



MANDARIN ORIENTAL, LAS VEGAS ANNOUNCES TECHNICAL AMBASSADOR APPOINTMENT: ‘PEPPER’, THE HUMANOID ROBOT

Hong Kong, 7 November 2017 – [Mandarin Oriental, Las Vegas](#) is excited to announce the appointment of Pepper®*, the humanoid robot, as hotel Technical Ambassador. The newest team member will primarily be based in the Sky Lobby located on the 23rd floor, greeting guests, and complementing hotel services through engaging and playful entertainment.

More than a lobby fixture, Pepper is completely integrated into the hotel team, and acts as a colleague. Endearing and surprising, with large expressive eyes and lifelike movements and gestures, the four-foot (1.2-metre) tall Pepper can discern a guest’s gender, approximate age and mood. Interacting in natural and intuitive ways, Pepper provides personalized communication by detecting facial, body and voice cues. It can provide answers to property-specific questions, give directions, tell stories, dance and even pose for a selfie. Pepper adds a whole new layer of exceptional and friendly service to the hotel’s triple five star status. In a city dominated by the latest and greatest, Pepper is the newest attraction and enhancement in the Entertainment Capital of the World.

“I am delighted to welcome Pepper to the Mandarin Oriental, Las Vegas team. Luxury is all about choice. Pepper will provide our guests with the option to receive hotel assistance and information in an exciting and innovative way,” said General Manager, Donald Bowman. “Not only can Pepper handle information requests, but will also serve as a source of entertainment that we hope will provide an enjoyable element of surprise for guests of all ages.”

Committed to exceeding guests’ expectations through exceptional levels of hospitality, while maintaining its position as an innovative leader in the hotel industry, Mandarin Oriental, Las Vegas consistently seeks new opportunities to enhance the guest experience. Pepper exemplifies this pledge, combining innovation with welcoming, personalized service.



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For reservations at Mandarin Oriental, Las Vegas visit mandarinoriental.com

For reservations at the Sky Lobby, and to visit Pepper in person, please call
+1 (702) 590 8888.

* Pepper is a United States registered trademark of SoftBank Robotics Europe, a French “Société par Actions Simplifiée” company.

About Mandarin Oriental, Las Vegas:

[Mandarin Oriental, Las Vegas](#) is one of only eight triple Forbes Five-Star hotels in the United States with Five-Star recognition for the hotel, [Twist by Pierre Gagnaire](#) restaurant and [The Spa](#). A sophisticated sanctuary of modern elegance prominently situated at the entrance of [ARIA Resort & Casino](#), Mandarin Oriental has made its mark as the ultimate urban resort destination in the heart of the Las Vegas Strip. Designed entirely by interior designer Adam D. Tihany and architecture firm Kohn Pedersen Fox, Mandarin Oriental brings to Las Vegas a new standard of style with stunning suites, captivating architectural design, unique restaurant and bar venues, and the legendary hospitality of Mandarin Oriental. Stay connected with Mandarin Oriental, Las Vegas on [Facebook](#), [Twitter](#) and [Instagram](#).

About Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most luxurious hotels, resorts and residences. Having grown from its Asian roots into a global brand, the Group now operates 31 hotels and eight residences in 21 countries and territories, with each property reflecting the Group’s oriental heritage and unique sense of place. Mandarin Oriental has a strong pipeline of hotels and residences under development, and is a member of the Jardine Matheson Group.

Photography of Mandarin Oriental is available to download in the [Photo Library](#) of our [Media](#) section, at www.mandarinoriental.com. Further information is also available on our [Social Media](#) channels.

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