

January
2018

RedCoats



VOLUNTEER MILESTONES

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

- 21500
Evelyn Dolejs*
- 4000
Mary Wehrle
- 2500
Bernice Ursich
- 2000
Rosalie Deblase
Eleanore Jakubowski
Tim McMahon
Eileen O'Brien
Sr. Renee Pastor
Christine Zeigler
- 1250
Jane Banas
Betty Lord
Kathy Soltesz
- 750
Kim Ashton*
Fran Burrows
Rosemary Butanowicz
Christine Filmer
Tim Gabb
Melissa Grinnell
Michelle Hartman
Philip Jaeger
Leona Juby
Deb Kavulich
Ed Kirst
Bonnie Sheha
Ronnie Taylor
- 250
Sharon Crawford
Sue Cudworth*
Debbie Lampert
Michelle Posey
Rosanne Prochaska
Cathy Rieder
Chris Sheetz
Chris Wick
Marchelle Wooten
- 4750
Mary Ann Zak*
- 3500
Joyce Garcia*
Antoinette Geanneses*
- 2250
Richard Balogh*
- 1750
Shirley Vosburg
- 1500
Sr. Theresa Bontempo
Dolly Bruce
Doris Coleman*
Rita Nichols
Pam Reed*
Dave Wickham*
- 1000
Louise Barmann
David Friedman*
Laura Green*
Dayle Noll
Julio Pelsmajer
Fred Smith*
Jo Ann Solnick
Joyce Sommerfeld
Georgette Vidmar
- 500
Claudia Dacek
Sandy Hendricks
Lyn Keeney
Jeannine Marko
Joyce Mcandrews
Marlene Miller
Jane Stevens
Cheryl Whitlow
- 100
Violet Abad
Alexcia Ambroz
Kay Applefeld

*Denotes Head Usher

➤ *From the desk of Gina, Volunteer Manager*

Happy New Year to you all! 2018 is going to be a fantastic year for RedCoats! I'd like to start off this year with a short recap from the past year and a quick look at things to come.

Recruitment Update

This year, recruitment has been one of our main focuses. We know that the additional weeks of Broadway the last couple of years have added to the workload of the RedCoats and have been working to increase our ranks to keep crews from being scheduled every week.

We are happy to report that since we started tracking last February, we've added 400 active new RedCoats! On the right, you will see a chart with the number of RedCoats added to each crew during this period.

We are also still progressing with our RedCoat referral program that started in April and are on track to reach that goal of 500 added before April of this year!

Our goal in recruitment has always been to reduce the number of times teams are scheduled each month so that the commitment level is around twice a month. We're happy to report that we are reducing that number and hope that by the summer every crew will be scheduled between 2-2.5 times per month on average.

TUM	14
WEM	7
THM	12
FRM	7
TUE	44
WEE	52
THE	48
FRE	55
SAM	42
SAE	63
SUM	32
SUE	24
	400

Monthly Improvement Focus

Looking forward – we will still be working on recruitment, but also have a couple of additional goals. We are so impressed with the level of commitment to our guests that RedCoats have and love the feedback we receive about you! This year, we will be having a monthly focus in each newsletter as a way for all of us to bring our skills to the next level.

Keep an eye out each month for the **Monthly Improvement Focus** to see what we will be working on for that month! To kick us off this month, Gayle Bibby-Crème, our Director of Guest Services, has a recap of the Always and Never list from the workshop that some of you participated in a couple of months ago!

In conjunction with the monthly note, we are working on releasing an updated Volunteer Handbook in the next few months. This will provide a summary of the skills and topics that are important for RedCoats to know.

Thank you all again for all of your help and support this year. I love coming here and working with you each day and hope that all of you do as well!



Monthly Improvement Focus

In early October, approximately 220 part time and full time cast members participated in the “**GUEST FIRST**” **Guest Services** workshop presented by Dave Murray from the DiJulius Group. The goal of the workshop was to focus our collective efforts on delivering an exceptional

guest experience to everyone who comes to Playhouse Square, regardless of the department they work in or the show they are attending.

We had team members from many different departments and outside partners attend including: house managers, head ushers, volunteers, the parking garage, valet service, ticketing, food and beverage, marketing, human resources, finance, ticket sales security and programming.

We compiled a list of ALWAYS/NEVER behaviors and actions that should be practiced by everyone regardless of their department. After the workshop, a survey was sent to the attendees asking for their own personal ALWAYS/NEVER list. The list was compiled and then sent to a smaller group to try and get a consensus of the top 7-8 points that were submitted.

We also focused on our SERVICE APTITUDE – a person’s ability to recognize opportunities to exceed a guests’ expectations, regardless of the circumstances. The two most powerful emotions we can have for our customers/guests are: EMPATHY and COMPASSION. I believe we do that on a nightly basis. Comments from our post show surveys are overwhelming positive and there are frequent mentions of how much our guests appreciate what the RedCoats do to enhance their experience.

And finally, to remember, we are “ALWAYS ON STAGE; and URX – YOU ARE THE EXPERIENCE. Remember, we are in the memory making business.

This service vision will act as the guidelines we should all use when we interact with guests. We are much stronger as a team than an individual department.

Thank you for everything that you do to insure our guests have a great experience!!

ALWAYS

- Greet with a smile and engage with energy
- Maintain security
- Be on stage
- Look for the answer
- Take responsibility
- Communicate to educate
- Say, “thank you”
- Gesture with an open hand

NEVER

- Reprimand a cast member in the presence of others
- Say, “I don’t know”
- Say, “That’s not my job/department”
- Show frustration publicly
- Assume
- Treat people as a transaction
- Underestimate your role in the guest experience
- Talk about a guest in front of others

FRONT OF HOUSE SPOTLIGHT

Happy New Year RedCoats! As we begin the next phase of our season, I want to thank you again for your incredible dedication and service. October – December 2017 was an unprecedented period in Playhouse Square history with 10 straight weeks of Broadway along with all of the other shows and special events presented here. I am pleased to report that guest feedback has been overwhelmingly positive and your efficiency seating guests ensured our curtains consistently went up on time.

The House Managers and I will continue to make every effort to provide you with seats when possible but whether you have a seat or are standing, we need your assistance monitoring audience activity while the show is in progress. The primary complaint we receive concerns individuals talking to each other or using their cell phones during the performance. While typically there is a pre-show announcement to address this, not everyone complies and the shows rely on us to intervene when disruptive behavior occurs.

(100 Continued)

Michael Baker
Nan Baker
Eleanor Barnes
Brigitte Blackburn
Ruby Brandon
Laurie Chambers
Erin Clark
Kathy Coleman
Olivya Deluca
Laura Demoss
Kiara Durbin
Sandy Gordon
Darlene Grant
Vicki Hankins
Marion Hartwell
Joanne Heun
Eleanor Huntley
Liz Jastrzebski
Emma Johnston
Sue Kenney
Denny Lynch
Mary Kay Lynch

Laurie Malone
Malachi Monroe
Philis Muth
Larry Nousek
Kathleen O’Neill
Dee Parchem
Tom Perney
Denise Pollard
Grace Riegel
Pearl Sayles
David Schiopota
Julia Shorey
Michele Siverd
Nancy Stokes
Debbie Svoboda
Graeme Thomas
Alexa Thompson
Allison Weiss
Madison Weiss
Sandy Wheeler
Vince Wilson
Natalie Wos

RedCoats who received STAR Awards this month

Marilyn Bagley	Sharon Horvath	Jane Oulton
John Blazek	Frank Kielytyka	Tom Perney
Thurston Coleman	Jeanine Marko	Susie Poultney
Sandy Gordon	Joyce Nicole	George Soltesz
Teresa Graham		

Welcome our Newest RedCoats!

Sheilah Adams	Toni Leonetti
Virginia Adams	Pauline Lewis
Debbie Arellano	Bob Liddy
Kay Ball	Ann Mancini
Patti Behnke	Suzanne Marcy
Susan Bilyeu	Olivia Marshall
Carol Blair	Cozetta Martin
Clark Button	Wendy Meister
Lexia Chadwick	Deborah O’Malley
Darian Chen	Diana Ossoff
Diana Conrad	Bonnie Overton
Donzetta Darden	Fran Pavlik
Margarite Davidian	Rachel Peteya
Shirley DiBiasio	Dustin Poore
Sharon Doughten	Darlene Quinones
Delores Drake	Kathleen Radford
Johnnie Durant	Donna Ransom
Heather Eiermann	Susan Rayasa
Loren Federman	Jenny Ryba
Florence Ford	Jerry Ryba
Laura Frost	Becky Santamaria
Mike Fry	Arlene Schmidt
Carolyn Govan	Alaina Seguin
Ernestine Graham	Gloria Simms
John Gromek	Sherry Skutnik
Monica Gromek	Terri Soeder
Jane Haller	Carol Stephens
Joe Haller	Regina Stevic
Marchyco Harrell	Mary Tirone
Jan Hensley	Miriam Troyan
Carla Houdek	Jeff Wingate
Jack Ina	Karen Wingate
Glenda Jones	Keith Wright
Jennifer King	Sandy Yarwood
Penny Kurowski	Linda Young
Shirley Lane	Nima Zaaeed
Denise Lanka	Jim Zemanek
Helen Layton	Marilyn Zemanek
	Michael Zemanek

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Flanagan's Wake

January 10 – April 28
Kennedy's | 2 hrs 15 min w/ l

Love Never Dies

January 10-28
KeyBank State | 2 hrs 30 min w/ l

- [FR E 1/12 6pm](#)
- [SU E 1/14 5pm](#)
- [WE E 1/17 6pm](#)

John Mulaney

January 12
Connor Palace | 90 min no l
• [FR E 1/12 8:30pm](#) **Double Hours**

Last Call Cleveland Goes Hollywood

January 12-20
Outcalt

Joshua Seth: Psychological Illusionist

January 13
Ohio Theatre

Dixie's Tupperware Party

January 18-20
Hanna Theatre

Groupo Corpo – Dance Cleveland

January 20-21
Ohio Theatre
• [SA E 1/20 6pm](#)

Marie and Rosetta

January 20 – February 11
Allen Theatre

Mr. Popper's Penguins

January 23 - 28
Ohio Theatre

CJO - The Gershwins in Hollywood

January 27
Hanna Theatre

Dancing with the Stars LIVE!

January 30
KeyBank State – **No More Extras**

Kathleen Madigan

February 1
Ohio Theatre

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

My Favorite Murder LIVE!

February 2
Connor Palace

Men are from Mars

February 2-3
Hanna Theatre

Shen Yun

February 3-4
KeyBank State

STOMP

February 6-11
Connor Palace

Paw Patrol LIVE!

February 9-11
KeyBank State

Love in Cleveland - CJO

February 9
Ohio Theatre

Riverdance

February 13-18
KeyBank State

Misery

February 16 - March 11
Hanna Theatre

The Invisible Hand

February 17 – March 11
Outcalt Theatre

Festival of Laughs

February 8
Connor Palace

The Price is Right LIVE!

February 21
KeyBank State

Musical Thrones

February 21-22
Ohio Theatre

(continued)

Moreover, our guests deserve a quality theater experience without distraction. So if you see a cell phone in use or notice guests talking during a performance, please approach the party and politely ask them to discontinue the activity. If they are in the center of a row, a quick flash of your flashlight in their direction usually works. If they still do not comply please notify the House Manager.

I understand that approaching disruptive guests is not always comfortable but it is part of the service we provide and if handled courteously we minimize any embarrassment and have fulfilled our commitment to providing an outstanding guest experience for all. Please contact me if you have any questions.

Ed Broderick
Front of House Manager,
edward.broderick@playhousesquare.org



Winter Weather

Performances are almost never cancelled due to weather, but if it does happen we will attempt to contact you first via email, and then by phone.

If we know about cancellations days ahead of time, those with email will only be sent an email and those without will be called and a message left. If a cancellation is the day of (as in the instance of weather) we will attempt to call and leave messages on everyone's main phone line.

If you cannot make a scheduled show due to weather, please remember to email redcoats@playhousesquare.org and let us know, even if it is last minute.

I would like to
be an EXTRA

I need to
CANCEL

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