

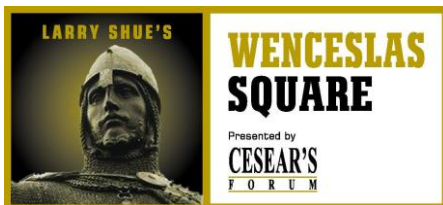
UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Les Misérables

KeyBank State Theatre || 180 min w/ I

- [SA 10/8 6:00 pm](#)
- [SU 10/9 11:30 am](#)
- [SA 10/15 6:00 pm](#) – URGENT NEED
- [SU 10/16 5:00 pm](#)
- [TH 10/20 6:00 pm](#)
- [SA 10/22 6:00 pm](#) – URGENT NEED
- [SU 10/23 11:30 am](#)



Wenceslas Square

Kennedy's || 90 min

- [SA 10/15 6:30 pm](#) – 2 Needed
- [SU 10/16 1:30 pm](#) – 2 Needed
- [FR 10/21 6:30 pm](#) – 2 Needed

Everybody

Helen Lab || 90 min

- [SA 10/15 6:00 pm](#) – 4 Needed

NATIONAL CUSTOMER SERVICE WEEK: Oct. 3 – 7



In honor of the 31st Annual National Customer Service Week, we want to share a short story on how the service you give our guests plays a HUGE part in the success of Playhouse Square.

It is sometimes said that a satisfied customer will tell three people while a dissatisfied customer will tell three thousand. There are times when an organization has no idea of a customer's feelings until it is too late.

Playhouse Square was recently contacted by a couple who are long-time Broadway subscribers with seats in the mezzanine.

They have enjoyed coming to the theatre for so many years and have loved the service and welcome they have received from everyone - including ticket services, Front of House, and RedCoats. They have decided to include Playhouse Square in their will – over \$500,000! You never know how the assistance you provide impacts the entire organization.

THANK YOU to everyone for the extraordinary service you provide our guests!

SUGGESTIONS

We are still receiving suggestions and observations from RedCoats – THANK YOU! Here are a few recent observations:

OBSERVATIONS:

1. "I hate to see RedCoats, House Managers, or anyone who is representing Playhouse Square standing or walking with their hands in their pockets! It looks unprofessional and almost looks like we're bored. Please remind everyone that we ARE professionals and should project that image to our patrons."
2. "I've been noticing ushers leaning on railings as they are waiting for guests to approach to be seated."



We are here to help!

Both of the above observations point to "Approachability". Guests may not feel comfortable approaching someone who appears bored or tired.

RESOLUTION: Here are several ways to be more approachable / available:

- Smile
- Stand up straight – be prepared
- Make eye contact
- Keep your face and body (including hands) visible