

**UPCOMING WEEKS****RUN TIMES****PLEASE SEE THE SCHEDULE  
FOR VOLUNTEER NEEDS****A CHRISTMAS CAROL**

Mimi Ohio Theatre || approx. 120 min.  
November 28 – December 21

**A MOTOWN CHRISTMAS**

Hanna Theatre || approx. 150 min.  
November 28 – December 14

**A CHRISTMAS STORY**

Allen Theatre || 120 min. w/ I  
November 30 – December 22

**SPAMALOT**

KeyBank State Theatre || 120 min. w/ I  
November 30 – December 6

**RAIN**

KeyBank State Theatre || approx. 135 min  
December 4

**JINX & DELA HOLIDAY SHOW**

KeyBank State Theatre || approx. 120 min  
December 5

**A MAGICAL CIRQUE CHRISTMAS**

KeyBank State Theatre || approx. 75 min.  
December 6

**DAVE KOZ CHRISTMAS**

KeyBank State Theatre || approx. 120 min  
December 7

**HOW THE GRINCH STOLE CHRISTMAS**

KeyBank State Theatre || approx. 90 min.  
December 10 - 14

**GUEST EVACUATION TRAINING**

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

**MOMENTS THAT MATTER**

**Moments that Matter** – sometimes referred to as moments of truth or “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.”*

Through 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 holiday concert, *A Christmas Story*, *A Christmas Carol*, *The Nutcracker*, *How The Grinch Stole Christmas*, *A Motown Christmas*, *Spamalot*, 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.

**DOUBLE HOURS DECEMBER!**

As our way of thanking you – and spreading a little holiday cheer – **ALL PERFORMANCES** in the month of December will be **DOUBLE HOURS!**

Happy Holidays from the Volunteer Department!

**DOUBLE  
HOURS**