

Sydney Opera House Commitment to Our Customers

1. Our reputation

Service first and foremost. We will be known for exceptional service by everyone who visits Sydney Opera House and everyone who works here.

2. Our customers

Everyone who comes into contact with us is a customer and everyone who works here is a customer. We understand and embrace the idea that our customers are critical to our success and will be at the heart of all of our effort, energy and creativity. We are proud of the diversity of our customers, which is reflected in our programs, products and services.

We will display the same behaviours in all our interactions, whether to customers, colleagues, contractors or suppliers.

3. Our style

We will make customers feel warmly welcomed and we will strive to ensure that visiting the Sydney Opera House is a positive, memorable experience.

We will offer a courteous, helpful, informed and personalised response to our customers.

We will seek our customers' feedback and will support each other in responding to it to meet their needs.

4. Our spirit

Sydney Opera House is an exciting place to visit, and it is a workplace to be proud of. We will convey a sense of passion for Sydney Opera House in all our interactions with our customers and with one another.

5. Our profile

We are more than employees of Sydney Opera House - we are all its ambassadors and are part of its personality.

We will acknowledge this identity by always taking pride in our presentation, our services, our attitudes and our behaviour.

We will make sure Sydney Opera House is a clean, safe and enjoyable precinct.

6. Our team

We will work together, support each other and take personal responsibility to ensure that each customer's experience is seamless and consistently excellent.

We will bring our knowledge and expertise to each interaction, offering responsive, effective and exceptional service to achieve the best possible outcome.

Service at Sydney Opera House means everyone, everywhere, every time making our customers feel special.