

January  
2022

# RedCoats



## ★ VOLUNTEER MILESTONES

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

**6500**

Lorrie Devaney  
Joe Ferritto\*

**2500**

Pauline Nance

**1750**

Enid Friedman\*  
Marsha McCroden  
Kevin Needham

**1500**

Laura Green\*  
Gloria Zelasko  
Roger Zelasko

**1250**

Joanne Majoros\*  
Patty O'Reilly\*  
Dan Tedick\*

**1000**

Michael Malone  
Jeannine Marko  
Jeannette Mulbach  
Edward Opett

**750**

Karen Clark  
Sue Cudworth\*  
Diane Jackson\*  
Mike Roberto

**500**

Nan Baker  
Sharon Crawford  
Gayle Gatzke  
Joan Kassan  
Steve White

**250**

Alexcia Ambroz  
Gloria Irwin  
Paul Kershey  
Lorrie Lawrence\*  
Rita McKinley  
Liz Murphy  
Morgan Schnell  
Shadina Terry  
Brian Thomas  
Diane Walden

**100**

Barb Baciak  
Ken Baciak  
Trish Calanni  
Amy Fischer  
Gayle Hakki  
Jim Martin  
Darlene Quinones  
Hannah Reikowsky  
Vivian Riccio  
Marty Sinkewich  
Shironda Williams\*

\*Denotes Head Usher

## From the desk of Meg, Volunteer Manager

*"Be Our Guest!  
Be Our Guest!  
Put our service to the test."*



## EXTRA, EXTRA! READ ALL ABOUT IT!

The following is a TRUE Story....

Two guests arrived through the garage connector and were greeted by a pointing usher who said, "Go that way and they will help you". As they walked through the crowded lobby, two ushers were standing in the middle of the lobby chatting – oblivious to the thousands of guests streaming in.

The scanning lines and seating ushers were outstanding, but the first two impressions were less than stellar. I know, because I was that guest, along with one of our donors.

Whether the guest is a donor, an employee of PSQ, or a \$10 ticket holder, we want to make sure their entire guest experience, from start to finish, is top notch. Let's all remember our warm, "Welcome to Playhouse Square" greeting, and also be attentive to the guests to anticipate any of their needs.

## Recent Feedback from our Guests



*"The RedCoats were very kind and helpful. They seemed to have lots of patience and understanding."*

*"We had a great time! The service from the ushers was top notch, as well."*

*"Great show - ushers are always very organized and knowledgeable. Thank you!"*



*"Red coats and patrons were permitted to talk behind the seating area and during the performance. Disappointing when you spend the amount on the show and Playhouse Square bills themselves as a premium arts theatre."*

*"I purchased 4 box seats for Wicked and chose the closest seats to the railing for my family. When they arrived, other people were in the seats and the usher did not enforce the correct seating. The usher didn't help at all. This was a big deal for my daughter and family. The ushers need to have this brought to their attention. This theater experience could have been better if attention was made to the seat selection."*

## RedCoats Completing Head Usher Training!

Congratulations to the following RedCoats who are beginning Head Usher training this month!



Eugene Baker



Delliah Bell-Flower



Ann Biery



Cynthia Boylan



Sandy Burba



Gary Burlin



Cheryl Dever



Laurie Graff



Laura Grimké



Eddi Grobelny



Eileen Kelly



Paul Kershey



Betty Lee



Renee Lesko



Ceola Littlejohn



Ann Mancini



Lynn Marcello



Violeta Maurer



Gerry Meader



Valerie Morgan



Pamara O'Connell



Nicky Orther



Rachel Petyea



Lauren Plasterer



Vivian Riccio



Sherrie Rivett



Shirley Schellentrager



Morgan Schnell



Carol Silvi



Lee Silvi



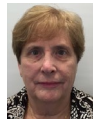
Karen Skinder



Joe Skubiak



Joyce Tallman



Susan Timko



Carol Uveges



Michael Uveges



Marchelle Wooten



## RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who  
received STAR Awards this month

Susan Ballard  
Cynthia Boylan  
Sherry Dangremond\*  
Paul Kershey

Carol Lawton\*  
Debra Martin\*  
Joelle Whited

## Please Welcome our Newest RedCoats!

Karen Doubrava  
Lauren Ferguson  
Sylvester Fuller  
Wendy Gillund  
Mary Griffin  
Barb Haase  
Rich Haase  
Rosanne Hall  
Angela Holpuch  
Rose Lewicki  
Jan Miller  
Nene Morella

Colleen Myers  
Daniel Nagle  
Richard Pedersen  
Williette Rand  
Rhonda Russell  
JoEllen Salkin  
Ann Stemen  
Christy Suffecool  
Emily Suffecool  
Mary Sullivan  
Jennie Trobenter  
Michelle Woods

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

Carol Baldassari  
Carol Bennett  
Vera Brewer  
Patti Gabb  
Tim Gabb  
Irene Hardulak  
Karol Hoeffler  
Patricia Irvine  
Rena Kubic

Larry Lasky  
Andrew Lukcso  
Bonnie Lukcso  
Larry Lasky  
Toni Piscitello  
Jack Reese  
Dorothy Shillman\*  
Millie Zika

## In Memoriam

Ulysses Allen



## In the Spotlight: Guest Experience – Bringing the Skills of the Theatre to Guest Service

*To deliver the best service, you must think like a customer.  
Put yourself in their shoes and consider  
how you would feel being served by you.*

According to Lucy Morgans of Hendrix Training, “Actors spend years understanding their body and characteristics. They are also aware of how their mood changes their body language and how energy levels can fall during a busy shift as tiredness kicks in and what to do.”

### The Importance of Body Language

- Do you come across as bored or disinterested?
- 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 – can people hear you?
- Pace – how fast are you talking?
- Pause – do you pause for effect when talking about something important?
- Pitch – how does your voice sound – is it monotone, too high, too low?
- Power – do your words have the right impact?

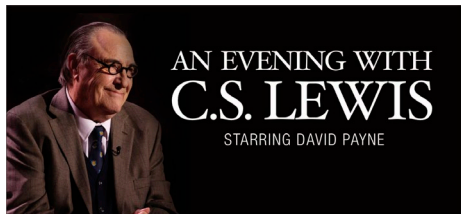
Sourced from: [CSM](#)

\* Denotes Head Usher

**UPCOMING WEEKS  
VOLUNTEER NEEDS AND  
RUNNING TIMES**



**Hasan Minhag**  
Connor Palace Theatre  
January 21 – 90 min.  
• [FR 1/21 5:30 pm](#)



**An Evening with C.S. Lewis**  
Hanna Theatre  
January 21-23  
• [FR 1/21 6:30 pm](#) – FULL CHECK BACK 1/19  
• [SA 1/22 2:30 pm](#) – FULL CHECK BACK 1/20  
• [SA 1/22 6:30 pm](#) – FULL CHECK BACK 1/20  
• [SU 1/23 12:30 pm](#) – FULL CHECK BACK 1/21



**Windborne's Music of Queen**  
KeyBank State Theatre  
• [FR 1/21 6:30 pm](#)



**The Simon & Garfunkel Story**  
Connor Palace Theatre  
January 27  
• [TH 1/27 6:00 pm](#) – FULL CHECK BACK 1/25

**UPCOMING WEEKS  
VOLUNTEER NEEDS AND  
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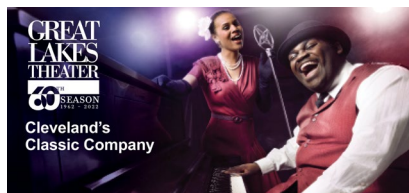
**Jesus Christ Superstar**  
Connor Palace Theatre  
February 2 - 20



**Viva Moxix**  
*Presented by DanceCleveland and Tri-C Performing Arts*  
Mimi Ohio Theatre  
February 5



**Shen Yun**  
KeyBank State Theatre  
February 5 – 6



**Ain't Misbehavin'**  
Hanna Theatre – **CANCELLED**



**The Three Musketeers**  
Allen Theatre – **POSTPONED**

**RedCoat Referrals –  
Congratulations!**

Thanks to the 131 RedCoats who referred 168 potential RedCoats from Aug 1<sup>st</sup> – Dec 31<sup>st</sup>.

**Congratulations to the RedCoat Referral Contest winners!**



**Lisa Bluemel  
Jim Centorbi  
Melissa Mimbs**

The Volunteer Office will contact you to arrange delivery of your prize!

**Annual Reports**

Annual hours reports and certificates will be **mailed** to all active RedCoats at the end of this month. (STARS will receive theirs in June at the end of the school year.) If you have had a change of address – please be sure that your new address is on file with the Volunteer Office – email [redcoats@playhousesquare.org](mailto:redcoats@playhousesquare.org)

**January GET**

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

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

**Weekday Matinees**

**Weekday Matinees are returning in February!**



**Don't Let the Pigeon Drive the Bus!**  
Mimi Ohio Theatre  
February 8 – 13