

December
2023

RedCoats



VOLUNTEER MILESTONES

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

3250

Nancy Stokes*

2750

Dawn Andrews*
Sharon Horvath

2500

Maureen Donoughe*
Joanne Majoros*

2250

Beth Fazekas
Joanne Rassie
Nina Waitzman

2000

Karen Lewin

1750

Carol Lawton*
Leo Martin*

1500

Ed Campobenedetto*
Deb Kavulich
Lauren Plasterer*
Tim Stradtman*
Mary Zammikiel

1250

Jackie Disenza

1000

Mary Angus
Mary Beth Brooks
Bob Campobenedetto*
Laurie
Campobenedetto*
Julie Jones
Renee Lesko*

750

Carlton Buchanan
Beth Filina
Larry Nousek
Judy O'Brien
Beverly Suber
Chris Wick

500

Rick Chivas
Annette Dalessandro
Brian Hoar
Katherine Malquist*
Mary Beth Maxim
Jane Nagel
David Schiopota
Liz Warswick
Janine Wilkes
Vnce Wilson*

250

Laureen Atkins
Margie Bodle
Cynthia Collyard*
Paul Cramer
Ed Grobelny*
Joe Hasenohr
Vicky Hasenohr
Cindy Koontz
Maria Lechman
Celeste Lesniak
Sue Mannarino
Sue McCoy
Peter Mihu*
Gary Newman
Kathy Newman
Chuck O'Malley
Anita O'Neal
Armina Robinson
Christine Suchan
Bridget Viton
Lee Will

100

Anna Aceto
Terry Aceto
Kim Adams
Kathy Anata
Mary Barron
Sarah Beighey
Nadia Buskey
Carmen Chen
Margie Cohen

*Denotes Head Usher

A MESSAGE FROM MEG COLWELL DIRECTOR OF VOLUNTEERS AND GUEST SERVICES

Happy holidays to each of you and to all your friends and family! I am so proud and grateful for the RedCoat & STAR team that we have built over the past year. We have welcomed new members to our Playhouse Square family and at the end of 2023, we stand over 2000 strong! In 2023, we have volunteered 167,867 hours of service to Playhouse Square! Incredible!



PSQ is my happy place and the biggest part of that – is all of you! Thank you for all you do to make each day, each event, and each performance an experience worthy of a standing ovation – for our guests and each other!

Have a wonderful holiday season and enjoy some time with the important people in your lives!

A MESSAGE FROM SARAH MARTIN DIRECTOR OF FRONT OF HOUSE, FOOD & BEVERAGE

Dear RedCoats,

The Front of House management team and I would like to thank you for the superior service you have provided to Playhouse Square this past year. As you know, we have had some incredible challenges to overcome, and I can say without hesitation you all rose to the occasion time and time again. You provided support to the House Managers and to each other when it was needed most.

The service and care you provide to our guests is unparalleled in this industry. I am proud to work alongside you all! You are stewards of the performing arts in Cleveland, and it is impressive to watch you all in action. As we wrap up 2023, I wish you all a happy and healthy holiday season and new year.

Thank you for all you do!
Sarah Martin



Playhouse Square®

Please Welcome our Newest RedCoats!

Jane Acker
Dan Anderson
Masha Berman
Janie Burke
Ian Cornick
Megan DeFranco
Nana Easter
Jennifer Farrell
Kathy Fatica
Marlene Goormastic
Leslie Granoff
Melvin Harris
Lauren Harville

Renee Heinle
Keith Hendee
Lucy Henderson
Tiese Hunter
Margaret Jung
Donna Kandes
Janette Kautzman
Rivia Keys
Kary Leinweber
Bella Loparo
Ben Lowery
Judith McDaniel
Jessica McGan

Michael McWhorter
George Meindl
Susie Nixon
Kimberly Novobilsky
Beth Petrequin
James Pollack
Betty Redaelli
Claudia Rice
Carol Robinson
Christina Rodriguez
Tina Sado
Sue Sazima
Pamela Schmitz

Beth Smith
Alan Sobol
Cindi Sobol
Dee Stanley
Chris Swartz
Jerry Swartz
Frank Washington
Stella Wischmeier
Cheryl Wood
Becky Wright

Please Welcome our Newest STARS!

Natalie Babcock
Thomas Hutchinson

Robby Kalman
Rafi Mendlowitz

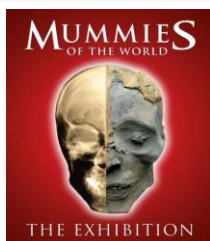
Harper Smith
Jacklyn Walker

FACEBOOK

We love seeing your photos on the Facebook Page (especially group photos).

Here is one of our favorites from last year!

Keep posting!!



MUMMIES OF THE WORLD

EFFECTIVE JANUARY 1ST

The Mummies of the World Exhibit will be open Friday, Saturday and Sunday, as well as for special group tours.

ANNUAL REPORTS

Annual hours reports and certificates will be **mailed** to all active RedCoats at the end of January, 2024.

Please be sure that your correct street address is on file with the Volunteer Office. Email any changes to: redcoats@playhousesquare.org.



VOLUNTEER MILESTONES, CONTINUED

100

Michele Dawson
Jean-Luc Devis
Daphne Foley
Jodi Frank
Janice Friswold
Jack Gilmore
Kenneth Hawkins
Kathleen Henterly
Erica Horman
Mary Beth Johnson
Hayden Klopp
Marilyn Leciejewski
Bella Loparo
Eric Martin
Karen Martin
Sue Mellott
David Mohnke

100

Susan Morecki
Barb Morley
Neal O'Donnell
John Palazzo
Karen Pannunzio
Kren Pierson
Barb Petroff
Diane Price
Elaine Roberts
Anne Thompson
Wanda Tidmore
Jennie Trobenter
Alexis Vaughan
Perrin Verzi
Lillian Videc
Doug Wetherill



RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received STAR Awards this month

Joe Adams
Anna Araujo
Kathie Buckner*
Sandy Burba*
Ken Catherwood
Kim Collisi*
Cheryl Dever*
Maureen Donoughe*
Mary Ellen Fisher
Keri Forsythe
Steve Greaf
Kristen Hanson
Melvin Harris
Erica Horman

Thomas Hutchinson
Mary Beth Johnson
Janette Kautzman
Maureen Lynch
Gale Manson
Becky McClelland
David Mohnke
Jay Palmer
Arnie Pearl
Lauren Plasterer*
Rosanne Prochaska*
Sid Saks*
Jessica Summers
Susan Timko*

In Memorium

Gertha Menefee

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



WE THE KINGDOM

KeyBank State Theater || approx. 165 min.
December 17

- [SU 12/17 5:00 PM](#)



LEGENDARY SOUL JAM

KeyBank State Theater || approx. 150 min.
December 30

- [SA 12/30 5:30 PM](#)



CHAMPIONS OF MAGIC

Mimi OhioTheater || approx. 120 min.
January 5 – 7

- [FR 1/5 1:30 PM](#)



Guest Evacuation Training

- [SU 12/17 8:45 AM](#)
- [MO 1/15 5:45 PM](#)
- [SA 1/20 8:15 AM](#)

HOLIDAY HOURS



The Volunteer Office will be closed from
Monday, December 25th through Monday, January 1st.

Please expect delayed responses to your email and phone communications during this time. We will respond to all emails on Tuesday, January 2nd.

Have a safe and enjoyable holiday!

HOLIDAY SAFETY TIPS FOR THE PLAYHOUSE SQUARE DISTRICT

WHILE WE ENJOY A VERY SAFE ENVIRONMENT,
PLEASE REMEMBER THESE TIPS:

- Lock your possessions away from view. PUT YOUR JUNK IN THE TRUNK!
- Carry minimal items; overloading yourself can make you appear vulnerable.
- Always carry your keys in your hand so that you are ready to open the door.
- Pay close attention to your surroundings and stick to well-lit areas. Walk with a purpose; project an assertive image.
- Avoid walking alone at night. As much as possible, walk or travel with someone, even during the daylight.
- Take advantage of the Downtown Cleveland Alliance Ambassador program. Request an escort via 216-621-6000. (Call thirty minutes prior to departure.)
- Please report any suspicious activity observed in the Playhouse Square District to Central Security Dispatch at 216-640-8777.
- If someone demands your property and displays or implies in any way that they have a weapon, don't resist. Hand your bag or wallet over to them.

Important numbers to save in your phone:

Playhouse Square Central Security Dispatch:	216-640-8777
Downtown Cleveland Alliance Ambassadors:	216-621-6000
Cleveland Police Non-Emergency Phone Line:	216-621-1234

**In case of emergency, or if you see a crime in progress, always call 911.*

UPCOMING WEEKS RUN TIMES



RAYMOND ARROYO

KeyBank State Theater || 150 min. w/ I
December 15



MANNHEIM STEAMROLLER

KeyBank State Theater || approx. 120 min.
December 16



JIM BRICKMAN

Hanna Theater || approx. 135 min.
December 16 – 17



A MAGICAL CIRQUE CHRISTMAS

KeyBank State Theater || approx. 120 min.
December 23



ELVIS TRIBUTE

KeyBank State Theater || approx. 120 min.
January 7

SURPRISE AND INSPIRE THE WORLD

Last week, Playhouse Square unveiled its new Vision Statement, Core Values, and Code of Engagement.

The vision sets the course for our future; it's what we aspire to. The values and Code of Engagement guide our actions and how we treat each other, our guests and those with whom we do business.

We are excited to share them with you through this video. Please take a few minutes to watch. We ask that you consider the vision, values and Code of Engagement in your interactions with each other, with Playhouse Square staff and with our guests whether they are in the audience or behind the scenes.

PSQ Mission, Vision & Values

Thank you for all that you do to make Playhouse Square the welcoming and exciting destination that it is.

HUNTINGTON BANK FEATURED PERFORMANCES



ANNIE (MARCH 19-24, 2024)



STOMP (APRIL 17-21, 2024)

Two favorite family-friendly classics, *Annie* and *STOMP*, are returning to Playhouse Square this spring! RedCoat Volunteers have an exclusive pre-sale window, making you one of the few who have access to these shows before the new year. Check off all the last-minute gifts on your list this holiday season and secure great seats to these shows before tickets go on sale to the general public.

As always, when you enter the RedCoat promo code, you gain access to exclusive pre-sales, unlock additional savings of up to 15% off your favorite shows and receive waived handling fees on all your orders.

Link: [GET TICKETS](#)

***Please Note:** RedCoat ID number required. This discount is available online only. Excludes Dress Circle A and B. Returns and retroactive discounts are not possible. Date exchanges are subject to one \$25.00 fee.