

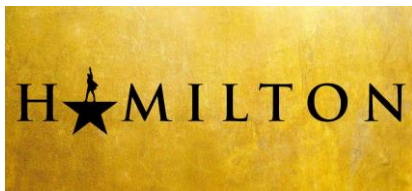
### UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



#### A Christmas Carol

Mimi Ohio Theatre || 150 min w/ I

- [TH 12/22 1:30 PM](#) – **Urgent Need**
- [Th 12/22 6:00 PM](#)
- [FR 12/23 1:30 PM](#)
- [FR 12/23 6:00 PM](#)

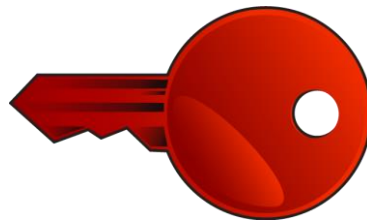


#### Hamilton

KeyBank State Theatre || 165 min. w/ I

- [WE 12/21 6:00 PM](#)
- [TH 12/22 12:00 PM](#) – **URGENT NEED**
- [TH 12/22 6:00 PM](#)
- [FR 12/23 6:00 PM](#)
- [SA 12/24 12:00 PM](#)
- [TU 12/27 6:00 PM](#)
- [WE 12/28 12:00 PM](#) – **URGENT NEED**
- [WE 12/28 6:00 PM](#)
- [TH 12/29 6:00 PM](#)
- [FR 12/30 12:00 PM](#)
- [FR 12/30 6:00 PM](#)
- [SA 12/31 12:00 PM](#)
- [SA 12/31 6:00 PM](#)
- [TU 1/3 6:00 PM](#)
- [WE 1/4 6:00 PM](#)
- [FR 1/6 6:00 PM](#)
- [TU 1/10 6:00 PM](#)
- [WE 1/11 12:00 PM](#) – **URGENT NEED**

### A NEW LOOK TO THE SCHEDULE



We have fielded a lot of questions recently about what the language in the highlighted areas of the schedule mean.

The following key will be printed at the top of each schedule going forward. We hope that this helps!

**Yellow Highlighting** – Important information is highlighted to draw your attention to it

**RedCoat Ambassadors** – Information applies to trained recruitment Ambassadors only

**Extras Needed** – More ushers are needed - in addition to the teams assigned

**Full** – Show has reached its usher capacity – no EXTRAS can be added. Unscheduled ushers will be sent home

**Check Back Date** – First date you can email to see if there are any last-minute cancellations for a FULL event

**New** – An event/show has been just added somewhere on the schedule since it was last published

**%Extras Needed (95%+) %** - First priority will be given to EXTRA requests from ushers with 95% or better attendance

**Double Hours** – Volunteers will receive double hours for volunteering at this show/event

**New RedCoats Only** – Training Sessions (i.e. GET) for our new ushers

### 95% + Extras

**Reminder** – beginning with the January schedule, preference will be given to requests from ushers with 95% or better attendance for **select performances**. As noted above – these performances will be highlighted on the schedule.

You can find your percentage on the website: [Volunteer Home Page](#).

# 95%

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## CASTING CALL FOR HEAD USHERS

We are seeking candidates who are highly dependable and possess excellent leadership skills to join our Head Usher team. Head Ushers have important supervisory responsibilities and work closely with the House Managers to provide an outstanding guest experience and a positive RedCoat workplace environment.

### Qualifications:

- Minimum one year experience, **or** 100 hours as a volunteer
- 90% attendance or better
- Able to work upstairs and downstairs; good knowledge of all the theaters
- Dependable, self-motivated, team player, excellent communication and problem-solving skills
- Able to remain for the entire performance

### Responsibilities:

- Check in 15 minutes before regular volunteers for the pre-show Head Usher briefing
- Follow designated policies and procedures as specified by the House Manager
- Be vigilant of potential safety issues
- Supervise pre-show and end of performance volunteer duties
- Team leader for volunteers in assigned area
- Ensure all equipment is returned to designated areas

Candidates will be required to attend and successfully complete the Head Usher class scheduled for **Monday, January 9, 2023, from 6:00 pm – 8:00 pm.**

If you wish to be considered for the Head Usher position, or would like more information, please contact RedCoats, at [redcoats@playhousesquare.org](mailto:redcoats@playhousesquare.org).

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## USHER IN TRAINING

We have had over 200 new volunteers join us since October!

The newest RedCoats and STARS Program participants are wearing an “Usher in Training” badge to help identify them to patrons, house managers and fellow volunteers. Please welcome them and help them with any questions they may!

To our new volunteers – once you have completed 3 performances after training, or when you feel comfortable as a RedCoat or Star, please turn in your “Usher in Training” badge. You may give it to the house manager or drop it in the collection bowl in the Volunteer Room.

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## Holiday Hours and Emails

Due to the holidays the Volunteer Office will be closed Friday, December 23<sup>rd</sup> at 12:00 pm through Monday, December 26, 2022, and Friday, December 30<sup>th</sup> at 12:00 pm through Monday, January 2, 2023.

Please expect delayed responses to your email and phone communications during this time.

