

MOments

TAIPEI

SUMMER 2017

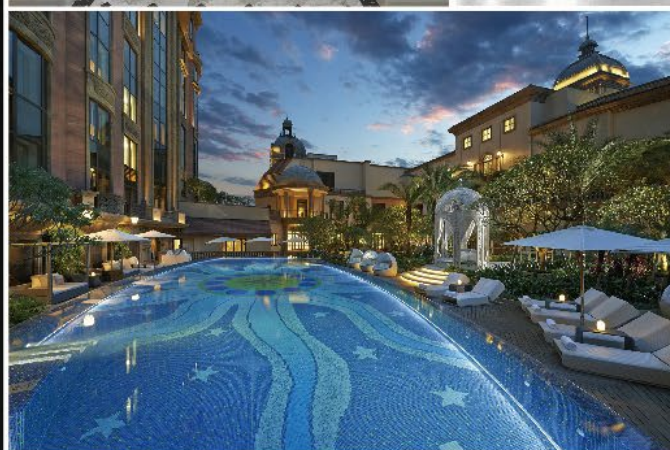
MAN AT HIS BEST
NATAKA HIDE**T**OSHI

ASK **MO** LAUNDRY MANAGER

FOOK LAM **MOON**

SUMMER
ESCAPE





台北文華東方酒店

全台第一且唯一酒店與芳療中心榮獲
《富比士旅遊指南》五星至高榮耀



ISSUE

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M I L A N

走在時代尖端的你，不妨來一趟米蘭之旅！預訂米蘭文華東方酒店的「與家人一同探索米蘭」住房專案，入住典雅時尚的寬敞客房並品味豐盛早餐，此外，還可於Mandarin Bar & Bistrot享用經典輕食，以及享有第二間客房5折的超值優惠，另外還有機會免費升等客房！專案自即日起至2017年12月31日止，且需連續入住兩晚以上。

Discover Italy's beautiful fashion capital, Milan, by booking a special package offered by the suitably stylish Mandarin Oriental, Milan. By taking advantage of the Discover Milan with Your Family offer, guests will enjoy a spacious, classic room at the hotel complete with daily full breakfast and snacks at the Mandarin Bar and Bistrot. A 50% discount on a second room is included in the deal and free upgrades can be obtained, subject to availability. The offer ends on December 31 2017, and requires a minimum two-night stay.



S A N Y A

悠閒的漫步在美麗海邊，聽著浪濤，讓海風吹拂臉龐，完美的度假行程莫過於此！三亞文華東方酒店自即日起至2017年10月31日前，推出「三亞休閒旅程」住房專案，除了可於Pavilion餐廳享受豐盛雙人自助早餐，入住期間還享有人民幣500元的餐飲或芳療優惠，以及免費太極和氣功課程等禮遇，讓您盡情放鬆享受愜意奢華的度假體驗。

An opportunity to enjoy a relaxing stroll along Sanya's beautiful shoreline, where you can watch waves ebb and flow while a gentle sea breeze caresses your face, is being offered by Mandarin Oriental, Sanya. In addition to receiving CNY 500 credit to spend in the resort's restaurants, bars or spas during your stay, the Escape to Sanya package rewards guests with complimentary tai chi and qi gong classes. The lavish getaway offer at this idyllic retreat is available until 31 October 2017.

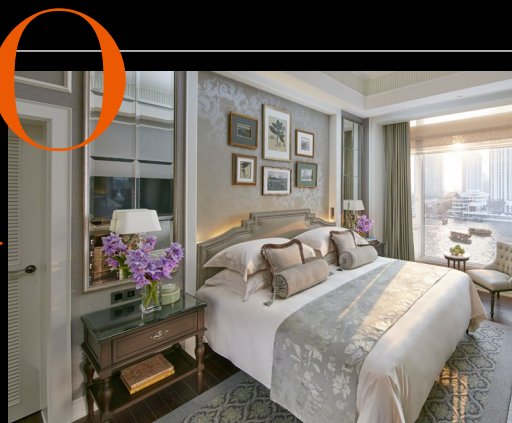
THE WORLD OF



M A R R A K E C H

依傍阿特拉斯山脈的無敵美景，在橄欖樹林與芬香花園環繞的摩洛哥馬拉喀什文華東方酒店與情人共度浪漫時光！即日起推出的「浪漫出遊」住房專案，讓您與摯愛可入住舒適的別墅或套房，並享用明星主廚Meryem Cherkaoui特製的四道式晚間套餐搭佐美酒，此外還可於私人芳療套房體驗雙人香薰芳療療程等多項尊寵禮遇。

Set among olive groves and fragrant gardens, and with the Atlas Mountains providing a mesmerizing backdrop, Mandarin Oriental, Marrakech is a lovers' paradise. By booking the new Romantic Escape offer, you and that special someone can enjoy the comfort of a spacious villa or suite at the resort and a host of other treats. These include a four-course gourmet meal and wine prepared by renowned chef, Meryem Cherkaoui, and luxurious Aromatherapy Spa treatments for two in a private, double hydrotherapy suite.



B A N G K O K

歡慶週年，曼谷文華東方酒店特別與行李箱界精品品牌— Rimowa合作推出「Rimowa與文華東方酒店140週年」住房專案。即日起，只要預訂住房即可獲得Rimowa限量版行李箱，以及於Authors' Lounge享用經典雙下午茶和酒店140週年紀念版手工果醬。現在就為自己安排一趟時尚奢華的盛夏之旅！

To celebrate 140 years of hospitality at its premises, Mandarin Oriental, Bangkok has teamed up with luxury luggage provider, Rimowa, to offer guests an opportunity to travel in style. By booking the Rimowa & Mandarin Oriental 140th Anniversary luxury accommodation package, guests receive a piece of limited edition Rimowa luggage. They will also be given afternoon tea for two at the hotel's Authors' Lounge, where they will receive a pot of homemade jam in 140th anniversary packaging to take home with them.

MO TAIPEI

DISCOVERING TIMELESS CHINESE CLASSICS WITH CHEF DE CUISINE, TSE MAN

師出自香港富豪食堂「福臨門」，擁有近50年豐富廚藝經驗的雅閣主廚謝文，精選台灣寶島在地食材，以其底蘊深厚的傳統手藝，卓越呈現以粵菜為主、川菜為輔，以及涵蓋其他中華菜系的正宗經典佳餚，將菜餚本身最純粹細膩的精髓完美演繹，引領您以味蕾穿越極致美饌殿堂。

Drawing upon nearly 50 years of experience in creating delectable Chinese classics at award-winning Hong Kong restaurant, Fook Lam Moon, and other highly rated establishments, Chef de Cuisine of Ya Ge, Tse Man, has crafted an exquisite menu specially for Ya Ge. Carefully selecting local Taiwanese ingredients, Chef Tse is set to spoil Ya Ge diners with a one-of-a-kind epicurean experience that reveals the full flavours of Chinese gastronomy.

訂位專線 / Phone: +886 2 2715 6888

Email: motpe-yage@mohg.com



MOTAIPEI

CAFÉ UN DEUX TROIS

從美酒、甜點到誘人海鮮，文華 Café (Café Un Deux Trois) 徹底滿足你的味蕾。
Café Un Deux Trois, your destination of gourmet.

LIQUI DINNER

現代時尚的文華Café (Café Un Deux Trois) 隆重推出「暢意微醺夜」，晚餐期間以TWD 900+10%起的超值價格，盡情享受三款精選區域葡萄酒美酒，另可依所選的佳釀搭配各式誘人餐點，與我們一同探索舌尖上的風味地圖，沉浸在品醺趣的生活美學中！

Specially designed for wine lovers and parched connoisseurs, Café Un Deux Trois is excited to introduce a new dining concept "Liquid Dinner"! Enjoy three glasses of fine wines from a specific region each month as well as an array of delicious dishes with prices starting from TWD900+10% per person! Wine for dinner, wine not?



WEEKEND SEAFOOD DELIGHTS

即日起每週六、日午間，文華 Café (Café Un Deux Trois) 推出「週末 鮮·吃·吧」，賓客除任選一道主菜外，可無限享用季節海鮮吧，包括：生蠔、鮮蝦、螃蟹與淡菜等，以及繽紛多元的寰宇開胃佳餚，還有沙拉吧、現煮麵點和誘人的甜點吧，新鮮感十足的海味食尚饗宴，絕對讓您大呼過癮！每人TWD1,880+10%起。

SEE food? SEAFOOD! Starting this weekend, Café Un Deux Trois presents Weekend Seafood Delights during the lunch period! Guests may select a main course and enjoy a scrumptious Seafood Bar featuring an enticing array of options including fresh oysters, prawns, crabs, clams and many other mouth-watering delicacies! Plus, a rich selection of salads, appetisers, pasta, and dessert bars are also available to indulge guests with the ultimate weekend delights! Prices start from TWD1,880+10% per person.



SWEET BOUTIQUE

位於文華Café (Café Un Deux Trois) 的Sweet Boutique即日起提供各式令人垂涎三尺的精緻甜點與手工麵包外帶選項，還有繽紛多樣的伴手禮供您選購！

Welcome to Sweet Boutique at Café Un Deux Trois to enjoy delectable pastries and handmade bread to go! A variety of exquisite items are also available for you to share with family and friends!

洽詢專線 / Phone: +886 2 2715 6888
Email: MOTPE-CafeUDT@mohg.com

繽紛盛夏，日光熠熠，文華餅房推出多款手作麵包，種類豐富，包括傳統經典的「法國麵包」與「可頌」、以墨西哥辣椒與剝皮辣椒作為內餡、風格獨具的「衝突」、香醇濃郁的「羊奶乳酪核桃麵包」、以煙燻火腿與酸黃瓜製成的「第戎芥末酸黃瓜火腿」，以及日式風味的「黑芝麻麵包」…等，濃濃的麥香為你打造幸福美好的一天。

[illegible]

台北文華東方酒店今年特別獨家與頂級英倫香氛品牌Jo Malone London 跨界攜手合作，共同推出2017一起幸福婚宴專案，為新人打造風格獨具的婚芳盛宴。針對不同需求推出豐富多元、每桌TWD 29,800+10%起的婚宴專案，新人可依照選擇的婚宴專案，享有文華東方X Jo Malone London 的獨家禮遇，像是量身訂製婚禮香氛諮詢服務、Jo Malone London 奢華沐浴禮讚等。詳情請洽：
+886 2 2715 6888轉宴會業務部。

A rectangular glass bottle of Jo Malone London Orange Blossom Cologne is centered in the image. The bottle has a silver-toned cap with a dark, reflective sphere on top. The label on the bottle is white with a thin black border and contains the text "Jo MALONE LONDON" at the top, a stylized "Jm" logo in the middle, and "ORANGE BLOSSOM COLOGNE" at the bottom. The bottle is surrounded by large, white, ruffled petals of peonies, which are softly lit, creating a warm and elegant atmosphere.

MOST TALKED ABOUT

除了逛街、吃東西，台灣還有許多值得你親自挖掘的新鮮事，請看我們的推薦名單。

Where to go, what to see. Here is MO's list of most talked-about events in Taiwan.

BACK TO THE 70'S

台灣藝術史在處理七〇年代的視覺藝術、攝影、舞蹈、戲劇、設計甚至電視的影像表現時，多聚焦在「鄉土」與「寫實」兩個議題的面向。然而，七〇年代帶給藝術創作者的養分，應該得到更多元的討論與看待。本次展覽聚焦在台灣七〇年代不同藝術相關領域間的造型性問題。觀者走進迴廊展間，可以看到七〇年代常民生活中隨手可及的視覺元素，以及十一位該時代代表創作者之作品。展覽邀請觀者重新回到時代氛圍中，體會當時大眾美學與藝術創作兩者之間，對於「物件」與「造型」、商業考量與藝術美學拉扯後產生的結晶。

Taiwan's art history tends to focus on nativist and realistic expressions when it comes to the visual arts, photography, dance, theater, design, or even television imagery of the 1970s. In terms of vision, however, the so called "modernity" has not only become a subject of debates on related issues but also meticulously addressed itself to the questions regarding new ways of creating plasticity for nativist and realistic expressions. By virtue of the literature and material on visual arts, photography and design in the 1970s, this exhibition seeks to represent as comprehensive as possible the artistic endeavor in finding new ways of creating plasticity first made in the late 1960s and widely undertaken in the 1970s.

Date : Now – 2017/09/17

Place : 台北市立美術館 (Taipei Fine Arts Museum)





THE FORMOSA BEAUTY

婆娑之洋，美麗之島。刻劃漢族先民，拓殖台灣的經典舞劇《薪傳》首演三十九年後，林懷民從台灣的印象與氛圍出發，推出全新創作《關於島嶼》。蔣勳朗誦當代作家描繪島嶼的文字，口白的字幕衍生為投影幕上以漢字堆疊的視覺風景，桑布伊滄桑的吟唱歌聲蜿蜒流轉，雲門舞者以充滿能量的動作舞出和諧與衝突，挫敗與希望。籌備三年的磅礴大作，林懷民再度呈現一個你沒見過的雲門舞集。

Inspired by the abstract beauty born from land and lore, Lin Hwai-min's new creation FORMOSA for Cloud Gate Dance Theatre of Taiwan uses gesture, script and song to create a lustrous universe--a playground of love and life, mediated by tragedy, hope, and rebirth--against a backdrop projected with Chinese characters coming together and breaking down like waves to imply writing as a precarious vehicle for memories.

Date : 2017/11/24 – 2017/12/3

Place : 國家戲劇院 (National Theatre)

DANGEROUS WOMAN

現年24歲，有鐵肺小天后之稱的美國歌手Ariana Grande，即將於9月來台舉辦出道以來最大規模的世界巡迴演唱會「Dangerous Woman Tour」。擁有超過10首以上點播破億的熱門歌曲，Ariana在全球各地皆有超高人氣，在歷經曼徹斯特演唱會的恐怖攻擊之後，這位年輕唱將選擇以更賣力的演出提醒世人要團結力抗快速蔓延恐怖攻擊。

American pop sensation, Ariana Grande, will bring her Dangerous Woman tour to Taiwan in September. Renowned for her powerful vocals, the 24-year-old songstress has ten hits that have exceeded 100 million streams each. Praised for showing solidarity with the people of Manchester, Britain, following a suicide bombing that marred one of her shows in the city, in May, she will perform at Taipei Arena on 19 September 2017.

Date : 2017/09/19

Place : 台北小巨蛋 (Taipei Arena)



DOING TIME

第57屆威尼斯國際美術雙年展台灣館「做時間」，正於義大利威尼斯普里奇歐尼宮邸 (Palazzo delle Prigioni) 舉行進行，由知名獨立策展人Adrian Heathfield策劃，呈現台灣藝術家謝德慶多件綜合性藝術創作。

The 57th Venice Biennale is hosting an exhibition of works by Taiwanese artist, Tehching Hsieh, at its Palazzo delle Prigioni venue. The Doing Time showcase was commissioned by the Taipei Fine Arts Museum and is curated by Adrian Heathfield.

Date : Now – 2017/11/26

Place : 威尼斯普里奇歐尼宮邸 (Palazzo delle Prigioni)



MAN AT HIS BEST

NAKATA HIDETOSHI

身兼Monocle雜誌Editor-at-Large的日本足球巨星中田英壽，因為工作需要，去過120幾個以上的國家，每一個月平均只有十天待在日本。可謂旅遊風格行家的中田英壽，是許多品牌熱衷合作的對象，而最近，他的頭銜又多了一個—台北文華東方酒店的大使。

Japanese football legend and Editor-at-Large for Monocle magazine, Nakata Hidetoshi, has visited more than 120 countries. On average, he spends only 10 days per month in Japan. From making so many trips abroad, Nakata has become a connoisseur of travel style and a hot commodity among popular brands. He recently added a new title to his résumé: ambassador of Mandarin Oriental, Taipei.

1977年出生於日本山梨縣的中田英壽，1995年開始個人的職業足球生涯，巴西足球傳奇Pelé 曾將他視為當今最佳的100名足球員之一，他更是歷史上少見可以打進歐洲市場的亞洲足球明星。

2006年7月3號，才29歲的中田英壽宣布自球場退役，但速度並未因此放慢。光環與帥氣依舊的他，宛如漫畫足球小將(Captain Tsubasa)裡的主角，走到哪總是散發強大吸引力，許多人視為fashion icon的中田英壽，2010年成為Calvin Klein Underwear的形象代言人，同時也應知名媒體人Tyler Brule之邀，擔任重量級設計文化雜誌Monocle的Editor-at-Large一職。而現在，他更將熱情開始轉投注在日本傳統文化的鑽研與推廣上，從各種農作物、吃的、喝的再到生活中任何跟“手作”有關的東西，都是中田英壽很感興趣的。

已多次造訪台北的他，前陣子特地帶著他用心打造的清酒品牌再度來台，而且這次還多了一個新的身份—台北文華東方酒店的大使。簡短的訪談中，這位傳奇足球明星也用著流利的英文與我們分享他對生活的看法與熱情。

M：Mandarin Oriental, Taipei

H：Nakata Hidetoshi

M：你最近忙什麼？

H：我最近花比較多精神在日本傳統文化的鑽研與推廣，除了清酒之外，不管是吃的、用的或是生活上的種種東西，只要是跟“手作”有關的，我都很感興趣。

M：還是一樣經常旅行嗎？

H：我的確常常在飛，光是為了清酒這個事業，我就得常飛去日本不同角落的清酒製造地，或是要飛到其他國際城市促銷，每個月真正待在東京的時間大概只有十天。

M：你最喜歡的城市或國家？

H：這無法回答，好的地方太多了！每個城市或國家都有其吸引人之處，每一次出國，我都在挖掘不同地方的特色，而這也是生活的美好之處。目前為止，我去過的國家總數應該有超過120個以上。

M：你有沒有算過，來過台灣幾次了？

H：我來過台北好幾次，另外，我也去過台中與高雄。就像我前面說的，我目前做的事情跟日本傳統文化或工藝有關，所以常造訪大小鄉鎮，如果可以，未來我也希望可以去台灣不同的角落，應該會很有趣。只是每一次來時間都太趕，而且行程都被朋友安排好，或許我應該來一趟個人旅行。

M：我知道這一次你來台北，多了一個身份，就是台北文華東方酒店的大使，你心裡感覺如何？

H：台灣跟日本有太多相似之處，就某方面來說，它幾乎就像日本的其中一個城市。除了距離近，文化多處重疊，台灣很多人都會講日文。有了這個身份，我有更好的理由常回來，再加上這是全球最佳的酒店之一。

M：你有觀察台北近幾年酒店的變化？

H：有些酒店服務不錯，有些酒店設計很吸引人，但能兩者兼顧的實在不多。基本上酒店就像我的第二個家，能讓我一再光顧的酒店真的不容易。很多人問我為何住飯店而不住在自己的公寓，住家裡不是比較舒服？我只能說我的生活不是只有舒服，我更重視對所有東西的熱情。

M：你選擇下榻的酒店有什麼標準？

H：很多人都很看重設計，但對我來說，這不是最重要的一環，第一要件還是在於服務。如果一間酒店只有好的設計，造訪一次就夠了，而且新的酒店總是標榜更新更炫的設計，但如果有好的服務，我相信客人會一來再來。所以，我想重點還是在人與人之間的connection。

M：你同時擔任Monocle雜誌的Editor-at-Large，Monocle裡面經常報導世界各地的酒店，就你來看，台北文華東方酒店的優勢是什麼？

H：首先，就是它的服務很細緻、很個人化，它的設計也有自己的味道，經典而現代之外，又不至於過度的浮誇，整間酒店的氛圍很迷人。最後，就是地點太方便了，這一點對於所有酒店是最關鍵的要素之一。

M：通常在Check in 酒店之後，你有什麼個人喜好？

H：我倒是沒有什麼特別的喜好。我覺得現代人被太多的東西牽絆住，我自己對很多事情比較隨興，所以我能夠好好坐下來悠閒享受酒店的氛圍。

M：你最喜歡的酒店角落？

H：我挺喜歡客房走廊的設計，Club Lounge也不錯，讓人感覺很放鬆自在。

M：你會如何推薦台北文華東方給你的國際友人？

H：好的酒店不需要做太多的介紹，它自己就會散發強大的吸引力。

M：你是怎樣的一個人？

H：我很隨遇而安，而且活在當下，喜歡認識不同的人，也喜歡把我欣賞的東西與朋友分享。

M：怎麼沒有想要繼續做跟足球有關的事業？

H：足球是最擅長的事！我享受踢足球的樂趣。有人曾想請我當足球教練，但我一點都沒興趣，因為對我而言，踢足球就是玩樂。

M：最後我想請你與一些男性朋友分享你的風格tips，或是你最推薦的幾樣單品？

H：我沒有特別推薦的風格或是物件！如果一個人只被某一種風格框住，我覺得反而是個問題，有多一點選擇空間不是更好？但我始終認為，人要有品味，前提是必須要先有知識；你如果很熱愛時尚，而且也花時間去攝取相關的知識，你就可選擇合適你的風格。

Born in Yamanashi prefecture, in 1977, Nakata began his professional football career at the age of 18. Named in Pelé's FIFA 100 list of the greatest living footballers, he is one of the few Asian players to succeed in the professional European leagues.

Nakata retired from professional football in 2006, since then he has become even more active off the pitch. The smartly dressed, dashing Nakata, who is often compared to La Manga's footballing hero, Captain Tsubasa, has become a fashion icon, and has been spokesman for Calvin Klein underwear since 2010. Invited by media luminary, Tyler Brule, to become editor-at-large of Monocle, Nakata has a passion for traditional Japanese culture, with interests ranging from farming, food and drink to anything crafted by hand.

On a recent trip to Taipei to promote his sake label, Nakata picked up a new title: ambassador of Mandarin Oriental, Taipei. He used the occasion to share his thoughts and passion for life.

M: What have you been working on recently?

H: Lately I've focused on the study and popularisation of traditional Japanese culture. Besides sake, I'm interested in anything that is handmade, whether it's food or things you use.

M: Do you still travel a lot?

H: I definitely fly a lot. For my sake business I need to travel to production sites around Japan and to international markets for promotion. I'm probably only in Tokyo about 10 days a month.

M: What city or country do you like most?

H: I can't really pick one because there are so many great places, each with its own attraction. When I go overseas, I try to discover something special. It's a beautiful part of life. Thus far, I've probably visited more than 120 countries.

M: Have you counted the number of trips you've made to Taiwan?

H: I've visited Taipei many times, as well as Taichung and Kaohsiung. Like I said before, I'm focused on Japanese traditional culture and industrial arts, so I visit a lot of townships and would like to do the same in Taiwan. The problem is that I'm always so busy. I'll have to come on a personal trip.

M: How do you feel about being named an ambassador for Mandarin Oriental, Taipei?

H: There are many similarities between Japan and Taiwan, so Taipei actually feels like a Japanese city. They're practically neighbours. The cultures overlap. Many Taiwanese speak Japanese. With this new title, I have another reason to visit. Not to mention this is one of the world's greatest hotels.

M: Have you noticed changes underway in the Taipei hotel industry?

H: Some hotels have great service, some have attractive design, but only a handful have both. Hotels are like my second home, though I make repeated visits to only a few. Many people ask why I choose to stay in hotels instead of enjoying the comforts of my own apartment. I guess it's because I value passion more than comfort.

M: What do you look for in a hotel?

H: Many people look at the design, but for me service is most important. If a hotel has good design, it's enough to visit once. New hotels are always flaunting their dazzling new designs, but if you have good service, customers will return. Therefore, I feel the connection between people is the most important.

M: You are also an Editor-at-Large for Monocle, which reports on hotels around the world. What do you think are the advantages of Mandarin Oriental, Taipei?

H: First, the diligent, personalised service. The design is also distinct. It's classic and modern but not grandiose, creating an enchanting atmosphere. Plus, the location is very convenient. This is essential.

M: What do you like to do after checking in?

H: I don't have any particular preferences. I think modern people are bound by too many things. I have enough, so I can sit back and relax.

M: Which area of the hotel do you like the most?

H: I like the corridor design. The club lounge is nice because it's comfy.

M: How will you recommend Mandarin Oriental, Taipei to international travellers?

H: A good hotel doesn't need much introduction. It has its own attraction.

M: How would you describe yourself?

H: I'm readily adaptable and live for the moment. I love meeting new people and sharing my interests with them.

M: Why don't you continue doing something related to football?

H: I was always good at football and played for the love of the game. I've had invitations to coach, but I'm not interested. For me, football is something you play.

M: Would you be willing to share some style tips with our male readers?

H: There isn't a particular style or item that I recommend! I think people can become trapped by one style. The more choices the better. You need taste, however, and knowledge. If you have a passion for fashion and take time to absorb the requisite knowledge then you can pick a style that suits you.



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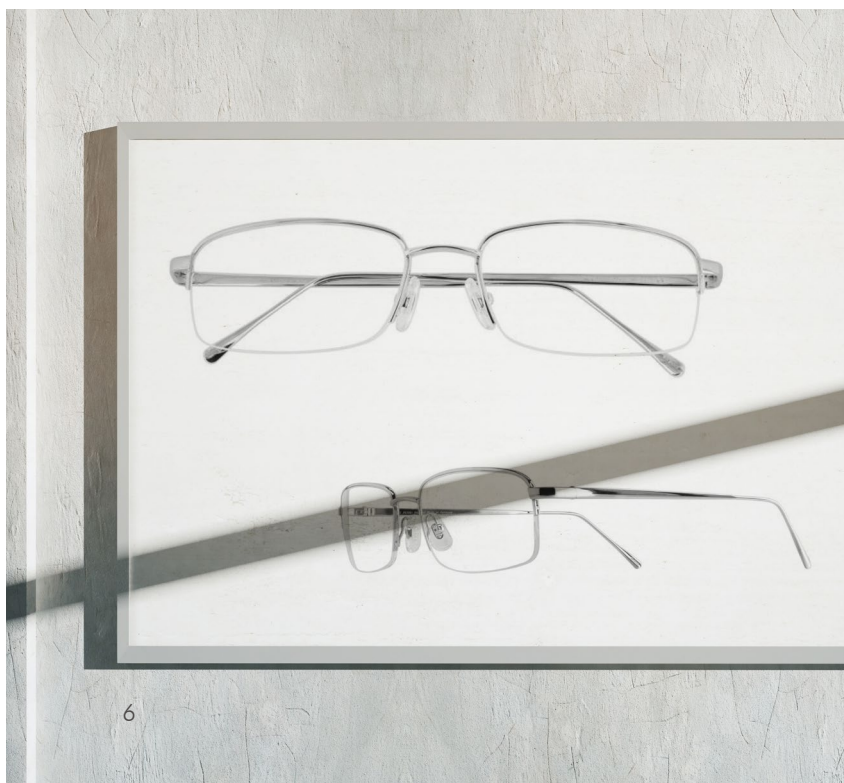


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MISS CLEAN

對多數人而言，洗衣是一個再普通不過的事情，但對於台北文華東方酒店洗衣房經理李慧玲來說，這卻是一份專業而愉悅的工作。去年底獲得第三屆寶馬酒店人獎 (The BMW Hotelier Awards 2016)頒發大中華地區「年度幕後英雄人物」(Unsung Hero of the Year) 的李慧玲，已擁有近20年豐富經驗，她從不滿足於現狀，更不斷培養出下一代洗衣行家，在師傅日漸凋零的產業中，她的努力讓人欽佩。

Most people see laundry as a mundane task, but Rebecca Lee, manager of Mandarin Oriental, Taipei's laundry department, is not like most people. After nearly 20 years in the industry, Rebecca's hard work and love for clothes were rewarded with her winning the accolade "Unsung Hero of the Year" for the Greater China region at the BMW Hotelier Awards 2016. Even with this high praise, Rebecca is not satisfied. Her ongoing efforts to train new generations of laundry workers and her commitment to this fading profession remain a source of great admiration.



M : Mandarin Oriental, Taipei

R : Rebecca Lee

M : 所以妳是真的會洗衣服嗎？

R : 其實，這就是一個跟化學反應有關的工作。我們著重在化學程序，而不是像傳統洗衣那樣拼命的刷，現在很多衣服就像速食一樣很不耐洗，怎麼把衣服洗對很重要。

M : 妳所謂的化學反應是什麼意思？

R : 我們用的是德國的藥劑，我們很強調“安全”，這不僅是對穿的人重要，對於洗衣房的工作人員也很重要。洗衣房用的東西，都要經過我的測試，因為我是過敏體質，如果我穿了沒問題，客人穿了也會OK。

M : 台北文華東方酒店的洗衣房有什麼特別之處？

R : 許多老闆還是不願意在這方面做投資，所以外頭大部分同業都還是用舊的軟硬體在操作。但是，我們洗衣房的工作至少有80%由機器操作。這行業也會有職業傷害。例如長期拿熨斗，就容易有五十肩、網球手等等，因此減少工作傷害的機會，員工的工作壽命會更久。

M : 你們也會幫客人縫補衣服？

R : 對於客人送洗的衣物，我們不是只有簡單的縫釦子或是補破洞，我們還會拆衣服。例如有的衣服是以不同材質拼貼，在洗滌衣物時，我們還會仔細到拆解衣服來分開處理，依不同材質分別洗好之後再拼接回去。我們的縫紉師傅技術很高超，會依照原本的縫線做車縫，所以你不曾看到衣服有被拆解過的痕跡。當然，做這件事情之前，我們必須要先取得客人的同意。

M : 聽說你們還會修復衣服？

R : 如果客人的衣服局部受損，比如亮片整個掉下來，我們會先跟客人要衣服的照片，然後照原本樣子儘量去修復，或是很多藝人來台灣辦演唱會要臨時修改或修復，我們也會協助處理。之前，法國影后茱麗葉·畢諾許 (Juliette Binoche) 來台時，想要讓一件晚禮服的下擺變成百褶裙，而且只有45分鐘的工作時間。我上樓親自跟她說明，就這個時間之內，只能做到前面一片百褶，至少讓記者拍照時做到效果，她也同意，然後我就跟幾個同事火速的幫她達成了任務。

M : 目前工作上遇到的最大難題是什麼？

R : 應該還是人吧！訓練一個師傅需要兩到三年的時間，現在洗衣房裡每一位師傅全都這樣一個一個帶出來的。我希望將我所知道的傳給下一代，但一般年輕人對這種“幕後”工作通常不太有興趣，所以最近我們做了一個其他飯店都沒做過的突破，就是招收實習生，讓年輕人開始改變對於洗衣房工作的刻板印象，也願意投入這個產業，這是很讓人高興的一件事情。

M: How good is your laundry technique ?

R: Actually, laundry is about managing chemical reactions. We focus on fabric chemistry because traditional cleaning methods, like brushing, are not suited to fast fashion. They tear the clothes apart. When clothing is made to be disposable and you want to wear it more than once, you must wash it carefully.

M: What do you mean by “chemical reactions” ?

R: We use a safe, environmentally friendly detergent from Germany. Safety always comes first, not only for the person who wears the clothes but also for the person who does the washing. I test everything we use in the laundry room because my allergies make me sensitive to detergents. If I can comfortably wear something we washed then we know the detergent is ok.

M: What makes Mandarin Oriental, Taipei’s laundry room so special ?

R: Most of the owners who are unwilling to make investments use old equipment that cannot properly wash high-tech clothes. Here, at least 80% of the work in our laundry room is done by machine, but we are still wary of occupational hazards like ironing, which can lead to frozen shoulder or tennis elbow. By reducing these risks, employees will stay on the job longer.

M: Do you mend clothes for customers ?

R: Besides sewing buttons or repairing holes, we disassemble clothes. For example, some clothes have different materials that need to be treated separately. First, we disassemble, wash and then reassemble. We have very talented tailors so that no trace is left behind. Of course, we still need the customer’s approval.

M: Do you ever make big repairs ?

R: If there is damage, such as lost sequins, then we ask for a photo of the clothing and do our best to restore it to the original state. Celebrities who visited Taiwan to perform also asked us to make urgent changes or repairs. Once, the French actress, Juliette Binoche, wanted us to make her skirt pleated, but only gave us 45 minutes. I went to her room and explained that in such a short time we would only be able to do the front of the skirt, which would be enough for the photos. She agreed, so my colleagues and I immediately got to work.

M: What is the biggest challenge you face at work ?

R: It’s got to be people! It takes two to three years to fully train someone, and I train each person in the laundry room myself. I want to pass on my knowledge to a new generation of workers, but most youths today aren’t interested in such “unsung” jobs. To overcome this problem, I did something other hotels haven’t tried: I recruited interns. Through internships, youths gain a new outlook on laundry work. Their willingness to join this industry has been a delight.



He's a fan.



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