

February
2022

RedCoats



★ VOLUNTEER MILESTONES

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

10000
Don Fedorchak *

2500
Sharon Horvath

1500
Jim Edwards
Marilyn Edwards

1250
Joe Barmann
Arlene Schmidt

1000
Michelle Hartman
Karen Skinder

750
Cheryl Dever
John Reiser
Becky Samardge
Gayle Sokolowski

500
Debbie Booth
Jeff Booth
Andy Flynn *
Frank Jelar
Fred Mills *
Christine Shock
Shirley Schellentrager

250
Barbara Auner
Marian Bryant
Kim Buckosh
Darien Chen
Shirley DiBiasio
Patti Duplaga
Mike Fry
Meg Goetz
Colleen Kowalski
Sara Martin
Gerry Meader*
James Popovic

100
Lisa Bluemel
Rachel de Haan
Norm Diederich
Kim Ezelle
Chris Foell
Amy Gibson
Chardean Harris
Isabella Heimke
Gloria Hicks
Mary Lou Johnson
Rosajoy Jones-Bogard
Celeste Lesniak
Peter Lui
Sue Netzel
Chuck O'Malley

*Denotes Head Usher



Don Fedorchak – 10,000 Volunteer Hours



Don began volunteering in 1988 and has had many roles over the years – Bright Spots Volunteer, RedCoat, Head Usher, and Tour Guide. He also regularly posts historical information and fun facts about our theaters in the Playhouse Square RedCoat Group on Facebook!

Gina Vernaci surprised Don during her curtain speech on February 2nd. Don's response?

"I especially thank Gina Vernaci, Michelle Stewart and Meg Colwell for pulling off the surprise of honoring me on stage in front of the audience of Jesus Christ Superstar. I always thought I was good about picking up on things, but I really didn't catch on until Gina asked me to come on stage with her purse with her notes in it. I then realized that something was up—Gina doesn't need notes. I was really touched by all of this."

Congratulations Don! We are truly grateful for your 34-year commitment to Playhouse Square. Thank you for sharing your time and talent with us!

From the desk of Meg, Volunteer Manager

♥♥♥♥ February...the month of love! ♥♥♥♥♥

I feel love every day being surrounded by Redcoats and inspired by your service and commitment to Playhouse Square! So many of you go above and beyond! It is truly inspirational!

In the short months that I have had the privilege of being your Volunteer Manager, I have witnessed incredible hard work and dedication. Even more special, are the many acts of kindness and caring that I have seen between ushers. RedCoats willing to help and support each other – even literally holding each other up over icy sidewalks!

Being part of the hard work as well as the laughter, joking, and friendship that everyone extends to me and each other, makes every day a joy to be a part of the Playhouse Square family!

CASTING CALL FOR HEAD USHERS!

There are a few remaining spots for the current class of Head Ushers. If you wish to be considered for the Head Usher position, or would like more information, please contact RedCoats, at redcoats@playhousesquare.org. Head Usher Orientation is March 7th.

Recent Feedback from our Guests



"I can't believe how many ushers you had there. It definitely made things go smoothly!"

"Great seeing Gina present to Red coats. Those folks are terrific and volunteer their time!"

"The Redcoat scanning our tickets was so kind and helpful in doing so quickly."



"Our seats are in Row M of the Mezzanine but the tickets we received for Super Star were for Row L. When we got to our seats Row L was full, but no one was in row M. Right before the show started we moved to our seats in row M. As we did a Red Coat came up and told us Row M was reserved for Red Coats. Humm...our seats were moved for Red Coats??"

"Trying to listen to Kathleen Madigan and another spectator kept talking and making loud noises. Your attendant which was right next to him DID NOT TELL HIM ANYTHING!! "

GET A SECOND HELPING OF WAITRESS



This May, Sara Bareilles' hit musical *Waitress* returns to Playhouse Square for a limited five-week engagement at the intimate 550-seat Hanna Theatre. The Hanna Theatre presents the original creative team with the opportunity to enhance aspects of the production to create an even more immersive and tasty experience for audiences.

Get your tickets for this highly anticipated event before they go on sale to the public! Use promo code **REDCOAT** starting on **Tuesday, February 22 at 10:00 a.m.** to purchase tickets prior to the March 2 public on-sale.

[GET TICKETS](#)

**Offer is online only.*

Pre-sale access and discount cannot be applied at the box office.



In the Spotlight: Guest Experience – Leave them Smiling!

"Your smile is your logo, your personality is your business card, how you leave others feeling after having an experience with you becomes your trademark."

~ Jay Danzie

Everyone talks about making a great first impression. But creating a great last impression rarely gets the same attention. The science says this is a mistake.

A psychological instructional known as the "peak-end rule" describes how people make judgements based on the peak of the activity and the end of an event or activity.

So if 99% of a person's time with you was positive, but the last 1% was negative, that final encounter will define much of their perceived experience.

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.



Sourced from: [Pegasus](#)



RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received STAR Awards this month

Olivia Beebe
Ann Biery*
Jim Centorbi*
James Davis
Bruce Dennison*
Norm Diederich
Gail Fador
Loren Federman
Wendy Gillund

Laura Green*
Diane Klak
Joe Klak
Rosemary Kozak
Sid Saks*
Susan Schneider
Diane Spadola
Liz Warwick

Please Welcome our Newest RedCoats!

Celest Birze
Grace Buchholz
Patrick Carpenter
Cynthia Collyard
Lynda Coughlin
Donna DeChant
Denise Domonkos
Susie Farschmann
Patricia Habenicht
Anita Hall-Kane
Joycelyn Hanson
Vishnu Haridass
Laurel Hart
Chris Hoffman
Lencia Holmes
Kimberly Hoskin
Brenda Kenosh
Mary Krueger
Alayna Littlejohn

Tina Magyar
Renee McHugh
Jennifer Milliron
Ann Marie Mittiga
Bob Mittiga Steve *
Miluch
Nancy Neville
Larry Quandt
Pam Quandt
Marcia Reed
Gracie Riggins
Mary Lou Sidoti
Sheri Slater
Brian Sommers
Kim Tish
Theresa Walling
Wendy Wheeler
Deb Zudell-Dickey

Please Welcome our Newest STARS!

Mo Armstrong
JayShon Austin
Sam Brown
Dakota Burgess
Annie Fuhrer
Jack Kanaris

Shannon Kelley Emma
Kovach-Uzl Noel
Molnar
Audrey Morrison
Daishanay Williams
Nicole Williams

Thank You to our Retiring RedCoats with 10+ years of service!

Louise Hanold
Etta Mack
Dan Mihalik

Brian Purgert
Brenda Snell

In Memoriam

Dave Dutton
Louis Jurkiewicz
Tony Kaniecki

Don Santa-Emma
Mary Stokes

* Denotes Head Usher

If you wish to be considered for the Head Usher position for all that you do for our guests and Playhouse Square

Coats, at redcoats@playhousesquare.org Thank

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



The House of Glo
KeyBank State Theatre
• [FR 2/18 5:30 pm](#)



She Loves Me
Helen Theatre
February 24 – March 7
• [TH 3/3 6:00 pm](#)
• **ALL Other She Loves Me Performances are FULL**



The Price is Right Live
KeyBank State Theatre
• [WE 3/2 6:00 pm](#)



Kansas
KeyBank State Theatre
March 3 - **FULL**

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



What Do You Do With An Idea?
Mimi Ohio Theatre
March 1- 4
• [TU 3/1 8:30 am](#)
• [TU 3/1 10:30 am](#)
• [WE 3/2 8:30 am](#)
• [WE 3/2 10:30 am](#)
• [TH 3/3 8:30 am](#)
• [TH 3/3 10:30 am](#)
• [FR 3/4 8:30 am](#)
• [FR 3/4 10:30 am](#)



Stephanie Mills
KeyBank State Theatre
• [SA3/5 6:30 pm](#)



Miz Cracker – She's A Woman!
Mimi Ohio Theater
• [MO 3/7 6:30 pm](#) - **EXTRAS NEEDED**



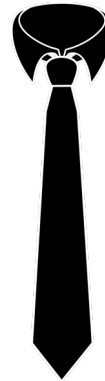
Antigone
Outcalt Theatre
March 5 – 27

2500 HOURS

Our sincerest apologies to the following who were inadvertently left out of the Volunteer Hours Booklet.

**Barb Heideman
Sharon Horvath
Ted Jaworski
Bridget Lavelle
Roberta Levenson
Bobbi Mastri
Rich McLendon*
Colleen Miscencik
Pauline Nance
Steven Pastor
Gaye Saks*
Joanne Skapura**

ZIPPER TIES



We've had some questions about the zipper ties.

Click on the link below for a great YouTube tutorial on how zipper ties work!

[How do Zipper Ties Work?](#)

**VOLUNTEERS
DO NOT
NECESSARILY
HAVE THE TIME;
THEY HAVE
THE HEART**

ELIZABETH ANDREW

THANK YOU!