

June
2017

RedCoats



★ VOLUNTEER MILESTONES

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

6000 Benita Batulewick* Saundra Malevan*	3000 Clarice Dittmar
2750 Jan Foote Rhonda Totten*	2500 Mary Bartos
2250 Alexa Thompson	1750 Tim McMahon
1500 Peter Corrado* Joyce Hall* Camille Price* Pat Van Aman	1250 Gillian Mancuso* Sondra Viburs
1000 Paul Bestgen Sandra Gross* Van Jackson Val Kozar Nancy McSeveney Vivian Skladan Pat Wolf	750 Janet Hagadorn Sarah Hughes Betty Lingler June Trenty
500 Brenda Jones Jeanette McGovern	250 Liz Calabrese Donna Coady Jean Girgash Alec Hagerty Becky Samardge*
100 Chuck Bramley Debbie Bramley Norma Harris Nancy Herdman Cheryl Krueger Carol Silvi	

*Denotes Head Usher

➤ *From the desk of Gina, Volunteer Manager*

Thank you so much to all of you who filled out the Volunteer Surveys over the past month! We really appreciate getting feedback from you all and hope to provide some answers to the issues that were most brought up.

You are assigned too often:

As it currently stands we do not have enough RedCoats. I see the strain that this puts on all of you, especially the weekend volunteers. We are really pushing our recruitment efforts and would like to get 500 or more new RedCoats. This would alleviate the strain on our current volunteers and allow you to be scheduled less each month. Please help us out with this and recruit your friends and family to join us!

You are not assigned often enough: (yes we got both questions)

You can come in for anything on the schedule at any day or time (unless it specifically says, No Extras). We will be trying to minimize the times people are actually scheduled, but please sign up to come in for anything. We almost always could use more people and only post that we need extras if we are in dire need.

Schedule says - No Extras:

We love having extras on almost any show, but if the schedule says, No Extras, that means that we have actually hit a number where we have too many people and it is a safety issue for us to allow more RedCoats on that performance, especially in cases where the show is sold out as well. Since we don't know which shows these will be, we have no way to vet people ahead of time for this. It's always best to sign up as soon as the schedule comes out if there is a show that you really want to work.

Reserving Seats for RedCoats:

Ed and the House Managers have been working very hard to get seats for RedCoats if at all possible, and I know many of you mentioned appreciating their efforts. Unfortunately, it is not possible for us to hold seats from being sold for you.

Need for Continued Training:

We will be starting some new initiatives over the next couple of months to encourage ongoing training. We will soon be putting position descriptions in each of the House Manager's offices so that any RedCoat who is new to a position or hasn't worked it in a while can get a quick refresher on key points. Additionally, we are starting a program to pair new RedCoats up with more experienced RedCoats to encourage both a better sense of community as well as someone to show them the ropes. New RedCoats receive a large amount of information on their first couple of days and it can be difficult to retain so we are always thankful when current RedCoats can gently help them out!

Need for Arriving 90 Minutes Prior to the Show:

This timing was essentially established by the time the lobby doors open. If the doors usually open an hour before show time then we need to have RedCoats checked in and the meeting done before that time.

Keeping Everyone Out During a Hold:

We understand your concerns and will continue to discuss options for handling this while keeping guest's experiences as a priority.

No-Shows:

We are hoping to reduce the number of people not showing up for shows in two ways. We are hoping that changes with the new database in the next couple of months will allow sign in sheets to be more current. As of right now, many of the people who look like they are No Shows at a performance have simply cancelled at the last minute due to illness or work and we didn't receive the information until after the books are sent down. We are also beginning to call No Shows to check in. We find that many times people are showing up for weeks as a No Show and in reality they need a leave extended and didn't realize they were scheduled. Additionally, this will provide a reminder to those who did actually miss their show.

Varying Assignments:

This is a tough one – I have several charts that I use when working on the schedule to try and vary everyone's assignments. With more than 160 teams it is a difficult process but we do track how many shows everyone works, how many Broadway series shows, when the last Buzz or small theater performance was and so on. Unfortunately there will just never be a solution that works for everyone. Just so you all know, my first priority is always to balance out the number of times your team is scheduled and then try to reduce times when you are scheduled more than once for a show. Depending on the schedule there are times when one team has a more difficult schedule than others, but we try to balance that out within a month or two.



Cinema at the Square

The annual movie event – Cinema at the Square is back again with some exciting films! See below for details:

Film Schedule:

8/3 – Singing in the Rain	8/12 – Charade
8/4 – Top Hat	8/12 – What Ever Happened to Baby Jane?
8/5 – The Wizard of Oz	8/13 – Charlotte's Web
8/5 – Purple Rain	8/18 – Blues Brothers
8/6 – Annie	8/19 – Casablanca
8/10 – When Harry Met Sally	8/19 – The Shining
8/11 – Cat on a Hot Tin Roof	8/20 – Sabrina

FREE Vouchers for Films:

As a RedCoat you and a guest can see the films at Cinema at the Square for FREE! Beginning during the run of An American in Paris and continuing through the films, we will be providing forms for you to receive free vouchers to see films at Cinema at the Square. Simply pick-up a form from the Volunteer Room, fill it out, and return it to the Box Office to receive your voucher. (A separate form is needed for each film).

Updated Guest Evacuation Training:

Please note that RedCoats due for their updated Guest Evacuation Training will be encouraged to complete it during Cinema at the Square. We will be offering GET times immediately before select films and providing film vouchers and a snack to those who complete their GET during these times.

Those who are due for updated GET last completed the training in 2015. If you are due, you will receive an email in July stating that you need to complete the training again along with a list of dates and times from which to choose.

Congratulations to RedCoats who received STAR awards this month

Kate Clay
Joe Ferritto
Joyce Garcia
Colleen Miscencik

Please Welcome our Newest RedCoats!

Carolyn Adelstein
Billy Bernard
Nancy Gray
Doris Green
Ray Gregorius
Becky Griffiths
Suzanne Holman
Beverly Malone
Michelle O'Neill
Anne Raspey
Inez Renfro
Cristina Romanello
Hannah Sekerak
Willainia Studmire
Judy Todia
Ann Walsh

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

Fran Mlady

In Memoriam

Rita Charsanko
Kathy Gates

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Temple Grandin

June 14
State Theatre

An American in Paris

June 20 – July 9
State Theatre | 2 hrs 30 min w/ I
Extras Needed

- [SA E 6/24 6:30pm](#)
- [SU M 6/25 11:30am](#)
- [MO E 7/3 6:30pm](#) – great need

Chris Botti/Dianne Reeves

June 22
Connor Palace

JazzFest Outdoor Help Needed

- [FR M 6/23 10:30-2pm](#)
- [FR M 6/23 2:30-6pm](#)
- [FR E 6/23 6-9pm](#)
- [SA M 6/24 9-11:30am - Yoga](#)
- [SA M 6/24 10:30-2pm](#)
- [SA E 6/24 6-9pm](#)

Terence Blanchard

June 23
Ohio Theatre

Boney James/Norman Brown

June 23
Connor Palace

Jane Bunnett & Maqueque with Alicia Olatuja

June 24
Allen Theatre

Diego Figueiredo/Anat Cohen

June 24
Ohio Theatre

Kamasi Washington

June 24
Allen Theatre

Boz Scaggs/Catherine Russell

June 24
Connor Palace

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Terence Blanchard with the E-Collective

June 24
Allen Theatre
Extras Needed

- [SA E 6/24 9pm](#)

Dan TDM

June 25
Connor Palace
Extras Needed

- [SU M 6/25 12:30pm](#)
- [SU E 6/25 5:30pm](#)

The Testament of Mary

July 5 - 23
Helen Lab

Natalie Merchant

July 8
Connor Palace

The Sound of Music

July 18 - 23
Connor Palace

Bring It! LIVE

July 21
State Theatre

Pliobolus - ADF

July 29
State Theatre

Raphael Xavier - ADF

August 2
Allen Theatre

Cinema at the Square

August 3 - 20
Connor Palace

Brian Brooks

August 5
Ohio Theatre

Mystery Science Theater 3000 LIVE!

August 8
Ohio Theatre

Double Hours on Select JazzFest Events

We are offering DOUBLE HOURS for the Terence Blanchard concert on Saturday, June 24 – 9pm and on all outdoor shifts. To sign up for any of these please click the links below:

Terence Blanchard:

- [SA E 6/24 9pm](#)

Outdoor JazzFest

- [FR M 6/23 10:30-2pm](#)
- [FR M 6/23 2:30-6pm](#)
- [FR E 6/23 6-9pm](#)
- [SA M 6/24 9-11:30am - Yoga](#)
- [SA M 6/24 10:30-2pm](#)
- [SA E 6/24 6-9pm](#)



Recruitment Update

We've made more progress on our Recruitment Thermometer! We added 59 new RedCoats since we started in April!

Please, keep the referrals coming! We love hearing new volunteers come in and tell us how excited their RedCoat friends are for them to join. Direct referrals to fill out a volunteer form here:

<http://www.playhousesquare.org/giving-support-main/volunteering>

Check back in the Volunteer Room to see more of our progress in the future!

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

I would like to
be an EXTRA

I need to
CANCEL