

October
2022

RedCoats



★ VOLUNTEER MILESTONES

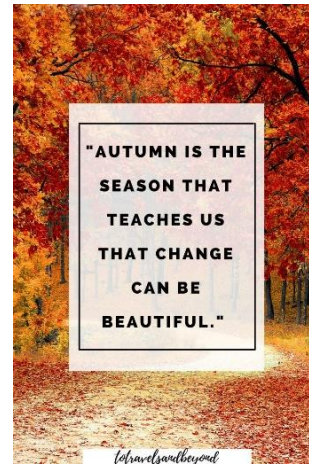
Congratulations to the following RedCoats for reaching a volunteer-hour milestone!

- | | |
|---|---|
| 4500
Sherry Dangremond* | 250
Kim Beegan
Rick Chivas
Laura Collins
Terri Domoracki
Ruth Fife-Crepage
Bob Garrity
Amy Gibson
Jacqueline Hawkins
Joe Konieczny
Tracy Lising
Greg Little*
Megan Nickolette
Lynn Nichols
Linda Olen
Bob Walsh |
| 4250
Ruth Freeman | 100
Anne Augustini
Kim Collisi
Peggy DeRosa
Ramune Dornier
Amy Fischer
Yamini Gowda
Dan Grabowski
Judy Haas
Chanene Hawkins
Charlotte Kaminsky
Elizabeth Licursi
Ellen Marks
Jane Miller
Wendy Noel
Tori Rudkin
Iva Russo
Angelica Schreiner
Cynthia Tanko
Barbara Van Hala |
| 2000
Jack Schneider | 750
Carol Bianchi
Alice Cantini
Jan Drvenkar
Debbie Lampert |
| 1750
Karen Majeski | 500
Victoria Adamus
Jill Alfano
Desirae Geiger
Dante Giampaolo*
Barb Humrick
Allen Kelly
Sally Kelly
Dee Kemp
Becky Raubenolt
Sheryl Whalen |
| 1500
Violeta Maurer*
Martha Takacs | 1000
Deborah Cruz/Suchan
Lauren Plasterer* |

*Denotes Head Usher

From the desk of Meg, Volunteer Manager

Autumn is a great time of year at Playhouse Square! This autumn, one of our most anticipated and exciting changes is the opening of our new usher room! By now, most of you have gotten a chance to see this beautiful new space! Thank you to Playhouse Square for this incredible change!



Another change is the addition of our new Ambassador team! Ambassadors are RedCoats who volunteer in the Box Office Lobby to help recruit new members for our RedCoat family. Within a week, we have had several applications from interested potential RedCoats! Thanks to those Ambassadors who are helping to share our RedCoat story!

Many of you have also been passing the message and recruiting your family and friends. As a result of your efforts and with the help of our Marketing department, we have 120 new RedCoats scheduled to train with us at the end of this month. It is so exciting to welcome all of these new friends to our team. Thank you for all you do to help us continue to be the premiere volunteer organization of Northeast Ohio!

A Fond "See You Around" to William DeCapite



At 98 years young, Bill DeCapite has decided to retire as an active RedCoat in the theater spaces. Bill and his wife, Rose, began volunteering at Playhouse Square over 40 years ago and have done everything! And we mean – EVERYTHING.

Not only were they ushers for decades, they helped polish chandeliers, worked in the office, set up the holiday decorations, and anything else that needed to get done!

You may still see him around the complex – Bill will continue to occasionally help Ruth Flannery with the Archive Project.

THANK YOU, BILL, FOR YOUR COMMITMENT TO PLAYHOUSE SQUARE!

★ RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received STAR Awards this month

Angie Fanara*
Lorrie Devaney

Maureen Donoughe*
Amy Gibson

Steve Miluch
Denise Minefee

SPOTLIGHT AWARD



CONGRATULATIONS

Jim Martin

Jim recorded 170.50 hours in the Summer Quarter!

CEO HoliDeals

Starting November 14, 2022

Mark your calendars, because CEO HoliDeals is right around the corner!



Starting Monday, November 14, RedCoat Volunteers will have pre-sale access to four of our upcoming Broadway shows before they go on sale to the public including Disney's *Aladdin*, *Tina: The Tina Turner Musical*, *Dear Evan Hansen*, and *Come From Away*.

As a benefit of being a RedCoat Volunteer, you can also save up to 55% off tickets with reduced handling fees.

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

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



In the Spotlight: Guest Experience – Safety First!

No matter how nice you are, no matter how polite you are, when a guest is injured, it is nearly impossible to recover from the negative blow your customer experience will take. There is no question that safety is imminently more important than customer service.

Ensuring the safety of our guests should be a top priority for everyone. Steps that can be taken to mitigate accidents include:

- Being current on your GET training and knowing where all exits are located
- Being aware of the first aid supplies and AED equipment available in each theater
- Watching for spills and other hazards that may cause a slip or fall
- Notifying guests when there is a step or an incline



Sourced from: [Business2Community](#)

Please Welcome our Newest RedCoats!

Joe Adams	Art Krasilovsky
Kim Adams	Michelle Lancaster*
LaVonne Adams	Cassidy Liotta
Antoinette Bruce-Bell	Holly McDonough
Mel Calimaran	Eileen McEwen
Brenda Costarella	William Miller
Judith Edminster	Karen Norfleet
Julia Few	Jackie O'Donnell
Maureen Fitzgerald	Karen Pannunzio*
Keri Forsythe	Bianca Quran
Jack Gilmore	Bob Rider
Joe Hasenohr	Christine Schmidt
Vicky Hasenohr	Lisa Schroeder
Jim Hensley	Kelli Schwabl
Donetta Hobbs	Sandy Sommers
Nicole Hobbs Caraballo	Jan Tulley
Brian Jackson	Maxine Williams*

Please Welcome our Newest STARS!

Abby Campbell	Briana Quran
Kuko Carmona	Gracie Slentz
Emma Escalier	Gael Sommerer
Shawn Kimberlin	Desiree Williams
Gabbie Neal	Gray Wingader

Welcome Back to our Returning RedCoats!

Mary Ann Brennan	Arlene Miller
Gloria Davis	Al Pollack
Ernestine Hall*	Gail Senior*
Cris Hughes	Betty Ziegler
Charlotte Kaminsky	

Thank you to our Retiring RedCoats with 10+ Years!

Vaughn Bentley Eileen Johnson*

In Memoriam

Alfred Eich

* Denotes Head Usher

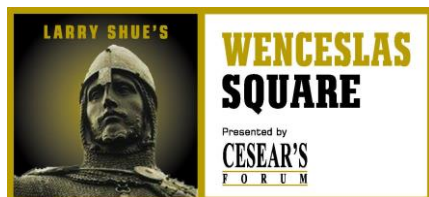
UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Les Misérables

KeyBank State Theatre || 180 min w/ I

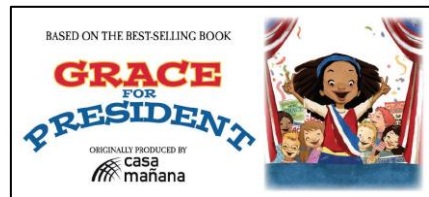
- [TH 10/20 6:00 pm](#)
- [FR 10/21 6:00 pm](#)
- [SA 10/22 6:00 pm](#) – **URGENT NEED**
- [SU 10/23 11:30 am](#) – **URGENT NEED**
- [FR 10/28 6:00 pm](#)
- [SA 10/29 6:00 pm](#) – **URGENT NEED**



Wenceslas Square

Kennedy's || 90 min

- [FR 10/21 6:30 pm](#) – 2 Needed
- [SA 10/29 6:30 pm](#) – 2 Needed



Grace for President

Mimi Ohio Theatre || 90 min

- [SA 10/22 12:30 pm](#) – **URGENT NEED**



United States Army Field Band

KeyBank State Theatre || 140 min w/ I

- [FR 11/04 6:30 pm](#)

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Jeezy with Lloyd Concert

KeyBank State Theatre || approx. 150 min.

- [SA 11/05 6:30 pm](#)



2nd Annual Danny Ripepi Memorial Concert

KeyBank State Theatre || approx. 90 min.

- [WE 11/09 5:30 pm](#)



Tammy Pescatelli

Hanna Theatre || approx. 90 minutes

- [SA 11/12 6:00 pm](#)



Cats

Connor Palace Theatre || 120 min w/ I

- [FR 11/04 6:00 pm](#)
- [SA 11/05 12:00 pm](#)
- [SA 11/05 6:00 pm](#) – **URGENT NEED**
- [SU 11/06 11:30 am](#)

REDCOAT REFERRAL CONTEST



October 1st –
December 31st

Each quarter, the RedCoat 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.

JULY-SEPT WINNERS

First Place: Carolyn Scherry

Second Place: Linda Borsuk

Third Place (Tie): Gail Fader
and Juanita Casteel

The Volunteer Office will be in touch with you to arrange delivery of your prize!

CONGRATULATIONS!

RedCoat applications can be found here:

[REDCOAT APPLICATION](#)

STARS Program applications can be found here:

[STARS PROGRAM APPLICATION](#)



GOAL: 600
457 still
needed!

Oct – 53 added

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