



VOLUNTEER HANDBOOK



Email: redcoats@playhousesquare.org
24-Hour Volunteer Hotline: 216-771-3971

NAME _____ VOLUNTEER ID# _____

CREW _____ TEAM # _____

Volunteer Office
Playhouse Square
1501 Euclid Avenue, Suite 200
Cleveland, OH 44115-2197



Playhouse Square®

★★ Dear RedCoat ★★

On behalf of the Board of Trustees and staff of Playhouse Square, I want to thank you for your commitment to volunteering as a RedCoat and welcome you to Playhouse Square.

We greatly value the role of our RedCoats, and believe you are an essential contributor to the guest experience here at Playhouse Square. The RedCoats have been fundamental to our success as a not-for-profit organization and have aided us in becoming the largest performing arts center outside of New York City. Your helpful manner and knowledgeable direction help us accommodate more than 1 million guests each year!

When you come to Playhouse Square as a RedCoat, we hope you will take your role seriously and strive to help our guests enjoy a safe and unforgettable time while they are here. Use the information in this handbook to guide you. It is our hope that you will enjoy a long career with us here at Playhouse Square.

Thank you again for your commitment to Playhouse Square and volunteering your precious time with us.

Sincerely,



Gina Vernaci
President & COO

★ Dear RedCoat ★

Thank you for becoming a volunteer RedCoat, we are so excited to have you join our Playhouse Square family!

Playhouse Square is such a special place, and the RedCoats are an integral part of our success. A RedCoat's importance to Playhouse Square is twofold. First, RedCoats are the face of Playhouse Square to our guests. Often the welcoming smile and helpful information given by a RedCoat is what our guests remember most about their experience here. Second, RedCoats do essential tasks like ticket scanning, and directing and seating guests that are extremely important to our ability to make a show run smoothly.

Thank you for becoming a RedCoat, your commitment to this position and cheerful demeanor are essential to our success as a whole and we so appreciate having you on the team!

Gina Glorioso Rendall



Playhouse Square®

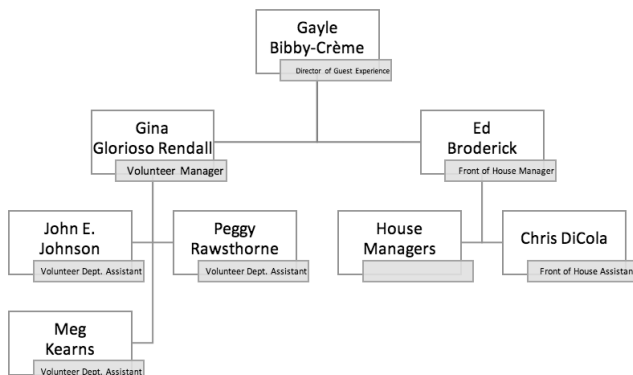
Mission Statement

We are a not-for-profit performing arts center whose mission is presenting and producing a wide variety of quality performing arts, advancing arts education and creating a destination that is a superior location for entertainment, business and residential living, thereby strengthening the economic vitality of the region.

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★ ★ Department Structureand Contact Information ★ ★



The Volunteer Office works as a partner with Front of House as a part of the Guest Experience Department. The Volunteer Office handles all of the back-end management (e.g. schedule changes, communications, recruitment, contact information) while Front of House manages RedCoats while they are working in the theaters.

Volunteer Department:

Volunteer Office RedCoats@playhousesquare.org 216-771-3971

Contact this email with any schedule changes or general questions.

Everyone in our department uses this email so you will receive the quickest answer this way.

Gina Gloriosio Rendall..... gina.glorioso-rendall@playhousesquare.org..... 216-640-8559

Volunteer Manager – works with the Volunteer Office Team in handling communications, recruitment and hiring, scheduling, and oversight of RedCoats

John E. Johnson, Jr..... JohnE.Johnson@playhousesquare.org 216-640-8550

Volunteer Department Assistant – handles communications and schedule changes as well as managing the technical aspects of our department.

Meg Kearns Meg.Kearns@playhousesquare.org 216-640-8551

Volunteer Department Assistant – handles communications and schedule changes as well as recruitment and onboarding

Peggy Rawsthorne..... Peggy.Rawsthorne@playhousesquare.org..... 216-640-8552

Volunteer Department Assistant – handles communications and schedule changes as well as reconciliation of RedCoat hours.

Front of House:

Ed Broderick, FOH Manager: Supervises House Managers, Head Ushers, and RedCoats while on assignment in the theatres.

House Managers: Oversees Head Ushers and RedCoats in each individual theatre, coordinates with shows, Security, Food and Beverage, Maintenance etc. about each event.

Chris DiCola, Front of House Assistant: Handles administrative aspects of preparing Front of House as designated by the Front of House Manager.

Other Contact Information:

Security Central..... 216-640-8777

Safety Escort Program..... 216-621-6000

The Downtown Cleveland Alliance (DCA) provides a Safety Escort Program. DCA Ambassadors are able and willing to escort you to your car (day or night) if needed.

Discount Tickets playhousesquare.org/ceo
(promo code is REDCOAT)

PHS Administrative Offices..... 216-771-4444

Ticket Office..... 216-771-8403

★ RedCoat Basics ★

This handbook was created to give you an overview of the essential information you need to know as a volunteer RedCoat here at Playhouse Square. It is a guide that will cover everything from your schedule to seating charts for the theaters. While we have attempted to include all the essential information, we realize that a handbook could never contain the answers to all of your questions. Please always feel free to contact the Volunteer Office or talk to your House Manager and Head Ushers, we are happy to answer questions and guide you in your RedCoat career!

We appreciate your commitment to volunteering with us and hope you take the obligation seriously. We rely on our RedCoats to assist the House Managers and keep the shows running smoothly. We greatly value your role here and hope you will too.

Role of Volunteers

RedCoats are the public face of Playhouse Square – you are the introduction for our guests to each performance and to the theaters as a whole. It is evident from feedback we receive that the RedCoats are an integral part of what makes Playhouse Square special. Your welcoming smile and helpful information are what make people feel at home and excited to come back.

Scheduling and Attendance

Assignments:

Each RedCoat picks a Crew and Team to work with. Your Crew is based on the day and time you would like to volunteer (e.g. Saturday Evenings, or Sunday Matinees). Your Team is a number between 1 and 19 (this is the last two numbers of your ID number). You are only expected at shows where both your Crew and Team are listed. For example, if you are TU E 11 (Tuesday Evening, Team 11) you will only be expected on Tuesday evenings when team 11 is on the schedule.

Sample Schedule

03/05/2018 - 03/09/2018 Playhouse Square Volunteer Schedule

Venues: A-Allen G-Gund H-Hanna K-Kennedy's L-Helen O-Ohio P-Connor Palace S-State T-Outcall U-Upper Allen W-WIST

Crew	Teams	Date	Time	Venue	Event	as of 3/2/18
Week Of 03/05/2018						
TU M	1	3/6	9:15 AM	T	THE INVISIBLE HAND - CPH	
TU M	2,3,4	3/6	10:45 AM	O	THE GRUFFALO - children's show	
TU M	%	3/6	2:30 PM	W	COKIE ROBERTS EVENT - no more extras	
TU E	3,6	3/6	5:30 PM	T	THE INVISIBLE HAND - CPH	
TU E	11	3/6	5:45 PM	U	BROADWAY BUZZ - Rent - report to the Allen Mezz Lobby	
TU E	2,5,9,11,13,14,15	3/6	6:00 PM	P	RENT - Broadway Series	
TU E	1,4,7,8,12,16,17	3/6	6:30 PM	S	STEVE WINWOOD - concert - No More Extras	
WE M	1,2,3,4	3/7	8:45 AM	O	THE GRUFFALO - children's show	
WE M	1,2,3,4	3/7	10:45 AM	O	THE GRUFFALO - children's show	
WE E	11	3/7	5:45 PM	U	BROADWAY BUZZ - Rent - report to the Allen Mezz Lobby	
WE E	7,15,17	3/7	6:00 PM	H	MISERY - GLT	
WE E	1,3,6,9,10,11,16,19	3/7	6:00 PM	P	RENT - Broadway Series	
WE E	13	3/7	6:00 PM	T	THE INVISIBLE HAND - CPH	
TH M	1,2,3,4	3/8	8:45 AM	O	THE GRUFFALO - children's show	
TH M	1,2,3,4	3/8	10:45 AM	O	THE GRUFFALO - children's show	
TH E	11	3/8	5:45 PM	U	BROADWAY BUZZ - Rent - report to the Allen Mezz Lobby	
TH E	2,9,15	3/8	6:00 PM	H	MISERY - GLT	
TH E	1,3,5,8,11,19	3/8	6:00 PM	P	RENT - Broadway Series	
TH E	4,17	3/8	6:00 PM	T	THE INVISIBLE HAND - CPH	
FR M	1,2,3,4,5	3/9	8:45 AM	O	THE GRUFFALO - children's show	
FR M	1,2,3,4,5	3/9	10:45 AM	O	THE GRUFFALO - children's show	
FR E	11	3/9	5:45 PM	U	BROADWAY BUZZ - Rent - report to the Allen Mezz Lobby	
FR E	3,7	3/9	6:00 PM	H	MISERY - GLT	
FR E	2,6,11,14,15,16	3/9	6:00 PM	P	RENT - Broadway Series	
FR E	17	3/9	6:00 PM	T	THE INVISIBLE HAND - CPH	
FR E	1,4,5,8,10,12,13,18,19	3/9	6:30 PM	S	NEIL GAIMAN - speaker and storyteller	
FR E	9	3/9	7:00 PM	K	FLANAGAN'S WAKE - Interactive comedy	

Your team will likely be scheduled between 2-3 times per month for performances during your chosen crew time. If you look at the boxed section of the schedule above, you will see that Tuesday Evening (TU E) team 11 is scheduled for both the Broadway Buzz and the Broadway show, Rent on 3/6. In this case, team 11's call time is 5:45pm at the Upper Allen. They will then move over to Rent at the Palace when they are finished. In this case, these shows work in conjunction, Buzz is an educational pre-show talk to the Broadway show.

Occasionally we have events where no teams are scheduled. For these we will simply list a % in place of the team numbers. This simply indicates we are taking extras and there are no scheduled teams. You can see an example of this on 3/6 for the Cokie Roberts event.

Scheduling

Cancellations and Extras:

We understand that sometimes scheduling issues come up and prevent you from working your regular commitment. If you are unable to come when your team is scheduled, simply email us at redcoats@playhousesquare.org to let us know. This prevents your name from going down on the sign-in list so House Managers and Head Ushers can better manage assignments by not expecting you.

We love having extras! When you're unable to make your regular assignment, simply look for any other performance (on any day or time) that you would like to work. It's helpful to us to know ahead of time if you are coming, but if you find yourself with unexpected free time, you're always welcome to come down and help out as often as you would like. When you email us with a cancellation or extra, you should always receive a confirmation by the next day. We do not confirm phone calls.

The only exception to this is that occasionally we list on the schedule NO EXTRAS. When you see this it means that we have gone over capacity for the number of RedCoats we can take for that performance and are no longer able to add anyone due to safety and capacity reasons.

Online Schedule:

The Volunteer Schedule is six weeks long. Each week a new schedule comes out adding a new week in replacement of the one that was taken off. The current schedule is always available at: <http://volunteer.playhousesquare.org/WEBSCHED.pdf> there will also be a link mailed to you each Wednesday with the Weekly Update or Newsletter. Additionally, the schedule is posted and hard copies are available for you to keep down in the Volunteer Room. Please check this schedule regularly. You are responsible for knowing when your team is scheduled and either coming or emailing us to cancel.

Scheduling

Attendance:

In order to maintain 100% attendance you should either come to all assigned shows, or replace any cancelled shows with extras. Occasionally there are bonus gifts or opportunities given to those that maintain 100% attendance.

Your attendance is calculated by looking at the number of shows worked divided by the number of shows scheduled for the previous 12 months. For example, if you were scheduled for 10 shows, but missed one, your attendance would be 90%. Similarly, if you were scheduled for 10 shows, missed one, and came in as an extra for one, your attendance would be 100%.

Extended leaves (e.g. long-term recovery from surgeries, living out of state for a portion of the year) will not count against your attendance percentage.



Uniform

While we cannot lay out specific rules for every article of clothing or situation, we ask that you use your best judgement and that you appreciate the spirit of these guidelines when assembling your uniform. Our aim is to foster an atmosphere where RedCoats look as consistent and professional as we know you to be.

Red Jacket: Single breasted, box-cut, with lapels

- Most RedCoats choose to own their jacket. As long as it fits within our guidelines you may purchase from any store. For your convenience, we also have order forms from www.blazerdepot.com available in the Volunteer Room for you to use.
- We have a limited number of red jackets in the Volunteer Room that may be borrowed, while you volunteer, however, they should be left for others to use when you are finished with your shift.

Solid black dress slacks or skirt (with black or skin colored hose)

Plain white shirt (long/short/no sleeves) with a standard collar, tucked in

Black cross-tie or long tie (clip-on or standard neck tie)

- All style of black ties are available for purchase from the Volunteer Office for \$6 a piece

Solid black, closed toed and closed heel shoes or boots with a black sole

- It is important to wear comfortable shoes that enable you to move quickly in case of evacuation
- Socks, if worn, must be solid black

Service pins – worn on the right jacket lapel

- No other jewelry should be worn on the red jacket.
- Any jewelry worn should be simple and not detract from the uniform

Lanyard Photo ID (Provided by Volunteer Office)

Name Badge (Provided by Volunteer Office) – worn on the left jacket lapel

Flashlight (Provided by Volunteer Office)

Prohibited Items – this is a list of examples of what is not allowed, it is not all-inclusive.

- Fannie packs, scarves, bow ties, patterned socks or belts, sandals

Communications

Website

- The RedCoat portion of the Playhouse Square website is available under the Giving tab of our website or at www.playhousesquare.org/volunteer-home
- The website provides links to the current schedule, current and past Newsletters and Updates, and links to other pertinent information.

Newsletter and Updates

- Each Wednesday, a link to the new Monthly Newsletter or Weekly Update and Schedule will be emailed to you. The Newsletter comes out the second Wednesday of each month and contains extra information about milestone awards, and new and retiring RedCoats. Updates come out the weeks that the Newsletter does not.
- Both the Newsletters and Updates contain information about upcoming shows and where extras are most needed, as well as pertinent news for the week.

Facebook

- The RedCoat Facebook group is a closed group, accessible only by RedCoats. It provides a space to share about your experiences here and to learn about new opportunities like events that you might not have heard about or exclusive ticket drawings.
- The group can be found by searching for Playhouse Square RedCoats while you are in Facebook, or by following this link: <https://www.facebook.com/groups/playhousesquareredcoats/>
- You must already have a Facebook account before joining the group.

Parking

Free parking is available to RedCoats while they are volunteering at Playhouse Square. Parking is available in the **US Bank Garage** at 2060 East 14th St. (directly across from the Hanna Theatre).

Weekday Matinees

If you are working a weekday matinee (M-F before 3pm) you may park on levels 4 and above of the Playhouse Square Garage (1450 Chester Ave. at E. 15th St).

Accessible Parking

If you have an accessible parking placard, you may park on levels 4 and above of the Playhouse Square Garage (1450 Chester Ave. at E. 15th St). You must contact the Volunteer Office with your placard number and expiration date prior to utilizing this parking. **Please do not use the designated accessible parking spaces as we need to reserve those for guests. The purpose of having you park in this garage is to get you closer to the theaters, not into an accessible spot.**

Parking Process

Each time you work you will receive a parking voucher (colored for US Bank, white for PHS). We recommend that you keep one extra one as well.

- If attendant is NOT present – pull a ticket on your way into the garage. On the way out put in that ticket and follow it with one of the vouchers from us. This will “pay” for the amount on your ticket.
- If attendant IS present – give them your voucher from us on the way in, (they may give you a different one in return). On exit, you can either simply leave if the gate is up, or use the voucher from the attendant to get out.
- If you have trouble entering or exiting the garage please press the Help button.
 - **Do not pay to enter or exit as we are not able to issue refunds**

Benefits

Recognition

- Annual gift or event
- Pins based on hours of service
- Yearly certificates and hours reports
- STAR Awards for outstanding service

Tickets Offers

- Fees waived
 - If you are purchasing tickets at the Ticket Office window your fees will be waived if you show your RedCoat badge (no other discounts apply).
- Discount Tickets
 - CEO Website - discounts to select shows are available on the CEO website. Go to www.playhousesquare.org/ceo and use the code **REDCOAT** to see current discount opportunities. (Please note that this discount is online only)
 - Check the Newsletter for occasional discount opportunities to Cleveland Play House and Great Lakes Theater shows.
- Complimentary Tickets – we have a small number of tickets that Playhouse Square has given us to pass on to RedCoats. These are usually available through various ticket drawings, Facebook drawings, or awarded for outstanding service.

Tax Advantage

- Volunteers may deduct any out-of-pocket expenses incurred while doing volunteer work for certain groups approved by the IRS. Playhouse Square is classified as a 501(c)(3) organization under the IRS code.

Volunteer Room – the Volunteer Room is located downstairs and is accessed by the hallway between the State and Ohio theaters.

- Lockers (for use while here, please take your locks with you when you leave)
- Restrooms
- Kitchen with free coffee and soda*
- Vending machine*
- RedCoat jackets available to borrow while you are here

*All food and beverages should remain in the Volunteer Room and not be brought to the theater.

Policies

Equal Opportunity

It is the policy of Playhouse Square to provide equal opportunities regardless of race, color, age, religion, sex, national origin, disability, sexual orientation, genetic information, gender identity, marital status, uniform service, veteran status, citizenship status, or any other condition or status protected by law. If you observe or experience any conduct that is in violation of this policy, please contact the Volunteer Manager or Director of Guest Experience.

Non-Harassment

Playhouse Square is committed to maintaining an environment in which all individuals are treated with respect. Accordingly, Playhouse Square does not tolerate any form of discrimination, harassment, retaliation, joking remarks or other abusive conduct by or against Playhouse Square volunteers or volunteer applicants because of their race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status, or because an individual complained of harassment or discrimination.

Harassment can include verbal or physical conduct that demeans, denigrates, or shows hostility or aversion toward an individual because of their race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status, and that creates an intimidating, hostile, or offensive environment, unreasonably interferes with a volunteer's work, or otherwise adversely affects a volunteer.

Sexual harassment is verbal or physical conduct of a sexual nature that is not welcome, that is personally offensive, that debilitates morale, and that interferes with equal opportunities for volunteers. Such conduct is specifically prohibited. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of volunteering;
- Submission to or rejection of such conduct is used as a basis for decisions affecting a volunteer; or
- Such conduct has the purpose or effect of unreasonably interfering with a volunteer's work or creating an intimidating, hostile, or offensive environment.

Policies

The following is a non-exhaustive list of examples of prohibited conduct under Playhouse Square's non-harassment policy:

- Engaging in offensive, sexual or overly familiar touching or any other physical interference with normal work or movement;
- Requests for sexual favors;
- Continued or repeated verbal abuse of a sexual nature about an individual or their appearance;
- Threatening or suggesting that volunteer status depends on whether the volunteer will submit to, or tolerate harassment or sexual contact;
- Viewing, displaying or circulating discriminatory or sexually explicit or suggestive materials, including cartoons, calendars, drawings, and emails;
- Jokes, pranks or other humor that is demeaning or hostile with regard to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, marital status, citizenship status, uniform service, or veteran status;
- Epithets, slurs, quips or negative stereotyping that relate to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status;
- Threatening, intimidating or hostile acts that relate to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status;
- Written or graphic material (including graffiti) that denigrates or shows hostility or aversion toward an individual or group because of race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status and that is placed on walls, bulletin boards, computers or elsewhere on Playhouse Square's premises, or circulated or displayed in Playhouse Square; or
- Actions that create an intimidating, hostile, or offensive work environment.

Policies

Retaliation, which can include harassing behavior, is an adverse action one takes against another person because that person complained of discrimination or harassment. If you feel you are the subject of this type of harassment or retaliation you must take immediate action. Any volunteer who believes that they have been subjected to harassment or retaliation in violation of this policy must take the following actions to ensure that Playhouse Square is aware of the situation:

1. If comfortable doing so, firmly confront the harasser and ask them to stop. If possible, have a witness present.
2. If the harassment or retaliation continues, or if you are uncomfortable with the above, immediately report it to the Volunteer Manager. If, for any reason, you feel uncomfortable reporting to the Volunteer Manager, you may report the facts to the Director of Guest Experience.

All complaints will be investigated promptly. In investigating complaints, Playhouse Square will attempt to maintain confidentiality to the greatest degree possible without impeding the investigation process. Playhouse Square encourages volunteers to report any incidents of harassment or retaliation and it assures you that no individual will suffer retaliation or reprisal as a result of making such a complaint. Prompt, effective remedial action will be taken where appropriate, based on the results of the investigation. Further, any volunteer who engages in conduct that violates this policy, or whose conduct would violate this policy if allowed to continue, is subject to disciplinary action, up to and including termination of the volunteer relationship.

Volunteering At-Will

Volunteering with Playhouse Square is at-will and is for no fixed or definite term. Either Playhouse Square or the volunteer may terminate the volunteer relationship at any time, for any lawful reason, with or without cause. Volunteers who leave Playhouse Square, regardless of the reason, must return their photo ID.

Policies

Disciplinary Process

Correctable infractions (e.g. chronic lateness, rudeness to guests or coworkers, inappropriate language) will be handled through a multi-step process. Depending on the situation and the severity of the infraction, any step in the process may be repeated, omitted, or taken out of sequence.

1. Verbal warning – the Volunteer Manager or other department leader will correct the volunteer and a note will be added to their file documenting and describing the reason for the verbal warning.
2. Written warning – the Volunteer Manager or other department leader will issue a written warning to the volunteer documenting and describing the reason for the warning. A copy of the warning will be added to their file.
3. Dismissal – If a volunteer commits an infraction after accumulating verbal and written warnings (or if the volunteer commits a serious infraction), Playhouse Square may terminate the volunteer relationship. If the infraction happens a third time, the RedCoat will be dismissed.



★ Theater and RedCoat ★

Position Information

A DAY IN THE LIFE OF A REDCOAT

RedCoats are usually scheduled 90 min before a performance (since lobby doors generally open 60 minutes before performances this leaves a half hour for setting up, signing in, stuffing programs, and having the House Manager's Meeting). RedCoats stay until the performance ends and a lost and found sweep is completed (shortly after the performance is completed).

Below, we've outlined what a typical day is like:

- ♦ Sign-in – put down the current time and find out your assignment from the Head Ushers
 - ♦ If you sign in at or before your call time, an additional 30 minutes before the call time is added to your record.
 - ♦ If you need to leave early, please tell the Head Usher at sign-in
- ♦ Help stuff programs or do other tasks as needed
- ♦ House Manager's Meeting – this is usually about 15 minutes prior to lobby opening
 - ♦ Find out show-specific information (e.g. photo policy, seating holds, synopsis)
 - ♦ Food and Beverage Restrictions – since these vary by show, the HM will let you know in the meeting if there are restrictions on what is allowed inside the House.
 - ♦ Camera and Video Restrictions – most shows have restrictions on photos and video. The HM will let you know what the restrictions are at the meeting.
 - ♦ Assignment changes from Head Ushers
 - ♦ RedCoat seats for performance are specified if available
 - ♦ Milestone pins given to RedCoats (generally only during Broadway performances)
- ♦ Go to assigned position
 - ♦ If you are new or have not worked in your position recently, please pick up a Position Card from the House Manager's Office which will sum up key details about the position.

A DAY IN THE LIFE OF A REDCOAT

- ♦ The Lobby opens 60 minutes prior to the performance, and the House usually 30 minutes before.
 - ♦ This allows for 30-40 minutes of seating guests before the start of the show.
- ♦ When the lights go down for the show to begin
 - ♦ Quietly close the doors to the auditorium
 - ♦ Close drapes (if any) to Box Seats
 - ♦ Move outside the auditorium doors or into the entrance passageways to greet late arrivers. There may be a “hold” so you will need to keep the guests there until the specified time for late seating.
- ♦ Seats for performances
 - ♦ While Playhouse Square is not able to hold specific seats for RedCoats, our House Managers do their best to find areas for you to sit during the shows. This depends primarily on where people have bought tickets and who can be easily upgraded to provide an area for RedCoats. Your House Manager will let you know at the meeting, or after seating is completed, if areas are available.
 - ♦ When the House Manager releases you, you may sit in the designated areas or you may go to the Volunteer Room to relax.
 - ♦ PLEASE be quiet and conscientious of those around you. Do not speak or use flashlights, phones or lighted watches. Go all the way in to the end of the row to limit movement and do not leave until intermission.
 - ♦ Occasionally we receive complaints from guests about noisy RedCoats sitting near them, or standing in the back of the house. In order to continue allowing RedCoats to have seats it is important to make the process as guest-friendly as possible.
 - ♦ The use of cellphones (even for checking time) is strictly prohibited inside the house once the show has begun.
- ♦ Intermission
 - ♦ Please return to your assigned position for intermission and avoid standing in areas where you block the flow of traffic.



A DAY IN THE LIFE OF A REDCOAT

- ♦ Start of Second Act
 - ♦ Follow the same guidelines as at the beginning of the performance.
 - ♦ If you need to leave early, this is the best time to do so.
- ♦ Post-Show
 - ♦ During applause, return to your assigned position.
 - ♦ Do not prop open doors until the house lights turn on
 - ♦ Thank guests as they leave
 - ♦ Conduct a House sweep to locate lost items and collect booster seats.
 - ♦ Take lost items to the House Manager's Office noting the description and location where it was found on the Lost and Found Sheet (e.g. Child's black mitten, Mezz Row G 506).
- ♦ Sign Out
 - ♦ Please sign out with the current time. If you fail to sign out you will only receive two hours credit for that performance.



Position Descriptions - Ticket Scanners

Ticket Scanners

Please meet before the lobby opens with the front door Head Usher and/or other Playhouse Square Ticket Office staff to review scanner use and what to do if there is a problem and to sign up for a shift at the doors during the performance.

General Duties

- ♦ Please be at your station when the lobby opens, during intermission, and the end of the performance.
- ♦ Greet guests by saying, “Welcome to (name of show).”
- ♦ Each ticket needs to be scanned. (Encourage everyone to have their own ticket.)
 - ♦ Hold the scanner about 4 to 5 inches from the ticket so the red scan light is on the barcode.
 - ♦ Press of the orange trigger button to scan the ticket.
- ♦ Look for messages
 - ♦ Green screen – valid ticket, guest may enter
 - ♦ Please tell the guest if they are upstairs or downstairs
 - ♦ Some types of tickets will show a purple or yellow Pass In screen. These are accepted versions of the green Pass In screen.
 - ♦ Red screen – invalid ticket, raise your hand for the ACR representative to come help

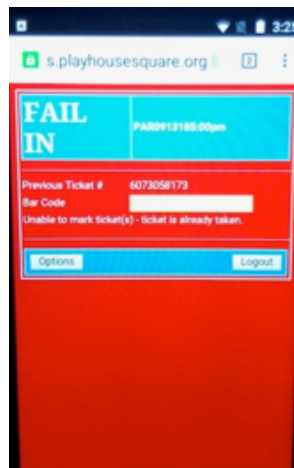
Position Descriptions - Ticket Scanners



Start Scanning Screen



Valid Ticket Screen



Invalid Ticket

- Once performance begins
 - Report to the ticket-scanning doors for your scheduled shift.
 - Help un-stuff programs, if necessary, after performance starts.
 - Un-scanned stubs, Seat Passes, and unclaimed Will Call should be given to the HM or HU.

Other Circumstances

- Scanner breaks – stub tickets (tear the perforated end and keep the small end to be scanned later)
- Seating Passes – tear off and keep the back page, give the front page to the guest for seating
- Mobile Tickets – scan barcode on guest's phone while they hold it - do not handle the guest's phone.
 - If scanner is not working – notify the Ticket Office Representative, the HU, or the HM

Position Descriptions - Ticket Scanners

Restrictions

- All guests must have a valid ticket for the performance.
 - Children under two years of age are usually not permitted unless it is a children's show
- For children's shows, babies under 1 year may enter without a ticket
 - Send guests to the Ticket Office if it is necessary to purchase additional tickets.
- Playhouse Square employees and persons with the production must show their I.D. badge.
- Restrooms are for use by guests with a valid ticket for the performance, people without tickets should be directed to the Bulkley Building security desk to use the restroom

RJF President's Club (Connor Palace)

- Stand at the bottom of the steps near the Club entrance.
- Scan tickets of guests exiting the Club before the performance starts.
- Makes sure members can access the Club at intermission and the entrance is not blocked by mezzanine restroom lines.

Position Descriptions - House Manager's Office

House Manager's Office

General Instructions

- Stand at or near the entrance to the House Manager's office so you are visible to guests.
- Answer guest questions and give directions as needed.
- If you need the HM and they are not in the area, call **8777** from the phone in the HM Office and tell the guard the HM is needed. (The guard will radio the HM to return.)
- You are released from this position by the HM or after late seating but return at intermission and at end of performance.
 - At the end of the performance, you are released after all audio assist devices have been collected and stored, checked items have been claimed and the HM returns.

Audio Assist Devices (Audio Headsets or T-Coil Units/Adaptors)

- General Information
 - Guest writes name, telephone number, and seat location on the Audio Headset form.
 - Guest **must** leave photo ID (driver's license) in order to get an audio headset or T-Coil unit.
 - Please note: we do not take photo ID for audio headsets in the Allen, Outcalt, or Helen.
 - Store the photo IDs in the file box provided. Before you leave the HM Office to watch the show, place the file box in the cabinet or desk drawer so it is out of sight.
- **Audio Headset** – this device amplifies the existing sound in the theater. You do not need a hearing aid to use this device.
 - Demonstrate Use
 - Demonstrate headset use/operation (make sure battery is in place)
 - Device should be worn under the chin with **name facing outward** and earbuds in each ear.

Position Descriptions - House Manager's Office

- Point out the wheel on the bottom that turns it on/off and adjusts the volume.
- You will only hear static in the HM office. Dialogue/music from the show is enhanced inside the theater where the sound system is located.
 - (If you don't hear static when headset is turned on, battery may not be charged. Give guest a different headset.)
- Make sure the guest knows the headset must be in the clear path the antennas which are located on either side of the stage above and below the speaker stack.
- **Collection**
 - Turn off the headset and check to be sure the battery is still inserted on the bottom.
 - If battery is missing, note where the guest was sitting and ask other volunteers to search in the area for the missing battery and notify the HM if not found.
 - Return guest's photo ID (driver's license) and put a check in the "Returned" column on the Audio Headset form.
 - Clean the rubber earbuds with a "wipe" available in the HM office.
 - Unless the battery is missing, return the headset to the charging station. (If you hear a hissing sound, it means that a headset has not been turned off. Check to be sure all headsets have been turned off.)
- **Audio Assist T-Coil Unit** - for persons with a T-Coil or infrared setting on their hearing aid.
 - Take a battery from a charged headset and insert it in the bottom of the T-Coil unit.

Position Descriptions - House Manager's Office

- ♦ Demonstrate Use.
 - ♦ Numbered wheel on the front is to adjust volume.
 - ♦ If the adaptor will be used, it plugs into the top of the T-Coil unit.
 - ♦ The guest puts the loop over their head and around their neck and clips the T-Coil unit to their collar. The unit must be high enough to detect the signal from the antenna inside the theater above or below the speaker stack in either side of the stage. (Putting the loop around their neck guarantees that the T-Coil unit will not be lost if it falls off their collar.)
- ♦ Collection:
 - ♦ Remove the battery and return it to the audio headset. Put the audio headset in the charging station to charge the battery.
 - ♦ If the adaptor cord was used, remove it from the T-Coil unit.
 - ♦ Store the T-Coil unit and adaptor in the cabinet.

Claim Checks for Storage of Guest Backpacks or Other Items

- ♦ The bottom portion of the claim check is given to the guest and the top portion is attached to the item
- ♦ Store the checked item in an out-of-the-way place in the HM office.
- ♦ Match claim check numbers before returning stored items to guests.

First Aid Supplies

- ♦ Found in the white metal cabinet in the HM Office
- ♦ May be given to guests/staff that request them.
- ♦ Do **not** recommend or hand out medicine. Say, “this is what I have” and let the guest choose from what is available in the cabinet.

Lost and Found

- ♦ If a guest reports a lost item, ask them to check back at the end of the performance. Let them know that the Volunteers do a lost and found sweep at the end of the show and items are turned in at the HM Office.
- ♦ If a guest turns in a lost item, you list it on the Lost and Found form. (Note: Volunteers list the items they find during the sweep.)

Position Descriptions - Interior Lobby

Interior Lobby Positions

General Instructions

- Report after the House Manager's meeting
 - On duty until released five minutes after the performance starts, during intermission, and at the end of the performance.
- Before doors open - prevent guests from entering the seating area
- After opening - direct guests to appropriate aisle/door for seating.

Location Specific Instructions

Connor Palace

- **Mezzanine Lobby** (Left and Right) - top of the stairs before entering the house
 - Direct guests to the appropriate door for seating.
- **Blue Urn** – on the first landing between Doors 7 and 8
 - Direct guests to the appropriate door for seating.
 - Remind guests - “Watch your step.”
 - At intermission - direct guests at concession stand to form a line along the mezzanine railing (towards Door 9)
- **Programs** – main lobby at the program carts
 - Distribute programs to arriving guests.
 - Sign up for a shift at the front door and report there at the designated time if asked.
 - Help un-stuff programs, if necessary, after performance starts.
- **Connor Palace stairs** (left and right) – first landing between the main lobby and the mezzanine
- Remind guests to “Watch your step.”

Position Descriptions - Interior Lobby

KeyBank State and Ohio

- **Main Floor Doors** – just outside the doors to the main house
 - Direct guests to the appropriate aisle for seating.
 - Close the doors when the performance starts and direct guests to only use preferred door
 - Stand in front of the doors inside the house before intermission and end of performance to direct guests to the door used to exit before house lights come on.
 - Open the doors at intermission and end of performance after the house lights come on.
- **Mezzanine Lobby** – top of the stairs before entering the house
 - Direct guests to the appropriate door for seating.
 - Close the doors when the performance starts.
 - Open the doors at intermission and end of performance.
- **Programs** – main lobby at the program carts
 - Distribute programs to arriving guests.
 - Sign up for a shift at the front door and report there at the designated time if asked.
 - Help un-stuff programs, if necessary, after performance starts.

Allen Complex

- **Main Floor Director** (Outcalt) - stand in stage-level elevator lobby
 - Direct guests toward the appropriate area for seating.
- **Programs** – main lobby at the program carts
 - Stuff programs before performance
 - Distribute programs to arriving guests.
 - Sign up for a shift at the front door and report there at the designated time.
 - Help un-stuff programs, if necessary, after performance starts.
- **Rotunda Director** (Allen) – in the large circular area near concessions
 - Assist guests at photo experience location (Cleveland Play House shows)
- **Allen Ticket Office Lobby** - near the Guest Services desk.

Position Descriptions - Exterior Lobby

Exterior Lobby Positions

General Instructions

- Report after the House Manager's meeting
 - On duty until 15 minutes after the performance start time
- Greet guests, respond to guest questions, and give directions as needed
 - Please look for informational sheets about what else is going on in the complex so you can guide guests to the correct location

Location Specific Instructions

- **Bulkley Lobby** – near the hallway leading to the theaters
- **Ohio Gund Foundation Lobby** - between the stanchions and Bin 216
- **Concourse Monitor** - bottom of ramp to Allen Theatre
 - At glass doors near Outcalt Theatre
 - At top of steps near The Helen (only for shows in The Helen)
- **State Ticket Office Lobby** – bottom of cut-through stairs near the PHS map and ATM
 - Direct arriving guests to appropriate theater
 - Direct guests to Will Call (“Have your photo I.D. out”).
 - Direct guests to RJF President’s Club entrance.
- **Connor Palace Ticket Office Lobby** – outer lobby of Palace
 - Before the theater lobby opens
 - Guests with tickets remain in Ticket Office Lobby
 - Guests who need to pick up tickets proceed to Will Call in State Ticket Office Lobby
 - After lobby opens
 - Direct guests with tickets straight ahead. (“Have your tickets out.”)
 - Direct guests to Will Call in State Ticket Office Lobby.

Position Descriptions - Exterior Lobby

- ♦ **Connor Palace Cut-Through** – hallway between Palace and State
 - ♦ Before the lobby opens, hold guests in the Cut-Through
 - ♦ Hold guests at the stanchion rope (if stanchioned)
 - ♦ After the lobby opens - at small railing near brass doors
 - ♦ Direct guests to shortest line (encourage to move to the right side)
 - ♦ “Have your ticket out. Remember to get a program.”
- ♦ **State Main Ticket Doors** - at brass doors to street lobby
 - ♦ Direct guests to Purchase window or Will Call (“Have your photo I.D. out.”).
 - ♦ Direct guests with tickets to the appropriate theater.
- ♦ **Elevator** - at the Concourse elevator near Outcalt Theatre
 - ♦ Remind guests which button to push to reach destination
 - ♦ 5 – Upper Allen regular and accessible seating
 - ♦ 4 - Allen balcony seating, Allen Tomsich Mezzanine Lobby
 - ♦ 2 - Concourse
 - ♦ G - stage level seating in Outcalt Theatre



Position Descriptions - Seating Guests

Seating Guests

Before the House Opens

- Review the seat numbering in your area.
- Ask the HM where private wheelchairs and walkers may be stored during the performance and where the private wheelchair signs are.
- Check the emergency exit(s) in your area.

Seating

- Ask guests, “May I help you find your seat?”
 - If no – guests may proceed to their seats
 - If yes – ask, “How many in your party? May I have all the tickets, please?”
 - Check tickets for row and seat number.
 - Lead guests to their seats.
- Remind guests to “Watch your step” at stairs or where there are cords in/along the aisle.

Late Seating and Seating Holds

- Ushers move outside the auditorium when the performance starts to greet late-arrivers.
- Guests may have to wait to take their seats until after a designated hold in the show.
- Use the appropriate door to lead the guests to the top of the aisle nearest their seats to wait.
- When the hold is over, escort guests to their seats using the most direct route.
 - Please keep your flashlight pointed down for visibility and so you don't disturb seated guests

Position Descriptions - Seating Guests

Handling Problems

- **Someone is already sitting in the seats**
 - Check the tickets of the guests you escorted to make sure you are in the correct location.
 - Ask the guests in the seats, “May I see your tickets, please?”
 - To the party in the incorrect seats say, “It seems you were placed in the incorrect seats, I’ll show you to the correct ones.”
- **Duplicate tickets** (same row, same seat number)
 - Check performance date and time
 - Check if one set of tickets “Reprint”
 - The guests with the “Reprint” tickets should be seated.
 - Escort the other party to the House Manager.
- **Sets of tickets have a different guest’s names**
 - Take both sets of tickets to the House Manager to resolve the problem.
 - Ask non-seated guests to return to the top of the aisle until the problem can be resolved.
- **Guests complain about their seat** (can’t see, can’t fit in the seat, can’t climb the stairs, etc.)
 - Seek the assistance of the Head Usher in your area to refer them to a HM
 - Do **not** bring up a problem unless the guest actually complains.
- **Guests ask if they can move to empty seats**
 - “I’m sorry, you need to sit in the seats you purchased a ticket for.”

Position Descriptions - Wheelchair Escorts

Wheelchair Escorts

General Duties

- Wheelchair Escorts report for duty at least 15 minutes before the lobby opens and remain on duty until at least 5 minutes after the performance starts.
- Greet all guests at exterior doors (RedCoat coats are available in the Volunteer Room if it is cold)
- Bring a wheelchair to the car of a waiting guest for them to get in to (do not assist them)
- Transport guests from the street entrance to their seat before the performance (or designated waiting area if the house is not open) and back to the street entrance after the performance
 - Ask guest to remain in their seat when performance ends until volunteer arrives with a wheelchair.
- Please check-in with guests at intermission to transport them to the restroom

Restrictions

- Wheelchairs are for transport only
 - Guests may **not** remain in the Playhouse Square wheelchair during the performance.
 - RedCoats should **not** assist guests in or out of the car, theater seat, or in the restroom.
- Curb-side in front of the theater is the only drop off point. RedCoats should **not** go to the garage or other locations to assist guests
- Wheelchairs may **not** be taken to the parking garage or leave the premises.

Storage

- Wheelchairs are usually stored near the ticket-taking doors of a theater.
- Put footrests up and fold wheelchair for storage, lined up neatly. Brakes should be engaged.
- Do not leave wheelchairs at street entrance or inside theater.

Position Descriptions - Wheelchair Escorts

Companions and Private wheelchairs

- Companions may push PHS wheelchairs
- You may push a guest's private wheelchair if asked
- Guests may remain in private wheelchairs during performances
 - Remove and store the theater seat in the designated location.
- If guest is sitting in theater seat attach a "Private Wheelchair" sign with the guest's name and/or seat location to the wheelchair and store with PHS wheelchairs
- Up to three companions may sit with guests in accessible seating row if tickets are purchased ahead of time
 - If no accommodations were made at ticket purchase we will seat a guest and one companion depending upon availability.



★ Theater Information, ★


Layouts, and Evacuation



Connor Palace Theatre

Connor Palace General Information

Seating capacity: 2906

- Main floor: 1663
 - Orchestra (Rows A - QQ): 1635
 -  Accessible (Row R 200's, 400's): 20
 - Side Boxes (normally not used): 8 (House Left - A, House Right - B)
- Upper floor: 1243
 - Loge: 140 (the first three rows of the upstairs are privately owned, not available for sale to the general public)
 - Mezzanine (Rows D - M): 510
 - Balcony (Rows N - Y): 534
 - Upper Balcony (Rows AA and BB): 59 (referred to as Sky Boxes)

Accessibility: There are no elevators in the theater.

Main floor: Seats numbered House Left to House Right, 100s thru 500s

Upper floor: Seats numbered House Left to House Right, 100s thru 600s (Sky Boxes also have 700s)

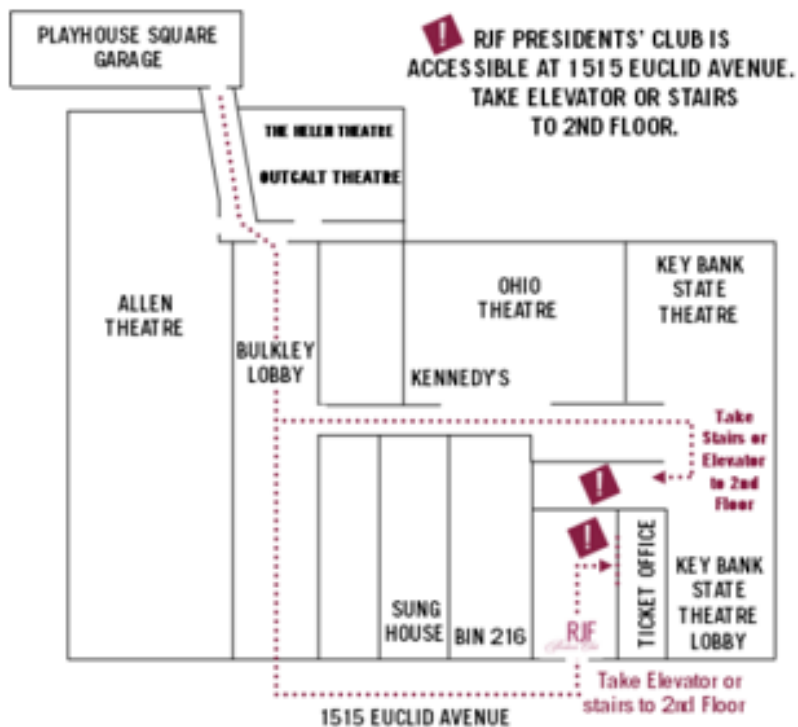
NOTE: The Connor Palace is the only theater that has like-numbered seats down and up. For example, there is a G301 downstairs and upstairs.

Roy H. Boldt Boxholder Lounge

Located on the Mezzanine Level, south side (in the musician's alcove). Guests with a Connor Palace Loge ticket may enter and use the Lounge at any time by showing their ticket. The Lounge opens one hour before shows.

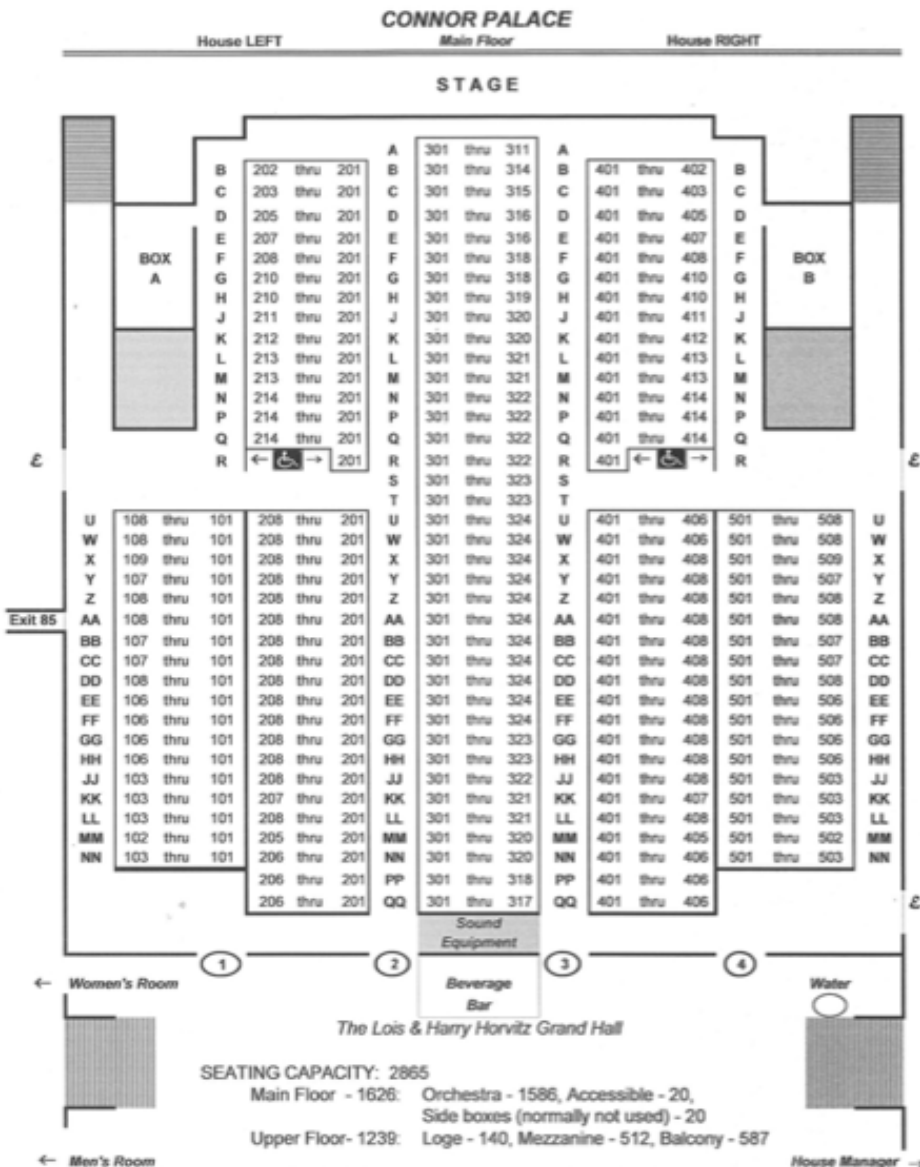
RJF Presidents' Club / Connor Palace Theatre

The RJF President's Club is a private club for Playhouse Square Founders and donors. If guests are attending a performance in the Connor Palace they may exit the RJF President's Club by the stairs into the southwest corner of the Connor Palace mezzanine lobby. Outside of the Connor Palace, the RJF Club is accessible from Euclid, or the entrance in the State Ticket Office Lobby. The opening times and map to enter the RJF Club are included at right.



	Dining Room	Lounge
Weekdays	5:00 p.m.	5:00 p.m.
Saturday	4:30 p.m.	1 hr. before matinee
Sunday	4:00 p.m.	1 hr. before matinee

Connor Palace Theatre Seating Map



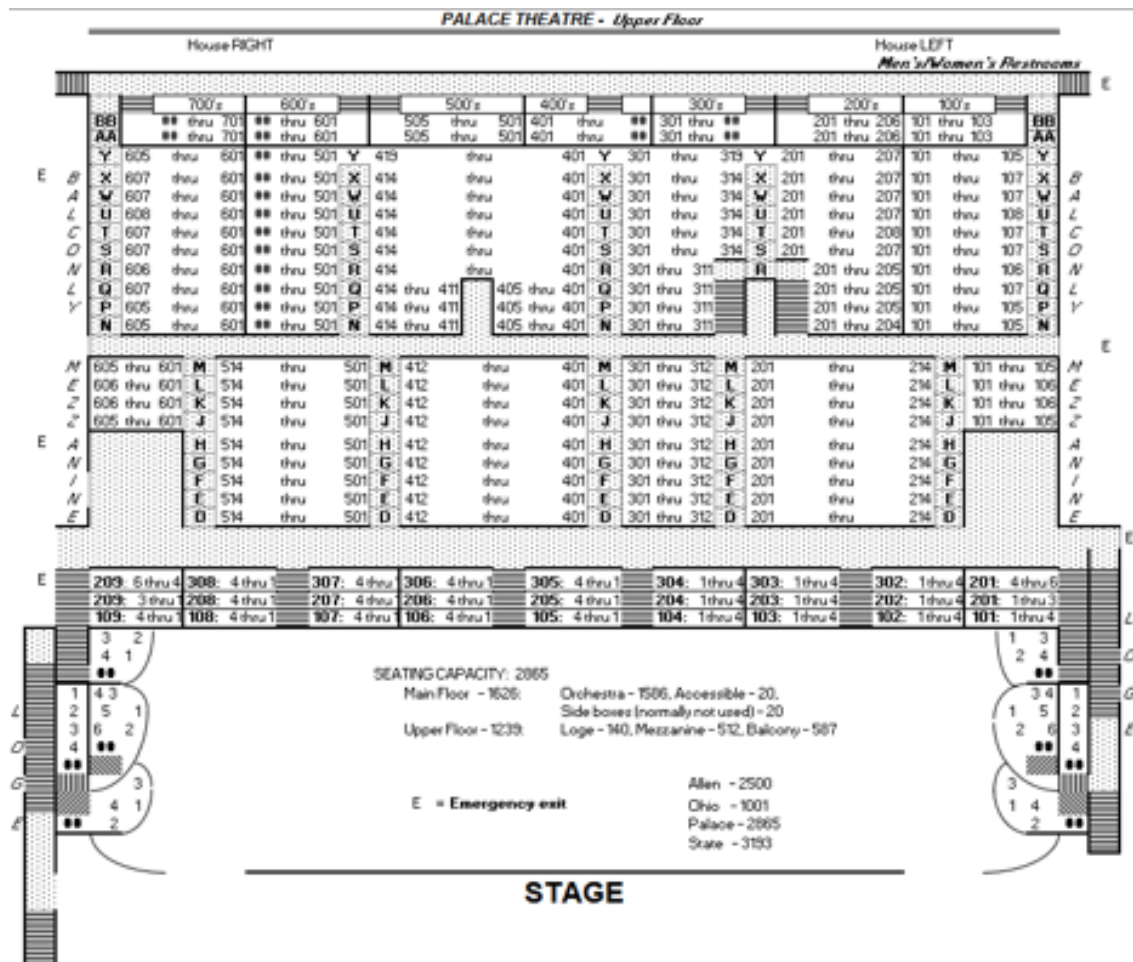
Note:

R201, R202, R401, R402 are fixed seats

These two sections each accommodate 10 wheelchairs

- ⑤ = Door no. for seating
⌘ = Emergency exit


Connor Palace Theatre Seating Map



KeyBank State Theatre

KeyBank State General Information

Seating capacity: 3234

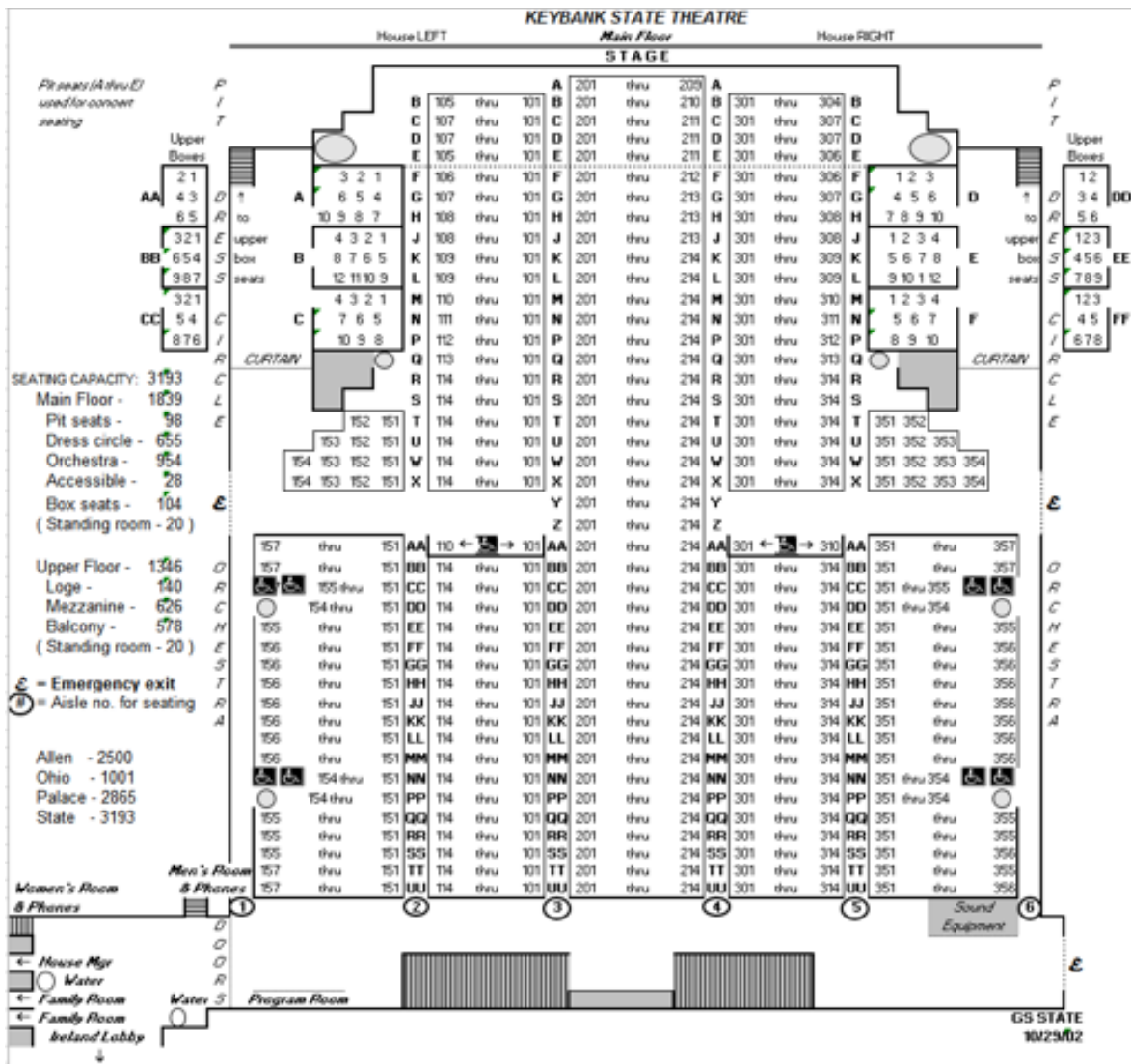
- Main floor: 1821
 - Dress Circle (Rows A - Z): 727 (Rows A - E: 100 “Pit” seats)
 - Orchestra (Rows AA - UU): 982
 -  Accessible: 28
 - Side Boxes (A - F): 64
 - Standing Room (behind the marble railing): 20
- Upper floor: 1413
 - Loge (A-C): 140
 - Mezzanine (E - R): 629
 - Balcony (S - DD): 578
 - Side Boxes (AA - FF): 46
 - Standing Room (behind the wooden wall): 20

Accessibility: There are no elevators in the theater.

Main floor: Seats are numbered House Left to House Right, 100s thru 300s

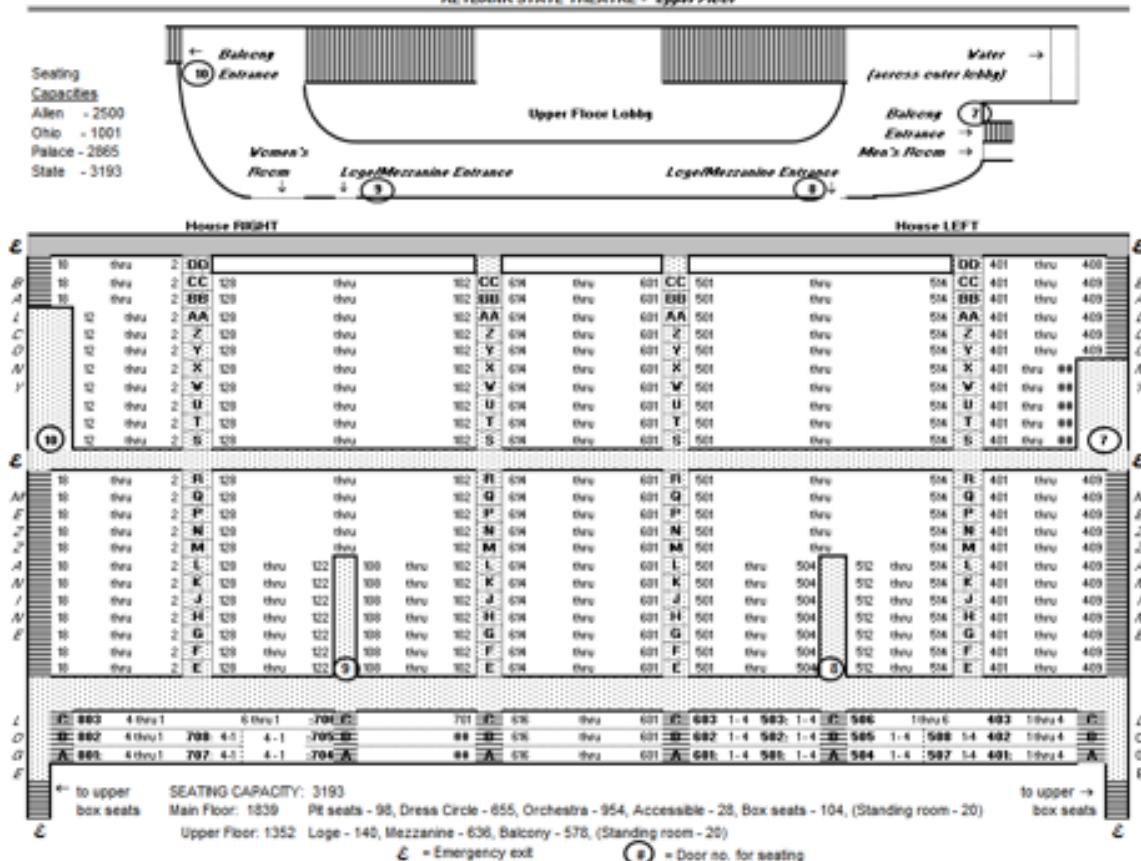
Upper floor: Seats are numbered House Left to House Right, 400s thru 800s

KeyBank State Theatre Seating Map



KeyBank State Theatre Seating Map

KEYBANK STATE THEATRE - Upper Floor



Ohio Theatre

Ohio General Information

Seating capacity: 997

- Main floor: 605
 - Orchestra (Rows A - U): 569
 - Box Seats at rear of auditorium
- Upper floor: 392
 - Mezzanine (Rows A - E): 176
 - Balcony (Rows F - M): 216

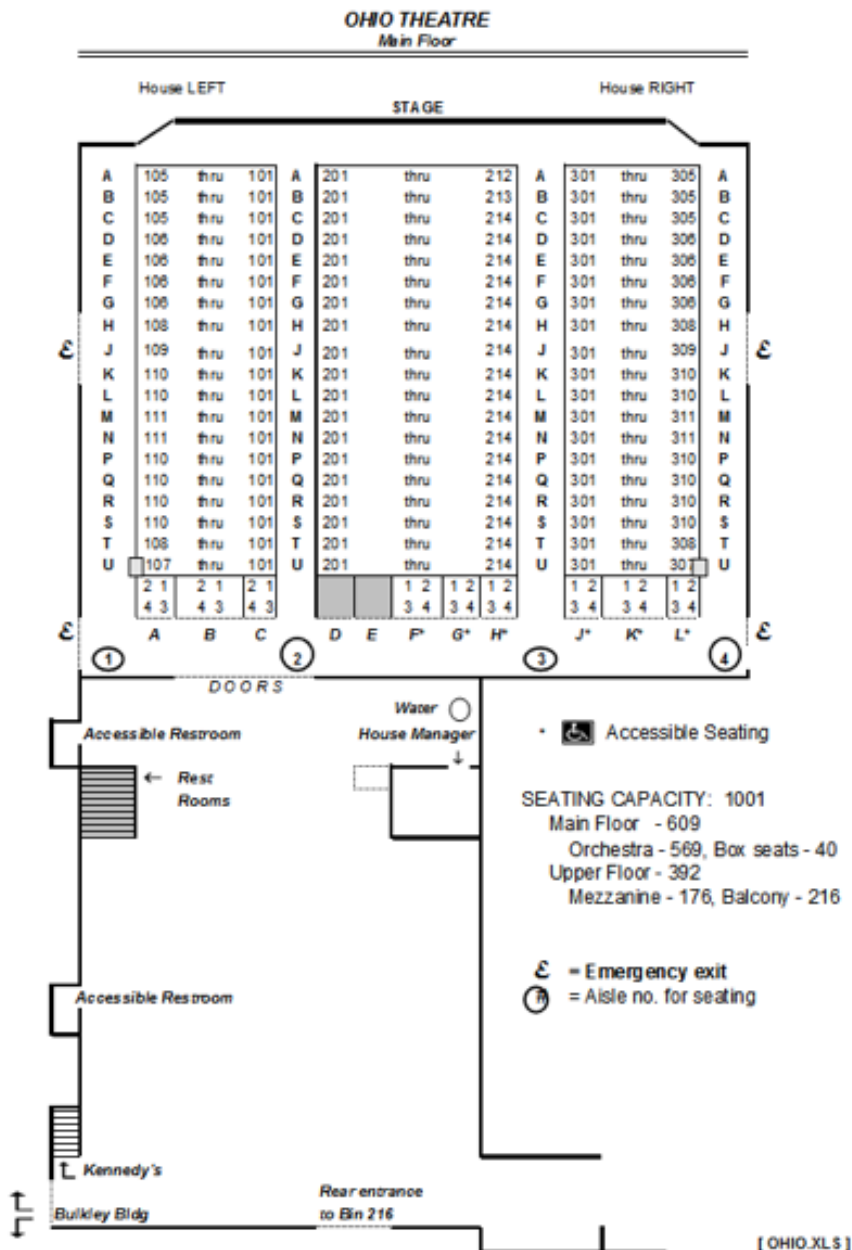
Accessibility: There are no elevators in the theater.

Main floor: Seats numbered House Left to House Right, 100s thru 300s

Upper floor: Seats numbered House Left to House Right, 500s thru 700s



Ohio Theatre Seating Map



Ohio Theatre Seating Map

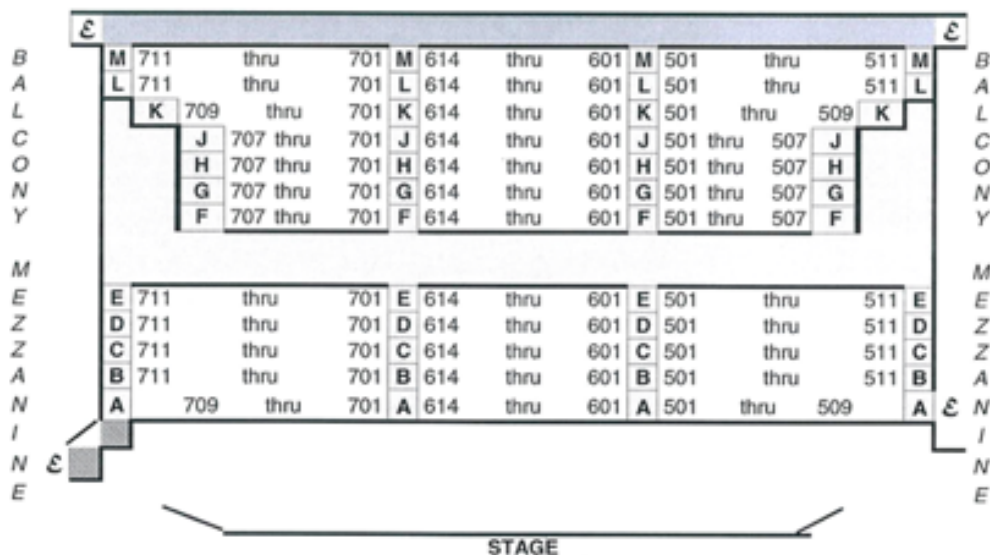
OHIO THEATRE

Upper Floor



House RIGHT

House LEFT



SEATING CAPACITY: 1001

Main Floor - 609 Orchestra - 569, Box seats - 40
Upper Floor - 392 Mezzanine - 176, Balcony - 216

Ⓔ = Emergency exit
Ⓢ = Door # for seating

Allen - 2504
Ohio - 1001
Palace - 2906
State - 3194

Kennedy's Theatre

Kennedy's General Information

Kennedy's is a small, intimate entertainment space, located down the stairs in the lobby of the Ohio Theatre.

Volunteer assignments usually involve: Taking tickets, handing out programs, and directing guests to restrooms (in the Ohio Theatre), drinking fountains, etc. Seating is on a first-come, first-served basis so escorting guests to a particular seat is not required.

Accessibility: There are no elevators to this theater.




Hanna Theatre

Hanna General Information

The Hanna Theatre is the home of Great Lakes Theater, a resident company at Playhouse Square.

Seating capacity: 555

- Main Floor: 459
 - Orchestra (Rows A-L): 345
 -  Accessible (Row G): 14
 - Pit (Rows XA-XC): 24
 - Banquettes (101-302): 28
 - Lounge (Left and Right): 36
 - Bar (Left and Right): 12
- Upper Floor: 96
 - Historic Box (Left: 101, Right: 901): 12
 - Balcony (501-710): 36
 - Box (201-801): 48

Accessibility: There are no elevators in the theater.

Main floor: Seats are numbered House Left to House Right, 100s thru 300s

Note: Lounge Seats are General Admission

Upper floor:

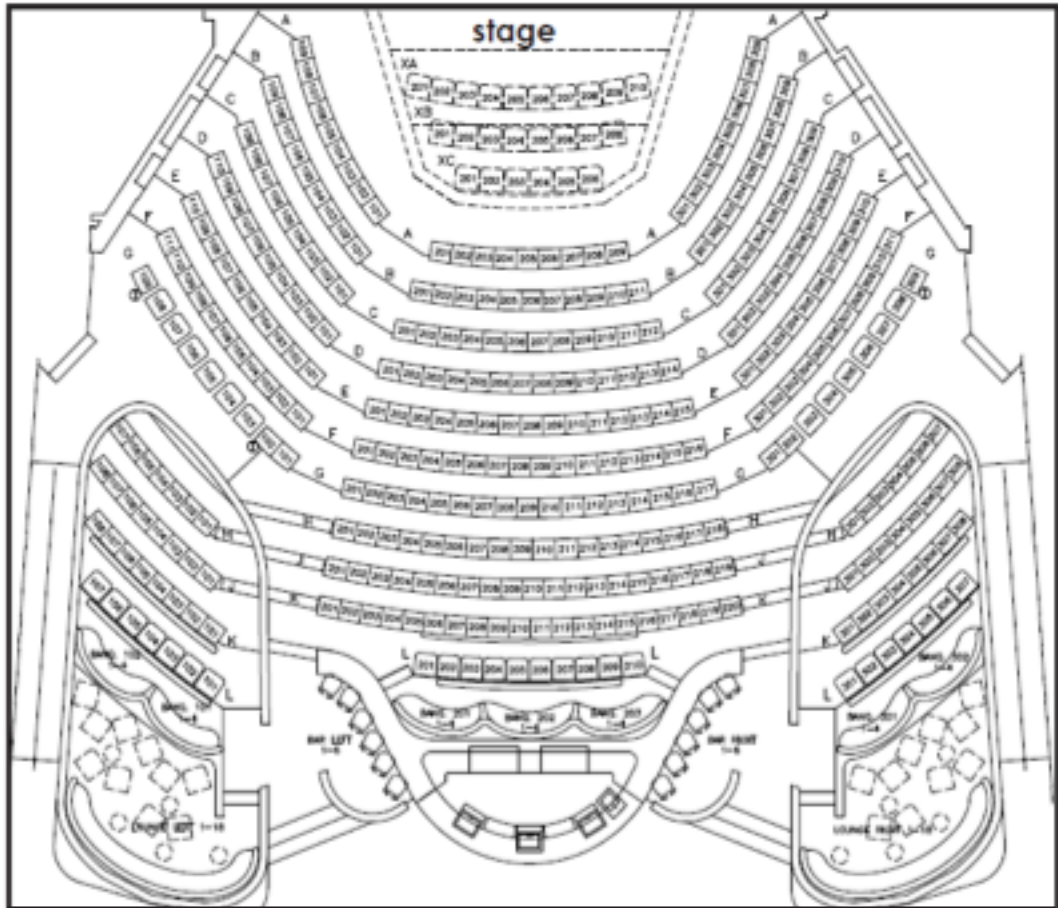
Balcony seats are numbered House Left to House Right, 500s thru 700s

Boxes are numbered House Left to House Right, 201 thru 801

Hanna Theatre Seating Map

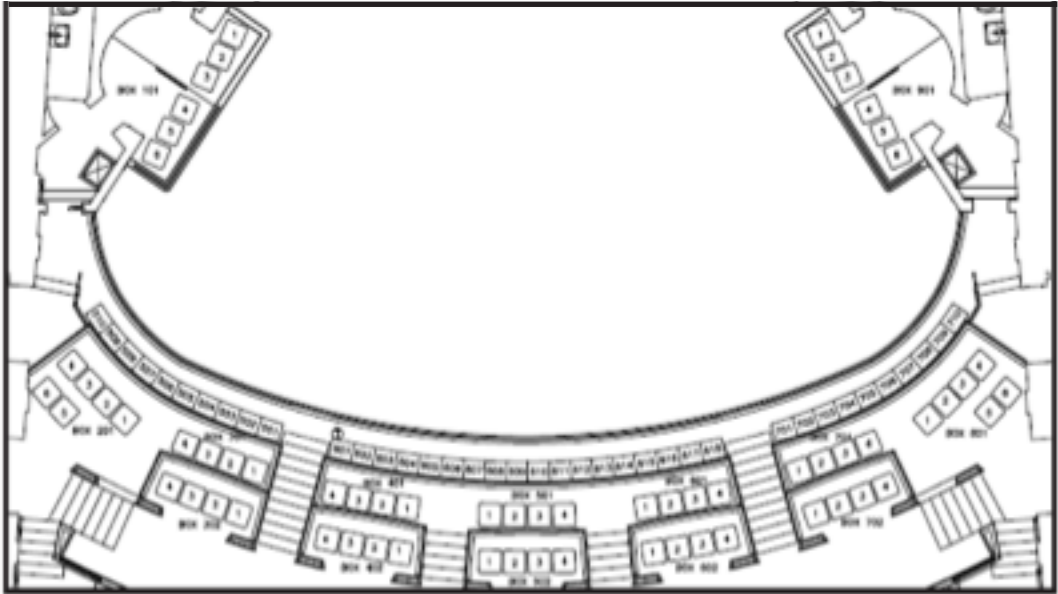
HANNA THEATRE SEATING MAP (Revised 6.15.09)

Main Floor: Orchestra Level



Hanna Theatre Seating Map



Second Floor: Balcony Level



Allen Theatre

Allen General Information

Seating capacity: 514

- Main Floor: 364
 - Orchestra (Rows C - R): 335
 - Parterre (Rows M - R): 120
 - Side Box (J - M 150-151, 350-351): 16
 -  Accessible (Row L 201-216, Row R 302-303): 18
 - Pit (Rows A - B): 29
- Upper Floor: 150
 - Balcony (Rows A - E): 150
 -  Accessible (Row E 702-707): 6

Accessibility: An elevator in the Concourse near the entrance to Outcalt Theatre can be used to access Allen balcony seating. A wheelchair lift to the Parterre is located inside on House Right of the Main Floor. Wheelchairs seated in Row R 300s use the wheelchair lift to access their seats.

Main floor: Seats are numbered House Left to House Right, 100s thru 300s

Upper floor: Seats are numbered House Left to House Right, 500s thru 700s

Upper Allen Theatre Seating Map

Upper Allen General Information

Seating capacity: Approximately 700

- ♿ Accessible (Row Q)

Accessibility: An elevator in the Concourse near the entrance to the Outcalt Theatre can be used to access Upper Allen

Seats are numbered House Left to House Right, 500s thru 800s

The Upper Allen is most used for the Broadway Buzz, the 30-minute Broadway Series pre-show talk. If your team is scheduled for the Broadway Buzz, please report to the mezzanine level of the Allen Lobby. Volunteers scheduled to work the Buzz are also scheduled for the Broadway Show that day, and their team will be assigned in both places. Report first to the Buzz, then upon completion, report to the show assignment.

Volunteer assignments usually involve: Handing out programs, assisting with seating, and directing guests. Seating is generally general admission on a first-come, first-served basis.

• STAGE •

EXIT	G	800	801	G	600	602	G	700	702	G	EXIT
	H	811	801	H	600	612	H	701	712	H	
	J	811	801	J	600	612	J	701	712	J	
800 801	K	812	801	K	600	612	K	701	712	K	801 802
800 801	L	812	801	L	600	612	L	701	712	L	801 802
800 801	M	812	801	M	600	612	M	701	712	M	801 802
800 801	N	812	801	N	600	612	N	701	712	N	801 802
800 801	P	812	801	P	600	612	P	701	712	P	801 802
				Q	600	612	Q				
EXIT	R	812	801	R	600	612	R	701	712	R	EXIT
800 801	S	812	801	S	600	612	S	701	712	S	801 802
800 801	T	812	801	T	600	612	T	701	712	T	801 802
800 801	U	812	801	U	600	612	U	701	712	U	801 802
800 801	W	812	801	W	600	612	W	701	712	W	801 802
800 801	X	812	801	X	600	612	X	701	712	X	801 802
800 801	Y	812	801	Y	600	612	Y	701	712	Y	801 802
800 801	Z	812	801	Z	600	612	Z	701	712	Z	801 802
800 801	AA	812	801	AA	600	612	AA	701	712	AA	801 802
800 801	BB	812	801	BB	600	612	BB	701	712	BB	801 802
	CC	801	802	CC	601	602	CC	701	702	CC	

Allen Theatre Complex

Outcalt Theatre General Information

In January 2012, Playhouse Square opened the Outcalt Theatre. The seating in the Outcalt changes with each production. Seat maps will be available each time you work a performance at the Outcalt. Volunteers working a performance at the Outcalt usually report to the Allen Lobby for check-in.

Helen Rosenfeld Lewis Bialosky Lab Theatre General Information

In February 2012, Playhouse Square opened the new Helen Rosenfeld Lewis Bialosky Lab Theatre. The seating in The Helen changes with each production. For most productions, general admission seating will be used. In cases where seating is reserved, seat maps will be available. Volunteers working a performance at The Helen should report to the outer lobby of The Helen, located off Dodge Court (on the lower level, near the bridge to the PHS parking garage).

Idea Center

Westfield Insurance Studio Theatre (WIST) and Gund Dance Studio

Idea Center is the home of Ideastream, the partnership of WVIZ 25 and WCPN 90.3 FM. The Playhouse Square Community Engagement and Education Department programs the spaces at Idea Center, including the Westfield Insurance Studio Theatre and the Gund Dance Studio.

Westfield Insurance Studio Theatre (WIST) is a short walk from the Euclid Avenue entrance. Once you enter Idea Center, pass to the left of the first elevator and walk straight back. The Gund Dance Studio can be seen from the sidewalk on Euclid Avenue.

Volunteer assignments usually involve: Handing out programs, assisting with seating, and directing guests. Seating is generally on a first-come, first-served basis.

★ ★ Miscellaneous Information ★ ★

Guest Tickets and Information

Tickets for Playhouse Square are sold in the Ticket Office located in the State Theatre Lobby, by phone or online, and can be picked up in that Ticket Office up to one hour before curtain.

Tickets are scanned (or stubbed if designated by House Manager) prior to guests entering each theater. A Ticket Office staff member will train ticket scanners prior to each performance. Direct any scanning questions to the Ticket Office staff member or the Head Usher.

There are four types of tickets used at Playhouse Square:

- Playhouse Square printed ticket
- Playhouse Square Seating Pass Voucher
- Internet print-at-home tickets (8 ½ x 11 sheet)
- Mobile scanning of bar code

Each type of ticket usually has the following information on it:

- Name of theater
- Name, Day, Date, and Time of Performance
- Name of Guest
- Door or Aisle Number as a directing guide
- Seating Location, Row Letter(s) and Seat Number
- Stub Code and Price of Ticket

Playhouse Square Printed Ticket

This is the type of ticket you will encounter most often. The barcode on the small section (Audit Stub) is scanned. When designated by the House Manager we may “stub” the tickets instead of scanning them. In that case you tear the ticket at the perforation and give the guest the large portion (Guest Stub) and keep the small portion (Audit Stub) to be scanned later.

Types of tickets


Guest Stub

Audit Stub

AISLE 2		KEYBANK STATE THEATRE		18 Jan	
		PLAYHOUSE SQUARE		07:30pm	
LEVEL		KeyBank Broadway Series		LEVEL	
MAIN		LOVE NEVER DIES		MAIN	
ORCH				ORCH	
ROW				ROW	
PP				PP	
SEAT		THURSDAY 18 Jan 2018 07:30pm		SEAT	
112				112	
cust #:819557		Plavhouse Square		REG \$89.00	

Playhouse Square Seat Pass

Seat Passes are issued because the original buyer has reported his/her tickets lost. 98% of the time, we are to honor the seat pass over the computer ticket. In the event both sets of tickets show up for the performance, bring the party with the computer tickets to the House Manager's Office. Seat Passes are not scanned. Ticket scanners should give the top White copy to the guest and keep the Yellow and Pink copies for ticket counting.

SEAT PASS			
<input type="checkbox"/> 14 TH <input type="checkbox"/> ALLEN <input type="checkbox"/> 2 ND STAGE <input type="checkbox"/> LAB <input type="checkbox"/> HANNA <input type="checkbox"/> KENNEDY'S <input type="checkbox"/> OHIO <input checked="" type="checkbox"/> PALACE <input type="checkbox"/> STATE <input type="checkbox"/> WIST			
CUSTOMER NAME <u>JANE DOE</u>		SECTION <u>ORCH</u>	
CUSTOMER # <u>1234</u>		TABLE/ROW/BOX <u>FF</u>	
EVENT <u>WAITRESS</u>		SEAT #(s) <u>201-202</u>	
DATE & TIME <u>NOV. 8 7³⁰</u>		TOTAL SEATS <u>2</u>	
DATE ISSUED <u>11-8</u> ISSUED BY <u>BD</u>			
CUSTOMER - WHITE COPY TICKET TAKER - YELLOW COPY TICKET OFFICE - PINK COPY			
 PlayhouseSquare			

Types of tickets

Internet Print-at-Home Tickets (8 1/2 x 11 sheet)

Print-at-Home tickets can be scanned like regular tickets.



Mobile Ticketing

The QR (square code) on Mobile Tickets can be scanned like regular tickets.



★ Evacuation and Guest Evacuation Training (GET) ★

- Playhouse Square requires that all RedCoats complete Guest Evacuation Training every other year. This training prepares you to know where emergency exits are located and trains you to assist in the evacuation process.
- Evacuation procedures are available in each House Manager's Office with information specific to that theater.

Options for Guests with Additional Needs

Playhouse Square offers a variety of accommodations for guests with needs related to various disabilities.

- Hearing Assisted Devices
- Accessible Restrooms
- Wheelchair Escorts
- Accessible Seating
- Large Print Programs*
- Audio Description Performances*
- Sign Interpreted Performances*
- Closed Captioning Performances*
- Sensory Friendly Performances*

**at designated performances*

Medical Emergencies and Accidents

- In the case of a medical emergency the first RedCoat to reach the person in need should stay with the person and send someone to find a House Manager. House Managers have been trained in CPR, First Aid, and AED.
- Incident Reports are filled out by House Managers whenever an injury occurs. If you are injured while volunteering you should immediately alert the House Manager.

If you are injured while volunteering at Playhouse Square:

- Alert a House Manager of your injury so they can fill out an Incident Report and give you necessary paperwork.
- Please go in to be checked by a medical professional. It is always better to have an injury checked and have nothing wrong than to wait days or weeks and have it get worse.
- You do not need to take any paperwork from Playhouse Square into the doctor or ER.
 - Since you are not an employee, you are not covered by Worker's Comp. Please do not tell medical professionals that you were injured on the job as you are a volunteer and not an employee.
- Playhouse Square has special insurance that covers our volunteers.
 - Allow medical billing to proceed as it would in any other situation.
 - After the regular billing process, if you have remaining costs that were not covered by your insurance, please mail a copy of them with the Hartford form you were given by the House Manager to:

Hartford Life Claims

Blanket Lines Unit

P.O. Box 3856

Alpharetta, GA 30023

Toll Free Number: (800) 678-6702

Fax Number: (866) 954-3993

★ ★ Parts of a Theater ★ ★

Balcony

The top seating area of the upstairs, above the mezzanine. The Connor Palace Theatre also has an Upper Balcony that is sometimes referred to as the Sky Boxes.

Banquette

The banquettes are the general admission, bench sections of seating on either side of the main floor in the Hanna Theatre.

Curtain

The curtain not only refers to the physical curtain, but also to the start time of the show.

Dark

When a theater or stage is “dark” there is no show or rehearsal going on that day.

General Admission

General Admission (or GA) seating is when seats are not assigned and guests can choose their seat on a first come, first served basis. Occasionally, events that are GA may still have sections set aside and reserved for certain groups.

House

The area inside the theater where guests sit.

★★ Parts of a Theater ★★

Left and Right

Left and Right in a theater depend on where you are. Stage Left refers to the left side of the room if you are onstage facing the audience. House Left refers to the left side of the room if you are in the house (audience) looking at the stage. Therefore, Stage Left and House Right are the same side.

Limited View

At times we will sell seats that are “Limited View” this means that the guest may not have a full view of the stage due to obstructions from the building, or added lighting and sound equipment.

Lobby

The Lobby is the public part of the theater that is outside of the House. Some theaters have multiple lobbies (e.g. the KeyBank State Theatre has the interior lobby and the exterior ticket office lobby).

Loges

The lowest seating area of the upstairs. These seats are generally not available for purchase and are handled through the Development department. Extra care in seating people is appreciated in this area to ensure people are in the correct place.

Mezzanine

The middle seating area of the upstairs. It is between the Loges and the Balcony.

Parterre

The parterre is the raised section of seating in back of the main floor in the Allen Theatre

★★ Parts of a Theater ★★

Sky Boxes

The Sky Boxes are an alternative term for the Upper Balcony in the Connor Palace Theater.

Stage Types

- **Proscenium** – the style of most traditional theaters. The audience faces the stage and the stage is framed with a proscenium (archway) around the edge.
- **Thrust** – the stage protrudes into the audience so the audience can be on three sides of the stage.
- You will sometimes see additional types in the Outcalt and Helen where the seating options are more flexible.

Standing Room

At times we will sell “Standing Room” tickets. These tickets are for designated areas with no seats. Generally the individuals will be assigned to a specific spot to stand and watch the performance.

Theater and Theatre

Here at Playhouse Square, we use Theater to refer to the theaters generally, and Theatre if you are referring to a specific location (Ohio Theatre).

Upstage and Downstage

Upstage is the back of the stage, furthest from the audience, and downstage is the front of the stage, closest to the audience. This terminology comes from days when the stage was at an angle to give perspective and the back edge was higher (up) than the front.

★ Parts of a Theater ★

Sky Boxe

Vomitorium

A vomitorium is a passageway leading to seating areas in the theater.

Wings

The side area of the stage that cannot be seen by the audience is referred to as the wings. Actors often wait there before they come onstage.



Notes



 **RedCoats**



Playhouse Square®