

March
2018

RedCoats



★ VOLUNTEER MILESTONES

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

6750	250
Patty Dotts	Annette Dietrick
5500	Carolyn Eiermann
Lorrie Devaney	Katie Luechauer*
4250	Joanne Majoros
Joe Ferritto*	Darrell Maraschky
3500	Judy McMahon
Bob Dague	Mj Miller
3250	Beth Perry
Mike Gray*	Julian Pidhirny
3000	Shelley Sekerak
Elaine Johnson	Sue Zagula
1750	100
Janice Knecht	Suzanne Beifus
Paul Luster	Kay Benjamin
1500	Romeo Coleman
Pat Irvine	Tami Doyle
Nancy Schmid	Ella Dubelko
1250	Courtney Foerg
David Cesaratto	Eric Golovan
Valentina Randle*	Doris Green
1000	Iris Greene
Marlene Arrington	Becky Griffiths
Pat Burkey	Robin Haynik
Chester Criswell	Ellen Jones
Catherine Rassie	Joan Jones
Elinor Schuster*	Lynn Krouse
750	Diane Martin
Barb Forst	Marcia Mercer
Penny Stubblebine	Pat Metzler
Ron Van Ness	Julia Moreno
Bill Winans	Diane Plotz
500	Heidi Reis
Michele Bender	Susan Rittman
Diane Lekan	Casey Ross
Kym Thomas	Ed Saunders
	Spencer Skok
	Ashleigh Smith
	Marissa Smith
	Nathan Speelman
	Monica Stauffer
	Judith Zlate Goedek

*Denotes Head Usher

➤ *From the desk of Gina, Volunteer Manager*

This month we want to discuss the issue of security. A few weeks ago, we had someone attempt to come to a show under the guise of being a RedCoat volunteer. Thanks to the attentiveness of one of our newer RedCoats, this person was pointed out to a House Manager and Security was alerted and escorted him out. Thankfully, in this case he was only trying to gain access to a show and left willingly.

With Hamilton coming in the summer, our security team believes that we could have this happen again as people may attempt to test our protocols to see how difficult it would be to gain access in this way. We are asking that if you see something suspicious that you alert a House Manager.

Additionally, **Head Ushers** – when you are helping at sign-in, please ask to see the photo ID of any RedCoats that you don't recognize. Every RedCoat should have the new vertical photo IDs at this point.

We appreciate your help with this important matter!



FRONT OF HOUSE SPOTLIGHT

Dear RedCoats,

As we approach the mid-point of our current season, 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 April 21, 2018

10 am – 2 pm. Lunch provided. This is an exciting time at Playhouse Square and a wonderful opportunity to take on a leadership role.

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 March 30th.

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



Playhouse Square®

Social Media Guidelines

The Playhouse Square Marketing Department has sent over Media Guidelines for all employees and volunteers. This is especially important with Hamilton on the horizon.

Employee and Volunteer Policy: Social Media and Media

SOCIAL MEDIA

You, the staff and volunteers of Playhouse Square, are an extension of our brand and represent the face, voice and integrity of our organization. We love when you share the great things happening at Playhouse Square on your personal social media platforms. However, posts that are based on opinion or speculation on any topic are not permitted. Always use sound judgement and when in doubt, check with the Marketing Department. The best way to share Playhouse Square content is to follow us on Facebook, Instagram, Twitter and YouTube, then retweet, share and like what you see there.

- Don't use social media to discuss Playhouse Square issues unless they have been externally announced or publicized. Not sure what's OK to share? You are welcome to share posts made by Playhouse Square on our official channels on Facebook, Instagram, Twitter and YouTube.
- If you are privy to Playhouse Square information that has not been made public, keep it confidential.
- Be cautious when commenting on social media posts about Playhouse Square, shows coming to Playhouse Square and other topics related to the organization. If you are identified as an employee of Playhouse Square, the media may consider your comment an official response. If you see a post that you feel needs to be addressed by the organization, please forward to Marketing for review.

MEDIA

The staff of the Playhouse Square Marketing Department is responsible for all communications to the media. These include written, digital and verbal communications, as well as on-camera commentary or interviews. To protect our brand, members of the Marketing Department, along with pre-approved spokespersons, are the only staff members permitted to interact with the media. When approached by a member of the media (including camera operators), staff and volunteers should not:

- Provide information, opinion or comment via email or phone
- Comment or answer questions in person or on camera

Please note that the media may approach you with questions that seem "innocent." This tactic is designed to bring you into a conversation that leads to other questions, or to manipulate you into providing an opinion. Any statement you make may be quoted, so use your best judgment.

Should you receive a call or email from a member of the media, or be approached in person by a reporter or news camera, your easiest response could be:

I will direct you to a member of our marketing and communications department.

Should a camera crew or reporter with a camera or recording device approach you inside any of our facilities during a show, please direct them to the Front of House Manager. (Note that cameras and reporters are permitted outside of our property, but please do still advise the FOH Manager of the situation). At other times, please call 216-771-4444 and ask for Cindi Szymanski, Jason Swank or Autumn Kiser.

At times, the marketing staff will schedule non-media film crews to tape on our behalf and may also grant access to news crews. When they do, a form is completed in advance and circulated to the House Managers. In nearly all cases, media and non-media camera crews will be accompanied by a member of the marketing and communications department. However, it is always better to err on the side of caution by notifying the FOH Manager.

RedCoats who received Rounds of Applause for STAR Performance this month

Thurston Coleman
Marilyn Edwards
Sandra Gross*

Kathy Ingalls
Michael Routa
Nancy Stokes

Please Welcome our Newest RedCoats!

Kim Backus
Lynne Behrman
Patricia Brown
Mary Ann Burke
Toni Cargil
Ken Catherwood
Maggie Ceden
Katelyn Charms
Jayne Churchmack
Chris Cotey
Kristin Curran
Vickey Daley
Jeannette Dumot
Patti Duplaga
Yvonne Fey
Kathy Fouts
Harold Geiss
Alec Greenfield
Ellen Greenfield
Pat Hadam
Carol Hannah
Colleen Henry
Arien Hodges
Ruthelizabeth Howat
Gary Hunter
Pat Hunter
Lenore Hutchinson
Gloria Irwin
Sinead Irwin
Paula Jacomin
Meryl Johnson
Pamela Jones
Mary Kalan
Nicole Karlak
Mary Caye Kilbane
Bill Kohagen
Barbara Kozel

Sam Lees
Molly Leitch
Renee Lesko
Kasey Linberg
Mike Mandac
Ann Mayes
Janet McGee
Liz Murphy
Joyce Newman
Frank Ondus
Kathi Ondus
Bridget Oranski
Marcus Pizarro
James Popovic
Michelle Ramey
Ronnie Ratchford
Donnamarie Reeves
Drew Robertson
Barry Rowland
Jeff Samilson
Pat Sheil
Debra Sheridan
Carol Shiles
Barb Stadler
Dominic Strazzanti
Tom Tabor
Marlene Thornhill
Mary Tuininga
Eular Underwood
Robert Underwood, Jr.
Kathy Ventura
Donna Wakeland
Gary Wakeland
Vanessa West
Cedric Wilborn
Jill Wilhelm
Jill Zurawski

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

Anita Daniels
Audrey Loving

In Memoriam

Nancy Pottorff

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Flannigan's Wake

March 14-April 28
Kennedy's | 2 hrs w/ l

Rent

March 14-25
Connor Palace | 2 hrs 35 min w/ l

- [TH E 3/15 6pm](#)
- [TU E 3/20 6pm](#)
- [WE E 3/21 6pm](#)
- [SA E 3/24 6pm](#)

City Club - Evicted: An Evening with Matthew Desmond

March 15
KeyBank State | 1 hr 5 min no l

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

John Mulaney

March 6
KeyBank State | 1 hr 35 min no l

- [FR E 3/16 8:30pm](#) Double Hours

Che Malambo

March 17
Ohio Theatre | 1 hr 32 min no l

Bubble Guppies Live!

March 18
KeyBank State | 70 min w/ l

- [SU M 3/18 12:30pm](#)

What Do You Do With An Idea?

March 21
Ohio Theatre

CSU Spring Dance Concert

March 23-24
Allen Theatre

- [SA E 3/24 6pm](#)

Cat & Nat

March 24 – **DOUBLE HOURS!**
Ohio Theatre

- [SA E 3/24 6:30pm](#)

NCMC Presents Maureen McGovern

March 24
KeyBank State



Monthly Improvement Focus

Cultural Sensitivity is the area for improvement we are focusing on for the month of March. Here at Playhouse Square we welcome a wide range of guests and many of our guests may have a different ethnicity, religion, background etc. from

you and other RedCoats. It is important to remember that these people are our guests and we should extend the same hospitality to all of them. We have a few notes below to help with this issue:

- **Do not make comments about guests to anyone.** At a recent show some guests overheard RedCoats saying some unfortunate comments about the race of them and other people attending the show. This is completely inappropriate and cannot occur.
- **Remember that our accessible restrooms are also our gender neutral restrooms.** There are many reasons that someone might not feel comfortable using the traditional restrooms, you are welcome to point them out, but if someone chooses to use the accessible restrooms, you should not ask them to move.
- **Try to not take offense at the comments or actions of guests.** Occasionally we receive comments that RedCoats feel they have been treated poorly by a guest. While this can be hurtful, keep in mind that sometimes cultural differences can obscure someone's intention. Perhaps their action or comment is not seen as negative in their culture and they are not aware of how it comes across to you.
- **Do not make negative comments about performances to guests.** Please do not talk to guests about what you did not enjoy about the performance, and do not support their negative comments by agreeing with them or telling them that other guests have not like the performance.

Everywhere we go we encounter people that are different than we are, and we are thankful that Playhouse Square attracts such a wide range of guests and performances. It is our responsibility as the face of Playhouse Square to make each guest feel as welcomed as the next to make Playhouse Square a positive experience for all.

NCAA Wrestling

The NCAA Division 1 Wrestling Championships have come to Cleveland! This event is bringing around 40,000 people to our city this week.



There may be **additional difficulties with traffic and parking from Thursday, March 15 – Sunday, March 18.** Please give yourself a little extra time to make it down for your shift.



Facebook Group

Our Facebook group continues to grow! We currently have over 600 members! This is a great way to talk to other RedCoats, learn about ticket drawings and other opportunities, and find people in your area who want to

carpool. Please keep in mind that only current RedCoats can be a part of the group. **We do check the names of everyone who requests to join to verify that they are a RedCoat.** If you would like to join this group, please log into your Facebook account and search for the [Playhouse Square RedCoats](#) group and request to join.

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

90s Block Party

March 25

KeyBank State

- [SU E 3/25 5:30pm](#)

Weird Al Yankovic

March 25 – No More Extras

Ohio Theatre

Fifth of July

March 28-April 7

Helen Lab

- [TH E 3/29 6pm](#)

Macbeth

March 29-April 15

Hanna Theatre

- [FR E 4/6 6pm](#)
- [SA M 4/7 12pm](#)
- [SA E 4/7 6pm](#)

CIFF Opening Night

April 4 – **Head Ushers Only**

KeyBank State

- [WE E 4/4 5:30pm](#)

Marat/Sade

April 5-15

Outcalt Theatre

- [SA E 4/7 6pm](#)

Jay Leno

April 6 – No More Extras

KeyBank State

Darci Lynne and Friends Live

April 7

KeyBank State

Fair on the Square

April 9

KeyBank State

Guess How Much I Love You

April 10-15

Ohio Theatre

The Humans

April 10-29

Connor Palace

Golden Opportunities

Did you miss our recent television interview for Golden Opportunities? It can still be viewed on YouTube by following this [link](#).



CLEVELAND INTERNATIONAL FILM FESTIVAL

Cleveland International Film Festival

The Cleveland International Film Festival

will be hosting their opening night screening here at Playhouse Square on Wednesday, April 4th. We will only be needing 35 volunteers for this event, and we have chosen to extend the opportunity to the **Head Ushers**.

Head Ushers, we still have a few slots open. If you would like to sign up to help with this event, please click this link to send an email: [WE E 4/4 at 5:30pm](#)

DO NOT REPLY

Do not reply to the weekly email. I cannot stress this strongly enough. If you reply to the weekly Wednesday email it does not go to the volunteer department, so any cancellations submitted this way will come up as no shows since we will not have received your email. Please use the links provided inside the update or newsletter, or email us at redcoats@playhousesquare.org.



Parking Reminders

As a reminder, in either garage, RedCoats should be parking on the upper levels (4 and above) unless specifically told to do otherwise by an attendant. Accessible spaces should be reserved for guests.

Incoming RedCoats

You will continue to see new, incoming RedCoats coming in over the next few weeks. We expect to make our goal of 500 added by April as projected! Please keep an eye out for new people (they will have a shiny star on their name badge). Welcome them into our community and be sure to ask if they have worked in that space and position previously. If they haven't, find someone working near them who can help them out!



Upper Allen – Buzz Location

Remember – Broadway Buzz is now located in the Upper Allen Theatre. This is accessible through the mezzanine of the Allen Lobby or the Outcalt Elevator (level 5).

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

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

[I need to
CANCEL](#)