

November  
2017

# RedCoats



## ★ VOLUNTEER MILESTONES

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

<b>16,000</b> Audrey DeClement	<b>4750</b> Yvonne Carter*
<b>4250</b> Mary Ann Moos	<b>3250</b> Ruth Freeman
<b>3000</b> Dawn Hutchinson Elizabeth Valentine	<b>2000</b> Carol Lesiak Jan Schneider
<b>1750</b> Colleen Miscencik Jack Schneider	<b>1500</b> Vaughn Bentley Marko Fikaris
<b>1250</b> Maria Stewart	<b>1000</b> Dennis Gienke Joan Hall Ilse Hrach Brenda Lyle Mary Lou Mcguire*
<b>750</b> Peter Dyczkiewicz Laurie McKee Datie Wynne	<b>500</b> Mary Beth Brooks Lela Eskiridge Gina Hansen Debra Jasany Bonnie Lukcso Margarita Zapanta
<b>250</b> Erma Arrington Gail Bobish Terry Lipford Brian Purgert James Spearman*	<b>100 contd.</b> Emily Rhinehart Kathy South Jan Speros Linda Wasco Barb Wells Cliff Zenobi Dottie Zenobi
<b>100</b> Dino Alfano Mary Angus Connie Bellini Debbie Booth Jeff Booth Peggy Dicesare Dante Giampaolo Lori Hamilton Erika Harrington Mary Kemock Christine Kilen Paige Maunus	

### ➤ *From the desk of Gina, Volunteer Manager*

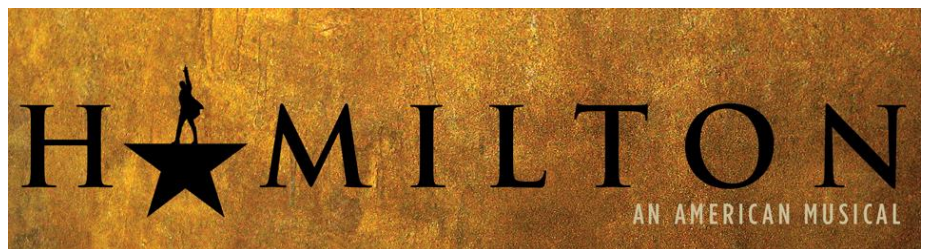
Hello all!

I want to take a moment to address **No Show Emails**. Over the past couple of months, we've started sending out an email to those who we expected would be coming and never signed in. We know that people miss assignments for a number of reasons, the primary reasons we are finding are:

- Need a leave of absence
- Emergency (e.g. illness or car trouble)
- Forgot to cancel
- Misread schedule - signed in for a different show or time
- Our mistake – a date was overlooked or the request came in late and wasn't recorded before it was sent down

Please take our emails in a positive light, we know that you all are great and conscientious volunteers! We send these emails for two reasons, first as a way to track mistakes and improve our records. Emailing us back to let us know what happened helps us improve our system so that everything is recorded correctly and we don't have to wait until year-end reports come out to figure out what happened on a particular performance. The second reason is as a reminder to those who have forgotten to cancel to ask for their help in the future in letting us know if they are unable to make it.

We so appreciate each one of you and your commitment to Playhouse Square. Please help us in this way to make our program even better!



### *Addressing Hamilton with Guests*

We are all so excited about Hamilton coming in 2018 and our guests are no different! We wanted to give you all a few talking points in case anyone approached you with questions about Hamilton and how to buy tickets.

- **Individual tickets will go on sale in 2018**, we do not have an on-sale date yet.
- Season tickets reserved early in the process are guaranteed tickets for Hamilton. If they missed that deadline season ticket packages contain tickets to Wicked instead of Hamilton

\*Denotes Head Usher



## *Nutcracker Suite – presented by the Cleveland Ballet*

The Cleveland Ballet, a resident company of Playhouse Square, will be adding an extra performance of their Nutcracker Suite. On Thursday Evening, November 14<sup>th</sup> at the Hanna they will be selling tickets to their final dress rehearsal. We do not have any teams available to work this show and are asking if anyone can come in as an Extra for it. We will have a **ticket drawing** that evening as a thank you!

- [TH E Nutcracker Suite 12/14 5:30pm](#)

## *Congratulations, Mike Hoffman!*

Congratulations to Friday Evening RedCoat, Mike Hoffman! Mike received the David F. Leahy Award for Volunteer Excellence from Greater Cleveland Volunteers last month! In addition to his work with Playhouse Square, Mike volunteers with multiple organizations including the Hospice of the Western Reserve and the Cleveland International Film Festival. We're so happy that he has chosen to share his time and talents with us as well.



## *Door Renumbering in the State*

Take note the next time you work in the KeyBank State Theatre – the upstairs door numbers have changed!

In the past some of the door numbers were the same as downstairs aisle numbers, occasionally confusing both guests and RedCoats. The new system begins the upstairs doors where the downstairs aisles leave off. The downstairs retains Aisles 1-6 and the upstairs now has Doors 7-10. We hope this eases the guest's experience and helps you when directing them to the correct section.

## *RedCoat Interaction with Performers*

Please remember that while performers are here at Playhouse Square they are focused on their work and need to stay on schedule. RedCoats should not be interacting with performers while at Playhouse Square. This includes but is not limited to times during sound-checks, book signings, and meet and greets. Exceptions to this are if a performer comes to you to ask a question, if you are attending as a guest, or if you see them outside of Playhouse Square.



## *Contacting the Volunteer Dept.*

Some people seem to be having trouble contacting the Volunteer Department for schedule changes. Below I've included some tips to check and make sure you are following. Remember that we respond to emails within 2 days, but we do not reply to confirm phone messages

- **Do not reply to the weekly email** (shown above). You can click the links in the actual newsletter to email us after you have opened it (the pdf webpage) from the email.
- Email [redcoats@playhousesquare.org](mailto:redcoats@playhousesquare.org) with any schedule changes. This email is checked multiple times every day where our personal email accounts are not, that is the best way to cancel or extra.

## **Congratulations to RedCoats who received STAR awards this month**

Jeanette McGovern  
Monica Jackson

## **Please Welcome our Newest RedCoats!**

Laura Albertone	Fred Mills
BJ Bailey	Michael Mog
Patricia Bethel	Toni Morgan
Rita Bigham	Michelle Morris
Carlton Buchanan	Pamara O'Connell
Bob Campobenedetto	Kathleen O'Neill
Laurie Campobenedetto	Shirley Peavy
Lydia Cology	Rick Phelps
Tara D'Agostino	Sharon Phelps
Annette Dalessandro	Joe Pulizzi
Jackie Davis	Pam Pulizzi
Sandy Deem	Jack Reese
Rebecca DeMoss	Judy Reynolds
Sara DeMoss	Willie Richardson
Brenda Dent	Mary Riley
Mary Ellen Derwis	Kaylee Sadler
Janet Desich	Laurie Scinto
Ella Dubelko	Mike Shaughnessy
Kim Edsell	Carla Slone
Carolyn Eiermann	Sharon Smith
Bob Esson	AJ Stokes
Tina Esson	Nancy Stokes
Gaby Finley	Virginia Turner
Desirae Geiger	Tim Tyler
Richard Greenwald	Carol Uveges
Susan Greenwald	Michael Uveges
Christine Gresh	Christine Vertal
Cecilia Hartman	Ann Weaver
Lauren Herold	Karen Wenson
Robert Horn	Amber Werner
Barb Humrick	Dianne Williams
Carrie Konkoly	Jody Wilson
Jerry Krupar	Donna Witmer
Christina Lazar	Liz Zaremba
Maria Miller	

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

Elaine Breen  
Jo DeCaro

## **In Memoriam**

William Whitworth FR M  
Marge Bunevich SA M

\* Denotes Head Usher



## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### **The Diary of Anne Frank**

November 1 – November 19  
Outcalt Theatre | 2 hrs w/ I

- [TH E 11/9 6pm](#)

### **Simply Three**

November 8  
Ohio Theatre | 90 min no I

### **Wicked**

November 8 – December 3  
KeyBank State | 2 hrs 45 min w/ I

- [SA E 11/11 6pm](#)
- [SU M 11/19 11:30am](#)
- [WE E 11/22 6pm](#)
- [SA E 11/25 6pm](#)
- [SU M 11/26 11:30am](#)

### **A Night with Janis Joplin**

November 9  
Connor Palace | 2 hrs 10 min w/ I

### **Sex Tips for Straight Women from a Gay Man**

November 9 - 11  
Hanna Theatre | 80 min no I

- [SA E 11/11 6:30pm](#)

### **Sebastian Maniscalco**

November 11 | 85 min no I  
Connor Palace – **DOUBLE HOURS**

- [SA E 11/11 5:30pm](#)
- [SA E 11/11 8pm](#)

### **Paul Taylor Dance Company**

November 11  
Ohio Theatre | 1 hr 45 min w/ I

- [SA E 11/11 6pm](#)

### **Wardrobes and Rings**

November 17 - 19  
Hanna Theatre

- [SU M 11/19 1pm](#)

### **Autumn Celebration**

November 17  
Connor Palace | 90 min no I

### **Singing Angels Holiday Concert**

November 19  
Connor Palace

- [SU M 11/19 12:30pm](#)

CORPORATE  
*exclusive!*  
ONLINE TICKETING ★

 PlayhouseSquare®

## *Purchasing Tickets as a RedCoat!*

Here are a few reminders about how to purchase tickets as a RedCoat:

### **CEO Online Program**

RedCoats are offered discount tickets to select performances through the CEO Online Program. Simply use the link [here](#) and type in the code REDCOAT. You can then scroll through all available performances to see if the one you're interested in is available. These discounts are only available through this site and not at the Ticket Office.

### **Fees Waived at the Window**

If the performance you want is not available through the CEO Online Program, you still have options for purchasing tickets with a discount. Simply show your RedCoat Photo ID at the State Ticket Office Window to have your fees waived on regular priced tickets.

Note: **Please wait until the performances have started when you are purchasing or picking up tickets from the Ticket Office window** during a RedCoat shift. This way we can do our part to alleviate the rush at the Ticket Office Windows during their busiest times right before the show.



A holiday open house for the whole family!

## *Holidazzle 2017!!!!*

On the Saturday after Thanksgiving, downtown Cleveland turns into a winter wonderland with all kinds of indoor and outdoor activities. Here at Playhouse Square

we like to join in the festivities. Come volunteer and help guide people to the various activities around Playhouse Square. We will be offering tours of the complex, viewings of the Festival of Trees in the Allen Theatre, and family friendly activities for all. Join in the holiday spirit and come help spread some cheer!

- [Holidazzle SA M 11/25 1-4:30pm](#)

## *Winter Reminders and Extra Tips*

We have a few reminders for you of general tips as well as points as the cold weather approaches us.



### **Safety and Security**

- Lock personal items in your car trunk or in the Volunteer Room lockers.
- Walk in groups or call DCA at 216.621.6000 for an escort after shows.
- Take extra caution when walking to and from your car to look for ice!

### **Uniform Reminders**

- Remember that for extra warmth we encourage you to add layers under your regular uniform but that turtle necks, hats, and scarfs are not permitted as part of the RedCoat uniform.

## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### Nick Offerman

November 19  
Connor Palace

### A Christmas Story

November 24 – December 23  
Allen Theatre | 2 hrs w/ I

### A Christmas Carol

November 25 – December 23  
Ohio Theatre | 1 hr 45 min w/ I

- [SA E 11/25 6pm](#)
- [SU M 11/26 1:30pm](#)

### Holidazzle 2017

November 25  
WIST

- [SA M 11/25 1pm](#)

### Joe Bonamassa

November 25  
Connor Palace

- [SA E 11/25 6pm](#)

### The Cleveland Pops Orchestra

November 26  
Connor Palace

### 10<sup>th</sup> Annual Cleveland Comedy Fest

November 29 – December 1  
Kennedy's and Outcalt Theatre

### Under the Mistletoe

December 2-3  
Hanna Theatre

### Momma's Boy

December 2  
Connor Palace

### On Your Feet!

December 2  
Connor Palace

### Electric Christmas

December 6-7  
Hanna Theatre

### The Hip Hop Nutcracker

December 6  
KeyBank State

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

[I need to  
CANCEL](#)

## Highlight on Upcoming Shows



### Sebastian Maniscalco

Back by overwhelming demand, Sebastian Maniscalco is returning to Playhouse Square to do a command performance of his latest show *Why Would You Do That?* at the Connor Palace!

If you missed his last performance here, now is your chance to see this amazing show. We are offering **DOUBLE HOURS** for both of his performances.

[Click here](#) to see a funny clip from his show about ringing doorbells today!

### Cleveland Comedy Festival

Our fabulous Comedy Contest featuring 48 of the funniest comedians from all over the U.S. and Canada.

Stand-up comedy showcases at Playhouse Square and other Cleveland-area venues

The festival this year features a variety of shows like, *An Evening with Fred Willard*, *Liz Huff and Friends*, *The Four Horseman of Comedy*, *Class Clown*, *Squeaky Clean Comedy Shows*, *Beers and Bros*, and *Ladies, Laughs, and Wine Comedy*.



### A Christmas Carol

Open your heart to Charles Dickens' classic tale of one man's ultimate redemption. One of northeast Ohio's favorite holiday traditions, *A Christmas Carol* is a perfect gift of theater for

children and adults of all ages. Celebrate the season with the ones you love.

### A Christmas Story

He's back! One boy. One holiday wish. And a world that seems to be conspiring to make certain it doesn't come true. The record-breaking show returns to the CPH stage in all its pink-bunny-suit, glowing-leg-lamp, triple-dog-daring glory. The perfect holiday treat for the entire family.



**Wicked** the Broadway sensation, looks at what happened in the Land of Oz...but from a different angle. Long before Dorothy arrives, there is another young woman, born with emerald-green skin—smart, fiery, misunderstood, and possessing an extraordinary talent. When she meets a bubbly blonde who is exceptionally popular, their initial rivalry turns into the unlikeliest of friendships...until the world decides to call one "good," and the other one "wicked."

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