OZO Kandy: Modern Hospitality

Posted on
Modern comforts—Escape to a world of bliss at Ozo Kandy

The second hotel in Sri Lanka established under the international hotel brand—Onyx, OZO Kandy stands, an icon of style, against the backdrop of Kandy's scenic mountains

Words Nadhwa Mohamed

The white washed exteriors invite one in and, walking in, one cannot help but admire the spacious halls that present themselves with flair and opulence. Strolling past the distinctive reception, to one side is EAT, the main restaurant serving lunch and dinner with action stations. With stunning views, a vast veranda offers the opportunity for guests to enjoy their meals and drinks in the fresh air. The lobby or SPOT has a 'grab and go' counter—EAT2GO that is distinctive to the OZO hotels.

Throughout the premises, you will find an expertly selected palette of pleasing tones along with unique interiors. What's more, the hotel takes pride in incorporating the rich culture and heritage of Kandy into their designs.

The 122 rooms, categorised into four—Sleep, Dream, Dream Lake and OZO suites,

span over five floors. While the Dream and Dream Lake rooms are open to the panoramic spectacle of the sparkling Kandy lake, the Sleep rooms come with whimsical views of the mountains and Kandy’s charm.

Here at OZO Kandy, a restful night’s sleep is not taken lightly; calming hues and soft, plush beds promise a good night’s sleep. Hushed grey walls with wooden accents and teal pops of colour complete the rooms, with the pièce de résistance being a sizeable picture canvas depicting Kandyan tradition.

OZO Kandy also carries out paperless services. Everything from checking in to viewing information about the area is provided by the Electronic Concierge that stands in the lobby, whereas setting alarms, viewing menus and flight arrival and departure times can be achieved through the IPTVs in each room.

Located on the fifth floor, the breezy rooftop boasts generous vistas of Kandy’s amazing landscape. To unwind, one can take a dip in the cool clear waters of the outdoor pool, or enjoy a cocktail at the rooftop bar aptly named BOMMU— meaning ‘drink’ in Sinhala.

What’s quite remarkable about the hotel is their team members; a versatile team who are capable of multitasking, among other traits. The staff undergo extensive training, honing their skills and certifying them to step in and complete any job faultlessly. Here, do not be surprised to see the day-time receptionist serving tea and coffee in the evening.

Also noteworthy, is their Vocal Local concept—team members who specialise in a certain aspect are recognised for their specialities. These details are highlighted on the electronic concierge systems, for guests to look through. This way, guests can feel free to talk to team members with their common interests; for instance sports, music, knowledge on the history of Sri Lanka or even sightseeing.

Attention to detail is a significant quality practiced among all staff members in order to maintain the hotel in tune with ONYX brand’s standards.

Highlighting the importance of creating a serene environment, the management has kept the number of staff members limited. Having just enough staff to ensure that guests do not get disturbed and have a quiet and peaceful stay is perhaps one of the factors that appeal to the corporate clientele at OZO hotels.

The innovative team and refined comforts at OZO Kandy will ensure an exceptionally luxurious stay.

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