

September  
2018

# RedCoats



## VOLUNTEER MILESTONES

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

**16250**

Audrey DeClement

**3750**

Antoinette Geanneses\*

**2750**

Carol Bak

**2250**

Tim McMahon

Elaine Staley\*

**2000**

John Connelly

**1500**

Greg Taress

Gabriela Uribe

**1250**

Mike Dendinger

Marilyn Guinter

Dorothy Shillman\*

Martha Sipos

**1000**

Bonnie Zukerman

**750**

Elaine Fecho

Lynne Fiske

Michael Malone

Hank Volosin

Richard Volosin

**500**

Alice Cantini

Marcel Culkar

Carolyn Eiermann\*

Diane Jackson\*

Judy Kazak

Carol Lawton

Sarah Piller

**250**

Jim Borsuk

Phyllis Dykes

Laurie Ellis

Suzanne Fisher

Teresa Graham

Ingrid Helfrich

Liz Jastrzebski

Allen Kelly

Tangy Kirtz

Hillary Kitchen

Barb Paolucci

Jan Speros

Cliff Zenobi

Dottie Zenobi

**100**

Hubert Carlin

Margarite Davidian\*

Laurie Frank

Tony Frank

Charetta Harrington

Kathy Harris

Sandra Katich

Gail Kula

Helen Layton

Ed Leone

Renee Lesko

Al Pollack

Carol Primm Brown

Kathleen Radford

Sandra Sakenes

Laurie Scinto

Mike Shaughnessy

Jeff Urban

Carmella Usher

Frankie Walker

Amber Werner

Keith Wright

Linda Young

Sue Youngs

\*Denotes Head Usher

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

Welcome to the start of the **2018-2019 KeyBank Broadway Series!** We have such an amazing sequence of shows coming to us over the next year, I hope you all are as excited as I am to see these fantastic performances.

Hello, Dolly kicks off our season with Broadway legend Betty Buckley in the starring role. Following Hello, Dolly we have classics like Les Mis and Miss Saigon, as well as exciting new shows like the 2017 Tony winner for Best Musical - Dear Evan Hansen. The season concludes next summer with Come from Away, a heartfelt musical set in a small town following the September 11<sup>th</sup> attacks.

As always – thank you so much for your effort and dedication to Playhouse Square. We rely on you at each performance to help us get the curtain up, and your work is greatly appreciated by guests and staff alike.



### *Hamilton Re-cap*

What an incredible summer we had here at Playhouse Square! Hamilton was an amazing experience and we served over 147,000 guests at our 48 performances.

We could not be more proud or thankful for all of the work that each of you put in to make this event successful. We knew that with such full houses, we had no room for error, and YOU came through each night to make it a success and a once-in-a-lifetime experience for our guests.

Although we are thankful for each of you, we wanted to call out two special Head Ushers who really went over and above this summer with the number of performances they worked.

Nancy Stokes – 25 Hamilton Performances

Joe Ferritto – 24 Hamilton Performances

**THANK YOU REDCOATS!!!**



Playhouse Square®

H★MILTON

## Welcome STARS

We want to extend a huge welcome to our 2018-19 STARS student volunteers!



This year we have over 200 high school and college students who will be volunteering with us, primarily on weekend shows. They are going through Orientation currently and will start volunteering at performances in October. If you are working with them, please reach out and welcome them into our RedCoat volunteer family! We would also love it if our experienced RedCoats who are working in their area ask them if they've worked the position before and talk them through any concerns they may have.

Mikayla Adams	Perry Gelwasser	Kyle Maiorana	Christian Shepherd
Najah Adams	Kailey Gielink	Kate Marijolic	Emma Sherban
Brandon Alexander-Smith	Jayden Gikerson	Sara Marijolic	Ilyonna Sherman
Zavier Alterio	Marquis Globokar	Bianca Marinelli	Mary Sikorovsky
Isabella Anderson	Abby Golden	Gina Marjanovic	Mary Sill
Devon Apanasewicz	Eric Golovan	Kira Marjanovic	Spencer Skok
Emily Bailey	Dakota Gordon	David Marshall	Victoria Skok
Kaitlyn Bamler	Kayla Granito	Abigail Martin	Kayla Slater
Riley Beight	Emily Gruich	Martina Matic	Alexis Smeznik
Shakyla Bentley	Donna Guardino	Alyssa Maynard	Ashleigh Smith
Leroy Berts	Ana Hair	Shavonna McCary	Kynneddy Smith
Dasara Beta	Kylie Harbert	Breslin McCrae	Sydney Smith
Baleigh Bracken	Hallie Harder	Abby McElhannon	Sheneisa Spears
Ruby Brandon	Maggie Harlin	Ilana Miller	Sam Stack
Sophie Bravo	Jillian Harris	Malachi Monroe	McKenna Stoffer
Molly Bregar	Henry Harte	Ashley Motley	Bethany Sudilovsky
Liz Brey	Savanna Higginbottom	Kenzie Mounir	Kourtney Syrus
Skylar Bridgeforth	Charlotte Hill	Maya Neyman	Caroline Szekely
Rohan Bruce	Jordan Hinman	Jessica Nichols	Juliana Tate
Michael Brunst	Ava Holder	Teanna Norflet	Karson Taylor
Clorise Busch	Andrew Holdsworth	Rose Obergefell	Graeme Thomas
Jossiaun Buxton	Zach Hoskins	Katie Obermiller	Madison Thomas
Ella Calleri	Katherine Huntley	Quaid O'Brien	Ruby Thomas
EG Canzano	Lauren Huntley	Elise O'Donnell	Hannah Toth
Tyauna Carlgren	Joseph Ivancic	Amanda Ostroske	Bethany Truax
Andrea Carter	Rita Jamous	Rachel Owen	Chelbey Trump
Emily Catona	Isabella Johnson	Dee Parchem	Maximilian Tucker
Thyra Chaney	Eve Jursinski	Sarah Parchem	Grace Turk
Regan Cole	Jane Jusko	Sarah Parr	Abigail Urbaczewski
Mikayla Collins	Bridgette Karr	Kaylie Payne	Breasia Vanitzan
Paige Collins	Jack Kasper	Charley Peck	Katelyn Vargo
Stella Connelly	Lucy Katoch	Sarah Pepera	Kylie Vaughn
Rachel Cooper	Miranda Keller	Lucille Petkac	Jessica Waligora
Ryan Cordaro	Chris Kidwell	Anna Pizon	Kaila Walker
Delaney Cunningham	Arya Kirpekar	Ben Pollizi	Grace Wallace
Devon Cutri	Jake Komar	Halle Preneta	Isadora Waller
Elena Dahlhausen	Nora Konrad	Darya Rebata	Salem Waller
Chelsea Davis	Karlise Koontz	Chad Ressler	Steven Waller
Kylie Dean	Emma Koralewski	Jake Ressler	Alli Wank
Hailey Deane	Nickolas Korzhiletsky	Grace Riegel	Emily Wasen
Audrey Destro	Grace Kosakowski	Ali Ritvo	Matilda Washington
Olivia DiPerna	Raymond Kreger	Grace Romig	Aneira Watkins
Cadence Downey	Natalily Kyremesparks	Izzy Rothenfeld	Victoria Watts
Kiara Durbin	Addie Lamb	Alex Rovito	Laurettia Weakley
Myah Dworning	Dreshyne Lane	Katrina Rowe	Emily Werner
Kiara Elmore	Grace Larson	Macacla Salomon	Casey Wilcox
Lexi Esterle	Katherine Lawlor	Leah Salomone	Riley Williams
Delaney Fedewa	Rachel Lisc	Therese Salomone	Ethan Williams-Tatlor
Julia Feliz	Kaleb Lloyd	Anastasija Saric	Carolina Wilson
Kayleigh Flood	Lidia Logan	Claire Schiopota	Cecilia Wischmeier
Alexis Florence	Bella Loparo	David Schiopota	Stella Wischmeier
Makiya Ford	Megan Louttit	Hannah Schmidt	Emilia Wolfenbarger
Lexi Freeman	Aubrey Low	Jenna Schniegenberg	Tyler Wood
Joey Gabriel	Kaitlyn Low	Maria Schreiner	Barbara Yang
Sarah Gallo	Madelyn Low	Kayte Senytko	Marissa Yankowski
Ian Gaspersic	Lizzi Lucarell	Hannah Sheha	Meghan Zappia
		Leah Shene	Jordyn Zawatsky

## RedCoats who received STAR Awards this month

Janna Ashby  
Chia Yu Chung  
Pete Copeland  
Don Fedorchak\*  
Sandra Gross\*  
Sharon Halm  
Luise Hanold  
Linette Jessup  
Barbara Kozel\*  
Bridget Lavelle  
Sam Lees  
Marcia Mercer  
Elizabeth Rattray  
Neal Sadler  
Lisa Smith  
Nancy Stokes\*  
Carmella Usher

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

Marilyn Brooks  
Colette Cramer  
Marian Durkin, CSA\*  
John Kish  
Laura Kozman  
Becky Podoba

## In Memoriam

Stefanie Avsenek

\* Denotes Head Usher

## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### **Sisters United—It's Our Time**

September 14

KeyBank State **CANCELLED**

### **The Dollop**

September 14

Ohio Theatre

### **The Woman in Black**

September 15 – October 7

Allen Theatre

### **The Uncle Louie Variety Show**

September 15

Hanna Theatre

### **Dr. Jordan Peterson**

September 19

KeyBank State

### **Henry Rollins Travel Slideshow**

September 19

Ohio Theatre

### **Bad Bunny**

September 20

KeyBank State

- [TH E 9/20 6:30pm](#)

### **Plath & Orion**

September 21 – October 27

Kennedy's

### **Blossom Screening**

September 21

WIST

- [FR E 9/21 5:30-8pm](#)

### **An Evening with Beth Hart**

September 22

Ohio Theatre

### **Partners Scavenger Hunt**

September 26

Ohio Theatre

- [WE E 9/26 5:30-8:30pm](#)

### **Anisfield-Wolf Book Awards**

September 27

KeyBank State

## ***In Danger of Losing Parking***

This past week, we received a call from the owner of the US Bank garage. They let us know that some RedCoats have not been following the parking guidelines and **if it continues we may not be allowed to park in there any longer**. One specific instance they mentioned was that a parking attendant confronted a RedCoat who parked in a 24 hour-reserved spot located on the first floor designated for US Army members who work in that building. They said the RedCoat was dismissive to the attendant when approached and walked away.

We have instructed the garage to get the names and ID numbers of any RedCoats they find not following the policies and we will be following up with them.

RedCoats who commit serious offenses like the one above may be dismissed from their volunteer position. **Please understand that your infraction could cause all 2,000 RedCoats to lose their free parking.**

US Bank Garage Parking Policies:

- You may park in the garage when you are volunteering after 3:30pm or on weekends
- You should pull a ticket on the way in if no attendant is present, or give them a voucher from us to enter if they are present.
- **RedCoats are now asked to go to the top level of the garage and fill that first and then work their way down. This change is a result from the infractions the garage has seen.**

I ask that each of you take this very seriously. Not following these policies could result in parking being taken away from all RedCoats which would seriously damage our program as a whole.

## ***New Scanning and Ticketing***

Playhouse Square has made the move to a new ticketing system called AudienceView! Many of you may already have interacted with the system if you have bought tickets through our website in the last week or two.



As a result of this system change we are also receiving NEW TICKET SCANNERS! We believe that this new equipment will be faster and more effective and hope it will ease the experience for both RedCoats and guests.

We are working on training options for everyone to learn this new equipment, so keep an eye out in future weeks to learn more about this system.

In the meantime, remember that when you log-in to your Playhouse Square account that it may look a little different than in the past due to this new system.

**Please use this new link to enter the CEO Discount Ticket site:**

<https://tickets.playhousesquare.org/G03>

Use the code **REDCOAT** to log in.

If you have any questions or concerns, please contact our ticket representative:

**Andy Selesnik**

[andy.selesnik@playhousesquare.org](mailto:andy.selesnik@playhousesquare.org)

216-640-8603



## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### **Mamma Mia!**

September 28 – November 11  
Hanna Theatre

### **Eddie B – Teachers Only Comedy Tour**

September 28  
KeyBank State

### **Rob Bell**

September 28  
Ohio Theatre

- [FR E 9/28 6:30pm](#)

### **4U: Prince Symphony**

September 29 – no more extras  
KeyBank State

### **Iliza Shlesinger: Elder Millennial**

September 29  
Ohio Theatre

- [SA E 9/29 9pm - Double Hours](#)

### **Hello, Dolly!**

September 30  
Connor Palace

- [SU M 10/7 11:30am](#)
- [TH E 10/11 6pm](#)
- [SA E 10/13 6pm](#)
- [SU M 10/14 11:30am](#)

### **Joan Baez**

October 3 – no more extras  
KeyBank State

### **Pride and Prejudice**

October 5 – November 4  
Hanna Theatre

### **Modern Warrior Live**

October 6  
Ohio Theatre

### **Shining Star CLE 2018**

October 7  
Ohio Theatre

### **Colin & Brad: Scared Scriptless**

October 7  
KeyBank State



### *WiFi in Volunteer Room*

We are excited to announce that thanks to the cooperation of our IT department we have now found a way to add WiFi internet access to the Volunteer Room!

The log-in information is the same as the guest wifi in our theaters. Search for the network **Playhouse Square Guest**.

Please note that due to recent changes, no password is needed for the Playhouse Square Guest wifi network for either you or the guests coming to the shows.

### *Yearly Survey*

Thank you to those who filled out the yearly survey! We have been reading through each of your notes and will have responses to the most prevalent questions in the October Newsletter.

### *Changes to Evacuation Routes*

There have been some changes to the evacuation plans recently. We have posted the most recent Guest Evacuation Training handout on the website, please review and ask your House Manager if you have any questions about the changes.

[Click here for GET Handout](#)



### *Hello, Dolly! Staring Betty Buckley*

Tony Award®-winning Broadway legend **Betty Buckley** stars in **HELLO, DOLLY!** – the universally acclaimed smash that NPR calls “the best show of the year!” and the *Los Angeles Times* says “distills the mood-elevating properties of the American musical at its giddy best.” Winner of four Tony Awards including Best Musical Revival, director Jerry Zaks’ “gorgeous” new production (*Vogue*) is “making people crazy happy!” (*The Washington Post*). Breaking box office records week after week and receiving unanimous raves on Broadway, this **HELLO, DOLLY!** pays tribute to the original work of legendary director/choreographer Gower Champion – hailed both then and now as one of the greatest stagings in musical theater history. *Rolling Stone* calls it “a must-see event. A musical comedy dream. If you’re lucky enough to score a ticket, you’ll be seeing something historic. Wow, wow, wow, indeed!”

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

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

[I need to  
CANCEL](#)