RedCoats Weekly Update

November 4, 2026

THANK YOU FOR BEING A REDCOAT AT PLAYHOUSE SQUARE!

Playhouse Square

UPCOMING WEEKS
RUN TIMES

PLEASE SEE THE SCHEDULE FOR VOLUNTEER NEEDS

SWEENEY TODD
Hanna Theatre ‖ 165 min. w/ I
October 23 – November 8

PRIVATE LIVES
Outcalt Theatre ‖ 120 min. w/ I
October 24 – November 22

RENT
Allen Theatre ‖ 165 min. w/ I
October 29 – November 8

HADESTOWN
Connor Palace Theatre ‖ 150 min. w/ I
November 3 – 8

SERSE
Helen Lab Theatre ‖ 120 min.
November 6 – 8

DANIEL SLOSS
Mimi Ohio Theatre ‖ 90 min.
November 12

JOHN CAMERON MITCHELL
Mimi Ohio Theatre ‖ 90 min.
November 13

MICHAEL KOSTA
Hanna Theatre ‖ 90 min.
November 13

GUEST EVACUATION TRAINING

- SA 11/14 8:15AM
- SU 12/6 9:45 AM
- MO 12/14 5:45 PM

MOMENTS THAT MATTER

Moments that Matter – sometimes referred to as "wow" moments – are those times that an individual has a deep emotional reaction to a person, experience or event. They make a profound impact on us. These are the moments we remember … the stories we tell.

According to Ethan Beute, the customer experience is no different.

> *"Multiple moments throughout the customer experience shape how people feel about doing business with us … and impact whether or not they'll return. These moments are moments that matter. They're inflection points when things shift or change. They hold weight, emotion, and the potential for magic or misery. They're key opportunities to provide value and make other people feel seen, heard, and appreciated — and they're as remarkable and unique as the people themselves."*

Sourced from: BombBomb

From now until the end of the year, we will have many opportunities to create **Moments That Matter** for our guests – many of whom may be visiting Playhouse Square for the first time to see a concert or comedian, *Hadestown, Clue, Private Lives*, *Rent*, *A Christmas Carol*, *Annie*, *Motown Christmas*, *Wicked*, or any of the other fabulous performances taking place in our theaters. Here are some things we can do to make memories for our guests:



- Smile – thank them for coming when they arrive and as they leave.
- Know where the booster seats are located and offer them to guests with children.
- Know your customer – each audience will be different!
- Exude enthusiasm; be ready to offer friendly, helpful service.

IMPORTANT REMINDERS



FUTURE SHOWS – Requests to extra can only be taken for shows on the current 4 week schedule. Hold on any requests for future shows until the schedule appears in your inbox at 6:00 am on Wednesday. Requests received prior to 6:00 am are processed last.

WINTER JACKETS - Playhouse Square Winter jackets are available for use when you are assigned to outer doors or wheelchairs.

LOCKERS - Please remember to lock your belongings in a locker while volunteering. Take your lock with you and ***close*** the locker when you leave.

We're social! Join us on Facebook