by MITRA)	1 - Free The carry-on item must fit in the overhead bin.	1 - Free The personal item like a purse or small handbag must fit under the seat in front of you.
Southwest	Checking baggage for an international flight must go to the ticket counter. You can't check in or check baggage at the curbside if traveling internationally. You must check your luggage 60 minutes before your scheduled departure.	Bag 1 - Free 50lbs An Overweight Bag is \$100 to \$125 & NOT Paid by MITRA.	Bag 2 - Free 50lbs An Overweight Bag is \$100 to \$125 & NOT Paid by MITRA.	1 - Free The carry-on item must fit in the overhead bin.	1 - Free The personal item like a purse, backpack, or small handbag must fit under the seat in front of you.

Upon Arrival in Cancun, Mexico Airport:

- Enter the country through Mexican Passport Control
- Upon exiting the airport, there will be a gauntlet of Salespeople/Hustlers offering all kinds of services (avoid and walk past). **FREE IS NOT FREE! DO NOT VOLUNTEER your information to ANYONE.**

- Someone will be outside with the MITRA Logo waiting for you.
- Transportation to the Hilton Cancun, an All-Inclusive Resort, will be arranged through shuttle services.
 - More information on Shuttle Services will be provided before arrival

Cancun Airport to/from Hilton Cancun Hotel Transportation:

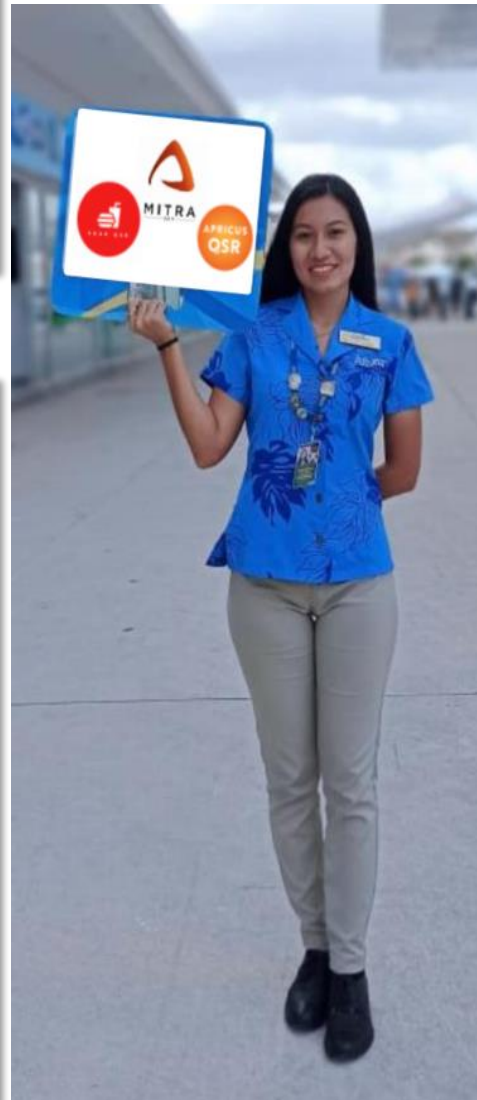
Transportation Company Name: **AmStar**

There is nothing like a friendly face at Cancun's International Airport to make a person feel welcome.

On arrival day, our airport staff will greet guests outside of the customs area. All Amstar staff will carry customized signage and will be easily recognizable by their Amstar name badge and uniforms. Staff will facilitate the transfers and baggage to ensure a practical departure from the airport. Once the guests depart, the airport staff will let know the hotel staff that the guests are in route - this ensures that staff is staged and ready for your guests' arrival to their hotel.



Complimentary Bottled Water is included at Arrivals from AmStar!!!



AMSTAR - VEHICLES

MOTORCOACH 55-SEATER

55 passenger seats | GPS Tracking | Video Monitors | Air conditioning | Large luggage area | Comfortable cloth seats | Large windows for easy passenger viewing



MERCEDEZ BENZ SPRINTER

16 passengers or 12 with Luggage | Comfortable cloth seats | Tinted Windows | Comfortable Leg room | Air conditioning



TOYOTA HIACE

8 passengers with luggage | Comfortable cloth seats | Tinted Windows | Air conditioning



Resort Information:

- **Resort Name:** Hilton Cancun, an All-Inclusive Resort
Address: Carr Federal Libre 307 Cancun-Tulum Km 248-868, SM-36, LT-1-01 UPE-1E, 77580 Cancún, Q.R., Mexico

Phone: +52 998 432 0300

Website: <https://www.hilton.com/en/hotels/cunqrhh-hilton-cancun/>

PLEASE SHARE THIS INFORMATION WITH YOUR FAMILIES

All-Inclusive Benefits with your Stay:

- Daily breakfast, lunch, dinner, and snacks with 12 unique dining experiences including five specialty restaurants and three bars.
- Link to Restaurant Options: <https://www.hilton.com/en/hotels/cunqrhh-hilton-cancun/dining/>

What to Wear in Hilton restaurants and bars: (dress code for each specific restaurant can be found in the link above)

- **Casual:** Beach robes may be worn in our casual outlets. Shoes are required. Swimwear and beachwear, flip flops, and tank tops are not permitted.
- **Smart Casual:** Shoes are required. Swimwear and beachwear, beach robes, flip flops, tank tops, and shorts are not permitted.

- Stocked minibar, refreshed daily
- Sodas, Wines, and Liquors
- Unlimited ice cream & churros
- 24-hour room service
- Pool and beach service
- Live shows
- Nightly activities and entertainment
- Pool activities
- Access to state-of-the-art fitness center
- Two infinity pools
- Yoga
- Wi-Fi
- Taxes and gratuities

Note:

- Do Not charge expenses to your hotel room.
- If a price is listed on a menu, or "\$" is shown, these items are NOT free, they will charge you.
- There are separate charges for Spa Services, Gift Shops, Telephone Calls to the United States, In-room Movies, Premium Food & Beverages Options, and Off-Site Activities. These items can be very expensive, and even if you are able to charge these items to your hotel room, MITRA will bill them back to you personally.
- Upon check-in, the resort will request your credit card for incidentals and expenses charged to your room.

Issues/Emergencies when in Mexico:

- If there is an emergency during your trip, please contact:
 - Your DO/AC/RVP
 - If they do not answer, then please contact:
 - **Homer Hunt: +1 (903) 748-8859 or Tom Petrecca: +1 (443) 693-2774** (don't forget the country code "+1")

Cell Phone/Hotel Phone Usage:

- Connect to Wi-Fi as much as possible and enable Wi-Fi calling on your phone.

- Free Wi-Fi is included at the Resort
- The Cancun Airport also has free Wi-Fi if needed. At the airport, connect to: "Cancun Airport Free Wi-Fi"
- Utilize WhatsApp for communication (text and phone calls)
 - Encourage your family to use WhatsApp as well
- Check with your cell phone carrier for coverage details in Mexico & any additional charges/packages
 - Many plans include Mexico but get with your phone carrier for details on usage
- Do not use the hotel phone to call back to the States, as they will charge you by the minute.
 - MITRA IS NOT responsible for these and any other incurred charges.

Room Assignments:

- DOs will provide Room Assignments
 - We will provide a final Room assignment list on December 1st and will make our best effort to room you with your requested roommate.
 - Requests for roommates are due to your SDO no later than November 1st.
 - This is a company-sponsored event, only Guests of MITRA QSR/CMG should accompany you at the resort and in your hotel room.
- **GMs:** If you requested to Upgrade to a Single Room, a payroll deduction of **\$87+Tax PER NIGHT** for the 3-night stay will occur after the trip. The total will be deducted evenly from the first 3 checks after the convention.

MITRA Meeting Agenda: (Subject to Change)

As a reminder, this is a work function, and your attendance at meetings is expected/mandatory. No alcohol is to be present during morning meetings.

- Sunday- VP/DO Only
 - Directors Meeting: 10 AM – TBD
 - 2025 AOP Highlights
 - Financial Update
 - Outliers
 - Rack and Stack
 - Labor Reports and Ops Dashboard on Power BI
- Monday-
 - GMs Arrive at the Resort
 - Kick-off Meeting with all CMG Family: 5 pm - 8 pm
 - Dinner on your own
- Tuesday-
 - Meeting: 9 am – 12:30 pm
 - Afternoon: Free Time
 - Evening: Free Time
- Wednesday-
 - Meeting: 9 am – 12:30 pm
 - Afternoon: Free Time
 - Final Night Celebration & Awards: 6 pm–10 pm (Formal wear recommended - Business Casual min)
- Thursday-
 - Travel Home

Typical December Weather in Cancun:

- High Temp: 82 degrees
- Low Temp: 70 degrees
- Water Temp: 80 degrees
- Tropical Climate – often Humid inside and outside of the Resort

Attire for Resort:

- Please refrain from wearing your Swimsuit outside of the pool/beach areas.
- Shoes when inside any resort building.

Dress Attire for Events:

- Formalwear attire for the final night dinner is strongly recommended, but Business Casual as a minimum.
- We encourage everyone to dress in resort casual attire. Comfortable walking shoes are also encouraged.
- Swimwear is not appropriate for attending meetings or dinners. Swimwear at the beach should provide coverage and be appropriate around your colleagues.
- Resort Casual Examples
 - Kahiki/pattern shorts with belt loops and a short-sleeved button-up shirt or polo shirt.
 - Pants, Summer dress, skirt, board shorts with a casual top
 - Does Not include flip-flops

You may find more examples by searching Google or Pinterest, but below are a few:



Reminders:

- Take Lots of PICTURES – we will have a Convention photo app to upload memories for the team.
- Drink more water than you normally would as you are traveling.
- Be mindful of your alcohol consumption, so you do not act out of character.
- Please respect people’s decisions not to consume alcohol, and do not encourage risky drinking behaviors.
- Eating regular and full meals is important while traveling and when consuming alcohol.
- You are at a business event, we all want to have fun and make memories, but please professionally conduct yourself with your business colleagues.
- You are in a different country with its customs and laws that must be obeyed.
- You are in a different country – Be Aware of your Surroundings and use the Buddy System at All Times.
- You are responsible for making your flights, shuttles, meetings, and events on time.
- You must carry your Passport with you at all times when you are not on resort. Upon arrival in your room, place them in your safe until it is time to depart the resort (this includes any of your trips during your free time). Always keep a picture of your Passport with you.

Frequently Asked Questions:

Is English widely spoken in Cancun?

- Cancun is a tourist-heavy destination in Mexico. People in Cancun can speak the English language widely. Almost 90% of Cancun’s population speaks and understands English. Visitors can communicate extensively using the English language in Cancun.

Do I need a Facemask?

- Currently facemasks are NOT required at US Airports or on US Airplanes.

Is there Wi-Fi?

- Free standard in-room and lobby Wi-Fi

What is the smoking policy at the Resort?

- The Resort is a smoke-free resort; however, we do offer designated areas where smoking is allowed. Smoking is allowed only in designated outside areas. As a reminder, cannabis may not be brought into Mexico; this is a US Federal Crime.

Do I need to bring money and exchange my currency for Mexican Pesos when I arrive?

- Your all-inclusive plan includes meals, drinks, entertainment, and many more fun-filled activities. However, we recommend bringing just a small amount of extra cash (less than \$100) for off-site expenses, spa/beauty services, souvenirs, etc. Most places accept US Dollars but please be aware of merchant exchange rates. The hotel will also offer an exchange for Mexican Pesos if needed.

Is there a secure place to keep valuables?

- In-Room Safes are included in all rooms, and we encourage the use of Passports, Cash, & Valuables. The resort is not liable for unattended items left in public areas.

What is the tipping policy at the resort?

- All taxes, tips, and gratuities are included as a part of your all-inclusive package. Additional gratuities are most welcome by our staff should services exceed your expectations.

Can I drink local water?

- We recommend not to drink faucet/tap water, the resort will provide filtered and bottled water at all times. Water and ice cubes served at all resort venues are always filtered and safe to drink.

HILTON CANCUN, AN ALL-INCLUSIVE RESORT

FOOD AND BEVERAGE PROGRAM SUMMARY

LOCATION

CARRETERA FEDERAL LIBRE 307 CANCUN-TULUM
248+868 SM-36 MZ-1, L-1-01 UPE-1E, BENITO JUAREZ,
77580, CANCUN, QUINTANA ROO, MEXICO

HOTEL KEYS

715

FOOD AND BEVERAGE SUMMARY

5 SPECIALTY RESTAURANTS | 5 BARS

FOOD AND BEVERAGE EXPERIENCES

AUMA	STEAK	6 PM - 11 PM
MAXAL	MEXICAN	6 PM - 11 PM
LA LUCE	ITALIAN	6 PM - 11 PM
SUNAN	ASIAN	11 AM - 4 PM 6 PM - 11 PM
VELA	FOOD HALL	7 AM - 11 AM 12 PM - 5 PM 6 PM - 11 PM

AUMA

An experiential open-fire mixed grill, Auma features prime cuts and house specialties where meals unfold with ritualistic theatre in full view of fire and flame

LA LUCE

A convivial trattoria positioned around a central wood-fired pizza oven offering Mediterranean classics accompanied by carafes of wine and spritzes

MAXAL

Savor the rich traditions of Mexican cuisine. Explore by region, and enjoy traditional dishes, sauces, and flavor

combinations from across Mexico.

SUNAN

Just steps from the beach, Sunan is a high-energy, all-day lounge influenced by the colors, flavors, sights, and sounds of Southeast Asia.

MAXAL TAQUERIA

Walk up to the window and enjoy a rotating selection of tacos, featuring rich sauces, exotic flavors, and the freshest ingredients.

AZULINDA LOBBY BAR

The lobby lounge is a magnetic gathering point - a bustling central bar with regional and imported beer, wine, and daily cocktails are available as well..

AZULINDA MARKET & CAFÉ

Grab unique snacks, drinks, coffee or mid-night bites. From morning

pastries to made-to-order sandwiches and sundown nightcaps.

LA CHURRERÍA

Check out our kid-friendly, all-you-can-eat Ice Cream and Churro Shop.



Entrance

Amenities

2. Fitness Center
3. Beach
4. Kids' Club
5. Teens' Club

Restaurants And Bars

6. Pool Bar
7. Vela
8. La Luce
9. Azulinda Market & Café
10. Azulinda Lobby Bar
11. Maxal & Maxal Taqueria
12. Auma
13. Pool Bar
14. La Churrena
15. Sunan

Meeting Rooms

16. Lobby Terrace
17. Waldorf Astoria Ballroom
18. Azul Ballroom
19. Pre-Function
20. Hilton Arena

www.cancun.hilton.com
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MITRA QSR Cancun Convention 2024 Informational Webinars Schedule:

- Sept 11th 5p-6p (Info Call #1)
- Sept 13th 8a-9a (DO/SDOs Only)
- Nov 1st 8a-8:15a (No Passports Only Call)
- Nov 6th 5p-6:30p (Info Call #2)
- Dec 11th 5p-6:30p (Final Info Call)