

September
2022

RedCoats



★ VOLUNTEER MILESTONES

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

10250
Don Fedorchak*

7250
Joe Ferritto*

3500
Rhonda Totten*

2500
Judy Muzzy

2000
Maureen Donoughe*
Jack Schneider

1750
Coletta Gordon

1250
Harriette Belkin*
Ed Campobenedetto*
Julio Pelsmajer
Sharon Pusateri

1000
Mary McCarthy

750
Gina Hansen
Mitch Lauer*
Bob Liddy*
Pam Oehme
Ella Wilson*

500
Jill Alfano
Vicki Byrne
Patricia Flowers
Shirley Peavey
Susan Timko*

250
Rick Chivas
Pat Ehrbar
Tina King
Catherine Travis

100
Lauren Atkins
Kim Berliner
Katie Cleary
Andrea Eshelman
Lauren Ferguson
Wendy Gillund
Anita Hall-Kane
Angelo Holpuch
Pattie Mayher
Lori Owens
Richard Schwartz
Bill Spehn
Sue Vargo

*Denotes Head Usher

NEW VOLUNTEER ROOM WILL BE READY IN OCTOBER!



The new location is in the middle of the Playhouse Square complex – in the Bulkley Building.

To enter, use the steps (next to the guard stand) or the elevator (across from the guard stand).

We are excited to have this totally new, fresh space to share with all of you.

The grand opening date will be announced soon through an email blast! We look forward to sharing this exciting new location with all of you! Enjoy!

USHER ROOM CLEAN OUT

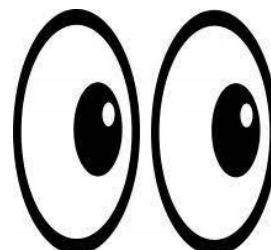
To prepare for the move – we will be cleaning out the current room – and disposing of anything in lockers, on tables, or on bulletin boards.

Please remove your personal items this week!



LOCKS WILL BE REMOVED

If you currently have a lock on one of the lockers – please remove it. Locks will be cut and thrown away.



RedCoats Completing Head Usher Training!

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



Janet Brunecz



Corri Boswell



Kim Collisi



Jim Martin



Steve Miluch



Bill Spehn

Children's Theater Series Presented by University Hospitals Rainbow Babies and Children's Hospital

Four timeless children's books jump off the page and onto the stage with the 2022-2023 Children's Theater Series at Playhouse Square presented by University Hospitals Rainbow Babies & Children's Hospital.

children's Theater series



Performances include: **Grace for President** (October 22-23, 2022), **Peter Rabbit Tales** (November 5-6, 2022), **It's Okay to Be Different** (February 11-12, 2023), and **The Gruffalo** (March 4-5, 2023).

As a benefit of being a RedCoat Volunteer, you can get the four-show Children's Theater Series package for just \$40 (\$10 per show)! Click the link below to learn more about each show and to purchase:

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

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



In the Spotlight: Guest Experience – R-E-S-P-E-C-T!

Before an organization can provide excellence in external customer service, the members of that organization must first respect each other and the important role each person plays. All levels of the organization must value treating others with respect and civility.

What one person may intend as a respectful behavior may come across as disrespectful to the person receiving the message. Understanding the difference between intention and perception is a key factor in developing respectful behaviors. It is not about treating others the way **you** would like to be treated; it is about treating others the way **they** would like to be treated.

- Remember – it isn't *what* you say, but *how* you say it
- Treat people with kindness, courtesy and politeness.
- Don't insult people or talk behind their back.
- Treat people the same no matter their race, religion, age, etc. All people you interact with should be treated equally.

Sourced from: [ERC](#) and [SYNDEO](#)

**WE ARE NOT
A TEAM
BECAUSE WE
WORK TOGETHER
WE ARE
A TEAM BECAUSE
WE RESPECT
TRUST AND CARE
FOR EACH OTHER**



RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received STAR Awards this month*

Lori Berenson

Mary Graf

Sal Karanouh-Schuler

Carol Lawton*

Jim Martin

Barb Milter*

Please Welcome our Newest RedCoats!

Judy Anderson

Jaunita Casteel

Linda Davis

Amanda Egolf

Patricia Harper

Vicki Holava

Mary Beth Johnson

Yvonne Kelly

Anupama Krishnan

Karen Laurence

Blanca Lomeli

Keith Rasch

Dan Root

Meg Root

Louis Schwartz

Please Welcome our Newest STARS!

Hannah Bauer

Thank you to our Retiring RedCoats with 10+ Years!

Robert Bayt

Ted Jaworski

Aurelia Pelsmajer

Julio Pelsmajer

Judy Sticha

* Denotes Head Usher

**UPCOMING WEEKS
VOLUNTEER NEEDS AND
RUNNING TIMES**



The Dysfunctional Family

Mimi Ohio Theatre || approx. 180 min w/ I

- [SA 9/17 6:00 pm](#)



Mike Epps

Connor Palace Theatre || approx. 135 min

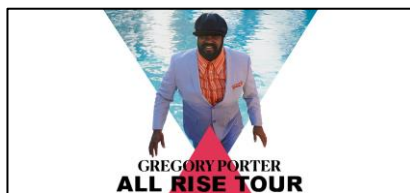
- [SA 9/17 6:30 pm](#)



Mike Birbiglia Live!

Mimi Ohio Theatre || approx. 120 min

- SA 9/24 5:30 pm – **Full**



Gregory Porter

Mimi Ohio Theatre || approx. 120 min

- SA 9/30 6:30 pm – **Full**

**UPCOMING WEEKS
VOLUNTEER NEEDS AND
RUNNING TIMES**



Randell McShepard of Beachwood will receive the American Jewish Committee Cleveland's Richard H. Adler Community Leadership Award in celebration of his achievements.

Adler Awards

Mimi Ohio Theatre || approx. 180 min

- [TU 9/20 4:00 pm](#) – **EXTRAS NEEDED**



Little Shop of Horrors

Hanna Theatre || approx. 150 min w / I

- [SA 10/1 6:00 pm](#)
- [SA 10/8 12:00 pm](#)
- [SA 10/8 6:00 pm](#)
- [SU 10/9 1:30 pm](#)



American Mariachi

Allen Theatre || approx. 100 min w/o I

- [SA 9/17 6:00 pm](#)
- [WE 9/28 9:00 am](#)
- [FR 9/30 6:00 pm](#)
- [SA 10/1 6:00 pm](#)
- [SA 10/8 6:00 pm](#)

**REDCOAT
REFERRAL CONTEST**



July 1st through
September 30th!

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!

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.*

HELP US REACH OUR GOAL!

GOAL: 600

**New Volunteers by
July 1, 2023**

RedCoat applications can be found here:

[REDCOAT APPLICATION](#)

STARS Program applications can be found here:

[STARS PROGRAM APPLICATION](#)



510 new ushers still needed!

90 volunteers added this quarter!

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