

November
2022

RedCoats



★ VOLUNTEER MILESTONES

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

7500

Joe Ferritto*

3500

Mary Ann Niemczura

2250

Sherry Petkovsek

1250

Judi Campobenedetto*

Laurie McKee

Mona Skal

1500

Larry Stochl

1250

Laurie McKee

1000

Shosh Ault*

Claudia Dacek

Crystal Dunstan

Cheryl Hollis*

Brenda Jones

Anne Rossoll

Ange Wick

750

Kathleen Barry

Lisa Burke

Bob Campobenedetto*

Laurie Campobenedetto*

Liz Cirolì

Donna Davis

Jim Martin*

Pam Scott

Mickey Siverd

JoAnn Stamm

Donna Sweet

Debra Tweedy

500

Olivia Beebe

Laurie Chambers

Pat Iacobacci

500

Ellen Jones

Donna Laszcz

Steve Miluch*

Jacqueline Strowder

250

Mary Delsanter

Terri Domoracki

Heather Eierman

Lorrie Foraker

Linda Olen

Marty Sinkewich

Pam Wolf

Ron Wolf

100

Cindy Amos

Mark Amos

Cindy Bomeli

Susan Bookman

Macie Conroy

Sophi Cudworth

Penni Dalton

Karen Doubrava

Gail Grabowski

Joan Growth

Pat Grzybowski

Kathy Imbrigiotta

Kris Kalinic

Karen Kastelein

Christine Ketterer

Ellen Marks

Peter Mihi

Ann Marie Mittiga

Bob Mittiga

Nene Morella

Holly Sofia

Katie Strick

Jan Tulley

Susan Vinborg

Sheila Wayne

Lisa Wilhelm Celeste

Debra Zigman

*Denotes Head Usher

From the desk of Meg, Volunteer Manager

“I can no other answer make, but, thanks, and thanks, and ever thanks.”

~ William Shakespeare

Thanksgiving is just around the corner, but there aren't enough ways to say thank you for all the RedCoats do!

This past month, I have been so grateful for everything the volunteers have been stepping up to help with. Besides all the ushering for shows, concerts, and children's workshops, there have been so many other projects that RedCoats have handled.

Many ongoing days of office mailings have been accomplished! Our elite team of Ambassadors have been successfully recruiting for our RedCoat family! Tour guides have been showcasing our beautiful theaters for donors and new employees!

While all of this is racing by, we paused to celebrate the 100th birthday of our Playhouse Square theaters! What an incredible time in Playhouse Square history and the RedCoats have been a cornerstone of that success!

I am looking forward to the next 100 as part of the premiere volunteer organization in NE Ohio!

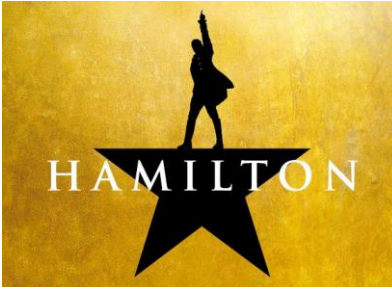
NOVEMBER – A TIME TO GIVE THANKS



- ❖ We are thankful for your commitment and dedication to Playhouse Square.
- ❖ We are thankful for your willingness to help out when we are short-handed.
- ❖ We are thankful for your patience as we continue to increase our volunteer numbers.
- ❖ We are thankful for your understanding when there are unexpected changes to the schedule.

We are thankful for you!

HAMILTON *Huntington Bank Featured Performance* (Dec. 6, 2022-Jan. 15, 2023)



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.

With book, music, and lyrics by Lin-Manuel Miranda, direction by Thomas Kail, choreography by Andy Blankenbuehler, and musical supervision and orchestrations by Alex Lacamoire, HAMILTON is based on Ron Chernow's acclaimed biography. It has won Tony®, Grammy®, and Olivier Awards, the Pulitzer Prize for Drama, and an unprecedented special citation from the Kennedy Center Honors.

As a benefit of being a RedCoat Volunteer, you can receive reduced handling fees with your purchase. Get tickets now for this Broadway sensation:

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

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



In the Spotlight: Guest Experience – Moments that Matter

Moments that Matter – sometimes referred to as moments of truth or “wow” moments – are those times that an individual has a deep emotional reaction to a person, experience or event. They make a profound impact on us. These are the moments we remember ... the stories we tell.

According to Ethan Beute, the customer experience is no different.

“Multiple moments throughout the customer experience shape how people feel about doing business with us ... and impact whether or not they'll return. These moments are moments that matter. They're inflection points when things shift or change. 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.”

Through the end of the year, we will have many opportunities to create moments that matter for our guests – many of whom may be visiting Playhouse Square for the first time to see a holiday concert, Rudolph the Red-Nosed Reindeer, A Christmas Carol, The Nutcracker, Hamilton, or any of the other fabulous performances taking place in our theaters. Here are some things we can do to make memories for our guests:

- Smile – thank them for coming when they arrive and as they leave.
- Know where the booster seats are located and offer them to guests with children.
- Know your customer – each audience will be different!
- Exude enthusiasm; be ready to offer friendly, helpful service.



Sourced from: [BombBomb](#)



RECOGNIZING EXCEPTIONAL SERVICE*

Compliments to RedCoats who received STAR Awards this month

Brian Adelson
Lisa Burke
Ed Campobenedetto*
Judi Campobenedetto*
Rick Chivas
Sherry Dangremond*
Cheryl Dever*
Liana Dennison*
Joe Ferritto*
Kim Garred*
Renee Lesko*
Leslie Smith
Brian Sommers

Thank you to our Retiring RedCoats with 10+ Years!

Nancy Bowman
Judy Feingold
Sandra Forrester
Delores Tabb

In Memoriam

Dorie Casbean
Evelyn Dolejs*
Christine Gresh
Marian Knotek

* Denotes Head Usher

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

370 NEEDED

Nov – 87 added

Oct – 53 added
 Sept – 16 added
 Aug – 45 added
 July – 29 added

100th Anniversary of Playhouse Square!

In honor of our 100th Anniversary – we thought you might like to see some vintage photos of past volunteers.

Special thanks to Ruth Flannery and the Archive Team for sharing these!



Allen Theatre Ushers - circa 1920-1930



Palace Theatre Ushers – 1945



Please Welcome our Returning RedCoats!

Mary Chin
Gabe Kelly

Barry Rowland
Chuck Smith

Please Welcome our Newest RedCoats!

Anna Aceto
Terry Aceto
Ruth Addis
MaryAnn Balak
Thomas Balak
Kari Baye
Doreen Bradac
Dolores Bruck
Gary Capretta
Sylvia Capretta
Janice Cassara
Laura Culp
Grace Das
Shelly Das
Kirstin Dibbern
Audry Dobbins
Maggie Donahue
Bill Doss
Shirley Doss
Daphne Foley
Alicia Fredrickson
Sue Funk
Joni Gates
Joy Gordon
Teona Graves
Cindy Hawkins-Heilman
Bill Heilman
Chuck Hogy
Dianne Howard
Claire Jennings
Eldridge Johnson
Patty Kadlub
Laurice Kent

Lara Kimbell
Carolyn Kuerbitz
Cynthia Larkins
Marilyn Leciejewski
Wendy Lewis
Emily Mantush
Dot Masterson
Sheen Mil
Dale Miller
Linda Miller
Terrie Mockler
Elayne Newcomb
Domenic Parente
Laura Parke
Gwen Paull
Darcy Pedersen
Diane Pride-Mays
Spike Radway
Jenny Roll
John Sayers
Nick Schilero
Lakeisha Smith
Linda Spivey
Diane Stout
Carol Triff
Sue Turano
Julie Tysl
Karl Tysl
Lynn Varney
Mary Vasil
Katherine White-Ridley
Salva Yurista
Nancy Zenker

Please Welcome our Newest STARS!

Jenna Bradbourne
Kyle Douce
Izabela Fazio
Lana Grabski
Ava Kmetz
Emily Perez
Sydney Raby
Sofia Rivera-Bitner
Erika Reiersen

Fiona Todaro
Kayla Toth
Maya Toth
Aubrey Trzebuckowski
Lena Tucker
Rylee Ulman
Allyson Vinson
Ava Williams

**UPCOMING WEEKS
VOLUNTEER NEEDS AND
RUNNING TIMES**



Cats

Connor Palace Theatre || 120 min w/ I

- [WE 11/16 6:00 pm](#)
- [TH 11/17 6:00 pm](#)
- [FR 11/18 6:00 pm](#)
- [SA 11/19 12:00 pm](#)
- [SA 11/19 6:00 pm](#) – URGENT NEED
- [SU 11/20 11:30 am](#) – URGENT NEED



The Great Leap

Outcalt Theatre || 135 min.

- [TH 11/17 6:00 PM](#)
- [FR 11/18 6:00 PM](#)
- [SA 11/19 1:00 PM](#)
- [SA 11/19 6:00 PM](#)



Royal Comedy

KeyBank State Theatre || 120 min.

- [SA 11/19 6:30 PM](#)



Turkey Jam – Cancelled
SA 11/26 6:00 PM

**UPCOMING WEEKS
VOLUNTEER NEEDS AND
RUNNING TIMES**



A Christmas Carol

Mimi Ohio Theatre || 150 min w/ I

- [TH 12/1 6:00 PM](#)
- [FR 12/2 6:00 PM](#)
- [SA 12/3 12:00 PM](#)
- [SA 12/3 6:00 PM](#)
- [SU 12/4 1:30 PM](#)
- [TH 12/8 9:30 AM](#)
- [TH 12/8 6:00 PM](#)
- [FR 12/9 6:00 PM](#)
- [SA 12/10 12:00 PM](#)
- [SA 12/10 6:00 PM](#)



Rudolph the Red-Nosed Reindeer

Connor Palace Theatre || 140 min w/ I

- [FR 12/2 5:30 PM](#) – URGENT NEED
- [SA 12/3 9:30 AM](#) – URGENT NEED
- [SA 12/3 1:30 PM](#) – URGENT NEED
- [SA 12/3 5:30 PM](#) – URGENT NEED
- [SU 12/4 11:30 AM](#) – URGENT NEED



Hamilton

KeyBank State Theatre || 165 min w/ I

- [WE 12/7 6:00 pm](#)
- [TH 12/8 6:00 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!

- [SU 11/20 10:00 AM](#)
- [MO 12/12 6:00 PM](#)

Additional sessions will be offered next year.

