

October
2017

RedCoats



★ VOLUNTEER MILESTONES

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

4000

Joe Ferritto*

1750

Carol Turk

1000

Janel Berquist

Pat Smith

750

Maureen Donoughe*

Joanne Gerhart

Ann White

Nancy Zabjek

500

Barbara Lorence

250

Doug Crawford

Bertha Idom

Steve White

100

Denise Lilly

Nada Susak

*Denotes Head Usher

➤ *From the desk of Gina, Volunteer Manager*

Last month we passed my one year anniversary of working here and I just want to thank you all for what an incredible year it has been! I have enjoyed getting to know so many of you. It is such a pleasure to see you all work and come together as a team. This truly is a special community and I feel so privileged to be a part of it. Thank you all from the bottom of my heart. I hope for many more years of working with all of you!

- Gina

Guest Services Training Recap

Thank you to all of you who were able to attend the Guest Services Training sessions that happened recently. We appreciate you going above and beyond to sharpen your guest service skills and hope that you gleaned a few added tips from the training!

The sessions were a great chance to get people from a variety of departments together and hear common themes about our experiences in working with guests. While there was certainly a lot to learn from the training sessions, there were two points that really stuck out to me as pertinent to how we interact with guests.



Presentation to our Guests

You are the first introduction to Playhouse Square that many of our guests receive, and it is you that they remember when they leave. Keeping ourselves and our theaters **show ready** gives our guests a great preview to the performance.

We greatly appreciate it when you are dressed to impress when you arrive to volunteer and have your fantastic RedCoat smile ready to go for when our guests arrive!

Positive Outlook

Sometimes our guests experience challenges before they even arrive and can be flustered or confused about parking, directions, or their tickets.

We love hearing from guests about when they were having a difficult time and a RedCoat stepped in to solve their problem. Sometimes it can be difficult to deal with guests who are not happy, but showing empathy for their situation and working with them can mean so much!





FRONT OF HOUSE SPOTLIGHT

Dear RedCoats,

We are currently accepting resumes for the position of House Manager.

[Please read the job description and the qualifications carefully. Apply ONLY if you meet all of the listed qualifications and experience requirements.](#)

Please note that if you are not CPR / AED certified, you must successfully pass the training course upon hire if you are the successful applicant.

If all the criteria are met, please send a letter of interest and updated resume to Front of House Manager Ed Broderick by Friday, October 20, 2017.

edward.broderick@playhousesquare.org

Cavs Company Meeting is Cancelled

Thank you all for rallying together to sign up for the Cavs Company Meeting today (October 11). We have just received word that this event has been **CANCELLED**. We apologize for any inconvenience this has caused in your schedule.

New Partnership with ACVT at Brush High School

Weekday Matinee RedCoats may be seeing some new faces over the course of this year! We are beginning a partnership with ACVT (Arcs Community Vocational Training) - a program at Charles F. Brush High School in Lyndhurst!

“ACVT is a vocational training program for 11th and 12th grade students with disabilities. The goal of the program is to assist students in building their skills in the workplace, “soft-skills” that are important for gaining and maintaining competitive employment. ACVT strives to give students opportunities to work within their community while learning the skills they will need to gain competitive employment, with a goal of easing the transition into adulthood and teaching the necessary job skills before a student leaves high school. ACVT is thrilled to be working with Playhouse Square this year as one of our community partners.”

- Emily Lynch the Job Training Coordinator for ACVT

We will have two students with us this year (Anthony and Emilie), both are very interested in theater and the arts. If you see them or their coach, Emily, at one of our weekday matinees please welcome them and answer any questions about ushering they may have!

Emilie is a senior this year at Brush. She is an active member the school, involved in the AV Club, Key Club and Drama Club. She is also a member of the National Honor Society, and has participated in various drama productions through school. Outside of school, she participates with the Youth Ability group, which performs the "Teamwork" presentation throughout the area. After high school, she is looking forward to getting a job and being independent!

Anthony is a senior at Brush. He is involved with the Youth Ability program through Jewish Family Services as well. He has participated in "Teamwork" performances, and has a love for theater. Anthony enjoys spending time with his family, going out to eat, and hanging out with his friends. Anthony loves working with ACVT and is looking forward to getting a job after he graduates!

RedCoats who received Rounds of Applause for STAR Performance this month

Dino Alfano	Mary Ann Serio *
Kay Applefeld	Nanette Sherwood
Lucy Ann Christopher	Elaine Staley*
Rosana Donnelly	Barbara Viets
Alivra Green	Karen Wuest
Jane Oulton	

Please Welcome our Newest RedCoats!

Michelle Canan
Donna Guardino
Wendy Hammer
Johanna Vine

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

Mary Brazie*
Barbara Brown
Gordon Brown
Larry Gaylor

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

The Hunchback of Notre Dame

October 4 – November 4
Hanna Theatre | 2 hrs 15 min w/ I

A Midsummer Night's Dream

October 6 – November 5
Hanna Theatre | 2 hrs w/ I
• [WE E 10/18 6pm](#)

CAVs Annual Meeting

October 11 **CANCELLED**
KeyBank State

Groundworks Dancetheater

October 13-14
Allen Theatre

1964 The Tribute

October 13
KeyBank State | 2 hrs w/ I

Les Sylphides

October 14
Ohio Theatre | 90 min w/ I

Oh, What a Beautiful Morning

October 15
Ohio Theatre | 2 hrs 45 min w/ I

Manhattan Transfer and the Hazelnuts

October 17 | 2 hrs 20 min w/ I
Ohio Theatre – **No More Extras**

Waitress

October 17-November 5
Connor Palace
• [SA E 10/21 6pm](#)
• [WE E 10/25 6pm](#)
• [FR E 10/27 6pm](#)

Paula Poundstone

October 20
Ohio Theatre – **No More Extras**

The Diary of Anne Frank

October 21 – November 19
Outcalt Theatre
• [SA E 11/4 6pm](#)

Safety and Security while Volunteering

The safety and security of our volunteers are of utmost importance to us. With that in mind, I want to take the opportunity to remind you to take precautions while you are at Playhouse Square.

Please lock up your belongings and remember to walk to the garage in groups. Before you leave your show, check around you to see if anyone else is leaving at the same time.

The Downtown Cleveland Alliance has [Safety Ambassadors](#) that are available to walk you to or from your car when you are downtown. Please keep **DCA's number: 216.621.6000** in your phone and utilize their services when you are walking to and from the garage.

Additionally, if you ever encounter a situation that makes you uncomfortable or have concerns about something anything, please contact me at gina.glorioso-rendall@playhousesquare.org so I can make our security team aware of any unusual activity.



Volunteer Appreciation Gift

Thank you so much for all that you do for Playhouse Square! We truly could not have the show go on without you! As a thank you for all of your hard work, we have a volunteer appreciation gift this year to commemorate your time with us – a Playhouse Square fleece blanket featuring the GE Chandelier!

We will be handing these gifts out **ONLY** during the run of Waitress and weekday matinees for the month of October.

To receive your appreciation gift:

- See your Head Usher AFTER completion of the performance
- The Head Usher will be given an alphabetized list by last name of every RedCoat.
- Please sign next to your name to verify that you have received your blanket.
- No blankets will be given out if there is already a signature in your box.
- You may not take a blanket for another RedCoat.
- We only have the exact number of blankets for each volunteer and will not be able to offer any as replacements or at other times.
- If your schedule prevents you from working at either a Waitress performance or a weekday matinee, please [contact the Volunteer Department](#) BEFORE the start of Waitress on October 17th to arrange pick up.



UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Two Can Play That Game

October 22

KeyBank State

- [SU E 10/22 6pm](#)

Shining Star Cleveland

October 22

Ohio Theatre

Hansel and Gretel

October 24-27

Ohio Theatre

- [SA M 10/28 9:30am](#)
- [SA M 10/28 12:30pm](#)

Company

October 26 – November 5

Allen Theatre

- [SA M 10/28 12:30pm](#)
- [SA M 10/28 6pm](#)
- [SU M 10/29 12:30pm](#)
- [SA M 11/5 12:30pm](#)

David Sedaris

October 27

KeyBank State

Tori Amos

October 29

KeyBank State

Get the LED Out

November 1

KeyBank State

- [WE E 11/1 6:30pm](#)

The Colored Museum

November 2-4

Ohio Theatre

Johnny Mathis

November 3

KeyBank State

The Dirty Songbook

November 3-4

Kennedy's

[Click here to Extra/Cancel](#)

Playhouse Scare

We are seeking 6-8 RedCoats to help out with some spooky activities on [Friday, October 27th at 6:30pm](#)



"In the spirit of Halloween, Playhouse Square will host the third annual Playhouse SCARE on Friday, October 27 from 8 -11pm. Enjoy a "Creepy Crawl" through the Playhouse Square District with food, drink, and special offers at participating restaurants, bars and retailers."

RedCoats are asked to help direct guests and pass out maps for the event!

Extras Greatly Needed!

I am continually impressed at how RedCoats devote so much time to come in to help when it is needed! Thank you to all of you who signed up as extras last week when we mentioned all of the shows that we are low on volunteers for! I appreciate it so much, and we're listing many of them again this week in case there are others who can come in.

Please note: any performances with ticket drawings listed will have the drawings available at sign in to both the extras as well as those who were scheduled.

- [FR E 10/27 Midsummer Night's 6pm](#) – Ticket Drawing
- [SA M 10/28 Hansel and Gretel 9:30am](#) – Ticket Drawing
- [SA M 10/28 Hansel and Gretel 12:30pm](#) – Ticket Drawing
- [SA M 10/28 Company 12:30pm](#) – DOUBLE HOURS
- [SA E 10/28 Company 6pm](#) – DOUBLE HOURS
- [SU M 10/29 Company 12:30pm](#) – Ticket Drawing
- [SA M 11/4 Company 12:30pm](#) – DOUBLE HOURS
- [SA E 11/4 Anne Frank 6pm](#) – Ticket Drawing



Company

This musical dark comedy is an honest look at modern adult relationships. It is considered a trailblazer, and is the winner of seven Tony Awards. On the night of his 35th birthday, confirmed bachelor Robert contemplates his unmarried state. Over the course of a series of events, the habitually single Robert is forced to question his adamant retention of

bachelorhood during a hilarious array of interactions. Directed by Russ Borski. Book by George Furth. Music and Lyrics by Stephen Sondheim.

The Diary of Anne Frank

Staged in CPH's intimate Outcalt Theatre, this must-see adaptation brings us into the secret annex where 13-year-old Anne and seven other Jews evade Nazi deportation. For over two years, all that will stand between them and the concentration camps is their trust in one another and the bravery of those harboring them. Anne's compelling words come alive and urge us to stand up for one another in the face of intolerance, fear, and hate.



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

I would like to
be an EXTRA

I need to
CANCEL