

July  
2022

# RedCoats



## ★ VOLUNTEER MILESTONES

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

**6750**  
Lorrie Devaney

**2750**  
Steven Pastor

**2500**  
Elaine Staley\*  
Nancy Stokes\*

**2250**  
Mary Ryan

**2000**  
Bob Beck\*  
Rita Nichols

**1500**  
Ptti Jolevec

**1250**  
Barb Domsic  
Deb Kavulich

**1000**  
Leona Juby  
Marilyn Reiser

**750**  
Ana Billow  
Leonard Jackson, Sr.\*

**500**  
Pam Anter  
Judy Hagerty  
Janet McGee  
Michael Mog  
Toni Phillips  
Susie Poultney  
Donna Witmer

**250**  
Lisa Cohen-Kiraly  
Corlista Hartman  
Carol Mandel  
Steve Miluch  
Al Noga  
Betty Vandermeer

**100**  
Dianne Anderson\*  
Yohlaunda Battle  
Corri Boswell  
Vikki Castro  
James Davis  
Bob Ebsch  
Michele Ebsch  
Steve Eschelman  
Kathleen Ferguson  
Alex Johnson  
Charisse Kane  
Jon Kastelein  
Connie Kochert  
Leigh Ann Kurkal  
Shirley Pashall  
Lori Reichard  
Shirley Simon  
Jennifer Goings Smith  
Ken Thomas  
Kelly Wise

\*Denotes Head Usher

## From the desk of Meg, Volunteer Manager

This past Sunday, after an exciting weekend of hiking, climbing, challenge ropes course, and extreme zip lining, I jumped off a 65-foot platform – what a great finale! The good news is that everything worked according to plan...and the brake caught before I hit the ground!

Sometimes... everything does **not** go according to plan – and we've experienced some of those moments here at Playhouse Square.



We have had last minute shows, receptions, and tours pop up along with some cancellations for other events! So many Redcoats have jumped in to usher a show or lead a tour and others have graciously accepted our apology and headed home. You make Playhouse Square what it is – your welcoming smile is a big part of it. Your generosity, flexibility, giving spirit – and forgiving nature takes our RedCoat family to the next higher level. I am so proud to be part of our team! Thank you for all you do!

## Recent Feedback from our Guests



*"Usher Eugene in the mezzanine was so helpful. My daughter is having back problems and asked if we could change seats to an aisle in case she needed to stand to relieve her pain. He found a head usher (Gary?) who moved us to a great location and she was able to enjoy the show. Thank you, Eugene for making the evening possible - if not I'm sure we would have only made it through the first act."*

*"We always have above and beyond interactions with the red coats and want them to be recognized for their excellent service."*



*"One usher needs a little training. She told us that our Orchestra Right seats were upstairs! I don't know where she thinks the orchestra is playing! Fortunately, I knew she was wrong or that could have panicked someone else who had a walker."*

## SPOTLIGHT AWARD



## CONGRATULATIONS

# Jim Martin

**Jim recorded 269 hours in the Spring Quarter!**

## LES MISÉRABLES

(October 7-27, 2022)  
KeyBank Broadway Series

Cameron Mackintosh presents the acclaimed production of Boublil and Schönberg's Tony Award®-winning musical phenomenon, *Les Misérables*.



This brilliant staging has taken the world by storm and has been hailed as "a reborn dream of a production" (*Daily Telegraph*). Set against the backdrop of 19<sup>th</sup> century France, *Les Misérables* tells an enthralling story of broken dreams and unrequited love, passion, sacrifice and redemption – a timeless testament to the survival of the human spirit. The magnificent score of *Les Misérables* includes the songs "I Dreamed a Dream," "On My Own," "Bring Him Home," "One Day More" and many more.

As a benefit of being a RedCoat Volunteer, you can save up to 55% off tickets with reduced handling fees. Purchase tickets now for this Broadway classic:

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

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



## In the Spotlight: Guest Experience – Customer Delight

Customer delight is an outcome generated by **one or more** positive experiences. It differs from customer satisfaction in that delight results when a person's interaction with a company, employee, product or service far exceeds expectations.

Here are some ways to deliver **"WOW"** to our guests!

### THINK LIKE A CUSTOMER – ACT LIKE AN OWNER:

Treat customers as you would want to be treated and take ownership of your actions.

**PROVIDE SUPPORT.** Ensure guests can access help easily if needed. Address issues quickly and efficiently.

**KNOW YOUR CUSTOMER.** As a performing arts theatre, Playhouse Square has multiple different productions each year, which attract different audiences with different expectations. From Broadway to ballet – from concerts to children's theatre – each audience will be different.



Sourced from: [Indeed](#)



## RECOGNIZING EXCEPTIONAL SERVICE

**Compliments to RedCoats who received STAR Awards this month**

Cheryl Dever\*  
Gaby Finley\*  
Kim Garred\*

Lauren Plasterer\*  
Bill Spehn  
Leslie Weyrick

## Please Welcome our Newest RedCoats!

Joanie Barrus  
Katie Cecchetti  
Karen Charbonneau  
Claudia Forbes  
Lisa Gilbert  
Brandie Glass  
Margie Greco  
Ed Grobelny  
Pat Harris  
Toni Holston-Saunders  
Ray Kriz  
Susan Morgan

Aidan Murphy  
Karen Murphy  
Les Murphy  
Carole Pendleton  
Sylvia Preto  
Rick Seyer  
Anna Shriver  
Margo Sollazzo  
Sherry Trent  
Dawn Walker  
Bev Wetherill  
Doug Wetherill

## Please Welcome our Newest STARS!

Cora Edwards  
Jacqueline Kriz  
Corina Leon

Dylan Shaw  
Ada Wagner

## In Memoriam

Don Arthur  
Helen Bond  
Larry Hamilton  
Bill Johnson  
Ed Kirst  
Marilyn Jean Provenzale

\* Denotes Head Usher

## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



### GUND – JUST ADDED!! EXTRAS NEEDED

- [FR 7/22 2:30 pm - Ponceli Creacion](#)
- [FR 7/22 4:15 pm - Ponceli Creacion](#)
- [FR 7/22 5:30 pm - Not A Uterus in Sight](#)
- [FR 7/22 6:30 pm - Gray Space](#)
- [FR 7/22 7:30 pm - The Last Hurrah](#)
- [SA 7/23 12:00 pm - Ponceli Creacion](#)
- [SA 7/23 1:30 pm - Ponceli Creacion](#)
- [SA 7/23 3:00 pm - Gray Space](#)
- [SA 7/22 4:00 pm - The Last Hurrah](#)
- [SA 7/22 6:00 pm - The Small Garden](#)
- [SA 7/23 7:30 pm - Not A Uterus in Sight](#)

### KENNEDY'S THEATRE

- [FR 7/22 8:30 pm - Pedro Gonzalez](#)

### WIST THEATRE

- [SA 7/23 2:00 pm - Quest for Equality](#)
- [SA 7/23 4:15 pm - Perhaps - URGENT](#)
- [SU 7/24 1:15 pm - Perhaps](#)

### HELEN LAB

- [SA 7/23 3:00 pm - Oasis - URGENT](#)
- [SA 7/23 5:30 pm - Oasis - URGENT](#)



### Iliza

Connor Palace Theatre || TBD

- [SA 7/23 5:30 pm](#)
- [SA 7/23 8:00 pm](#)

## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



### Ain't Too Proud

KeyBank State Theatre || 160 min w/ I

- [SA 7/30 12:00 pm](#)
- [SA 7/30 6:00 pm](#)



### RuPaul's Drag Race

Connor Palace Theatre || 180 minutes

- [SU 7/31 6:00 pm](#) – FULL check back 7/29



Please consider renewing GET in 2022!  
Sessions will be available until the end of the year. Below are the August dates.

- [SA 8/06 12:00 pm](#)
- [SU 8/07 11:30 am](#)
- [TU 8/15 6:00 pm](#)
- [SA 8/20 11:30 am](#)

## REDCOAT REFERRAL CONTEST



July 1<sup>st</sup> through  
September 30<sup>th</sup>!

We are about 600 volunteers short of our 2019 levels and are introducing a new RedCoat Referral Contest that will run for the next year.

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

2<sup>nd</sup> and 3<sup>rd</sup> 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.

### HELP US REACH OUR GOAL!

Tell your family and friends! Be sure that they indicate that you referred them when they complete the online application.

RedCoat applications can be found here:

[REDCOAT APPLICATION](#)

STARS Program applications can be found here:

[STARS PROGRAM APPLICATION](#)



**GOAL**  
**600**  
**New**  
**Volunteers**

29 new volunteers added in July