

UPCOMING WEEKS

RUN TIMES

PLEASE SEE THE SCHEDULE FOR VOLUNTEER NEEDS

SIX

Connor Palace Theatre || 90 min. no I
November 11 – 16

ALEX EDELMAN

Hanna Theatre || 90 minutes
November 13

GRACE HELBIG

Hanna Theatre || 90 minutes
November 14

CHAMPIONS OF MAGIC

KeyBank State Theatre || 150 min.
November 14

UNCLE LOUIE VARIETY SHOW

Hanna Theatre || 90 minutes
November 15

DIANNE McINTYRE DANCE

Mimi Ohio Theatre || 90 min.
November 15

BLACK VIOLIN

KeyBank State Theatre || 90 min.
November 15

SESAME STREET LIVE!

KeyBank State Theatre || 75 min.
November 16

ROCKY MOUNTAIN HIGH

Mimi Ohio Theatre || approx. 135 min.
November 16

CELTIC CHRISTMAS

Hanna Theatre || 110 minutes
November 16

VOLUNTEER HANDBOOK

The Volunteer Handbook has been updated!

The new and improved handbook includes the following:

- New Department Structure / Contact Info
- Updated District Map
- Social Media Policy
- And More!



To view the new handbook go to:
[Playhouse Square Volunteer Home Page](#)



Guest Experience – Lessons from Disney



Did you know? ... Disney has seven service guidelines:

1. Be like Doc – provide immediate service recovery.
2. Don't be Grumpy – display appropriate body language at all times.
3. Be like Sleepy – create dreams and preserve the magical guest experience.
4. Don't be Bashful – seek out guest contact.
5. Be Happy – make eye contact and smile.
6. Be like Sneezzy – greet and welcome every guest. Spread the spirit of hospitality. It's contagious!
7. Don't be Dopey – thank every guest!

Sourced from: [Hubspot](#)

GUEST EVACUATION TRAINING

- [MO 11/17 5:45 PM](#)
- [SA 11/22 8:15 AM](#)
- [SA 11/29 9:45 AM](#)
- [MO 12/8 5:45 PM](#)
- [MO 12/15 5:45 PM](#)
- [SA 12/27 9:45 AM](#)

