

December  
2018

# RedCoats



## ★ VOLUNTEER MILESTONES

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

3750  
Bob Dague

3500  
Lill Pigg\*

2750  
Carolyn Kottler

2250  
Bobbi Mastri  
Joyce Miller

1750  
Charles Armstrong  
Dave Wickham\*

1500  
Patti Gabb  
Ron Mortus\*  
Elaine Swade

1250  
Angie Fanara\*  
Woody Rasnick

1000  
Carol Buczek  
Sharon Pusateri

750  
Amy Podojil  
Maureen Szopa  
Sharon Vaughn  
Ange Wick

500  
Susan Ballard  
Gwen Holloway  
Becky McClelland  
Es Romanowski  
Marlin Wiley

250  
Tom Cepek  
Angela Guice  
Christine Kilen  
Susan Kiss  
Cheryl Krueger  
Jean Miller  
Es Romanowski  
Audrey Wade  
Marlin Wiley

100  
Susan Amato  
Michael Brunst  
Darian Chen  
Vickey Daley  
Florence Ford  
Nicole Karlak  
Bridgette Karr  
Sue Marella  
Gina Marjanovic  
Pete Nunes  
Katrina Peoples  
Lauren Plasterer  
Victoria Skok  
Sharon Smith  
Lucia Srail  
Joe Wancho  
Cedric Wilborn  
Gail Young  
Marilyn Zemanek

## HAPPY HOLIDAYS

From all of us in the Volunteer and Front of House Departments – we want to wish all of the RedCoats and STARS a wonderful holiday season filled with peace and love.

We are so thankful for all of the incredible work and dedication each of you bring to Playhouse Square. You have brought so much holiday joy into the lives of our guests this month, and we know they appreciate you as well.

We hope you all are able to spend time with loved ones over the next month and wish you all many blessings in the New Year.

**Please read through the newsletter carefully – we have lots of exciting announcements this month!**



### *Grinch News*

We interrupt this month of holiday bliss to bring up a few Grinch-y problems we've been having lately that need to be addressed

### **Cancelling Shows**

PLEASE cancel shows in advance if at all possible. I will give an example of a problem we are seeing chronically. A couple weekends ago we had Trailer Park Boys and Thom Yorke. When I left on Friday evening, we had enough RedCoats scheduled for both shows.

In the next 24 hours we had both of those shows drop by 20+ volunteers. That means 40+ people cancelled within 24 hours of the show. We understand that due to sickness, car trouble etc. that sometimes last minute cancels are unavoidable. However, if at all possible please cancel in advance to give us the chance to make changes so our fellow RedCoats and FOH staff are not left without help.

### **Sign Your Name!**

Please remember to include your name when you email us. We average about 200 emails per day and it is difficult for us to get through those when we do not know who you are. Here's an example of all we need:

**Gina Glorioso would like to extra Christmas Carol 12/23 at 1:30pm  
I need to cancel Spamilton on 12/21 at 6pm**

### **Uniform**

As a reminder – no additional pins or jewelry should be worn on your jacket.

\*Denotes Head Usher

## Photo Policies for RedCoats

We have a few reminders about the dos and don'ts of using your cell phone while volunteering.

RedCoats should not use cellphones while guests are present even if the photo policy allows for photos or video. This includes meet-and-greets with performers.

We encourage you to take photos before or after you work, or in the lobbies once the show has begun as long as you do not violate

any photo policies (e.g. taking photos of the stage is generally not allowed).

We have loved seeing the wonderful photos RedCoats are posting on Facebook and are have great plans to bring this to the volunteer room as well. **Keep your eye out for a new bulletin board in the Volunteer Room to hold photos of you!** If you have a photo you would like to submit, please email it to Gina and we will post them.

### [Photo Submissions](#)

## RedCoat Backstage Tour

We have an exciting opportunity open to all RedCoats and STARS volunteers! Our tour guides have offered to host a RedCoat Backstage Tour night to give you the chance to see some of the areas of Playhouse Square that you might not be familiar with both backstage and on the stage!

Space is limited, and reservations are required!

Please arrive by 5:45 as tours depart at 6pm, if we have enough demand we may add a later tour as well. Parking for this event is in the PHS Attached Garage. You do not need to wear your uniform for this event. This is only open to volunteers, no additional guests.

Please click the link below to sign up or email [redcoats@playhousesquare.org](mailto:redcoats@playhousesquare.org)

[RedCoat Backstage Tour - Monday, January 7 at 5:45pm](#)



## Inspiring Performance Wall

We are so THANKFUL for the work that each of you do, but we often do not have the opportunity to thank you individually. We also know that so many of you do work that goes unseen by staff members.

It has been great to see the shout outs for excellent work on Facebook and we are taking your lead and bringing that to the Volunteer Room.

Beginning in January, keep an eye out for a new "Inspiring Performance Wall". We will make post-it notes and pens available so we all can write a notes of thanks, appreciation, or joy to our fellow RedCoat family members.

## RedCoats who received STAR Awards this month

Dawn Andrews\*  
Judi Campobenedetto\*  
Joe Ferrito\*  
Eddi Grobelny  
Alyson King  
Debra Martin\*  
Lee Newberg

Rachel Peteya  
Marcus Pizarro  
Connie Speros  
Bill Speros\*  
AJ Stokes\*  
Nancy Stokes\*  
Natalie Wos\*

## Please Welcome our Newest RedCoats!

Kathy Arnold  
ElAneet Barclay Jones  
Anne Blum  
Marie Chomyk  
Wilder Clifford  
Lin Costello  
Renaë Davis  
Helyn Docs  
Terri Domoracki  
Christine Dunson  
Jennifer Erdelac  
Gail Fader  
Annemarie Frye  
Angela Guice  
Michele Hawkins  
Gloria Hicks  
Cris Hughes  
Mary Jordan  
Lois Joseph  
Diane Kopanski  
Rosemary Kozak  
Viveca Malone  
Sue Marella  
Marie Matzke  
Vickie McKinley  
Donna Mizenko  
Paula Mocanu  
Cheryl Neal

Kathy Needham  
Tim Needham  
Heather O'Brien  
Andrea Reihard  
Anntoninette  
Revels  
Carrie Roth  
Susan Schey  
Tom Schey  
Susan Schneider  
Cathy Schwochow  
Maria Sharp  
RenÅe Steed  
Jacqueline  
Strowder  
Carol Taddeo  
Kathy Taylor  
Josie Thompson  
Yorleny Vicioso  
Liz Warswick  
Janet Watson  
Kathy Wegryn  
Sharon O.  
Williams  
Liv Wilson  
Teresa Woods  
Elizabeth Woolf

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

Judie Amsel\*  
Mary Bartos  
Marleen Doerk  
Rosemarie Farmer  
Jan Foote  
Mickey Hubeny  
Robert Owens\*  
Myra Simmons

## In Memoriam

Irene Schmidt  
Mary Pietrowski

\* Denotes Head Ushter



## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### **A Christmas Story**

December 12 - 23

Allen Theatre | 1 hr 55 min w/ I

- [FR E 12/14 6pm](#)
- [SU E 12/16 5pm](#)

### **Christmas Carol**

December 12 - 23

Ohio Theatre | 1 hr 45 min w/ I

- [SA E 12/15 6pm](#)
- [SU M 12/16 1:30pm](#)

### **The Nutcracker**

December 12-16

Hanna Theatre | 1 hr 50 min w/ I

### **A Magical Cirque Christmas**

December 12 – No More Extras

KeyBank State | 2 hrs w/ I

### **Behind the Scenes of Serial**

December 15

KeyBank State | 90 min no I

### **Straight No Chaser**

December 16 – No More Extras

KeyBank State | 1 hr 50 min w/ I

### **Spamilton: An American Parody**

December 20 – January 6

Hanna Theatre | 1 hr 20 min

- FR E 1/4 8pm

### **Mannheim Steamroller**

December 22 – No More Extras

KeyBank State

### *Holiday Cookies*

Please visit the Volunteer Room during your shifts this month for a holiday cookie treat.

We wish you all a wonderful holiday season as you celebrate one or several of the many holidays observed during this time!



### *Volunteers for Flanagan's Wake*

We have an announcement for this season of Flanagan's Wake!

For newer RedCoats – Flanagan's Wake is an interactive comedy about an Irish family. It runs in Kennedy's every year from January through April primarily on Fridays and Saturdays.

In the past, we were staffing teams at this show, but since only 3-4 RedCoats are needed, a whole team is really unnecessary. This year, instead of scheduling teams to work, we will be asking for extras to sign up. We will post each week in the update the performances we need extras for. Please remember that this is a long run so we expect enthusiasm early in the first month or two, but we will need extras all the way through April, so there's no rush to sign up now!

### *Parking in the Winter*

There has been concern about parking on the roof of US Bank during the winter. Our friends at the garage have told us that, while they cannot make any promises, they are attempting to have RedCoats park on covered floors when snow is expected.



Please follow the instructions of the garage attendant when you arrive.



### *Lion King RedCoat Pre-Sale*

A Special CEO pre-sale for Lion King will begin on Thursday, December 13 and run through Wednesday, December 19, 2018.

For seats with the best DISCOUNTS look at tickets for Tuesday - Thursday & Sunday evening performances.

Remember that you only will pay a \$7 order fee for your total purchase and save at least 10% off on many seats.

Simply log into <https://tickets.playhousesquare.org/G03> and use your Promo Code **REDCOAT**.

After you select your seats be sure to select the YOUR PRICE option to purchase them even if it does not have a discount on that seat.

If you have any questions please email Andy Selesnik at [Andy.Selesnik@playhousesquare.org](mailto:Andy.Selesnik@playhousesquare.org)

Lion King will run for August 7-September 1, 2019 in the Key Bank State Theatre  
HAKUNA MATATA and Have A Wonderful Day!

## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### Flanagan's Wake

January 4 – April 27  
Kennedy's

- [FR E 1/11 7pm](#)

### Daniel Tiger's Neighborhood

January 10  
KeyBank State

- [TH E 1/10 5pm](#)

### The Illiad

January 12 – February 3  
Outcalt Theatre

### Elvis Birthday Tribute

January 13  
KeyBank State

### Cinderella

January 15 - 20  
Connor Palace

### CJO – Cole Porter on Broadway

January 19  
Hanna Theatre

### The Rainbow Fish

January 22 - 27  
Ohio Theatre

### Sebastian Maniscalco

January 26 – 27  
Connor Palace

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

[I need to  
CANCEL](#)

## Volunteer Opportunity at Cleveland Botanical Garden!

It's that most wonderful volunteer time of the year—Glow at Cleveland Botanical Garden! We welcome volunteers ages 15 and up to join us for this magical family event, running now through Saturday, January 5.

Daytime, evening, and weekend shifts are available for Guest Greeters, Children's Craft and Activity Assistants, Gingerbread Workshop Helpers, and new this year—engaging families in nature crafts, enjoying “Cocoa and Storytime,” and making s'mores in our beautiful Hershey Children's Garden! There are lots of current openings and a high need for volunteers during school break. It's a fun and meaningful way to give back over the holidays—and a great way to burn off those holiday calories! Just call us at 216.707-.2822 or email at [CBGvolunteer@holdenfq.org](mailto:CBGvolunteer@holdenfq.org) and help make our Garden GLOW!



### Festival of Trees

If you have the chance, take a moment to visit Cleveland Playhouse's Festival of Trees open now through December, 23<sup>rd</sup> in the Allen Theatre lobby.

[Click the link for hours and more information about the Festival of Trees!](#)

### Michelle Obama

We have received significant inquiries about Michelle Obama coming. This show will not be on our schedule for nearly two months - **please do not email the volunteer office looking to sign up.** We do not have access to this on our schedule yet.



Because of the level of interest, we are considering alternatives for how we will staff this event. Only a very limited number of RedCoats will be able to work the event. Please seek alternatives rather than planning on coming as a RedCoat. We will announce staffing as soon as we are aware of how it will be staffed.



### STARS Photo Day!

We will be taking promotional photos of STARS while they are working at [Cinderella on Saturday, January 19<sup>th</sup> at 6pm](#). We ask that available STARS

sign up for that event so we have a significant number of you in the photos.

For other RedCoats – please note that we are currently holding that day from Extras while we allow STARS a chance to sign up. As it gets closer, we will open it back up to other RedCoats as well.

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