

December
2022

RedCoats



★ VOLUNTEER MILESTONES

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

16750

Audrey DeClement

7000

Lorrie Devaney

1000

Shosh Ault *

Paula Matney

Sid Saks *

Richard Volosin

4750

Sherry Dangremond *

3500

Dennis Quigley

750

Stefanie Albert

Paul Kershey *

Renee Lesko

Vivian Riccio *

Jan Speros

2750

Gaye Saks *

2500

Gerry Kaftan

500

Brigitte Blackburn*

Laurie Chambers

Suzanne Fisher

Ann Mayes

Irene Morrison

Casey Ross

2250

Carolyn Oakes

2000

Jane Hill

Pamela Reed *

1750

Joanne Majoros *

1500

Louise Barman

Karen Skinder *

Bill Winans

Pat Wolf

1250

Tim Stradtman *

250

Lee Butorayac

Trish Calanni

Joey Cayabyab

Cinda Gorman

Steve Greaf

Naomi Mays

Jackie Pasadyn

Al Pollack

Renee Risser

Gary Wakeland

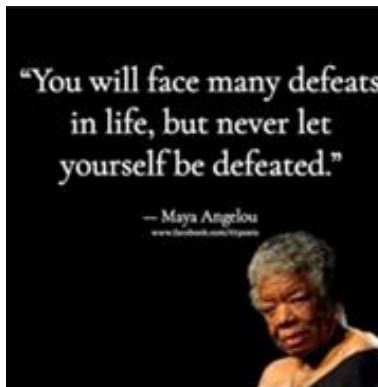
Charlene Wilkinson

Zoe Sizemore

*Denotes Head Usher

From the desk of Meg, Volunteer Manager

2022 – The RedCoats are Coming!



Hamilton may have defeated the redcoats, but COVID and the long uninvited intermission could not!

Since we returned, 15 months ago, we have worked hard to rebuild our mighty RedCoat team! We began with around 900 active volunteers and now have over 1600! In addition, we have 105 training this month and joining our RedCoat family.

We expect to add another 120-130 in each of the upcoming months thanks to your referrals and the social media marketing. Before long, we will hit our goal!

We have some exciting segments coming up on Channel 5 and the Channel 3 Morning Show – thanks to the RedCoats that participated in these marketing efforts! You are all stars!

We have so much to celebrate this holiday season! I couldn't be prouder of everyone! Thank you for making all my holiday wishes come true! What a great way to wrap up 2022 – the year of the RedCoat return!

Happy Holidays Everyone!



FRONT OF HOUSE SPOTLIGHT

Dear RedCoats, on behalf on the entire Front of House Management team and myself, thank you for all the support and friendship you have given us. You truly are our partners, and we are inspired everyday by your passion and commitment to provide a world class entertainment experience for our guests. We couldn't do it without you, nor would we want to.

Your hard work and dedication are recognized beyond this organization as we continually receive compliments from our guests and the shows about all the extra things you do to make a visit here special. So, as you celebrate the holiday season and welcome in the new year, we celebrate you and all that you have accomplished to make Playhouse Square not only a great place to visit, but also a great place to work.

Thank you again,
Ed Broderick
Senior Manager Front of House



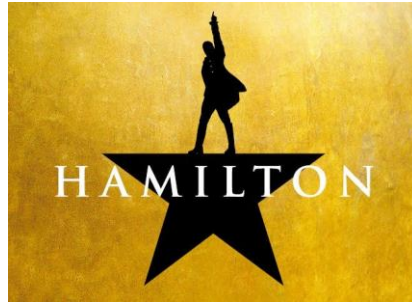
Playhouse Square®

REDCOAT DISCOUNT TICKETS

HAMILTON

(Dec. 6, 2022 - Jan. 15, 2023)

Huntington Bank Featured Performance



HAMILTON is the story of America then, told by America now. Featuring a score that blends hip-hop, jazz, R&B and Broadway, HAMILTON has taken the story of American founding father Alexander Hamilton and created a revolutionary moment in theatre—a musical that has had a profound impact on culture, politics, and education.

See Northeast Ohio natives Warren Egypt Franklin (Dec. 6, 2022-Jan. 15, 2023) and Rory O'Malley (Dec. 19, 2022-Jan. 15, 2023) when HAMILTON stops at Playhouse Square as part of their national tour.

As a benefit of being a RedCoat Volunteer, you can save on your order with reduced handling fees. Purchase tickets now for this Broadway sensation:

[GET TICKETS](#) Use promo code: **REDCOAT**

**Offer is online only. Discount cannot be applied at the box office.*

Volunteer Milestones, Continued

100

Denise Cirino
Cynthia Collyard
Pamela Greaf
Laurel Hart
Meghan Hays
Jeff Honnold
Marcia Kimbrough
Emily Knaggs
Betty Knoll
Heather Millar
Nancy Neville
Joanne O'Malley
Anna Piquette
Sue Provenzale

100

Pamela Roskovics
Anne Ross
Margie Schneider
Louis Schwartz
Mary Lou Sidoti
Sheri Slater
Anne Stemen
Christine Suchan
Christy Suffecool
Diane Trebec
Sherry Trent
Theresa Walling
Sheila Wayne



RECOGNIZING EXCEPTIONAL SERVICE*

Compliments to RedCoats who received STAR Awards this month

Marc Amos	Sid Saks*
Jeff Honnold	Richard Schwartz
Tinag King	Pam Scott
Debra Martin*	Lee Silvi*
Melissa Mimbs*	AJ Stokes*
Hannah Reikowsky	Nancy Stokes*
Bob Rider	

Thank you to our Retiring RedCoats with 10+ Years!

Sally Barbour	Louella Smith
Sandy Hostacky	Delores Tabb

In Memoriam

Jeanette Galindez

* Denotes Head Usher

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.

REDCOAT REFERRAL CONTEST

Each quarter, the Volunteer (RedCoat or STAR) with the most referrals* will receive loge tickets and a \$150 gift certificate to the RJF Club!

2nd and 3rd place winners will receive loge tickets and a Playhouse Square swag bag.

*To be considered for the prizes, the REFERRED volunteer must complete orientation, theatre training, and become active.



GOAL: 600

287 NEEDED

Dec – 83 added

Nov – 87 added

Oct – 53 added

Sept – 16 added

Aug – 45 added

July – 29 added

FACEBOOK

We love seeing your pictures of fellow volunteers on the RedCoat Facebook page – especially at this time of year!

The group is for **active** RedCoats only. Instructions to join the Facebook group can be found here:

[RedCoat Facebook Group](#)



ANNUAL REPORTS

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

Please be sure that your correct address is on file with the Volunteer Office – email redcoats@playhousesquare.org.

Holiday Hours and Emails

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

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



Please Welcome our Newest RedCoats!

Susan Airhart
Kathleen Amata
Laurie Amend
Jean Artrip
Deb Audrick
Yvonne Barney
Andrea Barthels
Nancy Binder
Andrea Bock
Paul Bock
Sandra Brown
Karen Buling
Pamela Callahan
Nancy Condit
Tom Condit
Jonathan Evans
Rochelle Flanagan-Amderson
Duane Funk
Larry Glaude
Kelly Gombert
Richard Gombert
Joy Gordon
Suzanne Hartford
Dolly Herschel
Toni Hill
Teresa Hoffman
Marty Hupp
Katherine Iannicca
Leigh Jacobson
Marc Jacobson
Margaret Kearney
Susan Koren
Carolyn Kovach
Heather Kral
Heidi Lamb
Lynda Leciejewski
Maria Martin

Heidi Massingill
Sandra McLean
Les McMahan
Michelle Medrick
Deb Morgan
Kevin Morgan
Karen Neal
Mallory Pajak
Kelli Jo Parr
Ciera Rawson
Laura Raymond
Mica Roe
Ginny Roeder
Robin Rosario
Donna Ross
Margarette Sanford
Nila Sandford
Alexandra Schafer
Kerri Schafer
Sue Seeds
Michael Sidoti
Francesca Sieg
Bonnie Simmerly
Carol Smith
Cindy Smith
Jeffrey Smith
Dallas Stark
Wayne Terry
Megan Tierney
Benne Thomas
Anne Thomspson
Charlene Van Dyke
Deborah Wallace
Jane Winik
Betty Yendrick
Robert Yendrick

Please Welcome our Newest STARS!

Emma Babic
Sarah Beighey
Olivia Bruening

Haley Gannon
Lila Schneider

Please Welcome our Returning RedCoats!

Johnetta Burrough
Dianne Harris

Gilder Malone



In the Spotlight: Guest Experience – Guest Services Year in Review

JANUARY – Bringing the Skills of the Theatre to Guest Service

The Importance of Body Language: Are you making eye contact with the people you are talking to? Are you coming across as friendly and welcoming?

Remember – it isn't just what you say – it's how you say it: Actors talk about the 5 P's: Projection, Pace, Pause, Pitch, and Power.

FEBRUARY – Leave them Smiling!

Everyone talks about making a great first impression. But creating a great last impression rarely gets the same attention. The end experience is arguably just as vital as the first one. Rather than viewing the final curtain as the end of the performance, consider it a major opportunity to leave guests with a great last impression.

MARCH – Lessons from Disney (Part I)

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

APRIL – Lessons from Disney (Part II)

In 2020, Disney expanded its legendary "Four Keys" to include a fifth key – Inclusion. The move to put Inclusion at the heart of the existing Four Keys is meant to focus on employee-to-employee interactions, in addition to how Cast interact with their guests. The other four keys are Safety, Courtesy, Show and Efficiency.

MAY – The CARP Method: Diffusing a Difficult Situation

C – CONTROL: Control the situation. A – ACKNOWLEDGE: Acknowledge the dilemma. R – REFOCUS: Refocus the conversation. P – PROBLEM-SOLVE: Problem-solve so the guest leaves happy.

JUNE – Key Customer Service Principles

What is customer service excellence? According to Johnston & Clark's book *Service Operations Management*, service excellence isn't about exceeding customers' expectations. Instead, it focuses primarily on "delivering what is promised and dealing well with any problems and queries that arise".

JULY – Customer Delight

Here are some ways to deliver "WOW" to our guests! 1. Think like a customer – act like an owner. 2. Provide support. 3. Know your customer – from Broadway to ballet – from concerts to children's theatre – each audience will be different.

AUGUST – The Importance of First Impressions

First impressions last! Whether they are accurate or not, it normally takes a long time and concerted effort to change a first impression. Make eye contact, smile, offer a sincere welcome, never ignore the guest. Dress to impress, welcoming body language, and ensure the area around you is clean and tidy. Positive Attitude – exude enthusiasm; be ready to offer friendly, helpful service.

SEPTEMBER – R-E-S-P-E-C-T!

Understanding the difference between intention and perception is a key factor in developing respectful behaviors. It is not about treating others the way **you** would like to be treated; it is about treating others the way **they** would like to be treated. Remember – it isn't what you say, but how you say it. Treat people with kindness, courtesy and politeness – no matter their race, religion, age, etc.

OCTOBER – Safety First!

Ensuring the safety of our guests should be a top priority for everyone. Be current on your GET training, know where all exits are located, be aware of the first aid supplies and AED equipment available in each theater, watch for spills and other hazards that may cause a slip or fall, notify guests when there is a step or an incline

NOVEMBER – Moments that Matter

According to Ethan Beute, "These moments are moments that matter. 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."

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Black Nativity

Allen Theatre || approx. 130 min. w/ I

DOUBLE HOURS FOR ALL BLACK NATIVITY PERFORMANCES

- [SA 12/17 6:00 PM](#)



A Christmas Carol

Mimi Ohio Theatre || 150 min w/ I

- [SA 12/17 12:00 PM](#)
- [SA 12/17 6:00 PM](#)
- [TU 12/20 6:00 PM](#)
- [TH 12/22 1:30 PM](#) - URGENT NEED
- [TH 12/22 6:00 PM](#) - URGENT NEED
- [FR 12/23 1:30 PM](#) - URGENT NEED
- [FR 12/23 6:00 PM](#) - URGENT NEED

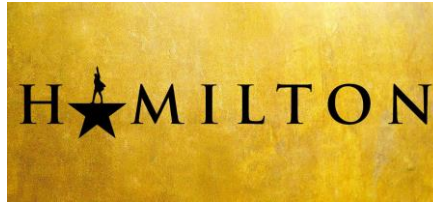


The Nutcracker

Connor Palace Theatre || 120 min. w/ I

- [TH 12/15 5:30 PM](#)
- [FR 12/16 9:30 AM](#)
- [FR 12/16 5:30 PM](#)
- [SA 12/17 11:30 AM](#)
- [SA 12/17 5:30 PM](#)
- [SU 12/18 11:30 AM](#)
- [SU 12/18 5:30 PM](#)

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Hamilton

KeyBank State Theatre || 165 min w/ I

- [WE 12/14 6:00 PM](#)
- [TH 12/15 6:00 PM](#)
- [FR 12/16 6:00 PM](#)
- [SA 12/17 12:00 PM](#)
- [SA 12/17 6:00 PM](#) - URGENT NEED
- [SU 12/18 11:30 AM](#)
- [SU 12/18 5:30 PM](#)
- [MO 12/19 6:00 PM](#) - URGENT NEED
- [TU 12/20 6:00 PM](#)
- [WE 12/21 12:00 PM](#) - URGENT NEED
- [WE 12/21 6:00 PM](#) - URGENT NEED
- [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](#) - URGENT NEED
- [FR 12/30 6:00 PM](#)
- [SA 12/31 12:00 PM](#)
- [SA 12/31 6:00 PM](#) - URGENT NEED
- [TU 01/03 6:00 PM](#)



Flanagan's Wake

Kennedy's Theatre || 90 min.

4 volunteers needed for each performance

- [FR 01/06 7:00 PM](#)
- [SA 01/07 7:00 PM](#)
- [FR 01/13 7:00 PM](#)
- [SA 01/14 7:00 PM](#)

UPDATE YOUR INFO



It is that time of year again!

- Have you moved?
- Changed your name?
- New phone number?
- New email address?
- New emergency contact info?

Please email
redcoats@playhousesquare.org
with any changes or updates!

GET

(GUEST EVACUATION TRAINING)



Everyone who completed GET when we re-opened in 2021 will need to renew it next year.

If you would like to renew early, please sign up for one of the upcoming GET Sessions!

- [MO 1/9 6:00 PM](#)
- [SU 1/22 10:00 AM](#)

Additional sessions will be offered throughout 2023.

Happy
December!



("Do you want to build a snowman?")