

FEBRUARY
2026

RedCoats



VOLUNTEER MILESTONES

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

2500

Kay Shank

2000

Margaret Owens*
Bill Winans

1750

Eugene Baker*
Judi Campobenedetto*

1500

Laurie Campobenedetto*
Laura Grimke*

1000

Jackie Kickel
Michael Mog
Shirley Schellentrager*

750

Judy Hagerty
Joan Jones
John Schniegenberg

500

Mary Bajorek
Bob Morecki
Rae Smedley
Bob Walsh

250

Marcia Broski
Donna DeChant
Jim Foster
Dawn Peters
Barb Pritschau
Donnoa Shields
Patricia Singh
Jason Spadaro
Patrick Yarman

100

Shawanna Anekwe
Christine Bowens
Dan Cerrezuela
Jeff Colagross
Dan Jacobs
Jane Painter
Kim Pintar
John Wood

*Denotes Head Usher

LEAVE THEM SMILING!

Everyone talks about making a great first impression. But creating a great last impression rarely gets the same attention. The science says this is a mistake.

A psychological instructional known as the “peak–end rule” describes how people make judgements based on the peak of the activity and the end of an event or activity.

So if 99% of a person's time with you was positive, but the last 1% was negative, that final encounter will define much of their perceived experience.

The end experience is arguably just as vital as the first one. Rather than viewing the final curtain as the end of the performance, consider it a major opportunity to leave guests with a great last impression.



KEY CUSTOMER SERVICE PRINCIPLES



“It’s not my job”

What is customer service excellence?

According to Johnston & Clark’s book *Service Operations Management*, service excellence isn’t about exceeding customers’ expectations. Instead, it focuses primarily on “delivering what is promised and dealing well with any problems and queries that arise”.

Everyone must be ready to help in any way that they can. Not only is the phrase, “it’s not my job!” unhelpful and unprofessional – it’s simply not true. **Everyone has a duty of care to their customers.** Meaning that everyone *is* responsible for the positive experience a guest has.

Learn how to Recover

We all know that things don’t always go as planned. Let the guest express their frustration, confusion, or dissatisfaction to feel heard and valued. Then, when appropriate, apologize for the inconvenience caused and ask how the situation can be fixed.



Playhouse Square®

THANK YOU KENNETH AND ANN!

When a SUFFS emergency exit check revealed a snow and ice-covered evacuation path, Kenneth and Ann immediately grabbed shovels and cleared the way to ensure guest safety.

Kudos to both for going above and beyond - and a great reminder to us all to double-check that emergency exits are always clear and accessible!



WATER FOR ELEPHANTS

March 10-29, 2026

Step right up, RedCoats... *Water for Elephants* is coming this March!



Get ready for *Water for Elephants*, "a huge and heart-filling musical" (*The New York Times*, *Critic's Pick*) you won't want to miss! Based on the best-selling, critically acclaimed novel by Sara Gruen, this moving story follows a young man who jumps a moving train and unexpectedly becomes part of a circus community that changes the course of his life. Through new connections and experiences, he begins to rediscover purpose, belonging, and hope.

At its core, *Water for Elephants* builds a world that feels both intimate and spectacular, using live music, acrobatics, puppetry, and inventive stagecraft to draw you into the story in a striking and meaningful way.

Volunteers, secure your seats today to save up to 65% off select seating and performances, and step into a production that beautifully reminds us that second chances can arrive at any point in our lives!

Link: [GET TICKETS](#)

Use promo code: **PSQRC**

Please Note: Redcoat ID number required.

Offer is online-only by following the link provided and is available for select dates and seating locations. Returns and retroactive discounts are not possible.

Date exchanges are subject to one \$25.00 fee.



RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received
A Round of Applause this month!

Anita Andrews*	Dora Lake
Pia Behm	Marilyn Leciejewski
Margaret Bewie	Ellen Leonard
John Blazek*	Kathie Lipowski*
Sandy Brown*	Katie Luechauer*
Elizabeth Butler	Holly Massaro (2)
Terri Cangelosi	Dot Masterson
Sue Cudworth*	John McDonnell
Cheryl Dever*	Ann Misterka
Joe Ferritto*	Irene Morrison
Gaby Finley*	Pat Murphy
Mike Fry	Monica Petkac
Kat Goggin	Andrea Poland
Shawna Hamilton (2)	Assunta Rossi*
Kenneth Hawkins*	Brian Schaner*
Meghan Hays	Roberta Secrist
Jeff Honnold*	Diane Stout
Lisa Husamadeen	Jill Werling Quinn
Keith Krueger	

Please Welcome Our Newest RedCoats! *

Patricia Adams	Angela Maurer
Angie Braidich	Stacey McCullough
Krista Bridgens	Tim O'Connor
Wanda Collins	Lady Palmer
Marybeth Conway	Jeanine Perdian
Monica Dibbin	Maria Polk
Sandra Hodge	Adrienne Pounds
Charniece Holmes	Irit Rawray
Kenneth Kane	Rene Rawray
Gerald Karlak	Rosalind Revere
Mary Kline	Donna Rudder
Gabrielle Lawrence	Dale Wilson
Pete Marek	Cathy Zeise

Please Welcome Our Newest STARS!

Peyton Costin Emily Sabol

Retiring RedCoats with 10+ Years of Service

Rosemary Butanowicz	16 Years
Audrey DeClement	43 Years
Lorrie Stratis	19 Years

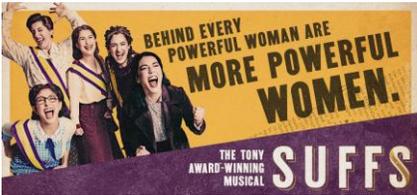
In Memoriam

Bill Duignan

* Denotes Head Usher

UPCOMING WEEKS

RUN TIMES



SUFFS

Connor Palace Theatre || 150 min. w/ I
February 3 – 22



THE HEART OF ROBIN HOOD

Hanna Theatre || approx. 120 min.
February 6 – 22

CPH cleveland play house

PRIMARY TRUST



PRIMARY TRUST

Outcalt Theatre || approx. 90 min.
February 8 – March 1



CSU DANCE CONCERT

Allen Theatre || approx. 120 min.
February 20 – 22



JASON ISBELL AND THE 400 UNIT

KeyBank State Theatre || approx. 120 min.
February 24

UPCOMING WEEKS

RUN TIMES



EPIPHANY

Helen Lab || approx. 120 min.
February 25 – March 7



LUCY DARLING

Mimi Ohio Theatre || approx. 90 min.
March 1



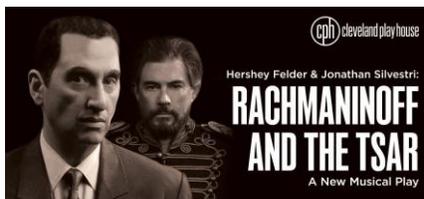
THE CHOIR OF MAN

Connor Palace Theatre || approx. 90 min.
March 3 – 8



STARDEW VALLY SYMPHONY OF SEASONS

KeyBank State Theatre || approx. 150 min.
March 4



RACHMANINOFF AND THE TSAR

Allen Theatre || approx. 120 min.
March 5 - 15



GUEST EVACUATION TRAINING

- [SA 2/28 9:45 AM](#)
- [SA 3/14 8:15 AM](#)

THANK YOU AUDREY



Audrey DeClement began her RedCoat career 43 years ago in September of 1982. She retired on February 8th with a whopping **17,270** volunteer hours!

In addition to all of her hours in the theaters, Audrey also helped with Galas, Cinema on the Square, meetings, and other special events held at Playhouse Square. For many years, she was also a weekly fixture in the office helping with data entry and filing.

Join us in wishing Audrey well in her retirement. We hope to see her in the theaters as a guest soon!

We hope you are enjoying your gift as much as these fabulous volunteers!

