

October
2018

RedCoats



★ VOLUNTEER MILESTONES

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

4000
Donna McCafferty

2250
Carol Jarosz

2000
Mary Dirk

1750
Barbara Kozel*

1500
Nancy Bowman
Christina Easter

1250
Mary Graf

750
Julie Douglass
Lenore Faulhaber
Nancy Stokes*

500
Ana Billow
Dianne Harris
Heather Llicardi
Andrea Royster
Leslie Smith

250
Sally Kelly
Jeannette Kelly-Reed
Jackie Kickel
Roxanna Lowry
Susie Poultney
Joyce Wuerth

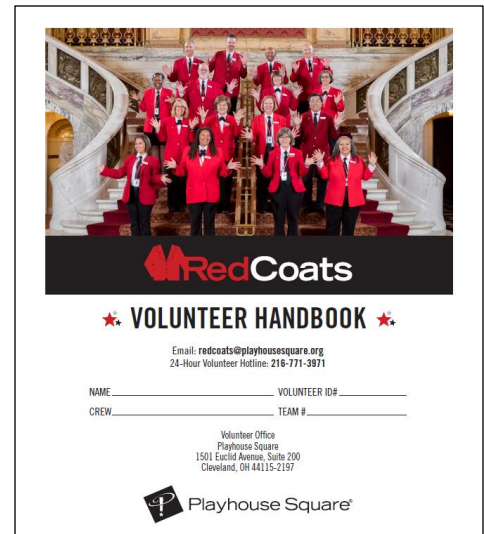
100
Angela Lee
Sam Lees
Roxanna Lowry
Janet McGee
Maria Miller
Chris Pruchnicki
Jack Reese
Becky Santamaria
Ann-Marie Strike
Ann Weaver

➤ *From the desk of Gina, Volunteer Manager*

We are excited to announce the completion of our brand new Volunteer Handbook! We hope you find it helpful wherever you are on your RedCoat journey. While most information remains the same, there are updates and additional information that even our most seasoned volunteers should review.

We will be stocking handbooks in the Volunteer Room over the next few months, please feel free to pick one up. The [handbook](#) is also accessible on the volunteer website here:

<http://www.playhousesquare.org/volunteer-home>



🔦 FRONT OF HOUSE SPOTLIGHT

Now that our new season has begun, **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, November 10th from 10 am – 2 pm. Lunch provided.

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, October 26th.

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

*Denotes Head Usher

2018 Survey Results

Thank you all once again for completing the 2018 RedCoat Satisfaction survey. Our team reviews all of the responses and have compiled answers to the most frequent questions. We hope that this helps clarify these issues for you. Additionally, please know that if other questions do arise, I'm happy to talk through them with you if you want to email me at gina.glorioso-rendall@playhousesquare.org.

Mistreatment

A number of you mentioned situations where you felt there was mistreatment or mishandling of a situation by another RedCoat or staff member. Please report any mistreatment by fellow volunteers or staff members to gina.glorioso-rendall@playhousesquare.org and know that we do take your concerns seriously and follow up and attempt to resolve the situation. Many times we are unaware of problem that are happening on the floor until someone lets us know they are happening.

Seats for Performances

We understand the request for seating and the House Managers are doing everything they can to find seats for volunteers when at all possible. Many have suggested that PHS should hold seats specifically for volunteers. Unfortunately, due to the way our shows are contracted, we generally do not have the freedom to control which seats are up for distribution.

More Training Options

Many mentioned a desire for more training and opportunities to learn about Playhouse Square. This is a primary focus for us in the coming year, beginning with our scanning training video. Please keep an eye out for opportunities for further training.

Seating Holds

Several of you asked why everyone is kept out of the hours in the seating holds. The answer is two-fold. First, we do not know how many people will be caught in a hold. Often it is only a few people, but many times we have up to 20-30 people in a hold. Because we're unable to estimate what that number will be we need to be prepared to handle anyone who comes. The second reason is that we don't have a fair way of rotating who is held out and want to make the work as equitable as possible.

Head Usher Style of Ticket Distribution

When a Head Usher is working at an aisle they may seat guests in the same manner as any other RedCoat. Once the house becomes very busy, the Head Usher should wait at the top of the aisle to ensure someone is always there. They may collect and pass on the tickets to the next RedCoat, but should not be looking at or reading the ticket to the RedCoat. Their role is purely to organize the guests and ensure their group is together.

Security Escorts to the Garage

We would like to remind everyone that when you are working late, please call DCA (Downtown Cleveland Alliance) at 216.621.6000 for a free security escort. They are available throughout the city and are happy to come and walk RedCoats to the garage.

Pretzels

In the last year our F&B department moved from an in-house department to an external company - Driftwood Catering. Driftwood has been gracious enough to continue giving their extra pretzels to volunteers for the last 6 months. Moving forward Driftwood is attempting to decrease the excess as much as possible and are using remaining pretzels in another manner.

Arrival Time

We understand that not everyone is busy for the full 90 minutes, however, with the lobbies opening 60 minutes before, we really have to have everyone here 90 minutes ahead of time so everyone can receive the same information in the House Manager's meeting. We are also looking at ways this year to better utilize the 30 minutes when some RedCoats are waiting for the house to open.

"No Extras" at Schedule Release

If you see "No Extras" listed on the schedule the week it is released it is not because other RedCoats have signed up for that performance. We have begun marking training shows as "No Extras" in anticipation of adding up to 30 trainees. Many times we remove the "No Extras" after we know when everyone will complete their training, so check back and see if something you were interested in opens up.

RedCoats who received STAR Awards this month

Lorrie Devaney
Maureen Donoughe*
Sandra Gross*

Please Welcome our Newest RedCoats!

Lisa Arbogast	Cindy Nigro
Anne Augustini	Barbara Noel
Linda Bailosky	Lu Ann Ober
Jean Belasco	Mary Jane Padilla
Kim Buckosh	Jackie Pasadyn
Emelia Cooley	Gayle Pischel
Melissa Cooley	Jeff Presley
Rebecca Crowley	Suzanne Quintero
Rosie Dean	Nancy Riopelle
Cheryl DeGregory	Carol Robilotta
Angela Dellinger	Marcia Sachs
Cheryl Dever	Morgan Schnell
Jan Drvenkar	Sandy Schurdell
Rebecca Egolf	Renee Shaarda
Chavonne Everette	Mariah Shackelford
Roger Fey	Alaryce Shea
Amy Fischer	Christine Shock
Patricia Flowers	Imani Sims
Bob Garrity	Karen Skinder
Virginia Goetz	Wanda Smart
Steve Greaf	Gini Smith-Kolar
Sierra Hartman	Jan Spinner
Kim Kachner	Brittany Taylor
Joe Konieczny	Karen Toy
Mary Land	Dawn Walker
Roberta Latanich	Carla Washko
Lorrie Lawrence	Shelby Washko
Carol Link	Nancy Weissman
Wanda Millsape	Lauren Welling
Barb Monroe	Leslie Weyrick
Salena Mowafy	Jim Wilson
	Lisa Wood

In Memoriam

Colette Cramer
Frank Dirk

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Plath & Orion

October 10 –27
Kennedy's | 2 hrs w/ I

Mamma Mia!

October 10 – November 11
Hanna Theatre | 2 hrs 15 min w/ I

Hello, Dolly!

October 10 - 21
Connor Palace | 2 hrs 45 min w/ I
• [WE E 10/17 6pm](#)

Pride and Prejudice

October 10 – November 4
Hanna Theatre | 2 hrs 45 min w/ I

The Seagull

October 10-20
Helen Lab

Lucia Micarelli

October 11
Ohio Theatre

Book of Moron

October 13
Ohio Theatre

Sweat

October 13 – November 4
Outcalt Theatre
• [TU E 10/30 5:30pm](#)

Ohio Debate Commission

October 14, 4-7pm
WIST

Adler Awards

October 15
Allen Theatre – **Double Hours**
• [MO E 10/15, 4pm](#)

Lauren Daigle

October 18
KeyBank State

Fall Ballet Collection

October 19-20
Ohio Theatre
• [SA M 10/20 11:30am](#)



Volunteer Appreciation Gift

We are so thankful and appreciative of all that the RedCoats and STARS do here at Playhouse Square. As a small token of our appreciation we will be handing out suncatcher ornaments with the GE Outdoor Chandelier logo on them at every performance of Hello, Dolly and at weekday matinees during October

If you are unable to pick up your gift at one of these times you must email us before October 31st for alternative arrangements.

Scanner Training Video

You may be aware that we have new ticket scanning equipment beginning with this season! We have been working on training options to make sure everyone is up to speed on how the new scanners will work when

They come to their next performance. Please take a look at this training video to learn more about the equipment and how to use it!

<https://vimeo.com/album/5447721>

Password: redcoats



New Show – Aziz Ansari

It was just announced that Aziz Ansari is coming to Playhouse Square. We have no RedCoats scheduled for this event and are in need of 80-90 volunteers. If you are available, please help us out by signing up below!

[FR E 11/2 5:30pm](#) – DOUBLE HOURS!!!

Aziz Ansari was born in Columbia, South Carolina, to Fatima, a medical office worker, and Shoukath, a gastroenterologist. His family is from Tamil Nadu, India. Starting out in television like the hit comedy Parks and Recreation (2009), he later had bit parts in the films I Love You, Man (2009), Funny People (2009), and Get Him to the Greek (2010), among others, before co-starring in the comedy 30 Minutes or Less (2011).

Double Hours!

We are greatly in need of extras for the Disney Junior Dance Party on SA M 10/20.

Come be a part of a little one's first introduction to the theater at this dance party with Mickey, Minnie, and many other Disney friends.

[SA M 10/20 3pm](#) – DOUBLE HOURS



UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Disney Junior Dance Party

October 20 – Double Hours
KeyBank State

- [SA M 10/20 at 3pm](#)

Dreams from 1968 - CJO

October 21
Ohio Theatre

Donor Circle Events

October 22-23
Connor Palace – Double Hours

- [MO E 10/22 6pm](#)
- [TU E 10/23 6pm](#)

The Ugly Duckling

October 23-28
Ohio Theatre

- [SA M 10/27 9:30am](#)

So You Think You Can Dance

October 24
KeyBank State

Groundworks DanceTheater

October 26-27
Allen Theatre

Rocktopia

October 27 – No More Extras
KeyBank State

Redemption of a Dogg

October 28
KeyBank State

Les Misérables

October 30 – November 18
Connor Palace

- [WE E 10/31 6pm](#)

A View from the Bridge

November 1-3
Ohio Theatre

- [TH M 11/1 9:15am](#) – Double Hours
- [TH E 11/1 6pm](#) – Double Hours

[Click here to Extra/Cancel](#)

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

[I need to
CANCEL](#)



Amy Schumer - CANCELLED

We have just received word that they are not moving forward with the Amy Schumer show that was scheduled for 11/9 and 11/10.

We are attempting to contact everyone who was signed up for the shows to let them know.

Volunteer Opportunity with Cycling School

Do you enjoy bike riding and have a desire to help children do the same? Would you like to help 4th, 5th and 6th graders

experience the thrill of bike riding along the Towpath Trail in beautiful Cuyahoga Valley National Park?

Then please consider volunteering with Cycling Schools. We are an all-volunteer group that provides a field trip bike riding experience in CVNP for students from urban schools in the Cleveland and Akron areas.

Volunteers usually arrive around 8:30 am and depart around 2 pm. You will be paired with an experienced volunteer and a group of 6-8 students. Bring your bike and helmet or use ours. We have 5 rides coming up: October 10, 11, 12, 15 and 16.

Please check out our website cyclingschools.org for more information and to sign up for a ride. Come for one ride or sign up for all 5! More information contact: Sue White at cscvnp@gmail.com



The Ugly Duckling

Of the five eggs in Mother Duck's nest, one is the largest and last to hatch. Bigger and paler than the others, this last hatchling is treated as an outsider by Mother Duck and her ducklings. He may be the best swimmer of the brood, but this alone is not enough to ensure his



acceptance. Knowing only rejection, this Ugly Duckling goes out into the wild alone. Celebrated by Mother Duck and her ducklings for his uniqueness, all realize that he may have been an ugly duckling, but he has grown into a beautiful and powerful swan.

Lightwire Theater returns with its dazzling visuals, signature electroluminescent puppetry, poignant choreography and creative use of music ranging from classical to jazz to pup – literally bringing these beloved characters into a new and brilliant light!

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