



# Highlights 2004/05

Putting vision into action, we have achieved real momentum in the implementation of our Strategic Plan. Two years after the Plan was launched, 35 projects have successfully been completed, close to half, with many more well advanced in their implementation.

Providing a blueprint for our artistic future, we developed an Artistic Vision to provide guidance for the selection of productions, commissions and artists. With its major focus on artistic excellence across all genres, its aim is to enable us to deliver audiences high quality, innovative and culturally diverse arts programs.

Continuing to engage wider audiences, a total of 1,134,881 people were attracted to 1,543 performances this year. Programs ranged from traditional to the contemporary and included a wide range of art forms.

Being the first interior of Sydney Opera House to be designed by Jørn Utzon, the former Reception Hall was re-modelled, officially opened by the Premier, The Hon. Bob Carr, in September 2004 and renamed the Utzon Room in the great architect's honour. Boasting a stunning new interior, with signature features of natural timber finishes, it also displays a spectacular 14-metre tapestry designed by Jørn Utzon.

Raising the bar in the commitment to our customers, we launched a statement of service objectives for the whole organisation. Designed to embody our spirit, the *Commitment to Our Customers* articulates a promise to make every facet of Sydney Opera House an inspiring customer experience.

Raising our sound recording capability to equal the best in the world, we opened our new Recording Studio in October 2004. With fully integrated technical facilities that link all venues and broadcast points, it now provides the means to commercially record any performance.