

June
2022

RedCoats



★ VOLUNTEER MILESTONES

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

10,000 – Georgia Taylor

7500

Patti Dotts

7000

Joe Ferritto*

4000

Bill Duignan

3250

Rhonda Totten*

2750

Colleen Miscencik

2500

Dawn Andrews*

2250

Christine Zeigler

2000

Carol Houk
Janice Knecht

1750

Aimee Convery

1500

Cathy Flament
Joanne Majoros*
Martha Sipos
Laurie Stratis

1250

Joyce Dickson
Sheryl Henderson
Tony Pusateri
Karen Skinder*
Pat Wrobletsky

1000

Betty Clay
Cheryl Dever*
Patti Krawczonek
Marci Lowe
Pam Millas

750

Jan Carnes
Diane Chomo
Dana Lambacher
Valerie Morgan*
Margarita Zapanta

500

Eugene Baker*
Sally Barbour
Pat Engel
Beth Filina
Kim Garred*
Mergie Kosch
Jim Martin
Vivian Riccio*
Marissa Smith*
Lucia Srail
Barb Stadler
Mariann Zupan

250

Carol Brown
Janet Brunecz
Patty Danzey
Deborah Diedrick
John Dunston
Kim Gottlieb
Judy Jackman
Donna Moot
Chris Pruchnicki
Donna Ransom
Nancy Weissman
Janine Wilkes

*Denotes Head Usher



Georgia Taylor – 10,000 Volunteer Hours



Georgia began volunteering in 1988 and has ushered at Broadway classics like *Evita*, *The Color Purple*, *Fiddler on the Roof*, *In the Heights* and *Rent*. She was on hand for performances by Maya Angelou, Tom Hanks, Jerry Seinfeld and Guy Fieri, among others.

She has been there for Cleveland Opera and Cleveland Ballet, countless concerts, children's theatre and performances by Cleveland Playhouse and Great Lakes Theatre.

These days, Georgia primarily volunteers in the office. The Development, Education, Season Tickets/Subscription, Volunteer and Archives departments have all benefitted from her cheerful attention to detail and unwavering willingness to help.

Congratulations Georgia! We are truly grateful for your 34-year commitment to Playhouse Square. Thank you for sharing your time and talent with us!

From the desk of Meg, Volunteer Manager

SUMMER FUN!!

Our RedCoat/STARS team has been growing faster than these unknown plants in my yard! We have added over 400 new members to our RedCoat family since we re-opened in the fall!! With the help of our veteran and new volunteers, we have an incredible summer ahead of us – starting with *My Fair Lady*, followed by *Ain't Too Proud*, and finishing up with *Frozen*! So many blockbusters to really fill out our summer. In addition, we have the return of the Jazzfest, comedians, dance, and concerts! It will truly be a summer to enjoy!



Your volunteer team is working hard for you. We know summer is a busy and wonderful time – vacationing, spending time with your family and friends, and tending those gardens! Thank you for remembering to email us at redcoats@playhousesquare.org with any requests for extras & cancellations if you are unable to be with your team on a scheduled shift. Also, keep sharing the word about our RedCoat team – we are still “adopting” more family members! Happy summer, everyone!

Recent Feedback from our Guests



"The Red Coats greeting and directing the guests in the lobbies and theaters are terrific!"

"I would like to recognize the excellent customer service of one of your red jacket volunteers, Judy. I shared with her my upcoming foot surgeries and asked about the availability of an entrance without steps. She not only explained to me that yes, there is an entrance that has direct access, but also stated that someone could meet me at the entrance with the wheelchair then told me about the special handicapped seating area and double checked on the location of those rows. I'd been very discouraged that I would miss several upcoming performances due to surgery, and after talking with Judy, if healing goes as expected I shouldn't miss too much of the season. Please thank Judy for me for going over and above!"



"At intermission in the balcony it was a mob scene getting to the bathrooms, especially for women. A RedCoat did get to the scene late to direct traffic, but you should have a RedCoat at the beginning of the intermission to organize one line so that the area does not get so congested."

"The only issue was with the scanning of tickets. The lady wasn't looking at the right time for the green light and then would say scan again and it was Red since it was already scanned once - and she missed it. She was confused, but it's because she was not watching when we scanned 1st time."



In the Spotlight: Guest Experience – Key Customer Service Principles

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".



"It's not my job"

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.

Sourced from: SOCO

Volunteer Milestones, cont.

100

Irene Bajusz
Owen Bauer
Pamela Cunningham
Maureen Feller
Jay Hader
Sharon Harrell
Judy Hudgins
Gary Kula
Sharon Lightner
Susan Mannarino
Jeanette Metcalf

100

Jim Metcalf
Megan Moore
Gary Newman
Kathy Newman
Anita O'neal
Richard O'neal
Edward Perry
Mary Reynolds
Terri Simon
Evelyn Smits



RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received STAR Awards this month

Judy Aungst
Terri Cangelosi
Jane Chew
Sarah Deioma-Artl
Lorrie Devaney
Desirae Geiger
Alvira Green
Paul Kershey*

Violeta Maurer*
Ron Mortus*
AJ Stokes*
Nancy Stokes* (2)
Susan Timko*
Rhonda Totten
Cheryl Wankewycz
Sue Zagula

Please Welcome our Newest RedCoats!

Louis Andreasik
Patricia Beason
Helen Bertosa
Marc Delis
Gerri Dunfee
Tom Essig
Maria Good
Rayba Johnson
Aniko Kola
Cindy Oakley
Ellen Opalach
Jackie Pasadyn
Pat Pease

Sherlene Perkins
Kellie Radford
Kathy Schmidt
Christine Seuffert
Bethany Sillaman
John Stanonis
Sharon Stanonis
Frances Vojir
Elaine Vukov
Hope Walton
Charlene Ward
Julianne Wolf

Please Welcome our Newest STARS!

Laurien Palmer
Riley Schwochow

Morgan Spicer
Nora Stipanovich

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



My Fair Lady

KeyBank State Theatre || TBD

- [FR 6/17 6:00 pm – URGENT NEED](#)
- [SA 6/18 6:00 pm – URGENT NEED](#)
- [SU 6/19 5:00 pm – URGENT NEED](#)
- [TU 6/21 6:00 pm](#)
- [WE 6/22 BUZZ 5:45 pm - *](#)
- [FR 6/24 6:00 pm – URGENT NEED](#)
- [SA 6/25 12:00 pm](#)
- [SA 6/25 6:00 pm – URGENT NEED](#)
- [SU 6/26 11:30 am](#)
- [SU 6/26 5:00 pm](#)

★ If you are scheduled for the 6/22 performance of *My Fair Lady*, please consider adding the BUZZ! Thank you!

Union Home Mortgage (UHM) Meeting – June 22nd

This event will take place in both the Connor Palace Theatre and the KeyBank State Theatre.

RedCoats scheduled for this event will be helping UHM guests navigate the spaces. There will be a central check-in and check-out location to be determined.



No performances are scheduled
June 27 – July 11.

Enjoy your Summer Break!

NOW CASTING!

RJF PRESIDENTS' CLUB CONCIERGE



We are looking for the new member of the RJF Presidents' Club team as a part-time concierge. The individual will work evenings and weekends serving as the first friendly face members and guests see as they enter the Club. Responsibilities include checking in members, booking dinner reservations, and maintaining a clean, comfortable atmosphere for all guests.

The right candidate will possess excellent customer service skills, flexibility, dependability, attention to detail, and a passion for Playhouse Square. If you are interested in applying, or know someone who would be a great fit for the team, please send a cover letter and resume to:
PSHR@playhousesquare.org.

[RJF Presidents' Club Concierge Job Description](#)



AIN'T TOO PROUD

(July 12-31, 2022)
KeyBank Broadway Series

Ain't Too Proud – The Life and Times of The Temptations is the electrifying, smash-hit Broadway musical that follows The Temptations' extraordinary journey from the streets of Detroit to the Rock & Roll Hall of Fame. With their signature dance moves and silky-smooth harmonies, they rose to the top of the charts creating an amazing 42 Top Ten Hits with 14 reaching number one.

Nominated for 12 Tony Awards®, *Ain't Too Proud* tells the thrilling story of brotherhood, family, loyalty and betrayal, as the group's personal and political conflicts threatened to tear them apart during a decade of civil unrest in America.

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 hit:

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

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

43rd Annual



EXTRAS NEEDED!

Sean Jones Quartet

Allen Theatre || approx. 140 min.

- [FR 6/24 3:30 pm](#)

Joe Lovano / Dave Douglas: Sound Prints

Mimi Ohio Theatre || approx. 100 min.

- [FR 6/24 5:00 pm](#)

Brian Culbertson

Connor Palace Theatre || approx. 145 min.

- [FR 6/24 6:30 pm](#)

Ghost Note

Mimi Ohio Theatre || approx. 145 min.

- [FR 6/24 8:00 pm](#)

Cyrille Aimee & Dominick Faranacci

Mimi Ohio Theatre || approx. 100 min.

- [SA 6/25 12:30 pm](#)

Raul Midon

Allen Theatre || approx. 140 min.

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

Eddie Palmieri

Mimi Ohio Theatre || approx. 180 min.

- [SA 6/25 4:45 pm](#)

Tri-C JazzFest All-Star Big Band

Connor Palace Theatre || approx. 180 min.

- [SA 6/25 6:45 pm](#)



WELCOME BACK DARIUS!

Darius Wesley returned as a House Manager.

Many of you may remember Darius from before – welcome back!

SUGGESTIONS & OBSERVATIONS

OBSERVATION: "I worked in the House Managers office last Sunday to distribute the headsets to our patrons that amplify the sound for them. It came to my attention from some patrons that there were Redcoats that were not familiar with these or did not know where to send them to obtain them."



Audio-Assist devices are available for guests' use in the House Manager's Office. See page 24 of the Volunteer



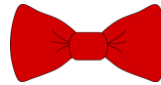
OBSERVATION: Guests occasionally ask RedCoats the location of the nearest ATM machine. A new bank has opened in storefront level of Lumen Parking Garage. It is First National Bank, with ATM machine. The only other ATM locations close by are US Bank and Chase Bank.

Volunteer Appreciation Event – June 20th!

We are looking forward to seeing you on June 20th! Remember – wear something **RED**.



The best **RED** outfit of the evening will receive a fabulous prize – Dinner in the President's Club!



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

Nancy Fabrizi
Diane Lekan
Don Levenson

Roberta Levenson
Diane Schnall
Sophie Serafin

In Memoriam

Tina Esson
Sharon McKanze
Florence Sermak