

MALAYSIA TATLER

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Christian Tavelli: A hotelier on life during the Malaysian Covid-19 MCO



Thanks to social media and a boom in downloads of the *House Party* app, we know how our friends and family are doing amid the Covid-19 outbreak and Movement Control Orders (MCO) worldwide. We're also well aware that select restaurants and [businesses](#) continue to operate with restrictions. In the hospitality scene, most hotels have shut town temporarily but [Mandarin Oriental, Kuala Lumpur](#) is still home to long-term guests. We checked in with the hotel's new General Manager, Christian Tavelli to see how things are going within the four walls of the Petronas Twin Towers' neighbour.

What is the current situation like at Mandarin Oriental, Kuala Lumpur? How would you describe the atmosphere?

At Mandarin Oriental, Kuala Lumpur, despite following our Prime Minister's MCO, we are still pampering our long-term guests with our services. Great room service is being delivered to them daily as well as cleaning and laundry services remain available. This takes a small part of our team to come daily to our hotel while about 70% remain at home, some of them working from home and some following a well set up on line training to enhance their skills while away from duty.

What will staff be doing during this time?

Our colleagues on site continue to provide great service to our in house guests and help with enhancing the facilities during lower hours during the day. Those at home are under a strict online training schedule which will help us enhance the service once the MCO is over and our guests return.



Lobby of the Mandarin Oriental, Kuala Lumpur

Are there tourists and guests stuck in the hotel, and how is that managed?

Most of our current in house guests are long-term guests as we also feature five floors of serviced apartments. These permanent residents also are allowed to benefit from all our hotel features. It is rewarding to hear from them that there is no better place to be stuck than at the Mandarin Oriental.

How is the hotel dealing with the virus outbreak within its walls?

Our hotel has been taking extreme measures since the beginning of the outbreak in Malaysia in late January. Enhanced hygiene, body temperature measuring, social distancing, colleagues training for in house and "at home" actions, replacement of buffets to à la carte service, are some of the very important actions that we have been performing with great results as no colleagues nor guests have reported to be infected.

Have any extra efforts/practices been implemented for health and well-being?

Mandarin Oriental hotel group has very strict guidelines on Food, life, health and safety, in which our team is consistently trained to ensure the highest levels of well-being for our colleagues and our guests. Our guidelines have been applied since the beginning of the outbreak and we have been able to confirm the success of these throughout these past weeks.

(Source : <https://www.prestigeonline.com/my/travel/hotels-resorts/hotelier-christian-tavelli-malaysian-covid19-mco/>)