



Case Study: Renovation of Mandarin Oriental Hong Kong

Client: Mandarin Oriental Hotel Group



Project

The Mandarin Oriental five-star hotel in Hong Kong was the first and flagship hotel of the Mandarin Oriental Group. The hotel first opened in 1963 in Central, Hong Kong.

Starting in late December 2005, the hotel's comprehensive renovation program focused on maintaining Chinese-influenced elegance while at the same time modernising the core facilities. Renovations were completed in March 2007.

Our role

Rider Levett Bucknall's role in this comprehensive renovation program was the provision of full cost consultancy services from estimate to final account.

Client benefits

To minimise on-going disruption to the hotel's operating costs, the renovation program was very tight. The entire hotel closed down in early 2006 and partially opened when half of the guestrooms and hotel areas were finished. The remaining floors were completed and opened gradually in the following few months.

Testimonial

"The Mandarin Oriental Hotel Group in Hong Kong has enjoyed a close relationship with Rider Levett Bucknall, and previously under its former name of Levett & Bailey, for some years now and this has included the highly successful renovation of The Mandarin Oriental in Hong Kong.

"In just nine months this US\$150 million renovation challenge achieved a makeover that retained and restored everything that was loved about The Mandarin Oriental. The renovation focused on enlarging and upgrading guestrooms, replacing ageing infrastructure and refreshing public spaces. New facilities, such as a 2,100 sqm space, and new technology, including hotel-wide Wi-Fi connectivity, high-speed internet access and in-room iPod docking stations were installed. In addition, the existing food and beverage outlets were completely refreshed.

"The success of this project was due in no small part to the input and support we received from Rider Levett Bucknall. While another project of this stature is unlikely to occur in the next few years there can be little doubt that we will continue to work with Rider Levett Bucknall whenever the opportunity arises."

**Brian Swatton, Group Director of Project Management,
Mandarin Oriental Hotel Group**



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