

December  
2019

# RedCoats



## VOLUNTEER MILESTONES

Congratulations to the following Redcoats for reaching a Volunteer-hour milestone!

<b>9750</b> Georgia Taylor	<b>1000</b> Carmen Centanni*
<b>4000</b> Tom Rathburn	Julie Douglass
<b>3750</b> Louella Smith	Carolyn Eiermann*
<b>3250</b> Mary Ann Niemczura	Nancy Fabrizi
<b>2750</b> Janice Harrell Don Levenson	Ann Vondruska
<b>2500</b> Barb Heideman Bridget Lavelle Bobbi Matri Colleen Miscencik	<b>750</b> Pam Millas Delores Tabb Bob Taylor Marlin Wiley Barbara Ziegler*
<b>2250</b> Nadine Kasick	<b>500</b> Lynn Lunoe Joan O'Malley Nanette Sherwood Frankie Walker*
<b>2000</b> Marilyn Burns Rena Kubic Allan Lund Karen Wuest	<b>250</b> Eugene Andres Darlene Barnes* Cheryl Bullock Romeo Coleman Cherri Davenport Janice Davis Rosana Donnelly Jan Drvenkar Pat Engel Beth Filina Wendy Fisher Florence Ford Nancy Gray Christine Gresh Eileen Langford Toni Leonetti Laurie Mahlich Ann Mayes Margaret Noonan
<b>1750</b> Joyce Hall*	
<b>1500</b> Sharen Morris-Allen Anne Stevens	
<b>1250</b> Louise Barmann Irving Fine Jack Wolf	

\*Denotes Head Usher

### ➤ From the desk of Gina, Volunteer Manager



I hope each of you has a little time this month to enjoy the lovely holiday decorations that have sprung up around Playhouse Square, and that you also venture down to the Volunteer Room for a cookie or two.

Thank you all for your dedication in working all of our holiday (and other) shows. It is so fun to walk through the theaters and see the guests enjoying the different decorations and performances. You are such an essential part of their experience here, and I'm thankful for the ways you make their time here even better.



### FRONT OF HOUSE SPOTLIGHT

#### Head Usher Recruitment

Dear RedCoats,

We are actively recruiting individuals with a positive attitude and good leadership skills to join our Head Usher team. Head Ushers have supervisory responsibilities and work closely with the House Managers to provide an outstanding experience for our guests and RedCoats.

A training session will be held on

**Saturday, January 18, 2020 from 10am – 3pm.**

#### Qualifications:

- Minimum one year experience as a RedCoat
- 90% attendance or better
- Able to work upstairs and downstairs; good knowledge of all the theaters
- Dependable, self-motivated, team player, excellent communication and problem solving skills
- Able to remain for the entire performance

#### Responsibilities:

- Check in 15 minutes before regular volunteers for the pre-show HU briefing
- Follow designated policies and procedures as specified by the HM
- Be vigilant of potential safety issues
- Supervise pre-show and end of performance volunteer duties
- Team leader of RedCoats in assigned area
- Ensure all equipment is returned to designated areas

It is important to remember that Head Usher duties still include seating and assisting guests. If you wish to be considered for a Head Usher position, or would like more information, please contact Edward Broderick, Senior Manager Front of House, at [edward.broderick@playhousesquare.org](mailto:edward.broderick@playhousesquare.org)

Thank you for your consideration and continued support of Playhouse Square!



Playhouse Square®



## *Changes Coming to the KeyBank State*

Over the next few months, the Playhouse Square Ticket Office and KeyBank State Theatre are going on hiatus so we can set the stage for their next act. At the end of February, we will raise the curtain on a newly reimagined ticket office that is welcoming and approachable. While work is being done the ticket office will relocate to the KeyBank State Theatre Ireland Lobby, just a few steps away from its usual spot.

We will also be making improvements to the other areas of the KeyBank State during this time, as well as making upgrades to the RJF Presidents' Club restrooms.

As a not-for-profit organization, none of this work would be possible without the generous support we received from the Advancing the Legacy Campaign for Playhouse Square.



## *Festival of Trees at the Allen Theatre*

Be sure to stop over at the Allen Theatre when you're here to view the Festival of Trees on display through December 23, 2019.

Cleveland Play House, America's first professional regional theatre and Northeast Ohio's only Tony-Award winning theatre, is proud to present the 2019 edition of the Festival of Trees. The Festival of Trees is FREE to the public and designed to be enjoyed by everyone in our community!



## *We Can't Receive Texts*

We have a number of RedCoats who have been attempting to contact us via text message. Our office phones and email are not equipped for this. We receive a notification that there is a text message

But are unable to view the message or who it is from. ALL schedule changes should go through [redcoats@playhousesquare.org](mailto:redcoats@playhousesquare.org), or if you do not have access to email, via the provided phone number. Schedule changes through other methods will not be received.

## *Backstage Tours*

We are excited to announce the return of RedCoat Backstage Tour Night! We expect this event to take place on Monday, January 27<sup>th</sup>. Please look in future Updates for more information.



### 250 cont.

Susan Rittman  
Sid Saks  
Claire Schiopota  
Monica Stauffer  
Susan Strauss  
Peggy Walker  
Pam Wolf

### 100

Vickie Byrne  
Regan Cole  
Lin Costello  
Rosie Dean  
Terri Domoracki  
Gail Fader  
Francine Giles  
Kat Goggin

### 100 cont.

Claudia Jones  
Marylu Kane  
Miranda Keller  
Cindy Koontz  
Karlie Koontz  
Carolyn Liggett  
Beverly Lloyd  
Sara Marijolovic  
Ron Nowakowski  
Halle Preneta  
Ali Ritvo  
Susanne Smith  
Joyce Tallman  
Madison Thomas  
Salem Waller

## RedCoats who received STAR Awards this month

Annette Deitrick  
Andy Flynn  
Enid Friedman\*  
Pamela Goepfarth  
Greg Harding  
Carolyn Liggett

Darrell Maraschky  
Debra Martin\*  
Mira Radujkovic  
Lisa Smith  
AJ Stokes

## Please Welcome our Newest RedCoats!

Alli Thirion

## Thank You to our Retiring RedCoats with 10+ years of service!

Anita Buckholtz  
Kathleen Ehret  
Donna Turza\*  
Jack Turza\*  
Bernice Ursich

## In Memoriam

Marta Lesnyay  
Joyce Palinkas  
Daniel Salkiewicz  
Judy Wallace

\* Denotes Head Ushter

## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### A Christmas Carol

December 11 - 22

Mimi Ohio | 1 hr 45 min w/ I

- [FR E 12/13 6pm](#)
- [SA M 12/14 12pm](#)
- [SA E 12/14 6pm](#)
- [SU M 12/15 1:30pm](#)
- [SA E 12/21 6PM](#)

### A Christmas Story

December 11 - 23

Allen Theatre | 2 hrs 10 min w/ I

- [FR E 12/13 6pm](#)
- [SA E 12/14 6pm](#)
- [SA E 12/21 6pm](#)
- [SU M 12/22 1 pm](#)

### Mean Girls

December 3 - 22

KeyBank Broadway | 2 hrs 30 min w/ I

- [FR E 12/13 6pm](#)
- [SA M 12/14 12pm](#)
- [SA E 12/14 6pm](#)
- [SU M 12/15 11:30am](#)
- [SA E 12/21 6pm](#)
- [SU E 12/22 5pm](#)

### The Nutcracker

December 5-15

Hanna Theatre | 1 hr 50 min w/ I

- [SA E 12/14 5:30pm](#)

### Dave Koz and Friends

December 12

KeyBank State | 2 hrs 20 min w/ I

### Hip Hop Nutcracker

December 13

KeyBank State | 2 hrs w/ I

### Jim Brickman

December 14

KeyBank State | 2 hrs 20 min w/ I

- [SA E 12/14 6:30pm](#)

### Straight No Chaser

December 15

KeyBank State | 1 hr 50 min w/ I

# HOLIDAY SAFETY TIPS FOR THE PLAYHOUSE SQUARE DISTRICT

WHILE WE ENJOY A VERY SAFE ENVIRONMENT,  
PLEASE REMEMBER THESE TIPS:

- Lock your possessions away from view at your desk, work space or in your car. **PUT YOUR JUNK IN THE TRUNK!**
- Pay close attention to your surroundings and stick to well-lit areas.
- Walk with a purpose; project an assertive businesslike image.
- Carry minimal items; overloading yourself can make you appear vulnerable.
- If you must carry valuables like important papers, jewelry and cash, choose to wear clothes with inside pockets.
- On Public Transit, be prepared: have the exact fare ready before you leave home or office so there is no need to open your purse or wallet.
- Always carry your keys in your hand so that you are ready to open the door.
- Avoid walking alone at night. As much as possible, walk or travel with a friend or co-worker, even during the daylight.
- Take advantage of the Downtown Cleveland Alliance Ambassador program. Request an escort via 216-621-6000. (Call thirty minutes prior to departure.)
- Please report any suspicious activity observed in the Playhouse Square District to Central Security Dispatch at 216-640-8777.
- If someone demands your property and displays or implies in any way that they have a weapon, don't resist. Hand your bag or wallet over to them.

Important numbers to save in your phone

Playhouse Square Central Security Dispatch: 216-640-8777

Downtown Cleveland Alliance Ambassadors: 216-621-6000

Cleveland Police Non-Emergency Phone Line: 216-621-1234

\*In case of emergency or if you see a crime in progress, always call 911.\*



### *Cutting Locks in Volunteer Room*

We will be cutting locks off the lockers in the Volunteer Room the first week of January. If you have a lock living on a locker currently, please remove it or it will be cut and the contents discarded.

As a reminder. Everyone is welcome to use a locker while volunteering. Please take your lock and contents with you when you leave.

### *Items in Volunteer Room*

Please do not leave discarded items in the Volunteer Room. I am appreciative of the desire to pass items on to new homes, however, we have had an increase of items being left down there. We do not have the space to store these items. Please consider donating to a local shelter or thrift shop.



## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

**Potential Show** – Waiting to be announced!  
December 30  
Connor Palace **DOUBLE HOURS**  
Check back next week for confirmation

**Flanagan's Wake**  
January 3-April 25  
Kennedy's

- [FR E 1/17 7pm](#)
- [SA E 1/18 7pm](#)

**The Illusionists**  
January 7-11  
Connor Palace

**Michael Cavanaugh: The Music of Billy  
Joel and Elton John**  
January 10  
Mimi Ohio

**Mandy Patinkin**  
January 11  
Mimi Ohio

**Elvis Tribute Concert**  
January 12  
Connor Palace

**The Illusionists**  
January 7-11  
Connor Palace

**The Mozart Effect: Live!**  
January 17  
Connor Palace

**Aretha: The Queen of Soul**  
January 18  
Hanna Theatre

**The Unauthorized Biography Series**  
January 21-23  
Mimi Ohio



# SAVE \$20 OFF TIX!

*RedCoat Appreciation Discount*

This discount is active all season long for RedCoats to use; it is not available retroactively or in conjunction with other offers. On behalf Great Lakes Theater, thank you for all you do...happy holidays!

**RedCoat Appreciation Discount**

**Link:** <http://bit.ly/RedCoat-ACC2019>

## *Frozen Discount*

We Can't Hold It Back Anymore!

The **FROZEN RedCoat CEO Pre-Sale** will start on Thursday, December 12 and end on Sunday, December 22.

Tickets for this sales will be available for the shows running from Wednesday, August 5 through

Sunday, August 16. These are the extra two weeks and have the best availability. The best discounts as always are for the Tuesday-Thursday and Sunday night performances.

Simply log on to <https://tickets.playhousesquare.org/q03> and use the promo code **REDCOAT**

If you have a grouping of 15 or more and are interested in going don't hesitate to call Andy Selesnik your Group Sales Representative at 216-640-8603 he can assist you at any time with a group outing.



## *Rudolph the RedCoat*

Rudolph the RedCoat is joining us at Playhouse Square for the month of December. He is highlighting some of the wonderful aspects of being a RedCoat as well as fun things going on around our district. In this image we wanted to portray the idea that one of the greatest parts of being a RedCoat is all of the friendships that you make. Stay up-to-date on all of his adventures this month @psqdistrict on Instagram.

## *A Christmas Carol Discount*

**RedCoats save \$20 OFF** the best A-Level & Mezzanine seats to the Great Lakes Theater production of **A CHRISTMAS CAROL** at the Mimi Ohio Theatre.

Use promo code **GREED** by [clicking here to order](#) online (enter code on the left *before* selecting the show/date), calling 216.241.6000 or mentioning **GREED** in person at the Playhouse Square Ticket Office.



[I would like to  
be an EXTRA](#)

[I need to  
CANCEL](#)

[Click here for the current  
Volunteer Schedule](#)