

April  
2022

# RedCoats



## ★ VOLUNTEER MILESTONES

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

<b>6750</b> Joe Ferritto*	<b>750</b> Jean Branzel Bob Cantini Donna Dreher Betty Lee* Lauren Plasterer*
<b>2750</b> Don Levenson Bobbi Mastri	<b>500</b> Ann Biery* Carlton Buchanan Gary Burlin* Jan Drvenkar Gaby Finley* Livia Fry Jackie Kickel Ellen Papadimoulis Jan Ratka Becky Santamaria Sue Zagula Dottie Zenobi
<b>2500</b> Della Gray	<b>250</b> Beverly Dorsey Ana Eslaquit Gail Fador Eddi Grobelny* Brenda Harriss Kathy Ingalls Jim Martin Toni Phillips Debra Sheridan Gloria Simms Tom Tabor Debbie Urban Diane Walden Mary Warner Liz Warswick Cedric Wilborn
<b>2250</b> Barbara Helon	
<b>2000</b> Paula Lavender	
<b>1750</b> Mike Dendinger	
<b>1500</b> Rich Crepage* Mary Graf Annie Hanks Joyce Nicole Liana Smergia*	
<b>1250</b> Leo Martin* Michele Ricco Barb Roberts Elizabeth Winczek	
<b>1000</b> Brian Adelson Thurston Coleman Monica Petkac Joan Sustarsic	

\*Denotes Head Usher

## From the desk of Meg, Volunteer Manager



### APRIL SHOWERS bring....

...Broadway back – and so much more! After just finishing the whirlwind inaugural season of CIFF where so many fabulous films were viewed for 10 days straight, we are jumping right back into Broadway!

We start with the exciting announcement of the new Broadway 22/23 season on April 12<sup>th</sup> and then welcome *To Kill a Mockingbird* starring the acclaimed actor, Richard Thomas. In addition, we have many great speakers, humorists, concerts, illusionists, dancers, and children's shows!

What else does Spring bring??? Our snowbird RedCoats!! Welcome back - we have missed everyone and are so glad to see many friends return after the long winter. We have it all! It's a great time to be part of Playhouse Square. Spring brings everything back to life and we continue to see our beloved home bursting with life, energy, and the return of so many great live entertainment options.

Thank you all for being RedCoats – you are the smiling face of Playhouse Square and we are grateful!

## THANK YOU CIFF VOLUNTEERS!

Congratulations to the top 10 volunteers for CIFF. There was a tie for 10<sup>th</sup> place, so the following 11 volunteers are winners of loge tickets!

Rosajoy Jones-Bogard, Liz Jastrzebski, Sherry Petkovsek, Rhonda Totten, Benita Batulewick, Jim Martin, John Blazek, Lauren Plasterer, Sherry Dangremond, Nicki Gambitta, and Becky Santamaria

If you are one of our winners, please email [Anthony DiBacco](mailto:AnthonyDiBacco@playhousesquare.org) by April 30<sup>th</sup> and choose a date to see one of these six shows:

- Officer & a Gentleman
- Ain't Too Proud
- Black Violin
- To Kill a Mockingbird
- Johnny Mathis
- My Fair Lady

Congratulations to our winners *and*

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

## Recent Feedback from our Guests



*"Great event with very friendly red coat volunteers, greeting us at the door, at the ticket scanner, providing programs, and showing us to our seats. Someone even thanked us as we left. Wonderful service. Thank you."*



*"At Pretty Woman, we had to shush the ushers at least 4 times because they were talking throughout the performance. Very disappointing to be constantly interrupted and taken out of the stage performance."*

## NOW CASTING: HOUSE MANAGER

We are searching for individuals to join our Front of House team who are passionate about Playhouse Square and providing an outstanding guest experience. Position requires strong leadership and time management skills along with a high degree of flexibility. Dependability is essential as we are a time sensitive business with the primary goal of the house opening and the shows going up as scheduled each and every time. **To learn more about this position, follow the link to the job description: [House Manager](#)**

To apply, email your resume along with a cover letter to [hr@playhousesquare.org](mailto:hr@playhousesquare.org)

*\* If not CPR / AED certified, training will be provided upon employment*



### FAMILY THEATER DAY

*Presented by University Hospitals Rainbow Babies & Children's Hospital*

Come out to Playhouse Square on Saturday, April 30 for a fun-filled day of theater for the whole family!

From captivating, pre-historic light shows, to exploring the wonders of a limitless imagination to a wide array of fantastical illusionists, Family Theater Day offers something for everyone:

- DINO-LIGHT | 11:00 A.M. & 2:00 P.M. – Mimi Ohio Theatre
- DOODLE POP | 11:00 A.M. & 2:00 P.M. – Westfield Studio Theatre
- SNAP | 3:30 P.M. – KeyBank State Theatre

Use promo code **REDCOAT** to purchase \$10 tickets, reduced from \$15, with no handling fees. All three performances are non-verbal and appropriate for ages 6-7 and up; perfect for sharing the magic of live theater with your entire family.

**LEARN MORE & GET TICKETS: [CLICK HERE](#)**

*\*Discount is online only and cannot be redeemed at the box office.*



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



**INCLUSION:** In 2020, Disney expanded its legendary “Four Keys” to include a fifth key – **Inclusion**. This key was added as part of an effort to drive meaningful cultural change within the organization and how they interact with their guests. The move to put **Inclusion** at the heart of the existing Four Keys is meant to focus on employee to employee interactions, in addition to how Cast interact with their guests.

#### 1. SAFETY

- I practice safe behaviors in everything I do
- I take action to always put safety first.
- I speak up to ensure the safety of Others

#### 2. COURTESY

- I project a positive image and energy
- I am courteous and respectful to Guests of all ages
- I go above and beyond to exceed Guest expectations

#### 3. INCLUSION

#### 4. SHOW

- I stay in character and perform my role in the show
- I ensure my area is show-ready at all times

#### 5. EFFICIENCY

- I perform my role efficiently so Guests get the most out of their visit
- I use my time and resources wisely

Sourced from: [Hubspot](#) and [BlogMickey](#)

## VOLUNTEER MILESTONES, CONTINUED

### 100

Beth Bacon  
Nora Bacon  
Delilah Bell-Flower\*  
Mary Delsanter  
Rada Duplik  
Bob Green  
Ginny Green  
Greg Harding  
Karen Himes  
Michelle Kenny  
Diane Klak  
Joe Klak

### 100

Maria Lechman  
Naomi Mays  
Kathy McCafferty  
Chris McCourt  
Jim McCourt  
Steve Miluch  
Cheryl Panek  
Sue Salontay  
Taylor Supek  
Heathr Timko  
Nancy Wargo  
Gloria Woods



## RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received STAR Awards this month

John Blazek\*  
Ann Mancini\*  
Violeta Maurer\*  
Jayne Miller  
Ron Mortus\*

Kevin Needham  
Richard Schwartz  
Joyce Tallman\*  
June Trenty

## Please Welcome our Newest RedCoats!

Patti Cogan  
Lynda Coughlin  
Penni Dalton  
Susan Lewis  
Mini Menon

Teresa Mostachetti\*  
Vanessa Smith  
Cora Sobarnia  
Jim Thie  
Shirley Tucker

## Please Welcome our Newest STARS!

Lilly Haas

Jude Rall

## In Memoriam

Rich Meyer\*

\* Denotes Head Usher

**UPCOMING WEEKS  
VOLUNTEER NEEDS AND  
RUNNING TIMES**



**An Office and a Gentleman**  
Connor Palace Theatre || 150 min. / 1  
April 22 - 24

- [FR 4/22 6:30 pm](#) – **Urgent Need**
- [SA 4/23 12:00 pm](#)
- [SA 4/23 6:30 pm](#) – **Urgent Need**
- [SU 4/24 11:30 am](#)
- [SU 4/24 5:00 pm](#)



**The Gentle Villainy of Richard III,  
Troubler of the Poor World's Peace**  
Outcalt Theatre || TBD  
April 21 – May 1

- [FR 4/22 6:00 pm](#)
- [SA 4/23 6:00 pm](#)



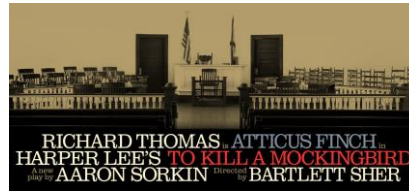
**Alvin Ailey Dance**  
KeyBank State Theatre || TBD  
April 22 - 24

- [FR 4/22 6:30 pm](#) – **Urgent Need**
- [SA 4/23 6:30 pm](#) – **Urgent Need**
- [SU 4/24 1:30 pm](#)



- [FR 4/15 5:30 pm](#) – **Urgent Need**
- [SA 4/16 12:30 pm](#) – **Urgent Need**
- [FR 4/22 5:30 pm](#) – **Urgent Need**
- [SA 4/23 12:30 pm](#) – **Urgent Need**
- [SA 4/23 5:30 pm](#) – **Urgent Need**

**UPCOMING WEEKS  
VOLUNTEER NEEDS AND  
RUNNING TIMES**



**To Kill a Mockingbird**  
Connor Palace Theatre || TBD  
April 26 – May 15

- [SA 4/30 6:00 pm](#)
- [WE 5/4 6:00 pm](#)
- [TH 5/5 6:00 pm](#)
- [SA 5/7 6:00 pm](#) – **Urgent Need**
- [SU 5/8 11:30 am](#)
- [FR 5/13 6:00 pm](#)
- [SA 5/14 12:00 pm](#)
- [SA 5/14 6:00 pm](#) – **Urgent Need**



**Dino-Light – Ohio Theatre**

- [SA 4/30 9:30 am](#)
- [SA 4/30 12:30 pm](#)
- [SU 5/1 12:30 pm](#)



**Doodle Pop - WIST**

- [SA 4/30 9:30 am](#)
- [SA 4/30 12:30 pm](#)



**SNAP Illusionists**  
KeyBank State Theatre || TBD

- [FR 4/29 10:30 am](#) – **Urgent Need**
- [SA 4/30 2:00 pm](#) – **Urgent Need**

**School Matinees**



Extra help is needed for both  
Dino-Light and Doodle Pop.

Please commit to working back-  
to-back performances. Thanks!

**Dino-Light – Ohio Theatre**

- [TU 4/26 8:30 am](#)
- [TU 4/26 10:30 am](#)
- [WE 4/27 8:30 am](#)
- [WE 4/27 10:30 am](#)
- [TH 4/28 8:30 am](#)
- [TH 4/28 10:30 am](#)
- [FR 4/29 8:30 am](#)
- [FR 4/29 10:30 am](#)

**Doodle Pop - WIST**

- [TU 4/26 8:30 am](#)
- [TU 4/26 10:30 am](#)
- [WE 4/27 8:30 am](#)
- [WE 4/27 10:30 am](#)
- [TH 4/28 8:30 am](#)
- [TH 4/28 10:30 am](#)
- [FR 4/29 8:30 am](#)
- [FR 4/29 10:30 am](#)



**Passover: April 15-23**



**Easter: April 17**