

February  
2018



## ★ VOLUNTEER MILESTONES

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

4250

Bruce Amsel\*

1500

Krystyna Jarubas

1250

Stan Strunk

750

Kathy Bryda

Carol David

Mary Hooser

Steven Lewis

Edward Opett

Monica Petkac

Joan Sustarsic

250

Johnetta Burrough

Gil Crawford

Debbie Edwards

Rita Mikolajczyk

Brian Sheetz

Bill Speros\*

Connie Speros

1750

Yolanda Anderson\*

Patty Dendinger

Beth Fazekas

1000

David Freeman

Tom Furmanek\*

Bonnie Tagliarini

500

Palmer Chin

Karen Clark

Edith Ann Rose

Alan Sills

100

Billy Bernard

NyAsia Borders

Eliana Bortz

Marian Brubaker

Catherine Buhrow

Jim Daniloff

Traci Evans-Ellacott

Nancy Grabski

Nancy Gray

Victoria Harasimchuk

Suzanne Holman

Sandra Hunter

Jon Knaggs

Carol Lewanski

Morgan Malone

Jayne Miller

Jane Nagel

Carolyn Sadler

Geneva Sarratt

Maria Schreiner

Mary Sill

100 cont.

Sydney Smith

George Soltesz

AJ Stokes

Juliana Tate

Charlene

VanDeWeerd

Jerry Wolf

Pam Wolf

Jordyn Zawatsky

Sami Zawatsky

## ➤ From the desk of Gina, Volunteer Manager

Hello All!

This has been a great month here at Playhouse Square! We had a very successful Orientation Day last week where nearly 100 new RedCoats came through. It is exciting to see so many new faces here, and I so appreciate the way that our seasoned volunteers are helping the new ones become acclimated.

I wanted to give you all a couple of notes on the **Year End Reports** that were mailed out at the end of January. We had two database glitches that may have affected your report:

- Percentages – the percentage on your report still was calculating L's as cancellations. This means that if you had a leave of absence this year, your listed percentage was lower than it should have been. This has been corrected in your record.
- Addresses – after mailing, we found out that the apartment numbers did not print on the labels in our new system. If you have an apartment number and did not receive your report, we will send it down to the House Manager when you work after the Post Office returns it to us. In the meantime, if you need it for tax purposes, please email us at [RedCoats@playhousesquare.org](mailto:RedCoats@playhousesquare.org) and we can send you a digital copy.

Thank you all again for a fantastic month!



## Monthly Improvement Focus

You may have noticed some new faces around Playhouse Square recently. In fact, since our recruitment initiative began in April, we've added more than 400 new RedCoats! We are so happy to have these new

volunteers helping us and I am thankful that we have so many seasoned RedCoats to help the new ones. For that reason, the Monthly Improvement Focus for February is **Mentorship**!

Some of you may be aware that we do have a mentorship program to help check-in on new RedCoats, however, we believe that this is something that can be done by each and every one of you. Please look over this information and consider reaching out to new people that you are working with. This helps them learn important skills, and also makes our RedCoat family stronger.

New RedCoats are identified with a star sticker on their name badge. It is up to them how long they would like to leave it on, so they may be brand new, or have already been here for a little while. Many times the House Manager's will ask new RedCoats to identify themselves at the meeting so you can tell who is new.

\*Denotes Head Usher



Playhouse Square®

Once you have identified a new RedCoat, ask them pertinent questions:

- **Is this their first time working in this theater?** If so, show them important areas (e.g. bathrooms, box holders lounge) and differences from other theaters like variances in seating arrangements.
- **Is this their first time working this position?** If so, take one of the position cards from the HM Office that summarizes the responsibilities for that job. Then look for a RedCoat working near them who can answer questions they have while working there.

These are easy steps that all of us can take to help ensure that we are both welcoming new people into our community, and also providing them with tools to make them more confident in their role as a RedCoat.



## FRONT OF HOUSE SPOTLIGHT

Hello RedCoats!

Thank you for your service and commitment to providing an outstanding guest experience to our guests. We continue to receive much positive feedback about your helpfulness and welcoming presence. We had a slight reprieve in January and February from our usual bustling schedule and as the pace picks back up in March, I thought this would be a good time to review some key procedures.

Reporting on time to your assignment ensures your participation in the important pre-show briefing and opening duties. Your being on time also directly impacts opening our doors and the shows going up as scheduled. We understand that weather and traffic can impact your commute to Playhouse Square so we ask that you factor that into your travel time here.

In the event of taking guests to their seats you discover there is another party already sitting in them:

1. Politely ask the party already sitting to see their tickets and verify that they are in the right seats.  
If their tickets are in another location, direct or escort them to the correct seats.
2. If upon examining the sitting party tickets you discover they exactly match the tickets of the guests you brought to the seats, politely explain that you need to take both sets of tickets to the House Manager to resolve. Escort the standing party back up the aisle, apologize and have them wait in the lobby or back of the house as you seek assistance from the House Manager. The House Manager can quickly determine which party belongs in those seats.
3. It is extremely important in these or similar scenarios that you do not direct guests to the first empty seats you see or they want. Doing so will only compound the problem as it's very likely those seats are already sold to another party who have not yet arrived. The House Manager will know where to relocate guests who have seating issues or request to be moved.

I hope you find this review helpful. See you in the theaters!

Edward J. Broderick  
Front of House Manager  
Playhouse Square

## RedCoats who received Rounds of Applause for STAR Performance this month

Lori Berenson  
Thurston Coleman  
Peggy Dicesare  
Krystyna Jarubas  
Bridgett Lavelle  
Pam Millas  
Kathleen O'Neill  
Arnie Pearl  
Doug Pearson  
Dawn Roche  
Kathy Shefchuck  
Nanette Sherwood  
Jeff Urban

## Welcome to our newest RedCoats!

Linda Huesman  
Suzanne Sandoval

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

Nancy Battenfield  
Jo Anne Bellomo  
Stanley Bowe  
Judy Feingold  
Lori Glenn  
Marilyn Joerg  
Jean Khoury  
Mary Khoury  
Marilyn Miller  
Mary Novotny  
Jan Palermo  
Earl Platell  
Marilyn Reed  
Sally Vagrosky

\* Denotes Head Usher

## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### Flannigan's Wake

February 14-April 28  
Kennedy's | 2 hrs w/ I

- [FR E 2/16 7pm](#)

### Riverdance

February 13-18  
KeyBank State | 2 hrs 10 min w/ I

### Misery

February 16 – March 11  
Hanna Theatre

- [TH E 2/22 6pm](#)
- [WE E 2/28 6pm](#)

### Naach Di Cleveland

February 17 – **Double Hours**  
Ohio Theatre

- [SA E 2/17 4:30pm](#)

### The Invisible Hand

February 17 – March 11  
Outcalt Theatre

- [WE E 2/21 6pm](#)
- [TU E 2/27 5:30pm](#)
- [SA E 3/3 6pm](#)

### Festival of Laughs

February 18  
Connor Palace

- [SU E 2/18 6pm](#)

### The Price is Right LIVE!

February 21  
KeyBank State | 1 hr 30 min no I

### Musical Thrones

February 21-22  
Ohio Theatre

- [TH E 2/22 6:30pm](#)

### Emotional Creature

February 22 – March 4  
Helen Lab

- [TH E 3/1 6pm](#)

### NPR Politics Podcast

February 23  
KeyBank State

- [FR E 2/23 6pm](#)



### *No Talking!*

RedCoats talking in the theaters is a consistent complaint that we receive from guests. We understand that many times you are helping patrons and it is unavoidable. However, please be extra conscientious of this when you are watching performances. We should not have any RedCoats making noise while seated and watching a performance. It is disruptive to our guests and may ultimately end with RedCoats not being allowed to sit during performances.

### *Parking Clarifications*

A reminder from last week's update regarding parking:

There has been some confusion about expiration dates with parking vouchers

- White PHS Garage Vouchers (for weekday matinees and accessible parking) have the expiration date on them.
- **Colored US Bank Vouchers list the printed date. The expiration is the year following that date.**

You should only have a maximum two vouchers at a time. Please do not keep more with you, only keep one extra and the one you will use for that day. This ensures that we do not run out of our vouchers too quickly and also prevents us from getting expired vouchers.



### *Guest's Phones*

As a reminder, you should not take mobile phones from a guest when scanning their ticket or seating them. Please ask them to pull it up for you.

You may take the guest's phone from them if they ask you to take a photo. Please only do this if you are familiar with taking photos on a phone. Otherwise ask a fellow RedCoat to do it instead.

### *Signing Out for Other RedCoats*

**Please only sign yourself out at the end of a shift.** The House Managers use the sign out sheet to verify that everyone is out of the building, so we've had a few times where someone was signed out by another RedCoat or Head Usher when they were still working in another area. This led to them being locked out of the building since the House Manager was unaware that they were still on duty.





## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### MYMEDIA Event

March 1 – 4 vols needed 4-7pm  
WIST

- [TH E 3/1 4pm](#)

### Darius and Twig

March 1-2  
Ohio Theatre

### The Musical Box 2018

March 1  
KeyBank State

### The Gruffalo

March 6-11  
Ohio Theatre

- [SA M 3/10 12:30pm](#)

### Rent

March 6 - 22  
Connor Palace

- [SA M 3/10 12pm](#)
- [SA E 3/10 6pm](#)
- [SU E 3/11 5pm](#)

### Neil Gaiman

March 9  
KeyBank State

- [FR E 3/9 6:30pm](#)

### Rain – A Tribute to the Beatles

March 10  
KeyBank State

- [SA E 3/10 6:30pm](#)

### Evicted:

### An Evening with Matthew Desmond

March 15  
KeyBank State

- [TH E 3/15 5:30pm](#)

### John Mulaney

March 16  
KeyBank State

- [FR E 3/16 8:30pm](#) – DOUBLE HOURS

## New Volunteer Opportunities!

We have requests from a couple of organizations around Cleveland that we wanted to share with you! Check out the messages below for other volunteer opportunities.



### The Cleveland International Film Festival

The 42<sup>nd</sup> Cleveland International Film Festival is taking place April 4<sup>th</sup> – April 15<sup>th</sup> and are looking to add volunteers. Volunteers are asked to attend one orientation and work a minimum of three shifts during the Festival's 12-day run. In return, volunteers receive a free volunteer t-shirt, food provided during their

shifts, free parking or RTA transportation, and a pair of CIFF42 vouchers for each shift worked.

Volunteer registration ends February 28<sup>th</sup>.

For full information visit <https://www.clevelandfilm.org/support-us/volunteer>

### Rite Aid Cleveland Marathon

The 41st Annual Rite Aid Cleveland Marathon Race weekend takes place on Friday, May 18 - Saturday, May 20, 2018. Our race weekend features over 14,000 runners in our combined races and we are looking for volunteers to help out for a fun and exciting experience.

For a complete listing of volunteer positions including their shifts and job descriptions, please visit the following link:

<http://clevelandmarathoninc.volunteerlocal.com/volunteer/?id=23786>

All volunteers will receive a complimentary t-shirt, refreshments, access to virtual race bag, opportunity to win in raffle prizes and an invitation to post race volunteer appreciation events.



### Rent

In 1996, an original rock musical by a little-known composer opened on Broadway... and forever changed the landscape of American theatre. Two decades later, Jonathan Larson's RENT

continues to speak loudly and defiantly to audiences across generations and all over the world. And now, this Pulitzer Prize and Tony Award®-winning masterpiece returns to the stage in a vibrant 20th anniversary touring production. A re-imagining of Puccini's La Bohème, RENT follows an unforgettable year in the lives of seven artists struggling to follow their dreams without selling out. With its inspiring message of joy and hope in the face of fear, this timeless celebration of friendship and creativity reminds us to measure our lives with the only thing that truly matters—love.

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

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

[I need to  
CANCEL](#)