

UPCOMING WEEKS

RUN TIMES

PLEASE SEE THE SCHEDULE FOR VOLUNTEER NEEDS

SHUCKED

Connor Palace Theatre || 140 min. w / I
April 22 – May 11

ALTON BROWN

KeyBank State Theatre || approx. 100 min.
April 23

JIM GAFFIGAN

KeyBank State Theatre || approx. 120 min.
April 25 – 27

NOISES OFF

Hanna Theatre || 150 min. w / I
April 25 – May 18

FIDDLER ON THE ROOF

Allen Theatre || 180 min. w / I
April 26 – May 25



GUEST EVACUATION TRAINING

- [MO 5/12 5:45 PM](#)
- [TU 5/13 5:45 PM](#)
- [SA 5/24 8:45 AM](#)
- [SU 5/25 9:45 AM](#)

A NOTE FROM A VOLUNTEER:

We received the following email from a concerned volunteer:

"I ushered last night in the State for Temptations and Four Tops. Almost 1/2 of the ushers who were seating main floor aisles, at some point or another, were leaning, hanging, or draping themselves on the railings at the top of the aisles. Some of them looked like they were sidled up to a bar! Several had their backs to the guests and weren't even aware of the guests behind them.

I found this to be totally rude! If they are so tired that they can't even stand without leaning on the railings, maybe they should be home in bed!!! You cannot greet someone when your back is to them! You do not portray an interested, involved attitude when you are draped on the railing!

This really upset me because I feel it is a poor reflection on all the Redcoats. Hopefully you will address this again in another newsletter and emphasize good and polite manners to our guests!"

Please remember the importance of body language:

- Do you come across as bored or disinterested?
- Are you making eye contact with the people you are talking to?
- Are you coming across as friendly and welcoming?

Whether the guest is a donor, an employee of PSQ, or a \$10 ticket holder, we want to make sure the entire guest experience, from start to finish, is top notch. Let's all remember our warm, "Welcome to Playhouse Square" greeting, and also be attentive to the guests to anticipate any of their needs.

VOLUNTEER APPRECIATION PARTY



THINGS TO KNOW:

- April 28th – 6:30 – 9:30 pm
- KeyBank State Theater
- Park in the PSQ Garage

The evening will include:

★ Presentation, Awards, and Prizes!! 🐾 RedCoats Live! 🎵 DJ & Dancing!

Desserts only – please have dinner before arriving

If you have sent an RSVP and are unable to attend, please cancel!

You will receive a no-show if you do not attend and do not cancel.