

### UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

#### Wicked – Extras Needed

KeyBank State Theatre

- [WE 12/29 12:00 pm](#)
- [FR 12/31 12:00 pm](#)

#### January GET

There are several opportunities to complete GET in January. If you have not yet attended a GET session, please sign up!

- [SA 1/8 9:45 am](#)
- [SU 1/9 2:45 pm](#)
- [WE 1/12 5:15 pm](#)
- [MO 1/17 5:15 pm](#)
- [TH 1/20 5:15 pm](#)
- [SA 1/29 2:00pm](#)

#### Weekday Matinee Parking

Parking for weekday matinees will be in the Playhouse Square Garage. Please park on level 4 or above. If you do not already have a PSQ Garage pass, **please pull a ticket and bring it with you.**

Validation stickers will be provided at sign-in.

#### Holiday Hours and Emails

Due to the holidays the Volunteer Office will be closed Friday, December 31<sup>st</sup> and Saturday, & January 1<sup>st</sup>

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



We are just days away from 2022! What a whirlwind 2021 has been. Playhouse Square has staged our comeback and we have all been reunited! We brought the comeback in with a roar – Lion King! Followed quickly by the Prom and the fan favorite – Wicked!

We certainly didn't tiptoe back into live performances – we roared, and danced, and defied gravity! Your support and excitement about returning has made the end of the long, unplanned intermission phenomenal!! I am so glad I made the decision to join the Volunteer department just 4 months ago! It feels like home!

2022 gives us the opportunity to continue pursuing our objective of **creating a premier guest experience** for everyone who comes through our doors. You are our partners in achieving this goal!! Smile bigger behind those masks, look sharper, and anticipate our guests' needs – before they ask. Remember to arrive on time, come to the check-in desk fully prepared (shirt tucked in, tie on, etc.) and ready to volunteer!

We are planning some exciting things for the coming year and look forward to working with each of you to perfect the art of customer service.

Thanks for being a part of our Playhouse Square Volunteer family!

#### No Shows

We are still experiencing a high rate of “no shows” at performances. We are expecting you and missing you! We do understand that things come up and you may need to cancel, but ... **Please let us know!**



Email [redcoats@playhousesquare.org](mailto:redcoats@playhousesquare.org) if you are unable to make your commitment.

#### FRONT OF HOUSE SPOTLIGHT



Congratulations to our newest House Manager, Sarah Martin. A long-time RedCoat, Sarah started in her new position December 9<sup>th</sup>.



Welcome to our new Front of House Events Assistant Henrick Sawczak! If you see Henrick in the theaters, be sure to say “Hi!”