

# MANDARIN ORIENTAL THE HOTEL GROUP



Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the most luxurious hotels, resorts and residences. Having grown from a well-respected Asian hotel company into a global brand, the Group now operates, or has under development, 47 hotels representing 11,000 rooms in 25 countries, with 21 hotels in Asia, 10 in The Americas and 16 in Europe, Middle East and North Africa. In addition, the Group operates or has under development, 17 Residences at Mandarin Oriental connected to its properties.

Mandarin Oriental is a member of the Jardine Matheson Group, a conglomerate with strong expertise and heritage in Hong Kong and Asia, which was founded in Canton in 1832 by Scottish traders William Jardine and James Matheson. The combination of solid western business acumen, combined with our Asian culture differentiates the Group, and puts Mandarin Oriental in a strong position to deliver the best.

For more than 50 years, Mandarin Oriental has been established as a leader in luxury hospitality, and has a rich and proud history. The mission, 'to delight our guests each and every day' began with the opening of the flagship property, The Mandarin, in 1963 in Hong Kong. The hotel, which was the tallest building on the island when it opened, soon built up an enviable reputation for service excellence, and instantly became a historic landmark – a status it still holds today.

In 1974 the Group took a 49% equity holding in The Oriental in Bangkok, which was already acknowledged as one of the world's most legendary hotels. This gave the company two "flagship" hotels whose names represented the very best in hospitality. As a consequence, the two famous hotels joined to create the brand Mandarin Oriental Hotel Group under the renowned fan logo.

The Group initially opened further Mandarin Oriental hotels in Asia, before expanding to the rest of the world, and became firmly established as one of the most elegant and luxurious hotel brands, renowned for offering comfortable and well-appointed accommodation, exceptional facilities and some of the finest restaurants and bars in the region. This was underpinned by impeccable service inspired by its Asian heritage, which made Mandarin Oriental the hotels of choice for local residents and luxury travellers alike. In order to bring its individual brand of acclaimed luxury hospitality to a wider market the Group began to extend its reach, embarking on a growth trajectory to establish its award-winning brand in key city and resort destinations around the globe, and to establish Mandarin Oriental as one of the world's leading luxury hotel brands. The Group's mid-term goal is to successfully operate 10,000 rooms in major business centres and key leisure destinations around the world, whilst continuing to expand its presence globally. This will be achieved by capitalizing on its brand heritage via a combination of



ownership and management agreements. In order to build a truly global brand, the Group focuses its attention on delivering excellence in the following brand-defining concepts: creative design, architecture and technology; innovative dining; holistic spas; the Group's legendary service delivered by 12,000 dedicated colleagues.

From a design perspective, the Group's hotels provide 21st century luxury with oriental charm while reflecting the very best of their local culture. Each hotel has its own individual charm with oriental touches that are reflective of Mandarin Oriental's heritage. The Group works with some of the most respected architects and designers in the world, and is proud that no two projects are the same. Designers included world renowned architects Antonio Citterio in Milan and Bodrum; Interior designer Patricia Urquiola in Barcelona; Adam Tihany in London and Boston and Tony Chi in Guangzhou and Taipei. Whether in London, Paris, New York or Hong Kong, guests are made to feel that they are truly a part of the city they are visiting, and that are very much embraced by the local community. In recent years the Group has received a number of awards for interior design: Mandarin Oriental Pudong, Shanghai was recognised in Conde Nast Traveler's "Best Design Hotels Hot List", while in London our hotel received the "Interior Design Award" for The Rosebery in the European Hotel Design Awards. The multi-award winning Spas at Mandarin Oriental are havens for contemplation and discovery. Guided by the Group's oriental heritage but influenced by local cultural diversity, Mandarin Oriental has created distinctive concepts with a unique sense of place in every location, with highly sophisticated spa offerings under development in the Group's upcoming

portfolio. In recognition of the Group's expertise in this area, The Forbes 'Five Star Spa' award was granted to a record 12 hotels in 2015, more than any other hotel group in the world.

Mandarin Oriental hotels have long been renowned for their excellent and innovative restaurants and bars and increasingly the Group is being acknowledged for its continued ability to appoint enthusiastic culinary talent.

Talented chefs who are part of the Mandarin Oriental culinary team include Chef Heston Blumenthal who opened Dinner at Mandarin Oriental Hyde Park, London, and who has won international acclaim for his unique and multi-sensory approach to cooking. The hotel is also home to the award-winning cuisine of Lyon-born chef Daniel Boulud at Bar Boulud.

This authentic rustic French inspired bistro and wine bar, follows the successful format of Bar Boulud in New York, and continues to receive significant acclaim for its relaxed ambience and excellent cuisine. A second collaboration with Daniel Boulud occurred in 2014 in Mandarin Oriental, Boston.

The most recent addition to this diverse culinary line-up of excellence, is Antonio Guida, who joins Mandarin Oriental, Milan as Executive Chef and will offer his contemporary take on Italian and Milanese dishes, when the hotel opens in 2015. Chef Guida was formerly at Il Pellicano in Tuscany, which gained two Michelin stars under his tenure. The Group's passion for creating memorable dining experiences has been recognised in the Michelin Guide, with a total of 16 Michelin stars being awarded to 11 diverse restaurants from around the world in the 2015 list.





## LUCA FINARDI

General Manager  
Mandarin Oriental, Milan

Mr Finardi has a wealth of experience in the Italian luxury hospitality industry with prior appointments as General Manager of the Royal de meure Spa Hotels, Hotel Savoy and Villa San Michele in Florence. He joins Mandarin Oriental from Orient Express Hotels where he held the position of General Manager and Area Manager, Sicily at Grand Hotel Timeo & Villa Sant'Andrea in Taormina. Mr Finardi studied Tourism and graduated from the ITT "Toscanelli", Florence. An Italian national he is also fluent in both English and French. Commenting on the announcement, Christoph Mares, Executive Vice President and Director of Operations for Mandarin Oriental Hotel Group in Europe, Middle East & Africa said; "Luca's wealth of experience and understanding of this market, make him the ideal candidate to position Mandarin Oriental, Milan as the best hotel in the city".

**Luca Finardi, you have an extensive experience in the hospitality world. Before the Mandarin Oriental, Milan, you have been General Manager of other hotels and General Manager for the chain Orient Express / Belmond of the Grand Hotel Timeo & Villa Sant'Andrea in Taormina. What does it mean for you to hold this position in a hotel so highly awaited and belonging to one of the most prestigious chains in the world?**

*To be General Manager of Mandarin Oriental, Milan is a great honor but also a great responsibility, especially because we are talking about the first hotel of the Group opened in a country like Italy. My first major task is to bring to Milan the tradition and philosophy of the Mandarin Oriental: we would like that the merger of the Milanese culture with the oriental one will lead to a unique experience for all our guests, beyond their expectations.*

**What is your idea of luxury?**

*Luxury resides in the choices of each day, in the attention that each of us can devote to themselves and to what matters most in our life. It is precisely this kind of care and attention to detail and quality that we want to offer our guests, so that they could find in the Mandarin Oriental, Milan a second home in the city. Today luxury reflects a real, not artificial experience, and consequently we ask all our colleagues to give something of themselves when they are "on stage" with guests.*

**What is the secret of keeping over time the highest standards of luxury that the Mandarin offers today?**

*The secret is a perfect combination of passion, expertise and exclusivity, three aspects that cannot be missed in a group like the Mandarin Oriental. The real added value lies however in the Oriental culture, which teaches devotion to work and attention and respect towards the other, which allow to make the difference in a cosmopolitan market.*

**Are you planning to invest in the future in order to offer new services with respect to the structure existing today and just opened?**

*The structure is currently responding very well to the demands of the vast local and international public we interface with every day. With a restaurant run by the well-known chef Antonio Guida, a bar with an exclusive character and the first spa in Milan to ensure a holistic approach to wellness, the first Mandarin Oriental in Italy has already the credentials to meet the needs of its guests. Surely the Mandarin Oriental Group is interested in expanding its presence in Italy but without compromise and trying to find unique locations in the most important destinations of our country.*

**In Milan there is a fair competition of structures of high quality hospitality. In your opinion is it good or bad?**

*Certainly it's good to have a good competition, to be encouraged to update and compare ourselves constantly, maintaining the level of service at the highest standard. Furthermore it's good for our wonderful host city, making it a destination with an international charm and competitive with cities around the world. Having a wide range of high quality services attracts more customers, used to interface with similar facilities on the international scene: this is exactly what we hope for Milan. Milan must be perceived as a destination for culture, fashion, design and especially leisure and consequently the presence of more international operators will help very much this new destination, especially after the EXPO.*

**What is the most beautiful and interesting part of your job?**

*Meeting new people from all over the world: each character brings a history, a culture, a different vision that is able to stimulate and propose a new point of view. This continuous exchange creates a priceless treasure, as well as develops sensitivity and a deep respect for the realities that lie behind every life experience.*



# MANDARIN ORIENTAL, MILAN



IN THE HEART OF THE LOMBARD METROPOLIS, MILAN LIFESTYLES AND REFERENCES FROM THE EAST COME TOGETHER IN PERFECT HARMONY THANKS TO THE HARMONIC PROJECT OF INTERNATIONAL SCOPE.

By Francesca Tagliabue

New flagship for the Milan high-end hospitality. After the recent reopening of the Hotel Excelsior Gallia (project by Studio Marco Piva), another elegant work of architectural renovation confirms the interest of the city toward the creation of spaces “to live in” for those who live in Milan and for those who are only “passing through” the city. The Mandarin Oriental, Milan is the first hotel of the Group in Italy. In the property located between the Brera borough and the Fashion District, contemporary design and calibrated touches of Oriental elegance come together under the sign of luxury and sophistication. The hotel occupies four adjoining buildings dating back to the 18th century and the project was developed by Antonio Citterio Patricia Viel Interiors. The bu-

ildings, characterized by simple and sober façades, overlook two parallel streets (Via Aldegari and Via Monte di Pietà) and conceal two courtyards in their interior. One of the buildings - Palazzo Con-falonieri - has a curious story that is worth telling: originally built as a home for the family of the same name, between the 1930s and 1950s has hosted the Milan Civic Tax Office and later the offi-ces of the Cassa di Risparmio delle Province Lombarde. Since the architectures now converted to hotels were all born as houses, the layout of interior spaces and the height of ceiling vary from floor to floor. The lower levels, considered in the past centu-ries as «noble» because they housed the owners, have higher and airier ceilings while the upper levels, once for the servants, have

lower ceilings to maximize space. This variety of solutions and the irregular layout are particularly evident in the 72 rooms and 32 suites at the Mandarin Oriental, Milan. The rooms differ in layout and views but they are all treated as residences and therefore equipped with a home charm and particularly refined finishes. The floors are of parquet, the walls are coated with walnut or oak boi-serie. The furnishings are designed mostly by Antonio Citterio and thus associated by the love for the rigorous lines that characterize the production of the architect; these are pieces from the catalo-gue of companies, maybe customized in dimensions or finishes, or furniture designed exclusively for the hotel.

For example, the beds are designed specifically for the hotel and exhibit a special padded headboard in arch shape, which embrac-es the thalamus contributing to its sound insulation and enhan-cing its feeling of intimacy.

In the suites, the sofas have a backrest with the same shape. Also interesting is the table on wheels conceived by Antonio Citterio to be easily moved around the room and act, from time to time, as a support surface, as desk for work, as a surface for room service. The colour palette consists of beige and touches of purple, espe-cially on upholstery and the arabesque carpets: the ensemble is simple and inspired by the interior of great masters as Piero Por-taluppi, Gio Ponti or Asnago e Vender.

The ensuite bathrooms are completely clad with Italian marbles (but the type of stone changes from room to room) and consist of a wet room with bath and shower and a separate toilet. The glazed walls adjacent to the sleeping area can be made opaque by a simple touch to ensure privacy and discretion. In the pen-touses located on the upper floors the lower ceiling height is well compensated by the large windows overlooking the rooftops, which allow beautiful views of the spires of the nearby Duomo. Also worth a mention the presidential suite on the second flo-or, overlooking Via Monte di Pietà, consisting of bedroom, living room, kitchen and bathroom in blue Brazilian marble, and the two speciality large suites of about 100 square metres, which overlook the courtyards and Via Orti, picturesque and with little traffic.

But the Mandarin Oriental, Milan is much more than just a place to stay or simply sleep. The structure combines different areas for



ANTONIO CITTERIO  
PATRICIA VIEL INTERIORS

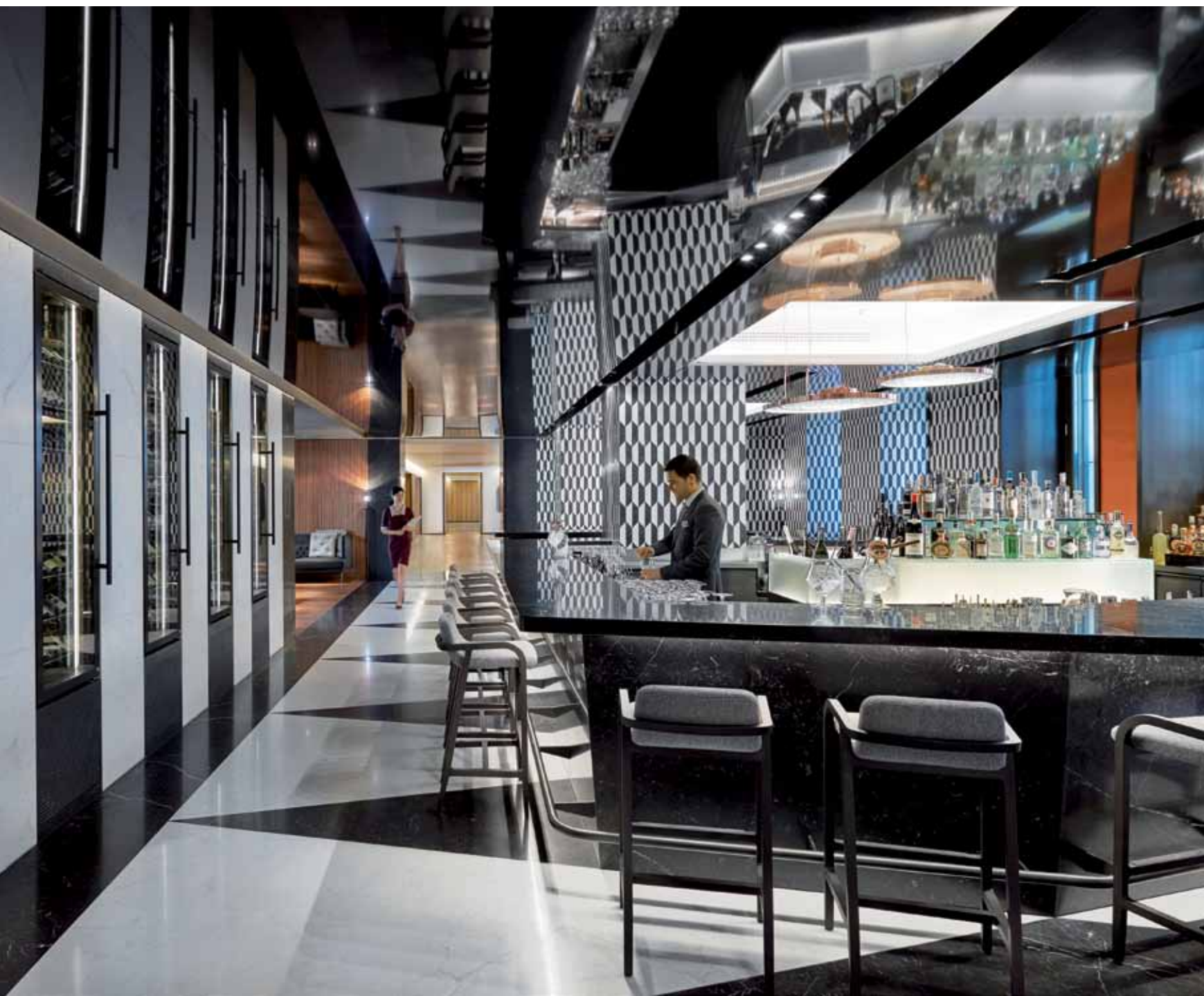
Antonio Citterio and Patricia Viel are the founders of Antonio Citterio Patricia Viel Interiors, whose headquarters are in Milan, Italy. The firm works internationally, developing complex projects on all scales in collaboration with a qualified network of specialist consultants. Antonio Citterio Patricia Viel Interiors during the past 20 years has executed interior designs for residential and commercial complexes, retail outlets, work spaces, offices, showrooms and hotels. The company, a spin-off of Antonio Citterio Patricia Viel and Partners, has a strong expertise in providing detailed project documentation covering the interior of a building, from interior fit-out to bespoke millwork elements and furniture. The firm is also active in the sector of corporate communication, handling projects of coordinated image, installations and graphics, and has participated to several design competitions, national and international. Antonio Citterio Patricia Viel Interiors method of working is in most cases different from the traditional work method of interior design firms. Different disciplines communicate and collaborate on each project of our office in order to keep it consistent on all levels. Recent projects include: the Bulgari Hotels in Milan and London and the W Hotel in St. Petersburg (Russian Federation). Projects currently under construction include a large-size integrated design project in Doha (Qatar), residential units in the new Elbphilharmonie building in Hamburg (Germany) and the new Mandarin Oriental hotel in Milan (Italy).





relaxation, fun and perfect places to enjoy fine food. First of all, the Spa of 900 square metres, following the oriental heritage of the Group, has interiors inspired by the philosophy of feng shui, both in the use of materials (water, air, fire, wood and metal) and in the layout of the spaces. In addition to the area with pools, whirlpools and saunas, the hotel has four individual rooms for treatments, a room dedicated to Thai massage and a VIP suite. The approach to wellness is clearly holistic. Adjacent to the Spa there is the fitness room equipped with Technogym ARTIS machines of last generation. But, as said before, the Mandarin Oriental, Milan is a place to live every day for everyone. For this purpose the property includes public places with different soul and well defined personality. Accessible from the lobby or via a dedicated entrance

on Via Monte di Pietà, the Mandarin Bar is open from eight in the morning until late at night. Its atmosphere changes according to the times of the day, turning it into an ideal place for a breakfast, a lunch or a night out. Its interiors bet on a graphic black and white design using geometric patterns that completely cover the floors and the walls. In addition to the indoor room, with a large «U» counter, the coffee bar also expands with a lounge area located outdoor in one of the courtyards and therefore used especially during the summer season. Connected to the bar, but also with private entrance from Via Monte di Pietà 18, there is the Seta Restaurant. It occupies two of the four sides of the building and part of the second courtyard;







the kitchen is located on the third side, and customers can watch the chefs at work throughout dinner. Designed to accommodate up to fifty guests, the Seta has floors and walls covered with wood, while upholstery and tablecloths were chosen in a contrasting bright green. Some corners of the dining room can be separated by means of partition in order to create private spaces, such as the private room right behind the reception, designed for intimate dinners for up to eight participants. A structure of international scope must be ready to welco-

me meetings and events, for this purpose at the Mandarin Oriental, Milan there are two conference rooms. Both located on the ground floor they host respectively seventy and fifty seats (with theatre setup) and they equipped not only with latest generation technological supports, essential for the organization of conferences and speech, but also with a dedicated kitchens, perfect for the organization of catering and refreshments. Milan soul and international character, the Mandarin Oriental, Milan presents itself to the world confident of its success.



MANDARIN ORIENTAL, MILAN	
Architectural project and interior design:	Antonio Citterio Patricia Viel Interiors
Lighting:	Santa&Cole, B&B Italia, Flos, Davide Groppi, Azucena, Maxalto, MLS, Jacopo Foggini
Doors:	Lualdi, Garofoli, Rimadesio
Bathroom fittings:	Pozzi-Ginori, Hansgrohe, Kaldewei, Boffi
Finishings:	AssaAbløy Italia, Vescom
Fitness equipment:	Starpool, Technogym
Building systems:	Microdevice
Furniture:	Poliform, B&B Italia, Maxalto, Paolo Castelli, Cassina, Living Divani, Gervasoni, Interna Contract
Outdoor:	B&B Italia, Unopiù

## UPCOMING...



### LATE 2015

- Mandarin Oriental, Milan, **Italy**
- Mandarin Oriental, Marrakech, **Morocco**

### NEXT YEARS

- Mandarin Oriental, Doha, **United Arab Emirates**
- Mandarin Oriental, Abu Dhabi, **United Arab Emirates**
- Mandarin Oriental, Dubai, **United Arab Emirates**
- Mandarin Oriental, Beijing, **China**
- Mandarin Oriental Wangfujing, Beijing, **China**
- Mandarin Oriental, Chongqing, **China**
- Mandarin Oriental, Shenzhen, **China**
- Mandarin Oriental, Chengdu, **China**

- Mandarin Oriental, Manila, **Philippines**
- Mandarin Oriental, Bali, **Indonesia**
- Mandarin Oriental Bosphorus, Istanbul, **Turkey**
- Mandarin Oriental, Marbella, **Spain**
- Mandarin Oriental, **Costa Rica**
- Mandarin Oriental, Grand Cayman, **Caribbean**
- Mandarin Oriental, **Maldives**
- Mandarin Oriental, Beirut, **Lebanon**
- Mandarin Oriental Dells Cay, **Turks and Caicos**
- Mandarin Oriental, Boca Raton, **Florida**

### AND MORE\*...

- detailed in the following pages
- complete list of upcoming openings is available in our database



# MANDARIN ORIENTAL, MARRAKECH

Mandarin Oriental, Marrakech marks the debut of Mandarin Oriental Hotel Group in Africa. A modern and elegant resort nestled in the heart of 20 hectares of olive groves and gardens featuring 100,000 fragrant roses, the property celebrates the rich Moroccan heritage through subtle Berber references.

The resort redefines luxury hospitality in the Red City by way of accommodation made up solely of private villas and suites set in lush greenery. A new dining experience comes through three restaurants and bars, led by Chef Meryem Cherkaoui.

The Spa at Mandarin Oriental, Marrakech offers the renowned signature treatments that have made the group's international re-

putation, as well as treatments inspired by Moroccan traditions. The luxury experience is completed by the group's unparalleled service, allied to the best traditions and hospitality of the Moroccan Kingdom. Rustic yet sophisticated, the design of Mandarin Oriental, Marrakech was undertaken by the French duo Patrick Gilles and Dorothee Boissier. With its Berber and Arab-Andalusian influences, the feel is of relaxed luxury for the cosmopolitan traveller. Interior and exterior spaces co-exist and the focus is on essential materials rather than ostentatious affectations, with a particular emphasis placed on light.

Morocco's cultural diversity has been fused with Eastern and Western touches to give a sensation of travelling around the

world as one moves through the main building. The villas, meanwhile, whose architecture recalls that of intimate riads, lend a timeless feel, while the suites, with their scenic views of the Atlas Mountains, immerse guests in the heart of the local landscape. The architecture of the spa, a tribute to the ancient mosques and cathedrals of Andalusia, encourages spiritual contemplation and deployment of the senses.

Boissier wanted to allow guests to get lost in the shades of the desert and its rocks by way of the resort's archetypal motifs, rural materials and white bougainvillea and roses. "The earth and sand were the major influences," says Boissier. "Along with the colours of the street and traditional Berber women's clothing. The sand colour of the stonework combined with the large expanses of dominant green from the lush vegetation makes for a true dialogue and fluidity between the exterior architecture and the surrounding nature, while the pools give the illusion of an oasis in this 'living desert'." "We are great admirers of Madrasa Ben Youssef Islamic college in Marrakech, and we wanted to lend the entrance a similarly perfect symmetry, with columns and dark wood frames, marble tiles, a tranquil pool painted in gold, carved fireplaces, large bronze bells and the distant view of the mountains. The restaurants, one decorated with lemon-coloured Zelliges tiles, the other with bamboo panels, recall the traditional colours worn by Berber women. "The villas, meanwhile, are havens of peace, simplicity, privacy and comfort, with tadelakt plastered walls etched with Berber motifs. As for the spa, it is constructed from the signature, ubiquitous red bricks of Marrakech, making for a mystical architecture where light plays around the bronzed glass blocks of the massage cabins, moucharabieh screens, and fan vaults." With accommodation made up exclusively of villas and suites, Mandarin Oriental, Marrakech promises a new luxury experience, combining comfort and spa, in total privacy.



**GILLES & BOISSIER**

Patrick Gilles and Dorothee Boissier are opposites that attract. Joyfully engaged in constant, creative disagreement, they find inspiration: more, it's precisely this ceaseless game of verbal and mental ping-pong that gives form to their ideas. Partners in life and in design, each one has a specific role and style, but together they form a unified whole. If strict lines and a distinctive taste for fine woods can be attributed to Patrick Gilles, Dorothee, on her end, has a way with spatial fluidity, colours and intuitive elegance. It is this distinctive approach that has paved their road to success, with commissions all over the world. Since 2004, they have designed a variety of projects from residential to hospitality projects, luxury boutiques and lifestyle restaurants. Yet, it is the constant refinement of their clients that has pushed them into designing wild Moncler stores for Remo Ruffini, along site his latest residence on Lake Como, Italy. Blending elegance and creativity, Patrick and Dorothee give, in every project they direct, "carte blanche" to an artist (like François Houtin, Cyprien Chabert or Alix Waline) to create a mural or intricate drawing, and further transform the perception of the space. A timeless approach to style and interiors that has brought them international recognition...

