

May  
2022

# RedCoats



## ★ VOLUNTEER MILESTONES

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

- |  |  |
|--|--|
| <b>6750</b><br>Benita Batulewick*  | <b>1250</b><br>Anne Fess<br>Violeta Maurer*  |
| <b>5250</b><br>John Blazek*  | <b>1000</b><br>Julie Barker<br>Ann Hronco<br>Bob Zukerman  |
| <b>4500</b><br>Antoinette Geanneses*   | <b>750</b><br>Mary Angus<br>Susan Ballard<br>JoAnn Beck<br>Gloria Buxton<br>Betty Ewing<br>Richard Hazelton<br>Liz Jastrzebski<br>Janeen Kramer<br>Sam Lees*<br>Ann Mancini*<br>Sid Saks*                    |
| <b>4000</b><br>Sherry Dangremond*  | <b>500</b><br>Paul Kershey<br>Susan Kiss<br>Connie Moscioni<br>Larry Nousek<br>Mitzie Zdravje  |
| <b>3500</b><br>Pat Ellert<br>Jeanette Sulak  | <b>250</b><br>Anita Andrews<br>Barb Baciak<br>Ken Baciak<br>Deborah Diedrick<br>Nicki Gambitta<br>Lenore Hutchinson<br>Sinead Irwin<br>Rosajoy Jones-Bogard*<br>Mary Land<br>Gail Ostrowski<br>Laurie Scinto |
| <b>2500</b><br>Della Gray<br>Bobbi Sundman<br>Mary Lu Szuminski<br>Denise Tobiasz                  |  |
| <b>2250</b><br>Al Jakubowski   |  |
| <b>2000</b><br>Debra Martin*<br>Ron Mortus*  |  |
| <b>1750</b><br>Lucy Ann Christopher<br>Marko Fikaris<br>Loretta Hall<br>Nancy Schmid<br>AJ Stokes* |  |
| <b>1500</b><br>Carol Farris<br>Mike Hanks<br>Merida McGuire Martin<br>Rochelle Solomon             |  |

\*Denotes Head Usher ★

## From the desk of Meg, Volunteer Manager

### Do I Live Here?

The number one question I get asked by RedCoats is, "Do you live here?!"

Believe it or not, I actually took a day off this week and visited one of my favorite places – my friend's alpaca farm. Even though I was away, I thought about RedCoats so much of the time! Actually, alpacas and Redcoats have a lot in common.



Alpacas are a herd animal where they rely on each other – just as we do! When a new alpaca is born the herd comes forward to welcome the newest member and to support and teach them. RedCoats do the same and I have proudly watched our veteran RedCoats teach, support, and welcome our newest RedCoats. Last month, we had 47 new RedCoats join our Playhouse Square family and in a couple weeks, we have another 50+ RedCoats training with us. The way that you all step up to welcome them to the family, is to be commended. I'm proud to be a part of this "herd" – the premiere volunteer organization in northeast Ohio – Playhouse Square RedCoats!

## Recent Feedback from our Guests



*"Really enjoyed the welcoming Redcoats at each part of the theater---from the parking garage hallway all the way to our seats. Very friendly and helpful."*

*"The Red Coats were awesome in ushering everyone to and from their seats as well as the parking garage. Without them, I would still be walking in circles around the building---involuntary trespassing!!!"*

*"Every person wearing a red coat was helpful and friendly and that made our experience that much better!!"*

*"The Red Coats are always so helpful and knowledgeable. I really appreciate them."*



*"You need to further train your Redcoats. Someone was seated in our seats when we arrived, and they said they were told that was their seat. I showed my tickets, but they didn't seem to have theirs to produce. Finally the lady who sits next to us told them that we have been sitting next to them as subscribers for years, and they reluctantly left for a less desirable seat near the wall!"*

*"We sit in the back of the theatre and for some reason the Redcoats were extremely chatty and distracting. We have not ever had that experience before at shows (season ticket holders, typically we attend on Sunday, but went on a Tuesday this time.)"*

## REFERRAL CONTESTS

RedCoat referral contest ends May 31<sup>st</sup>!

STARS referral contest ends June 15<sup>th</sup>!

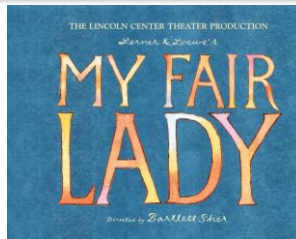
Winners will be announced at the June 20<sup>th</sup> Volunteer Appreciation Event. Winners will receive a fabulous Playhouse Square swag bag – including loge tickets to an upcoming performance.

Tell your friends to apply and list you as the referral!

## MY FAIR LADY

KeyBank Broadway Series (June 7 – 26)

From Lincoln Center Theater that brought you *The King & I* and *South Pacific*, comes “a sumptuous new production of the most perfect musical of all time” (*Entertainment Weekly*), Lerner & Loewe’s *My Fair Lady*.



Director Bartlett Sher’s glowing production is “thrilling, glorious and better than it ever was” (*New York Times*). “Every so often a revival comes along that reminds you how indispensable great theater can be” (*NY1*).

Boasting such classic songs as “I Could Have Danced All Night,” “The Rain in Spain,” “Wouldn’t It Be Lovely” and “On the Street Where You Live,” *My Fair Lady* tells the story of Eliza Doolittle, a young Cockney flower seller, and Henry Higgins, a linguistics professor who is determined to transform her into his idea of a “proper lady.” But who is really being transformed?

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 Broadway classic brought to life:

[GET TICKETS](#) Use promo code: **REDCOAT**

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



### In the Spotlight: Guest Experience – The CARP Method: Diffusing a Difficult Situation

This is a useful way to approach every customer service interaction. Start by getting a clear understanding of what the problem is. Then, empathize with the guest by showing that you acknowledge the inconvenience or trouble it is causing them. The third step involves directing the conversation toward a solution or a set of potential solutions. Finally, work with the guest to implement a solution that will make them feel like their concerns have been fully addressed.

**C – CONTROL:** Control the situation. Do not get flustered.

**A – ACKNOWLEDGE:** Acknowledge the dilemma. Show you understand the guest’s situation and emotional response to it.

**R – REFOCUS:** Refocus the conversation. Refocusing is the transition from dealing with the emotions to dealing with the actual problem.

**P – PROBLEM-SOLVE:** Problem-solve so the guest leaves happy. Involves getting and giving information, suggesting possibilities, appearing helpful, offering choices... and following through.



Sourced from: [Indeed](#) and [Customer Service Zone](#)

## VOLUNTEER MILESTONES, CONTINUED

100

Greg Bagley  
Corri Boswell  
Molly Brunner  
Terri Cangelosi  
Judy Carlin  
Mark Cheslow  
Meg Clark  
Loreen Dorin  
Traci Eckman  
Jamie Failor  
Susan Fisher  
Lorrie Foraker  
Beverly Haas  
Jenna Haas  
Rosanne Hall  
Jan Jenkins  
Kathy Johnson

100

Maria Lechman  
Ruth Lynch  
Larry Magyar  
Joyce Misinec  
Kathy Myers  
Dan Reichert  
Renee Risser  
Brian Schaner  
Brad Smedley  
Rae Smedley  
Barry Starr\*  
Debra Tucker  
Marilyn Valentino  
Rebecca Voit  
Allene Warren  
Darcel Williams

## 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!

Cindy Amos  
Marc Amos  
Rose Brown  
Debra Camino  
Alforniece Chambliss  
Kim Collisi  
Sarah Deioma-Artl  
Sue Eagan  
Bob Ferguson  
Melonie Gibbs  
Joan Groth  
Ed Hamrle  
Bonnie Hassel  
Nancy Hoffner  
Jeff Honnold  
Linda Jones  
Gloria Juran  
Sue Kasik

Liz Kennedy  
Dana Machuca  
Heather Millar  
Anne Morrision  
Sue McCoy  
Linda Palcko  
Marsha Randle  
Mary Reynolds  
Armina Robinson  
Terri Savage  
Darby Schwartz  
Roberta Secrist  
Michelle Seifert  
Bill Spehn  
Christine Suchan  
Theresa Tropp  
Fay Tucker  
Pat Winston

## Please Welcome our Newest STARS!

Ava Izzo  
Lili Cortes  
Lindsay Farrall

\* Denotes Head Usher

**UPCOMING WEEKS  
VOLUNTEER NEEDS AND  
RUNNING TIMES**



- [SA 5/14 12:30 pm - Mayfield](#)
- [SA 5/21 11:30 am - Brecksville/Broadview](#)
- [TH 5/26 5:30 pm - Solon](#)
- [SU 5/29 2:00 pm - Glenville](#)



**Marc Maron**  
Mimi Ohio Theatre || TBD

- [FR 5/13 5:30 pm](#)



**Alyssa Edwards**  
Mimi Ohio Theatre || TBD

- [SA 5/14 6:30 pm](#)



**An Evening with Neil Gaiman**  
KeyBank State Theatre || 90 min + Q&A

- [TU 5/17 6:30 pm](#)



**Dazzle Awards**  
KeyBank State Theatre

- [SA 5/21 2:30 pm](#)

**UPCOMING WEEKS  
VOLUNTEER NEEDS AND  
RUNNING TIMES**



**To Kill a Mockingbird**  
Connor Palace Theatre || 235 min w/ I  
April 26 – May 15

- [FR 5/13 6:00 pm](#) – Urgent Need
- [SA 5/14 12:00 pm](#) – Urgent Need
- [SA 5/14 6:00 pm](#)



**Alfred Hitchcock's The 39 Steps**  
Hanna Theatre || 105 min w/ I  
April 29 – May 22

- [SA 5/14 12:00 pm](#)
- [SA 5/14 6:00 pm](#)



**The Three Musketeers**  
Allen Theatre || 135 min w/ I  
April 30 – May 22

- [FR 5/13 6:00 pm](#)
- [SA 5/14 6:00 pm](#)



**Kraftwerk**  
Connor Palace Theatre || 90 min.

- [SU 5/29 6:30 pm](#)

**EMMY  
NOMINATION**



Playhouse Square's  
documentary,

**“The Big Comeback: The Choir of  
Man at Playhouse Square”**  
has been nominated for a regional  
Emmy Award!

Winners will be announced June 25.

You can watch it here:

[Playhouse Square - The Big Comeback](#)

**PLAYHOUSE SQUARE HONORS  
LEGENDARY LYRICIST  
SIR TIM RICE**



Playhouse Square Board of Trustees Chair Amy Brady honored noted lyricist Sir Tim Rice with the organization's highest award, the **Playhouse Square Star Award for Achievement in the Performing Arts**, at its annual Chairman's Dinner on May 4.

One of the most celebrated lyricists of our time, Sir Tim Rice is one of only 16 artists who has achieved the “grand slam” of show business: the EGOT (Emmy, Grammy, Oscar, Tony award winner).

With collaborators Sir Andrew Lloyd Webber, Sir Elton John and Alan Menken, he has given the world some of the most memorable, joyful and touching song lyrics including: “Can You Feel the Love Tonight,” “Don’t Cry for Me Argentina,” “Hakuna Matata,” and “A Whole New World.”

**VOLUNTEER  
APPRECIATION EVENT**



**DATE:** June 20, 2022

**TIME:** 6:00 pm

**LOCATION:** Connor Palace