

How McArthur helped ensure La Traviata hit all the right notes for Opera Australia and their patrons



o|PERA AUSTRALI|A

AN ICONIC LOCATION. AN AMAZING PRODUCTION. AND 37,000 ENCHANTED PATRONS.

Opera Australia engaged with McArthur back in 2019 for discussions on providing a Front of House Customer Experience team for the 2020 season of Handa Opera on the Harbour.

Due to Covid-19, this was postponed until 2021 – 23rd March to 25th April. McArthur was proud to partner with Opera Australia for our first major HOSH project.

And what a project it was!

La Traviata - one of Opera's most iconic productions set against the magnificent backdrop of Sydney Harbour, the city skyline and of course the world's most famous coat hangar. The productions will long live in the memories of the 37,000+ patrons who were lucky enough to be there.



Some very big numbers

- 5 weeks of productions
- 1 year of planning
- 1,163 hours worked
- 100% staff attendance
- 26 public shows and 2 private dress rehearsals
- 37,000+ patrons
- 2 McArthur FOH Supervisors utilised across the whole season ensuring consistent leadership
- 32 team members utilised.
- 236 shifts completed

"McArthur is incredibly proud to be supporting Opera Australia. It is a great partnership, supporting them to run a highly successful event which showcases the incredible talent in Australia, and of course all in the backdrop of Sydney Harbour. It's been great partnership, it's been a great event, and we look forward to working with them in the future."

Matthew McArthur. CEO McArthur.



A REAL WORKING PARTNERSHIP

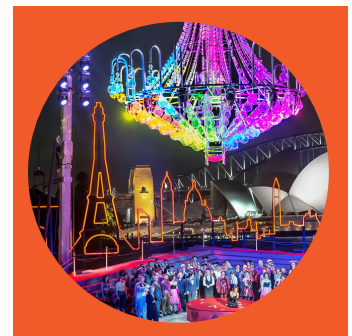
Even before production started, McArthur were working with Opera Australia to ensure once opening night arrived all was in place, 't's crossed, 'i's dotted and no margin for error.

Initial discussions between Opera Australia and McArthur began in 2019 with an initial proposal to provide a Front of House Customer Experience team for the 2020 season of Handa Opera on The Harbour. With the advent of COVID 19, the season was postponed until March 2021.

Logistics and resource planning started a year out from launch. Regular meeting between Opera Australia FOH managers and McArthur management and team leaders meant that everyone knew their roles and responsibilities, what was expected of them and the level of service required.

"This is an enormous site and we are here 6 nights a week. We simply couldn't have done it without the McArthur staff. Anything we ask of them they deliver successfully everytime."

Luke Joslin. OA FOH Manager

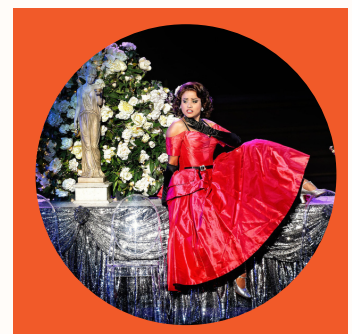


Comprehensive training of all event staff and McArthur team members was integral to the project's success. McArthur developed and implemented a program specifically designed for the unique requirements of Opera Australia as well as integrating our own in-depth induction program.

"If we ever got the opportunity to work with McArthur again, we would recommend them to absolutely anyone. I don't think we would have been able to run this event without them"

**Claire Ferguson. OA FOH
Opera Australia**

McArthur worked closely with Opera Australia on developing a set of stringent performance based KPI's and forecasting that formed the basis of in-depth daily reporting back to Opera Australia FOH management. These included estimated patron numbers, required staffing levels, weather forecasting and a range of staff performance KPI's. All data and feedback was key to continuous improvement and issue resolution.



HAPPY STAFF AND HAPPY PATRONS. THE REAL SIGN OF SUCCESS!

And let's leave the last word to the people who really made La Traviata such an amazing triumph - the McArthur team members and the patrons of Opera Australia.



"I just wanted to thank all the wonderful staff for the assistance I was provided. I broke my foot a few days before the performance and am in a boot with crutches which severely limits my mobility. All the staff were extremely helpful and I was provided with a wheelchair and assistance down to the seating."

An appreciative patron



"What I love most about McArthur is that there is lots of opportunity to grow in the company. We are provided with a lot of training and support, and there is a real team atmosphere where everyone is friendly and supportive."

Rachael Tiltins



"What I really like about working at McArthur is having a diverse and inclusive culture. McArthur really creates an environment where employees feel safe and accepted."

Mariella Esmeralda



"I would recommend McArthur as a wonderful place to work to friends and family. It's a very encouraging environment and customer service is a priority."

Pamela Davis