

August
2022

RedCoats



★ VOLUNTEER MILESTONES

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

5000

Alvira Green

4250

Sherry Dangremond*

2250

Kay Shank

2000

Betsy Ingram
Marge Sheridan

1750

Margaret Owens*
Cheryl Wankewyc

1250

Carol Lawton*
Marie Phillips
Debbie Tedick
Carol Travis

1000

Chris Sheetz

750

Sharon Minter
Roseanne Prochaska
Dawn Roche
Jane Stevens
Barb Vasbinder

500

Jim Borsuk
Cynthia Boylan*
Sandy Burba*
Donna Coady
Loren Federman
Fran Gesten
Iris Greene
Nancy Kimball
Ceola Littlejohn*
Marcia Mercer
Rachel Peteya*
Larry Sharpley
Don Richards
Ann Weaver
Cliff Zenobi

250

Alexia Ambroz
Janna Ashby
Deb Calvin
Ken Hart
Sara Hemminger
Tina King
Tiffany Noriega
Marcia Sachs
Kathy South
Betty Vandermeer
Marie Walsh

100

Maureen Bagley
Kirsten Bardwell
Margie Bodle
Travis Brock
Valdia Burns
Colleen Carlisle
Karol Cornelius
Denise Domonkos
Louise Fitzmaurice
Mary Ann Forsythe
Richard Fox
Tricia Gadd
Nancy Hoffner
Kevin Lightner
Michelle Marks
Amy McElwain
Beth McKeown
Pamala McMillan
Megan McQueen
Carla McWilliam
Rose Orzel
Stacey Phelps
Marsha Randle
Diane Spadola
Maria Tirpak
Amy Weber
Lee Will

*Denotes Head Usher

PLAYHOUSE SQUARE NAMES NEW CEO

We are pleased to announce that Royal Albert Hall Chief Executive Craig Hassall has been named Playhouse Square's new president and chief executive officer, replacing retiring CEO Gina Vernaci in early 2023.



Hassall, 57, has held senior roles in performing arts management at some of the world's most recognizable venues, events and organizations, including his current role at one of Europe's leading venues.

He now will head one of North America's top performing arts centers in Playhouse Square, the second largest performing arts center in the United States with 11 performance spaces.

Read more on Cleveland.Com: [Playhouse Square Names New CEO](#)

From the desk of Meg, Volunteer Manager



How time flies.... One year ago, I started with the volunteer department. We were in the midst of several fun filled months of Choir of Man and were prepping for the first blockbuster of our return – The Lion King! What a whirlwind 12 months it has been as we wrap it up with another blockbuster – FROZEN!

Thank you all for welcoming me in and being such a positive, energetic force as we have worked to rebuild our team! Following our lengthy unplanned intermission, we returned with around 1000 volunteers – a small, but mighty crew! One year later we have just over 1500 volunteers! Wow – huge progress! The largest percentage of those new RedCoats are a direct credit to you – RedCoat referrals!

This time next year (or sooner) we hope to be back to the 2000 strong crew that we had in 2019! I'm confident we can make that happen. It is an honor to be part of the premiere volunteer organization in Northeast Ohio! You are all incredible! Bring on year 2 of our comeback! We've got this!

Recent Feedback from our Guests



The guest survey system is being upgraded!

Feedback from our guests will hopefully be back up and running by September!

HOUSEKEEPING

NO SHOW! – We are still experiencing a high number of “no-shows” for performances. (**34 no-shows last week!!!**) Please email the volunteer department if you are unable to attend.



BROADWAY BUZZ – Please remember to check to see if your team is scheduled for the BUZZ. Check in is 15 minutes earlier and will take place in the mezz of the Allen Lobby. See example below:

Crew	Teams	Date	Time	Location	Project
TU E	2	8/16/2022	5:45 P	U	BROADWAY BUZZ - FROZEN – Report to the mezz of the Allen Lobby
TU E	2,4,6,8,10,12,14,16,18	8/16/2022	6:00 P	S	DISNEY'S FROZEN - Broadway Series



PIT RAIL – Thank you to these two wonderful RedCoats for being in the correct “**audience facing**” pit rail position to provide space between guests and the musicians! If you are assigned this position, **please** remember to follow this great example and have your back to the rail, so that we are also respecting the air space of these artists.



In the Spotlight: Guest Experience – The Importance of First Impressions

You've heard the saying, "You only have one opportunity to make a first impression." While it may be a cliché, it is true. The initial impression can set the tone for the entire experience.

First impressions last! Whether they are accurate or not, it normally takes a long time and concerted effort to change a first impression.

Because first impressions are largely subconscious, they are very persistent – even in the face of contrary evidence. Due to our implicit and cognitive biases, we see the world and other people through our own set of filters and make decisions based on them. All of your relationships are affected by that first impression.

Tips for making a good first impression:

1. **Meet & Greet** – Make eye contact, smile, offer a sincere welcome, never ignore the guest.
2. **Presentation** – Dress to impress (well-groomed appearance, clean uniform), welcoming body language, and ensure the area around you is clean and tidy.
3. **Positive Attitude** – exude enthusiasm; be ready to offer friendly, helpful service.



Sourced from: [BetterUp](https://www.betterup.com/)

RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received STAR Awards this month

Sam Brown	Joe Ferritto*
Judi Campobenedetto*	Ann Mancini*
Sophi Cudworth	Angelica Schreiner*
Sherry Dangremond*	Christine Shock
Sarah Deioma-Artl	

Please Welcome our Newest RedCoats!

Kishma Adams	Lili Mende
Monica Alexa	Anne Miller
Cathleen Bennett	Julie Mitchell
Theresa Bush	Frank Motz
Becky Calderwood	Diane Price
Sherona Campbell	Keith Rasch
John Caravolos	Josie Schrader
Amy Densvich	Kathy Shriver
Cameran Densvich	Cyndi Simpson
Dia Dunay	Leslie Tolman
Mike Filbert	Rick Tolman
Debbie Friedman	Pat Valdez
Cheryl Geschke	Bridget Viton
Reba Grace	Tracey Wathen
Genice Holland	Sue Widdows
Marien Kaifesh	Tracee Zubic
Elizabeth Kravanya	

Please Welcome our Newest STARS!

Rory Fabec	Aidan Moll
Elianna Gorman	Kate Pawlowski
Sophia Mende	Lillian Videc

Welcome Back to our Returning RedCoats!

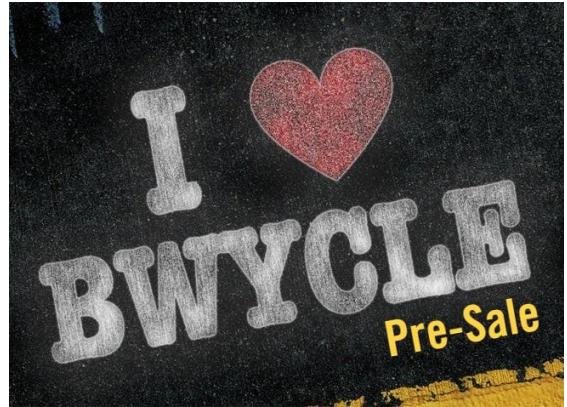
Deb Conroy	Zoe Sizemore
Macie Conroy	Lawrence Tobias
Dianne Marsh	Ross Wason*

* Denotes Head Usher

CATS, BEETLEJUICE, & HADESTOWN

KeyBank Broadway Series

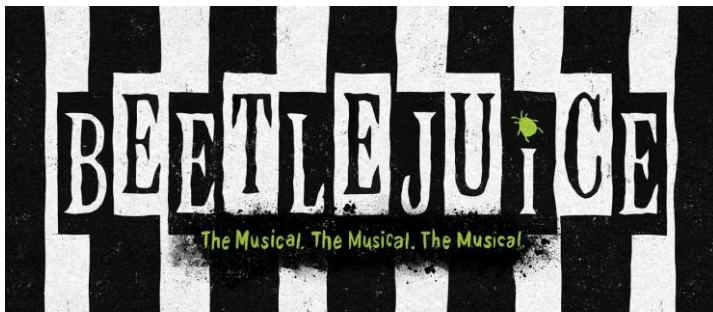
Three amazing shows from the 2022-2023 KeyBank Broadway Series are on pre-sale now to RedCoats on CEO! As a benefit of being a RedCoat Volunteer, you can save up to 55% off tickets along with reduced handling fees on your online order. Learn more about each show below:



CATS

(November 1-20, 2022):

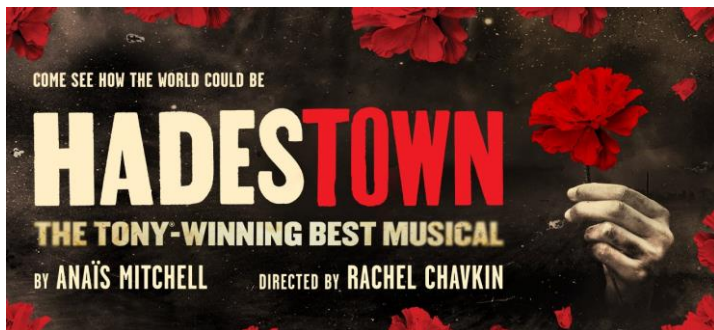
Rediscover CATS—the beloved musical with breathtaking music—including one of the most treasured songs in musical



BEETLEJUICE

(January 10-29, 2023):

Based on Tim Burton's dearly beloved film, this hilarious musical tells the story of a strange and unusual teenager whose whole life changes when she meets a recently deceased couple and a demon with a thing for stripes.



HADESTOWN

(January 31-February 15, 2023):

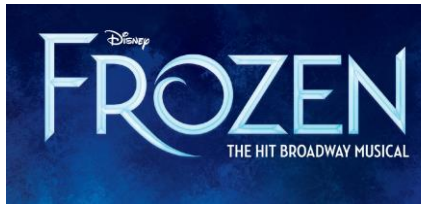
Winner of eight 2019 Tony Awards®, including Best Musical, HADESTOWN is a haunting and hopeful theatrical experience that grabs you and never lets go.

GET TICKETS – CLICK HERE – [REDCOAT TICKETS](#)

Use promo code: **REDCOAT**

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

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Frozen

KeyBank State Theatre || 150 min w/ I

DUE TO OUR NO-SHOW AND CANCELLATION RATE – ALL PERFORMANCES ARE TAKING EXTRAS. THE FOLLOWING LIST INDICATES URGENT NEEDS.

- [TH 8/18 6:00 pm](#)
- [SA 8/20 12:00 pm](#)
- [TH 8/25 6:00 pm](#)
- [SA 8/27 6:00 pm](#)
- [FR 9/2 6:00 pm](#)
- [SA 9/3 6:00 pm](#)
- [SU 9/4 11:30 am](#)
- [FR 9/9 6:00 pm](#)
- [SA 9/10 6:00 pm](#)
- [SU 9/11 11:30 am](#)



Kurtis Conner

Connor Palace Theatre || 90 min

- [TH 9/8 5:30 pm](#)



Il Volo

Connor Palace Theatre || 130 min

- [MO 9/12 6:30 pm](#)

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Trixie and Katya Live

Connor Palace Theatre || 130 min

- TU 9/13 6:30 pm – **FULL** check back 9/7



The Dysfunctional Family

Mimi Ohio Theatre || approx. 180 min w/ I

- [SA 9/17 6:00 pm](#)



Mike Epps

Connor Palace Theatre || approx. 135 min

- [SA 9/17 6:30 pm](#)



Please consider renewing GET in 2022! Sessions will be available until the end of the year. Below are the upcoming dates.

GUEST EVACUATION TRAINING (GET)

- [SA 8/20 11:30 am](#)
- [SA 9/10 9:45 am](#)
- [MO 9/19 5:45 pm](#)
- [SA 9/24 9:45 am](#)

SURPRISE!!!

The following volunteers with 95% attendance or better have been randomly selected to receive 2 logo tickets to Frozen!

Barbara Auner	Denise Minefee
Rose Brown	Judy Muzzy
Rich Crepage	Alissa Powers
Lorrie Devaney	Pamela Roskovics
Pat Harris	Jack Schneider
Jon Kastelein	Mary Schulz
Mary Land	Shelley Sekerak
Sam Lees	Barry Starr
Laurie McKee	Tom Trombley
Heather Millar	Michael Uveges

Please email Anthony by Mon., 8/22 to claim your prize.

Click here: [Anthony's Email](#)

REFERRAL CONTEST



July 1st –
Sept. 30th!

HELP US REACH OUR GOAL!

GOAL: 600

**New Volunteers by
July 1, 2023**

RedCoat applications can be found here:

[REDCOAT APPLICATION](#)

STARS Program applications can be found here:

[STARS PROGRAM APPLICATION](#)



**27 Referrals
Received to Date**

**74 Volunteers
Added!**

August: 45 volunteers

July: 29 volunteers