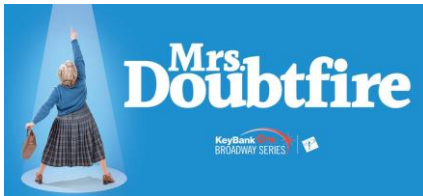


UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



MRS. DOUBTFIRE

Connor Palace Theatre || 155 min. w/ I
January 9 – 28, 2024

- [SU 1/21 5:00 PM](#)



Guest Evacuation Training

- [MO 1/15 5:45 PM](#)
- [SA 1/20 8:15 AM](#)

CHAMPIONS OF MAGIC

Mimi Ohio Theater || approx. 120 min.
January 5 – 7

FULL – Check back dates begin 01/03/24

ELIVS TRIBUTE

KeyBank State Theater || approx. 120 min.
January 7

FULL – Check back date 01/05/24

THE KILLER B'S

Hanna Theater || TBD – approx. 90 min.
January 13

FULL – Check back date 01/11/24

MEN ARE FROM MARS, WOMEN ARE FROM VENUS

Hanna Theater || TBD – approx. 140 min.
January 19 -20

FULL – Check back date 01/17/24

WELCOME 2024!

WORD OF THE YEAR: STANDARDIZATION!

Throughout 2024, the Volunteer Department, along with the Front of House Department, will be working to standardize all processes and procedures.



Standardization will:

- **Improve clarity** – because a standard process will eliminate the need for guesswork. You won't need to ask around or search through documents to find an answer!
- **Guarantee quality** – because everything is done in a precise, clear-cut way.
- **Maximize safety** – because each potential safety issue will be addressed in an appropriate and consistent manner.
- **Perfect customer service** – because every situation can be handled in the best possible way.

Each month, we will be highlighting a new topic and will provide information in our newsletters and at the House Manager meetings.

We look forward to creating an environment where every interaction is worthy of a standing ovation!

VOLUNTEER APPRECIATION GIFT



This year's Volunteer Appreciation Gift will be distributed to all Evening and Weekend volunteers during *Mrs. Doubtfire* (Jan 9 -28), and to Weekday Matinee volunteers during *Rainbow Fish* (Jan 23 – 26).

You will be asked to sign that you received your gift.

Thank you for everything you do!