

Mandarin oriental hotel essay sample

[Sport & Tourism](#), [Hotel](#)



Mission: Our mission is to completely delight and satisfy our guests. We are committed to making a difference every day; continually getting better to keep us the best. Vision: Our Vision is to be widely recognised as the best luxury hotel group in the world. The strategy of the Group is to open the hotels currently under development, while continuing to seek further selective opportunities for expansion around the world. About background:

Mandarin Oriental Hotel Group is an international hotel investment and management group with deluxe and first class hotels, resorts and residences in sought-after destinations around the world. The Group now operates, or has under development, 45 hotels representing over 11, 000 rooms in 27 countries, with 19 hotels in Asia, 12 in The Americas and 14 in Europe, Middle East and North Africa. In addition, the Group operates, or has under development, 14 Residences at Mandarin Oriental connected to its properties. The Group has equity interests in a number of its properties and net assets of approximately US\$2. 9 billion as at 31st December 2012.

Mandarin Oriental's aim is to be recognized widely as the best global luxury hotel group, providing 21st century luxury with oriental charm in each of its hotels.

This will be achieved by investing in the Group's exceptional facilities and its people, while maximizing profitability and long-term shareholder value. The Group regularly receives recognition and awards for outstanding service and quality management. The strategy of the Group is to open the hotels currently under development, while continuing to seek further selective opportunities for expansion around the world. The parent company, Mandarin Oriental International Limited, is incorporated in Bermuda and has

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a premium listing on the London Stock Exchange, with secondary listings in Bermuda and Singapore. Mandarin Oriental Hotel Group International Limited, which operates from Hong Kong, manages the activities of the Group's hotels. Mandarin Oriental is a member of the Jardine Matheson Group. About history :

We have a long and established history, and are proud of our Asian heritage. The Group began with the opening of its flagship property, The Mandarin, in Hong Kong in 1963, which soon built up an enviable reputation for luxurious service. In 1974, Mandarin International Hotels Limited was formed as a hotel management company. The Group's intention was to expand into Asia and operate hotels that would reflect the standard of service synonymous with their property in Hong Kong. In 1974 the company's hotel interests expanded further through the acquisition of a 49 percent interest in The Oriental, Bangkok. The Oriental was already a legendary property and acknowledged as one of the world's great hotels. Through the management of both The Mandarin in Hong Kong and The Oriental in Bangkok, the Group was in an unusual position of having two "flagship" hotels whose names represented the best in hospitality. In 1985, the Company rationalised its corporate structure by combining these two prestigious properties under a common name, Mandarin Oriental Hotel Group.

Organization structure :

Organizational structures include multiple departments, managers and branches to extend full-service luxury accommodations and amenities. All hotels divide their operations into two basic categories: administrative and

guest operations. Administrative personnel handle the hotel's paperwork, accounting, human resources and office work responsibilities. Operations employees handle the general functions of the hotel. This includes checking in guests, coordinating events, cleaning rooms and maintenance duties.

References:

<http://photos.mandarinoriental.com/is/content/MandarinOriental/corporate-12annualP>

<http://www.ukessays.com/essays/film-studies/mandarin-oriental-hotel-group.php>

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