

March
2022

RedCoats



★ VOLUNTEER MILESTONES

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

3750
Sherry Dangremond*

3000
Maryann Santa

2250
Nancy Stokes*

1750
Christina Easter
Kevin Needham
David Stacko*
Greg Taress

1500
Angie Fanara*
David Friedman*

1000
Brian Adelson

750
Brian Sheetz
Doug Sokolowski

500
Brenda Harriss
Suzanne Holman
Helen Layton
Pamara O'Connell*
Becky Raubenolt

250
Mary Ann Burke
Michelle Canan
Ramona Caraballo
Tami Doyle
Kathy Fouts
Beth French
Carol Moore
Irene Morrison
Vivian Riccio*
Susan Schneider
John Schniegenberg
Susanne Smith
Joyce Tallman*

100
Amy Fischer
Scott Hare
Lauren Herold
Wanda Himmel
Cheryl Krakora
Greg Little
Hollie O'Malley
Pat Steuer
Dana Yokoyama

*Denotes Head Usher

From the desk of Meg, Volunteer Manager

Luck of the Irish??

We are so lucky here at Playhouse Square! We are in one of the most beautiful venues in Cleveland, bringing live entertainment and joy to so many people! The volunteer department is very fortunate to have many dedicated RedCoats who give so much of their time and energy! The success we have as the premiere volunteer department in Northeast Ohio is not due to luck, however; it is the direct result of your hard work and commitment to Playhouse Square!



Happy St. Patrick's Day

We wanted to recognize and reward that incredible dedication and share the joy of our live entertainment – where you are the guest! Everyone with an attendance percentage of 100% or better was entered into a lucky drawing to enjoy 2 loge tickets.

Six winners were drawn and they are.... Chris Wick, Andrea Ritter, Ken Mountcastle, Angela Holpach, Meg Clark, Lil Baratko.

If you are one of our winners, please email [Anthony DiBacco](mailto:AnthonyDiBacco@playhousesquare.org) by March 31st and choose a date to see one of these six shows:

- Pretty Woman
- Alton Brown
- To Kill a Mockingbird
- RAIN
- Officer & a Gentleman
- Johnny Mathis

Congratulations to our winners and Thank you to all our RedCoats for everything you do for Playhouse Square!

Recent Feedback from our Guests



"Ushers were amazing as usual. We needed to bring a wheelchair for the first time. Andy in Group Sales was fantastic in answering what we needed to do. Red Coats were so friendly and helpful in what to do with the wheelchair. I can't say enough about Andy and the Red Coat ushers."



"I felt as though the ushers were rushing us out of the theater. They were right on my heels as I was leaving my row. I understand they have to clean the theater, but it would be nice if they waited until most - if not all - patrons were out of the theater."

"The production was excellent! All the red coats were all very pleasant! Great job Playhouse Square!"

"Found it odd that an usher sat in front of the child I brought to What Do You Do With an Idea?"



[Dazzle Challenge Donation](#)

HELP STUDENTS SUCCEED ON AND OFF THE STAGE!

Playhouse Square’s goal for the Dazzle Challenge is to raise \$25,000 by June 30th to help support the program. An additional generous contribution will be made by long-time Trustee John Chapman and his wife Pat. For more information or to make a donation, please click on the link to the left.

TO KILL A MOCKINGBIRD

All rise for Academy Award®-winner Aaron Sorkin’s adaptation of Harper Lee’s Pulitzer Prize-winning masterwork. *The New York Times* Critic’s Pick, *To Kill a Mockingbird* is “the most successful American play in Broadway history.



With direction by Tony Award®-winner Bartlett Sher, *To Kill a Mockingbird* — “the greatest novel of all time” (*Chicago Tribune*) — has quickly become “one of the greatest plays in history” (*NPR*).

Joining previously-announced Emmy® award-winner Richard Thomas (*The Waltons*, *The Humans*) as Atticus Finch will be Melanie Moore (*Finding Neverland*, *Hello Dolly!*) as Scout Finch and Mary Bedham as Mrs. Dubose who was nominated for an Academy Award® for her portrayal of Scout Finch in the 1962 *To Kill a Mockingbird* feature film.

As a benefit of being a RedCoat Volunteer, you can save up to 55% off tickets with reduced handling fees. Purchase tickets now for this reimagined literary classic brought to life: **Link: [GET TICKETS](#) Use promo code: REDCOAT**

**Offer is online only. Discount cannot be applied at the box office.*



In the Spotlight: Guest Experience – Lessons from Disney (Part I)



Disney has **seven service guidelines**:

1. Be Happy – make eye contact and smile.
2. Be like Sneezy – greet and welcome every guest. Spread the spirit of hospitality. It’s contagious!
3. Don’t be Bashful – seek out guest contact.
4. Be like Doc – provide immediate service recovery.
5. Don’t be Grumpy – display appropriate body language at all times.
6. Be like Sleepy – create dreams and preserve the magical guest experience.
7. Don’t be Dopey – thank every Guest!

Sourced from: [Hubspot](#)



RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received STAR Awards this month

Paul Kershey*
Bob Liddy*

Gerry Meader*
Karen Skinder*

Please Welcome our Newest RedCoats!

Linda Barberic
Keith Berr
Betty Bess
Diana Bowie
Sydney Egger
Chris Hoffman
Rochelle Johnson
Brenda Kenosh
Ellen Marks

Tracy Mickey
Michelle Mitchell
Janet Murphy
Pat Murphy
Kelli Postema
Judy Sargent
Susan Shaw
Jane Wenham

Please Welcome our Newest STARS!

Jennifer Koomar
Noelle Molnar

Sarah Sargent
Ariana Somich

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

April Locker
Mary Wehrle

In Memoriam

Sr. Theresa Bontempo
Philip Jaeger
Peggy MacNaughton

* Denotes Head Usher

**UPCOMING WEEKS
VOLUNTEER NEEDS AND
RUNNING TIMES**

Big. New Musical. Big. Huge.
PRETTY WOMAN
THE MUSICAL

Pretty Woman

Connor Palace Theatre || 150 minutes w/
March 8 - 27

- [WE 3/16 6:00 pm](#)
- [TH 3/17 6:00 pm](#) - URGENT NEED
- [SA 3/19 6:00 pm](#) - URGENT NEED
- [SU 3/20 5:00 pm](#) - URGENT NEED
- [WE 3/23 6:00 pm](#)
- [TH 3/24 6:00 pm](#) - URGENT NEED
- [FR 3/25 6:00 pm](#) - URGENT NEED
- [SA 3/26 6:00 pm](#) - URGENT NEED



Antigone

Outcalt Theatre || 80 minutes March 5 – 27

- [SA 3/19 6:00 pm](#)
- [TH 3/24 6:00 pm](#)
- [FR 3/25 6:00 pm](#)



Much Ado About Nothing

Hanna Theatre: March 25 – April 10

- [FR 3/25 6:00 pm](#)



Alton Brown Live

KeyBank State Theatre || 155 minutes

- SA 3/19 6:30 pm - FULL

**UPCOMING WEEKS
VOLUNTEER NEEDS AND
RUNNING TIMES**



Rain: A Tribute to the Beatles

KeyBank State Theatre || 160 minutes

- WE 3/23 5:30 pm - FULL



Disney Princess Concert

KeyBank State Theatre || 145 minutes

- [TH 3/24 5:30 pm](#)



Paula Poundstone

Mimi Oho Theatre || 145 minutes

- FR 3/25 6:30 pm - FULL



Justin Willman Comedy

Mimi Ohio Theatre || 145 minutes

- SA 3/26 5:30 pm - FULL



The Bachelor Live on Stage

KeyBank State Theatre || 150 minutes

- [SA 3/26 6:30 pm](#) - URGENT NEED

Head Usher Training

Congratulations to the following RedCoats who are beginning Head Usher training this month!



Gaby Finley



Richard Hazelton



Greg Little



Sara Martin



Barb Milter



Barry Starr

**CLEVELAND INTERNATIONAL
FILM FESTIVAL**



**Help is still needed for
the Film Festival!**

Check out last week's update for more information – including links to sign up!

March 9 Update

CROSS-OVER TIE

We've had some requests to see how the cross-over tie should be worn. See picture below!

