

April
2019

RedCoats



★ VOLUNTEER MILESTONES

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

- | | |
|---|--|
| 5000
Joe Ferritto* | 1000
Stuart Gensert
Mike Hoffman
Etta Mack
Judy Pollack
Barb Roberts
Bill Winans |
| 4500
Alvira Green | 750
Shosh Ault*
Palmer Chin
Betty Clay
Thurston Coleman
Carolyn Eiermann*
Cheryl Hollis
Larry Lasky
Jeannine Marko
Marilyn Reiser |
| 4000
Cathy Miller | 500
Gloria Buxton
Jan Carnes
Linda Lozzi*
Paula Matney
Pam Oehme
Nicky Ortner
Chris Sheetz
Bill Speros*
Connie Speros
Beverly Suber |
| 3250
Dawn Hutchinson | 250
Dino Alfano
Kay Applefeld
Marilyn Bagley
Olivia Beebe
Kay Benjamin
Laurie Chambers |
| 3000
Dennis Quigley | |
| 2750
Susan Otto | |
| 2250
Tuck Tucker*
Barbara Wamsley | |
| 2000
Sherry Dangremond*
Karen Sweeney | |
| 1750
Sherry Dangremond*
Karen Sweeney | |
| 1750
Maria Fodor*
Karen Lewin
Marian Mittler*
Molodian Price | |
| 1500
Emma Craig
Judy Miller
Sharon Rogers
Gail Young | |
| 1250
David Friedman*
Ivey Holley*
Agnes Kovar
Sue Richter | |

*Denotes Head Usher

➤ From the desk of Gina, Volunteer Manager



Volunteer Appreciation Week

Sending out a huge thank you to our volunteers this week! We are so thankful for the time that each one of you contribute to Playhouse Square. The show could not go on without the hard work and dedication of all our volunteers. Thank you for choosing to spend your valuable time with us.

Note from a recent guest:

*From the very first moment, whether a veteran visitor or first timer, one is greeted by a volunteer usher dressed neatly and appearing prepared and earnest in their desire to assist. Our experience started off with a positive energy from the instant we encountered volunteer staff. Clearly, beyond the splendor that is the facility itself, and the sheer talent attracted through international channels producing world class entertainment, are the heart of what makes Playhouse Square unique and attractive as *THE* gold standard of performing arts.*

Phantom Technical Delay

Recently some of our volunteers experienced a technical delay during a performance of The Phantom of the Opera. I'm told that everyone immediately got up and went to their positions in case of an evacuation. We are so thankful for how seriously all of our volunteers take their work here – this was a great example of how seriously you all take the safety of our guests and everyone working in the theaters.

FVA Appreciation Week Vouchers

For anyone that missed it previously, the Forum for Volunteer Administrators offers coupons each year that can be used by volunteers to visit local museums and attractions around town for free or a discounted rate. These coupons are good through this coming weekend (April 14th). Please print off the coupon sheet [HERE](#) or look in the Volunteer Room for a hard copy. Please see below for a list of organizations with coupons.

Cuyahoga Valley Scenic Rail Road
Cleveland Metroparks Zoo
Cleveland Museum of Natural History
Akron Zoo
Great Lakes Science Center

The Holden Arboretum
Maltz Museum of Jewish Heritage
MOCA Cleveland
Cleveland Botanical Garden
Lake Metroparks Farmpark

Dear RedCoats,

We are actively recruiting volunteers 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, May 18th from 10 am – 2 pm. Lunch provided.

Qualifications:

- Minimum one year experience as a volunteer
- 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 Head Usher briefing
- Follow designated policies and procedures as specified by the House Manager
- Be vigilant of potential safety issues
- Supervise pre-show and end of performance volunteer duties
- Team leader for volunteers 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 Ed Broderick, Front of House Manager, at edward.broderick@playhousesquare.org by Friday, May 10th.

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

Reminder about Phone Use

I am confident that the majority of our RedCoats follow our phone policies while in the theater, however, we do continue to receive occasional emails like the one below. Please remember that people are always watching. It makes it difficult for staff and your fellow volunteers to correct guests who are using their phones during performances when RedCoats are also doing violating the policy.

I normally never complain I love our theater district I attend shows as often as my busy schedule permits. I am a small business women and respect customer service. Today during the first act of the show I was disappointed by the Red Coat volunteers around me, during the show they were on their phones. The very sad part was when I said excuse me please the show is in progress they continued to be on their phones these were not the young volunteers they were people my age and older . I have purchased tickets for my son for the Lion King in the same section of the theater I hope this issue is addressed so he can enjoy his day with his father without rude volunteers disrespecting the show, cast, crew, guests and other volunteers. I have never had such a disappointing experience at playhouse. Please consider my comments as respectful. Most all of the Red Coat volunteers are wonderful respectful theater supporters, I just happened to be seated near several who have no clue how to behave in a theater.

250 cont.

- Sandy Gordon
- Becky Griffiths
- Vicki Hankins
- Sandra Hunter
- Ellen Jones
- Nancy Kalinsky
- Sue Kenney
- Sam Lees
- Carol Lewanski
- Ann Mancini
- Tom Perney
- Denise Pollard
- Casey Ross
- Carolyn Sadler
- Charlene VanDeWeerd
- Linda Wasco
- Mary Wierzbinski
- Donna Witmer

100

- Melissa Arcuri
- Donzetta Darden
- Ruth Fife-Crepage
- Harold Geiss
- Virginia Goetz
- Richard Greenwald

100 cont.

- Susan Greenwald
- Kellie Gregg
- Hanna Harb
- Sara Hemminger
- Catherine Holloway
- Jim Holloway
- Linda Huesman
- Sinead Irwin
- Tracey Kirksey
- Renae Lesiak
- Tina Loizos
- Peggy Malone
- Kathi Ondus
- Pat O'Neill
- Jackie Pasadyn
- Alex Pruitt
- Molly Pruitt
- Donnamarie Reeves
- Suzanne Sandoval
- Shannon Slabaugh
- Shelly Stefancin
- Mary Lee Stowell
- Jacqueline Strowder
- Shadina Terry
- Tom Trombley
- Sherrv Wick

RedCoats who received STAR Awards this month

- Kim Garred*
- Erika Harrington
- Meryl Johnson

- Jake Komar
- Michelle Ramey

Please Welcome our Newest RedCoats!

- Alberta Bee
- Tony Boris
- Sandy Burba
- Ruth Crosby
- Miranda Davis
- Kara Flaherty
- Annette Humphrey
- Claudia Jones
- Charisse Kane
- Sally Kennedy
- Peter Lui

- Gertha Menefee
- Ethan Moses
- Sue Netzel
- Linda Olen
- Karen Plotz
- Andie Pohlod
- Maureen Puckett
- William Puleo
- Susanne Smith
- Marlin Spellman

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

- Terisia Campbell
- Marilyn Kristof
- Rose Leaf

In Memoriam

- Bill Capper*
- Patricia Lund
- Laura Messing

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Flanagan's Wake

April 10 -27

Kennedy's | 2 hrs w/ l

- [FR E 4/19 7pm](#)
- [SA E 4/20 7pm](#)
- [SA E 4/27 7pm](#)

Tiny Houses

April 10 - 14

Outcalt Theatre | 90 min no l

The Taming of the Shrew

April 10 - 14

Hanna Theatre | 2 hrs 15 min w/ l

Phantom of the Opera

April 10 - 20

KeyBank State | 2 hrs 30 min w/ l

- [WE E 4/10 6pm](#)
- [FR E 4/12 6pm](#)
- [SA M 4/13 12pm](#)
- [TH E 4/18 6pm](#)
- [FR E 4/19 6pm](#)
- [SA E 4/20 6pm](#)

Tree of Oedipus

April 10 -14

Helen | 90 min no l

Junie B. Jones

April 10 -14

Ohio Theatre | 45 min no l

- [SA M 4/13 12:30pm](#)
- [SU E 4/14 3:30pm](#)

Black Violin

April 14

Connor Palace | 90 min no l

A Bronx Tale

April 23 - May 12

Connor Palace

- [SA M 5/4 12pm](#)
- [FR E 5/10 6pm](#)

42nd Street

April 26-29

Ohio Theatre

- [FR E 4/26 6pm](#)

I would like to
be an EXTRA

I need to
CANCEL

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Alvin Ailey American Dance Theatre

April 26-28

KeyBank State

Native Gardens

April 27 - May 19

Allen Theatre

- [SA E 4/27 6pm](#)
- [FR E 5/3 6pm](#)

Shh! We Have a Plan

April 30 - May 3

WIST

- [FR M 5/3 8:45am](#)
- [FR M 5/3 10:45am](#)

Twenty Thousand Leagues

April 30 - May 3

Ohio Theatre

- [FR M 5/3 8:45am](#)
- [FR M 5/3 10:45](#)
- [SA M 5/4 9:30am](#)
- [SA M 5/4 12:30pm](#)

Jason Bishop: Straight Up Magic

May 3-4

KeyBank State

- [FR M 5/3 10:45am](#)
- [SA M 5/4 10:30am](#)
- [SA M 5/4 1pm](#)

Million Dollar Quartet

May 3 - 26

Hanna Theatre

- [SA E 5/11 6pm](#)
- [WE E 5/15 6pm](#)
- [FR E 5/17 6pm](#)
- [SU M 5/19 1:30pm](#)

Todd Rundgren

May 5-6 - check back 5/3

Ohio Theatre

Beth Hart

May 7

Ohio Theatre

RBRM

May 12

KeyBank State

[Click Here for the Current
Volunteer Schedule](#)



Family Theater Day

Family Theater Day is coming up soon on Saturday, May 4th. That day, and the week leading up to it, we will have extra family-friendly shows for kids of all ages!

We are looking for extra volunteers to help out, especially at Jason Bishop: Straight Up Magic. We could currently use an additional 40-50 volunteers at each of his performances.

Please click the date and time links below if you're interested in helping out! If you click the show name it will take you to a description of the show.



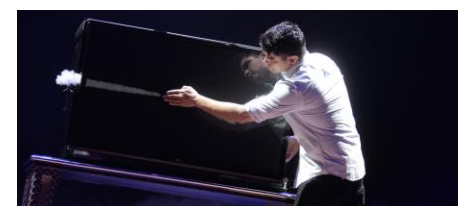
[Twenty Thousand Leagues](#)

- [FR M 5/3 8:45am](#)
- [FR M 5/3 10:45](#)
- [SA M 5/4 9:30am](#)
- [SA M 5/4 12:30pm](#)



[SHH! We Have a Plan](#)

- [FR M 5/3 8:45am](#)
- [FR M 5/3 10:45am](#)



[Jason Bishop: Straight Up Magic](#)

- [FR M 5/3 10:45am](#)
- [SA M 5/4 10:30am](#)
- [SA M 5/4 1pm](#)