RedCoats STARS

VOLUNTEER HANDBOOK

Email: redcoats@playhousesquare.org

NAME: _____ VOLUNTEER ID#: _____

CREW: _____ TEAM #: _____

Volunteer Office
Playhouse Square
1501 Euclid Avenues, Suite 200
Cleveland, OH 44115-2197

Playhouse Square®

Letter from Craig:

Dear RedCoat,

Welcome to the community of Playhouse Square volunteers! On behalf of our Board of Trustees and staff, I thank you for becoming a Playhouse Square RedCoat. Wear the jacket with pride.

You are essential to the guest experience at Playhouse Square. The friendly, helpful and knowledgeable assistance you and your RedCoat colleagues provide to our guests make it possible for more than one million people to enjoy their time with us each year. You are fundamental to our not-for-profit mission and to our success.

When you don the "red coat," I ask that you take your role seriously and help our guests enjoy a safe and memorable time in our beautiful venues. This handbook, as well as our House Managers and Head Ushers, will serve as your guide for doing so.

Thank you again for your commitment. I look forward to seeing you around Playhouse Square!

Sincerely,

Craig Hassall
President & CEO

Letter from Meg:

Thank you for choosing to volunteer at Playhouse Square as a RedCoat or Star. We are thrilled to welcome you into the Playhouse Square family!

There's something truly magical about Playhouse Square. Our volunteers, the RedCoats and Stars, are at the very heart of that magic. You are not only ambassadors for our organization, offering a friendly face and a warm greeting to every guest, but you also play a crucial role in the behind-the-scenes work that makes every performance a success.

When you scan tickets, guide guests to their seats, and share helpful information, you are creating memorable experiences that linger long after the final curtain call. Our guests often remember the kindness and hospitality of a volunteer as the highlight of their visit, and that's thanks to your care and attention.

We deeply appreciate your dedication to this role and your positive spirit. Your contributions are essential—without you, the show simply couldn't go on as smoothly. Thank you for choosing to volunteer with us; we look forward to all the wonderful moments we'll create together at Playhouse Square!

Meg Kearns
Volunteer Manager

Playhouse Square®

MISSION

To be a leader in placemaking, the advancement of arts education, and the presentation and production of performing arts experiences.

VISION

TO SURPISE AND INSPIRE THE WORLD

VALUES

BELONGING

We are committed to creating a culture of belonging.

CARING

We care about our community.

AMBITION

We are ambitious.

EXCELLENCE

We deliver an experience worthy of a standing ovation.

STEWARDSHIP

We are stewards of treasured community assets.

CODE OF ENGAGEMENT

- Live our mission, vision and values.
- Treat everyone with kindness, dignity and respect.
- Make space for everyone.
- Listen with an open mind.
- Be genuine and transparent.
- Earn and bestow trust.
- Empower success.
- Be proactive and accountable.
- Use resources wisely.
- Embrace sustainability.

Table of Contents

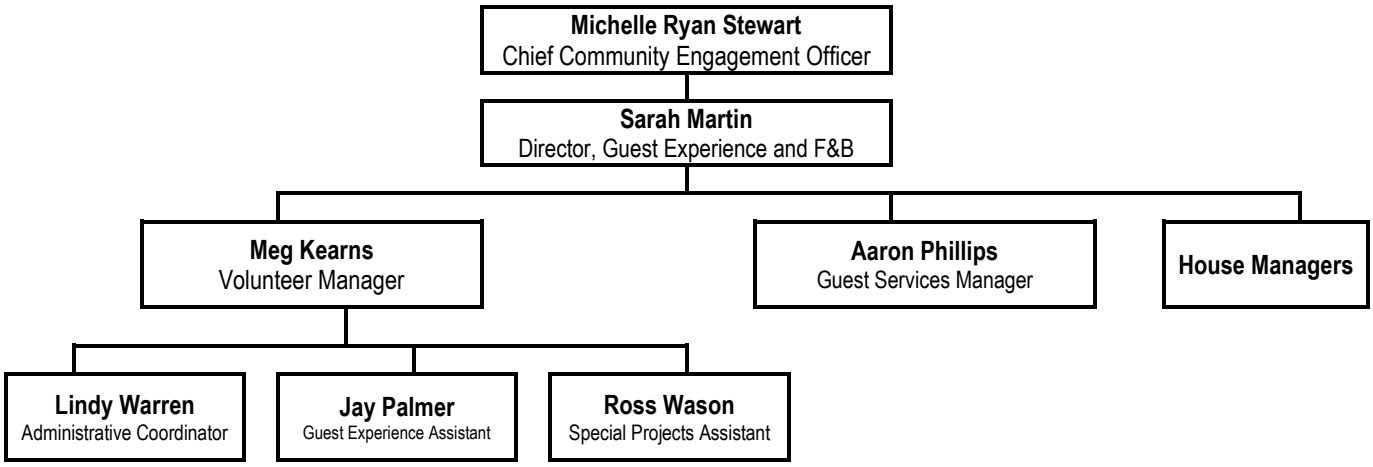
Department Structure and Contact Information 4
The Basics 5
Head Ushers 6
Tour Guides 7
Information for STARS Program Participants 9
Scheduling 11
Attendance 13
Uniform 14
Volunteer Room 15
Communications 16
Parking 16
Policies 17
Medical Emergencies and Accidents 19
Miscellaneous Information 20
Theater and Volunteer Position Information 22
Theater Information, Layouts, and Evacuation 31
Parts of a Theater 44

This handbook was created to give you an overview of the essential information you need to know as a volunteer at Playhouse Square. It is a guide that will cover everything from your schedule to seating charts for the theaters. While we have attempted to include all the essential information, we realize that a handbook can never contain the answers to all of your questions. Please always feel free to contact the Volunteer Office or talk to your House Manager and Head Ushers, we are happy to answer questions and guide you in your Playhouse Square Volunteer career!

We appreciate your commitment to volunteering with us and hope you take the obligation seriously. We rely on our volunteers to assist the House Managers and keep the shows running smoothly. We greatly value your role here and hope you will too.

Updated January 15, 2026

Department Structure and Contact Information



The Volunteer Office works as a partner with Front of House as a part of the Guest Experience Department. The Volunteer Office handles all of the back-end management (e.g. schedule changes, communications, recruitment, contact information) while Front of House manages RedCoats while they are working in the theaters.

Volunteer Department

Volunteer Office redcoats@playhousesquare.org

- Send an email with any schedule changes or general questions. Everyone in the department uses this email so you will receive the quickest response this way.

Meg Kearns **216-640-8551** meg.kearns@playhousesquare.org

- Works with the Volunteer Office team in handling communications, recruitment and hiring, scheduling, and oversight of RedCoats

Lindy Warren **216-640-8810** lindy.warren@playhousesquare.org

- Handles recruitment and onboarding as well as communication, schedule changes and other projects

Jay Palmer **216-640-8552** jay.palmer@playhousesquare.org

- Guest Experience Assistant

Ross Wason **216-640-8550** ross.wason@playhousesquare.org

- Handles STARS and Blazer programs

Guest Services Department

Aaron Phillips **216-329-0187** aaron.phillips@playhousesquare.org

- Guest Services Manager – handles guest communications; supports Volunteer and Front of House Departments.

Front of House Department

Sarah Martin – Director, Guest Experience and Food & Beverage - Supervises House Managers, Head Ushers, and RedCoats while on assignment in the theatres.

House Managers – Oversee Head Ushers and RedCoats in each individual theatre, coordinates with shows, Security, Food and Beverage, Maintenance etc. about each event.

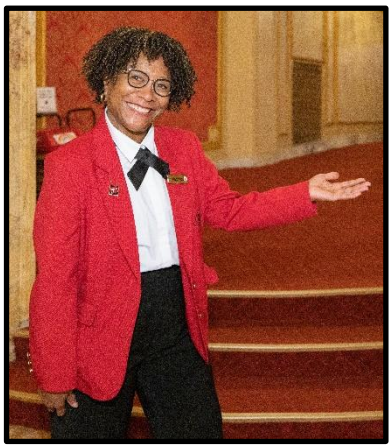
Other Contact Information

Central Security 216-640-8777
Discount Tickets andy.selesnik@playhousesquare.org
PHS Administrative Offices 216-771-4444
Ticket Office 216-771-8403

Safety Escort Program

216-621-6000 – Downtown Cleveland Alliance (DCA) provides a Safety Escort Program. DCA Ambassadors are able and willing to escort you to your car (day or night) if needed.

The Basics



Role of Volunteers

RedCoats and Stars are the public face of Playhouse Square – you are the introduction for our guests to each performance and to the theaters as a whole.

RedCoat Professional Conduct: Please keep in mind, the conversations you have with other ushers should appropriately reflect the positive aspects of Playhouse Square, its resident and affiliate companies, and performances.
Redcoats are encouraged to enjoy, laugh, and applaud artists for their performances. Please use a neutral response during speakers, authors, political events etc. that may have a divided reaction. Our goal is to always make the guests and each other feel as if everyone belongs and are welcome. Expressing our individual positions during such events could take away from that feeling of belonging – one of our core values at Playhouse Square.

Patrons can hear everything you say. This same rule also applies if you are talking on a social networking site, be careful about what you post online and remember: what you put online lasts forever!

It is evident from feedback we receive that the volunteers are an integral part of what makes Playhouse Square special. Your welcoming smile and helpful information are what make people feel at home and excited to come back.

Benefits of Volunteering

Recognition

- Annual gift and/or event
- Pins based on hours of service ✪
- Yearly certificates and hours reports
- STAR Awards for outstanding service

Tickets Offers

- Fees waived - If you are purchasing tickets at the Box Office, your fees will be waived if you show your RedCoat badge (no other discounts apply).
- Discount Tickets (CEO Website) - discounts to select shows are available on the CEO website.
- Go to https://tickets.playhousesquare.org/REDCOAT and use the code **PSQRC** to see current discount opportunities. You will be required to enter your RedCoat ID# at check-out.
- Check the Newsletter for occasional discount opportunities to Cleveland Playhouse and Great Lakes Theater shows.
- Complimentary Tickets – we have a small number of tickets that Playhouse Square has given us to pass on to RedCoats. These are usually available through various ticket drawings, Facebook drawings, or awarded for outstanding service.

Tax Advantage

- Volunteers may deduct any out-of-pocket expenses and mileage incurred while doing volunteer work for certain groups approved by the IRS. Playhouse Square is classified as a 501(c)(3) organization under the IRS code.

✪ Volunteer Service Pins

Our database tracks the number of hours for each volunteer as soon as the performance has been reconciled in the system. Reconciliation is normally completed within a week of the performance. During first week of the month, a report is generated for the service pins to be **AWARDED** that month. In order to appear on the report, the volunteer must be scheduled at a KeyBank Broadway or Encore series performance when the report is run.

Names of those who have reached a milestone are then added to the Monthly Newsletter and awarded the pin. If you achieve a milestone, but are not scheduled at a Broadway or Encore performance, you will receive your pin and your name will be listed the following month. Because the report is run during the first week of the month, volunteers may ACHIEVE a pin – but not be AWARDED the pin – in that month.

Head Ushers

Head Ushers have important supervisory responsibilities and work closely with the House Managers to provide an outstanding guest experience and a positive RedCoat / Stars volunteer environment.

Head Usher Job Description

Qualifications:

- Minimum two years' experience and 250 hours as a volunteer in at least five theater spaces
- 95% attendance or better
- Able to work upstairs and downstairs; good knowledge of all the theaters
- Dependable, self-motivated, team player, excellent communication and problem-solving skills
- Able to remain for the entire performance
- Recommendation or referral from another Head Usher or a House Manager

Responsibilities:

- Check in 15 minutes before regular volunteers for the pre-show Head Usher briefing
- Follow designated policies and procedures as specified by the House Manager
- Be vigilant of potential safety issues
- Supervise pre-show and end of performance volunteer duties
- Team leader for volunteers in assigned area
- Ensure all equipment is returned to designated areas
- Attend mandatory Head Usher meetings

Candidates will be required to attend and successfully complete a Head Usher class as well as at least three Head Usher training sessions.

Head Usher Benefits

Some of the perks of being a Head Usher:

- Head Ushers are often invited to attend the final dress rehearsal for most CPH shows. Emails are sent out each time with the invite.
- Head Ushers are given priority when EXTRAS are needed and we need Head Ushers for an event/show.
- Head Ushers are emailed first and requested for special events where Playhouse Square wants our top volunteers

Head Usher Assignments

Each theater requires a certain number of Head Ushers to be scheduled. That number will vary by theater. Head Ushers therefore are generally assigned to the Head Usher position. If the performance has the required number of Head Ushers from the teams assigned, Head Ushers who are "extras" for the performance will be assigned to any position needing to be filled.

Removal as Head Usher

All Head Ushers are subject to the requirements listed in the Head Usher Job Description above.

A Head Usher may be removed from Head Usher status if their attendance percentage drops below 95%, if they are unable to remain for the entire performance, or if they are unable to attend mandatory Head Usher meetings. The Head Usher will be able to remain a RedCoat if they choose. Removal will be decided on a case-by-case basis.

Tour Guides

Playhouse Square Tour Guides are volunteers who enjoy telling the public about our historic theaters. They are "interpreters" of this resource called Playhouse Square.

Tour Guide Job Description

Qualifications:

- Minimum one year experience, ***or*** 100 hours as a volunteer with 95% attendance or better
- Be an enthusiastic and friendly representative of Playhouse Square
- Learn to give an interesting, factual tour of the theaters by participating in training process to include study materials and shadowing multiple public and private tours
- Complete peer evaluation process to be approved for Tour Guide Status
- Able to work upstairs and downstairs
- Participate in public and private tours
- Dependable, self-motivated, team player, excellent communication and problem-solving skills

Tour Mission

To promote preservation of the Playhouse Square theaters, through an appreciation of their past.

Tour Content

Tours consist of:

- Taking groups into all theaters (including backstage areas) that are available to us on tour day.
- Telling facts and stories about the historic theaters, and showing old photos, as well as giving current information about the Playhouse Square, ensuring the participants have a complete appreciation of the theaters from yesterday to today.

Public and Private Tours

- Public Tours take place on the third Saturday of each month beginning at 9:00 am and 2 – 3 Monday evenings as scheduled
- Private Tours are scheduled by the Playhouse Square Event Coordinator and may take place any time during the week

Tour Assistants

Tour Assistants will be assigned for each public and private tour and provide assistance to the Tour Guide.

Responsibilities include:

- Holding doors open for guests
- Following at the back of the tour to ensure guests do not get left behind
- If there is an emergency while on the tour (guest or tour guide medical issue) – call security and/or leave to the tour to obtain assistance from security
    - Central Security: 216-640-8777
    - Bulkley Security Desk: 216-640-8712
- If a guest has a question that the tour guide does not hear, inform the guide of the question
- If a guest is unable to follow part of the tour due to mobility issues, stay with the guest and engage in conversation. Possible conversation starters:
    - Have you been to Playhouse Square before?
    - What is your favorite Broadway performance?
    - Have you been to any concerts at Playhouse Square?
    - Have you attended a Cleveland Play House or Great Lakes Theatre performance?
    - What is your favorite restaurant in the District?

Public Tours

Public Tours require 12-15 tour assistants, a ticket scanner, and 2-3 additional volunteers for wayfinding.

Private Tours

The Volunteer Office maintains a list of volunteers available to assist with private tours. The office will contact volunteers with private tour dates when the tours are scheduled.

Information for STARS Program Participants

STARS: Students Take A Role at the Square

Commitment

STARS commit to volunteer for a minimum of **12** performances during a twelve-month period. If you look ahead and have a period of time when you will not be available to volunteer (e.g. December for finals and winter break), you are welcome to do extra shows in earlier months to make up for them.

NOTE: *We are not able to screen the content of shows for what material you and your family may be comfortable with, and ask that students (and parents) who are concerned about show content research for themselves about whether it is appropriate prior to signing up.*

Communications

Please email redcoats@playhousesquare.org with any questions and / or schedule additions or changes.

Each week you will receive an email from Playhouse Square that contains links to our Newsletter or Update as well as the Volunteer Schedule for the next 4 weeks. The Newsletter contains general tips as well as specific show information. Newsletters and Schedules are also available on our website at: www.playhousesquare.org/volunteer-home

Scheduling Volunteering Times

- To sign-up for a performance, email redcoats@playhousesquare.org with the shows you would like to sign up for each month. Please list your name, and the name, date, and time of the performance(s) you would like to add.
- If you are unable to make it to a performance and need to cancel, please email redcoats@playhousesquare.org to cancel, even if it's at the last minute.
- Since everyone is given specific assignments, it is helpful for us to know ahead of time if you are unable to make it so we can put someone else in that position.
- If you do not notify us of a cancellation, your absence will be noted as a "No Show" on your account. No Shows will be subtracted from your total performance count at the end of the year.

Weekday Shows

- Although STARS can volunteer any night of the week, we ask STARS to focus on weekend shows for two reasons. First, we have found it is better for students' schedules when they are not here regularly on school nights. In addition, the majority of our shows come through on the weekends so that is when we have the most need and also the most opportunity. We ask that you choose your one show a month from the schedules we send out.

Volunteering at a Performance

- The times listed on the Volunteer Schedule are call times. This is the time that you are expected at the theater. Please plan to arrive in time to take coats or bags to the Volunteer Room before arriving at the theater.
- If you are being picked-up after volunteering at a performance, please work out with the person driving you when and where they will pick you up. The Bulkley Building Lobby off Euclid is generally a central location and has a Security Guard stationed throughout the day. To determine pick-up times, it's best to look at the weekly email that lists any run times that we have been given. If no run time is given, you can also find an estimated runtime for most shows on our website

Uniform

Each STARS Volunteer should have their own black pants or skirt, shirt, and shoes. If wearing a skirt, black tights or leggings must be worn.

We will provide you with the vest portion of the uniform. A solid black tie or crisscross tie is *optional*. These are available for purchase for $5 from the volunteer office. See Uniform section for additional information

Facebook

The RedCoats have a closed Facebook group, "Playhouse Square RedCoats" that you are welcome to join. We occasionally have ticket drawings and other opportunities offered through this group, and many RedCoats share stories about their volunteer experience as well.

Scheduling

Assignments

The RedCoat commitment is 2 times a month. Your team may be scheduled more than twice or fewer than twice a month as needed. You may be released from any shows scheduled beyond two and it will not affect your attendance percentage. To be released, you must email us at redcoats@playhousesquare.org and receive a confirmation email from us in response.

Each RedCoat picks a Crew and Team to work with. Your Crew is based on the day and time you would like to volunteer (e.g. Tuesday Evenings, or Sunday Matinees). Your Team is a number between 1 and 30 (this is the last two numbers of your ID number). You are only expected at shows where both your Crew and Team are listed.

For example, if you are SA M 10 (Saturday Matinee, Team 10) you will only be expected for Saturday matinees when team 10 is on the schedule – highlighted in yellow below. **SA** – First 2 letters are day of the week. **M or E** – indicates matinee or evening team.

Please note that each Crew has team numbers ranging from 1 to 30. As you can see in the blue highlights below, there are five other crews with a Team 10 scheduled for the week. **You need only follow the schedule for your Crew and Team.**

SAMPLE SCHEDULE:

06/16/2025 - 06/23/2025 Playhouse Square Volunteer Schedule

Crew	Teams	Date	Time	Venue	Event
Week Of Jun 16, 2025					
		6/16		L	OUT - Summer Reception
TU E	2,4,6,8,**10**,12,14,16,18,20,22,24	6/17	4:30 PM	P	THE WIGGLES: BOUNCING BALLS! TOUR - **FULL - Check back 6/15**
TU E	1,3,5,7,9,11,13,15,17,19,21,23,25	6/17	6:00 PM	S	HAMILTON - Huntington Featured Performance
WE E	1,3,6,7,9,11,13,15,17,19,21,23,25	6/18	6:00 PM	S	HAMILTON - Huntington Featured Performance
TH E	2,4,6,8, **10**,12,14,16,18,20,22,24	6/19	5:30 PM	P	KILLERS OF KILL TONY - Comedy
TH E	1,3,5,7,9,11,13,15,17,19,21,23,25	6/19	6:00 PM	S	HAMILTON - Huntington Featured Performance
FR E	4,6,8, **10**,12,16,20,22,24,28,30	6/20	6:00 PM	S	HAMILTON - Huntington Featured Performance
SA M	**%16 EXTRAS NEEDED%**	6/21	8:30 AM	BOL	PUBLIC TOURS - Extras needed for wayfinding, scanning & tour escorts
SA M	**2,6,10,14,16,18,20,23,26,28**	**6/21**	**12:00 PM**	**S**	**HAMILTON - Huntington Featured Performance**
SA E	1, **10**,11,20,23,24,25,26,28,30	6/21	6:00 PM	S	HAMILTON - Huntington Featured Performance
SU M	1,3,5,7,9,11,13,15,17,19,21	6/22	11:30 AM	S	HAMILTON - Huntington Featured Performance
SU E	2,4,6,8, **10**,12,14,16,18,20,22	6/22	5:30 PM	S	HAMILTON - Huntington Featured Performance
Week Of Jun 23, 2025					
MO E	%Renewal%	6/23	5:45 PM	A	GUEST EVACUATION TRAINING

Adequate staffing ensures all theaters are operating effectively and safely. For this reason, if your team is scheduled for a performance, you are not able to move to another performance on the same date and time.

Occasionally we have events where no teams are scheduled. For these, we will simply list an **% Extras Needed%** in place of the team numbers. This indicates we are taking extras unless the event is marked FULL – where no extras can be added. You can see an example of this above on Saturday, 6/21 for the Public Tours event.

For **FULL** events, there is a check back date listed. Please email on the check-back date to see if there have been any cancellations. There is an example of this listed on Tuesday, 6/17. Occasionally, an event previously marked as **FULL** may request extras due to the number of cancellations received after the initial publication date.

The STARS commitment is 12 performances per year. Simply email redcoats@playhousesquare.org with your name, usher ID#, and the title, date and time of the performance for which you would like to volunteer. Every effort will be made to add your name to the schedule for that show.

Online Schedule

The Volunteer Schedule is four weeks long. Each week a new schedule comes out. The current schedule is always available on our website at: https://www.playhousesquare.org/volunteer-home. A link is mailed to you each Wednesday with the Weekly Update / Newsletter and schedule. Additionally, hard copies are available in the Volunteer Room. Please check this schedule regularly. You are responsible for knowing when your team is scheduled and either coming or emailing us to cancel.

PLEASE NOTE: the new schedule is available on Wednesday mornings at 6:00 am. Email requests that come in prior to 6:00 am on Wednesdays, when the scheduled is released, will be held and processed at the end of the day.

Cancellations and Extras:

We understand that sometimes scheduling issues come up and prevent you from volunteering at your regular commitment. If you are unable to come when your team is scheduled, simply email us at redcoats@playhousesquare.org to let us know.

We love having extras! When you're unable to make your regular assignment, simply look for any other performance (on any day or time) where you would like to volunteer. If the performance is not marked as "full", email your request to be an extra to redcoats@playhousesquare.org. When you email us with a cancellation or extra, you will receive a confirmation email within 48 hours. We do not confirm phone calls.

Occasionally, we list a show as **FULL** and put a "check-back date" typically for two days before the performance. This means that we have reached the maximum number of volunteers we can accept for the performance and are no longer able to add anyone due to safety and capacity reasons. If you email us back on the listed date, we will replace anyone who has cancelled on a first-come, first-served basis. If the event is still full, please send an email each day until the performance. We do not keep a wait list and are not able to hold your email until that date, you must follow-up with us beginning on the listed date.

95% Extras Needed

There will be events that have the listing "%Extras Needed (95%+)%". This indicates that scheduling priority is given to ushers who have an attendance percentage of 95% or higher. A response email will be sent from the Volunteer Office after 24 hours.

To request to be added to a performance with the 95%+ designation:

- Subject line must include the date and only one email should be sent;
- If there are multiple performances, you may choose only **one**;
- Email should not include requests or cancellations for any other performance.
- You may not already be assigned to a different performance.

For shows marked "95%+", everyone who meets the criteria and responds with an interested email between the hours of 6am and 11:59 pm on the Wednesday the schedule is published will be given an equal opportunity to be selected for the show. All names will be entered into a computerized number generator and the selected ushers will be notified the next day – Thursday by 4:00 pm.

PLEASE NOTE: If you sign up as an extra for a 95% or higher performance, and a no-show is recorded for that event, you will not be eligible to extra for the next six (6) performances marked "%Extras Needed (95%+)%".

Full Shows

Occasionally we have volunteers sign in at an event that is full. We are limited in the number of volunteers that we have at each event, which is why we ask you to verify that the event is still taking volunteers before coming in as an extra.

If you sign in as an extra at a show that is marked FULL: You will not receive hours for that performance; and you *may* be sent home prior to the start of the show.

Double Hours

Some performances will be marked as "Double Hours". In order to receive double hours, the volunteer must remain for the entire performance. If the volunteer leaves before the end of the performance, they will receive credit for the hours volunteered only.

Production Cancelled

There are times when an event (performance, tour, workshop, etc.) is cancelled by the Production. In these instances, the Volunteer Department will communicate the cancellation through email only. We advise checking weather reports, school cancellations, and your email if there is ever a question about a show proceeding. When an event is cancelled by the Production, it will not affect your attendance percentage.

Attendance

In order to maintain 100% attendance, you should either come to all assigned shows, or replace any cancelled shows with extras. Occasionally there are bonus gifts or other opportunities given to those that maintain 100% attendance.

Attendance Percentage

Attendance percentage is based on a rolling year – for example 10/1/21 – 9/30/22. Every cancellation (C) or no-show (N) counts against the percentage. Any extras (%) offset the cancellation or no-show. Leaves (L) and Releases do not affect the percentages. If your team is scheduled more than twice a month, you may request to be released from a performance. Your attendance is calculated by looking at the number of shows worked divided by the number of shows scheduled for the previous 12 months. For example, if you were scheduled for 10 shows, but missed one, your attendance would be 90%. Similarly, if you were scheduled for 10 shows, missed one, and came in as an extra for one, your attendance would be 100%. The person in the example below has 100% attendance for the time period shown. They have cancelled twice and volunteered as an extra twice.

Date	Status	Hours	Location	Project
3/17/2022	L		P	PRETTY WOMAN
4/7/2022	A	8.5	H	MUCH ADO ABOUT NOTHING - GLT
4/28/2022	A	5.25	P	TO KILL A MOCKINGBIRD
5/5/2022	A	4.25	S	BLACK VIOLIN - Concert
5/12/2022	C		P	TO KILL A MOCKINGBIRD
5/19/2022	Released		A	THE THREE MUSKETEERS - CPH
5/26/2022	A	4.75	H	WAITRESS - FLL check back 5/24
6/10/2022	%	4.25	A	DANCING WHEELS
6/16/2022	A	5.25	S	MY FAIR LADY - Broadway series
6/23/2022	A	4.25	S	MY FAIR LADY - Broadway series
7/14/2022	Released		U	BROADWAY BUZZ- AIN'T TOO PROUD
7/14/2022	C		S	AIN'T TOO PROUD - Broadway Series
7/24/2022	%	5	S	AIN'T TOO PROUD - Broadway Series
7/28/2022	A	4	H	INTERNATIONAL PIANO COMPETITION

Attendance percentages are published once a month on the Volunteer homepage (Volunteer Home Page). In order to honor your volunteer commitment, it is your responsibility to verify and maintain your attendance percentage.

If your attendance percentage is 25% or less, your status will automatically be changed to inactive. You will be notified to return the Playhouse Square blazer, photo ID, nametag and flashlight issued to you.

No-Show Policy

Volunteers who receive three emails in a six-month period indicating that a “no-show” has been recorded will have their status changed to inactive. We count on our volunteers to help us provide a welcoming, safe, and wonderful theater experience for our guests, and need to be certain that the number of volunteers scheduled for a performance will be the number of volunteers working that performance. We understand that you may not be able to attend each scheduled assignment. Please email us at redcoats@playhousesquare.org if you need to cancel.

Leave of Absence

Leaves of absence are periods away from volunteering lasting four weeks or longer (e.g. long-term recovery from surgeries, living out of state for a portion of the year) and will not count against your attendance percentage. The maximum leave of absence is six months in a rolling twelve-month period. **During a LOA, you are unable to pick up extra shifts unless you have notified the office to end your leave period early**. Once your leave is ended, you are automatically back on the schedule with your team. Please email the Volunteer Office for specific information about Leave of Absences.

Re-Activation

In order to return to active status after a period of inactivity, former volunteers must have a strong previous attendance record, complete a refresher orientation and GET. There is no guarantee that a returning volunteer will be assigned to their previous crew or team. A volunteer whose status has been changed to inactive due to policy violations will not be eligible to return.

Uniform

While we cannot lay out specific rules for every article of clothing or situation, we ask that you use your best judgement and that you appreciate the spirit of these guidelines when assembling your uniform. Our aim is to foster an atmosphere where RedCoats and Stars look as consistent and professional as we know you to be.

Volunteers with concerns about the uniform should contact the Volunteer Department to discuss potential accommodation on a case-by-case basis. This includes, but is not limited to the following:

- Volunteers with medical conditions that may require specific clothing adjustments, such as loose-fitting clothing or adaptive footwear.
- Volunteers are permitted to wear religious attire or head coverings that align with their faith, as long as it does not pose a safety hazard or significantly disrupt the theater environment.

Uniform Essentials

Red Blazer for RedCoats or Red Vest for Stars

Provided by Volunteer Office

Solid black dress slacks or skirt.

- If wearing a skirt, black tights or leggings must be worn.
- Not permitted: Jeans, anything with rivets or exposed zippers, cargo pants, leggings, athletic wear, leather material, capri pants, shorts, skorts.

Plain white shirt

- Plain white shirt (long- or short-sleeve) with a standard collar that buttons down the front, tucked in *(no lace, pearls, ruffles, tone-on-tone, pleats, sports shirts, polos, etc.*).

Solid black tie (zipper, standard necktie, cross-over, bowtie, etc.)

- All styles of black ties are available for purchase from the Volunteer Office for $5 each.

Solid black, closed toed and closed heel shoes or boots with a black sole.

- Must be free of any colored detailing, including the stitching, laces, and sole.
- It is important to wear comfortable shoes that enable you to move quickly in case of evacuation. Must be safe on steps and standing for long periods of time.
- Socks, if worn, must be solid black or skin tone.

Name Tag

- (Provided by Volunteer Office) – worn on the left jacket lapel / left side of vest

Photo ID (Provided by Volunteer Office) – kept in blazer / slacks pocket

Flashlight (Provided by Volunteer Office)

Service pins – worn on the right jacket lapel (No other pins / jewelry should be worn on the red jacket.)

- Any jewelry worn should be small, simple and not detract from the uniform.

Head Usher pins

- Gold Star pin worn on the left jacket lapel above the name tag

Perfume can be problematic for guests, staff and other volunteers and should be kept to a minimum.

Prohibited Items – this is a list of examples of what is not allowed, it is not all-inclusive.

- Large-brimmed hats, ball caps, etc. Contact the Volunteer Office if head covering is necessary
- Fannie packs / purses / bags
- Neck scarves, patterned socks or belts, sandals, Crocs
- Pins or buttons not provided by Playhouse Square's Volunteer Department
- Opera glasses / binoculars

All uniform pieces should be clean and wrinkle free. The Volunteer is responsible for the care and cleaning of his/her blazer or vest/

- Blazers for RedCoats should be dry-cleaned. Regular spot-cleaning of collars and cuffs is recommended.
- Vests for Stars Program participants can be washed in cold water on a delicate cycle.

The blazers and vests remain the property of Playhouse Square and must be returned when the volunteer becomes inactive.

- RedCoat Volunteers will be required to make payment of One Hundred Dollars ($100.00) ("Replacement Fee") to PSF if the blazer is lost or damaged beyond normal wear and tear, or if not returned within 30 days of inactive status.
- The Star Participants will be required to make payment of Fifty Dollars ($50.00) ("Replacement Fee") to PSF if the vest is lost or damaged beyond normal wear and tear, or if not returned within 30 days of inactive status.

Service Pins

Service pins – worn on the right jacket lapel

- For the first 100 hours of volunteer service, the square "P" pin is awarded.
- Star pins are awarded at 250 hours, 500 hours, 750 hours, etc.
- For each 1,000 volunteer hours served, a bar pin is awarded.

Pins are awarded monthly during the KeyBank Broadway series or Encore Series performances, unless otherwise noted. A report is run at the end of each month for pins to be awarded in the following month. You may achieve a pin in one month and be awarded the pin the next month.

Volunteer Room

The Volunteer Room is located downstairs in the Bulkley Building. Steps and elevator are located near the guard stand.

- Lockers (for use while here, please take your locks with you when you leave). Any locks remaining on lockers over time will be removed and the contents disposed of.
- Restrooms are available near the volunteer room
- Kitchen with free coffee and soda*
- Vending machine*
- Playhouse Square winter coats are available to borrow if working outside (wheelchair, entry doors)

***All food and beverages should remain in the Volunteer Room.**

Communications

Website

- The Volunteer portion of the Playhouse Square website is available under the Giving tab of our website or at www.playhousesquare.org/volunteer-home
- The website provides links to the current schedule, current and past Newsletters and Updates, and links to other pertinent information.

Newsletter and Updates

- Each Wednesday, a link to the new Monthly Newsletter or Weekly Update and Schedule will be emailed to you. The Newsletter comes out once a month and contains extra information about milestone awards, and new and retiring RedCoats. Updates come out the weeks that the Newsletter does not.
- Both the Newsletters and Updates contain information about upcoming shows and where extras are most needed, as well as pertinent news for the week.

Facebook

- The RedCoat Facebook group is a closed group, accessible only by volunteers (RedCoats and Stars). It provides a space to share your experiences at Playhouse Square and to learn about new opportunities, event announcements, or exclusive ticket drawings, among other things.
- The group can be found by searching for Playhouse Square RedCoats while you are in Facebook, or by following this link: https://www.facebook.com/groups/playhousesquareredcoats/
- You must already have a Facebook account before joining the group.
- Postings must be theater related and use appropriate language and positive tone. All posts require administrative approval before the post is live on the page.

YouTube

- The Volunteer Office will occasionally post instructional or short human interest videos to our YouTube channel: www.youtube.com/@PSQVolunteerTV.

Parking

Free Parking is available while volunteering at Playhouse Square in the **Cohen & Company Center Garage** (2060 East 14th St. – directly across from the Hanna Theatre). Parking is available beginning at 4:00 pm. You must park on levels 5 and above.

Cohen Garage Parking Process

Each month, on the same day as the monthly newsletter, a separate email containing the QR code for the following month will be sent.

- Use the correct month's QR Code to scan in.
- The machine will produce a receipt for you to scan on exit.
- Please keep this receipt in your car.
- If you have trouble entering or exiting the garage please press the Help button.
- **Do not pay to enter or exit as we are not able to issue refunds!**

Weekday Matinee Parking

If you are working a weekday matinee (call time M-F before 4:00 pm) you may park on levels 4 and above of the Playhouse Square Garage (1450 Chester Ave. at E. 15th St). Regular weekday matinee ushers will be issued a unique QR code for the Playhouse Square Garage. Extras should pull a ticket on entry and will be given a validation sticker at the sign-in table in the theater.

Accessible Parking

If you have an accessible parking placard, you may park on levels 4 and above of the Playhouse Square Garage (1450 Chester Ave. at E. 15th St). You must contact the Volunteer Office with your placard number and expiration date prior to utilizing this parking and will be issued a unique QR code for the garage. **Please do not use the designated accessible parking spaces as we need to reserve those for guests. The purpose of having you park in this garage is to get you closer to the theaters, not into an accessible spot.**

Policies

Equal Opportunity

It is the policy of Playhouse Square to provide equal opportunities regardless of race, color, age, religion, sex, national origin, disability, sexual orientation, genetic information, gender identity, marital status, uniform service, veteran status, citizenship status, or any other condition or status protected by law. If you observe or experience any conduct that is in violation of this policy, please contact the Director of Volunteer and Guest Services.

Non-Harassment

Playhouse Square is committed to maintaining an environment in which all individuals are treated with respect. Accordingly, Playhouse Square does not tolerate any form of discrimination, harassment, retaliation, joking remarks or other abusive conduct by or against Playhouse Square volunteers or volunteer applicants because of their race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status, or because an individual complained of harassment or discrimination.

Harassment can include verbal or physical conduct that demeans, denigrates, or shows hostility or aversion toward an individual because of their race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status, and that creates an intimidating, hostile, or offensive environment, unreasonably interferes with a volunteer's work, or otherwise adversely affects a volunteer.

Sexual harassment is verbal or physical conduct of a sexual nature that is not welcome, that is personally offensive, that debilitates morale, and that interferes with equal opportunities for volunteers. Such conduct is specifically prohibited. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of volunteering;
- Submission to or rejection of such conduct is used as a basis for decisions affecting a volunteer; or
- Such conduct has the purpose or effect of unreasonably interfering with a volunteer's work or creating an intimidating, hostile, or offensive environment.

The following is a non-exhaustive list of examples of prohibited conduct under Playhouse Square's non-harassment policy:

- Engaging in offensive, sexual or overly familiar touching or any other physical interference with normal work or movement;
- Requests for sexual favors;
- Continued or repeated verbal abuse of a sexual nature about an individual or their appearance;
- Threatening or suggesting that volunteer status depends on whether the volunteer will submit to, or tolerate harassment or sexual contact;
- Viewing, displaying or circulating discriminatory or sexually explicit or suggestive materials, including cartoons, calendars, drawings, and emails;
- Jokes, pranks or other humor that is demeaning or hostile with regard to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, marital status, citizenship status, uniform service, or veteran status;
- Epithets, slurs, quips or negative stereotyping that relate to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status;
- Threatening, intimidating or hostile acts that relate to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status;
- Written or graphic material (including graffiti) that denigrates or shows hostility or aversion toward an individual or group because of race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status and that is placed on walls, bulletin boards, computers or elsewhere on Playhouse Square's premises, or circulated or displayed in Playhouse Square; or
- Actions that create an intimidating, hostile, or offensive work environment.

Retaliation, which can include harassing behavior, is an adverse action one takes against another person because that person complained of discrimination or harassment. If you feel you are the subject of this type of harassment or retaliation you must take immediate action. Any volunteer who believes that they have been subjected to harassment or retaliation in violation of this policy must take the following actions to ensure that Playhouse Square is aware of the situation:

1. If comfortable doing so, firmly confront the harasser and ask them to stop. If possible, have a witness present.
2. If the harassment or retaliation continues, or if you are uncomfortable with the above, immediately report it to the Volunteer Manager. If, for any reason, you feel uncomfortable reporting to the Volunteer Manager, you may report the facts to the Director of Guest Experience.

All complaints will be investigated promptly. In investigating complaints, Playhouse Square will attempt to maintain confidentiality to the greatest degree possible without impeding the investigation process. Playhouse Square encourages volunteers to report any incidents of harassment or retaliation and it assures you that no individual will suffer retaliation or reprisal as a result of making such a complaint. Prompt, effective remedial action will be taken where appropriate, based on the results of the investigation. Further, any volunteer who engages in conduct that violates this policy, or whose conduct would violate this policy if allowed to continue, is subject to disciplinary action, up to and including termination of the volunteer relationship.

Volunteering At-Will

Volunteering with Playhouse Square is at-will and is for no fixed or definite term. Either Playhouse Square or the volunteer may terminate the volunteer relationship at any time, for any reason, with or without cause. Volunteers who leave Playhouse Square, regardless of the reason, must return their blazer or vest, nametag, flashlight, and photo ID.

Grounds for volunteer dismissal may include, but are not limited to the following:

- Failure to abide by organizational policies and procedures
- Gross misconduct
- Theft of property or misuse of PSQ equipment or materials as well as accessing restricted / unassigned areas such as backstage, onstage or off-limits corridors, or other theater spaces
- Disrupting performances / events
- Being under the influence of illegal drugs or alcohol while performing volunteer duties
- Inability or failing to perform volunteer duties as agreed
- Breach of confidentiality or intentional spreading misinformation
- Behavior or communication that intentionally disrupts daily operations
- Being verbally or physically aggressive or disrespectful to other volunteers, staff or guests
- Imposing personal, religious, or political views on others, as well as telling sexist, racial, or ethnic jokes or slurs
- Repeated violation of volunteer policies and/or procedures

As a general rule, PSQ expects each staff member and volunteer to act in a mature and responsible manner at all times. However, to avoid any possible confusion, some of the more obvious unacceptable behaviors are noted below.

- Excessive late arrivals or no-shows
- Leaving assigned positions or failing to be at assigned position
- Presenting self unprofessionally in manner, dress or attitude

The Volunteer Department will investigate and document all performance concerns and incidents which may serve as grounds for dismissal. Volunteers may be offered the opportunity to meet with the Volunteer Department to provide the Volunteer's account of the incident or perspective on the situation. Where appropriate, the following action may occur and will always be documented.

Disciplinary Process

Correctable infractions (e.g. chronic lateness, rudeness to guests or coworkers, inappropriate language) will be handled through a multi-step process. Depending on the situation and the severity of the infraction, any step in the process may be repeated, omitted, or taken out of sequence. Actions taken may include verbal or written warnings, suspension of duties, or dismissal.

1. **Verbal warning** – the Volunteer Manager or other department leader will correct the volunteer and a note will be added to their file documenting and describing the reason for the verbal warning.

2. **Written warning** – the Volunteer Manager or other department leader will issue a written warning to the volunteer documenting and describing the reason for the warning. A copy of the warning will be added to their file.

3. **Dismissal** – If a volunteer commits an infraction after accumulating verbal and written warnings (or if the volunteer commits a serious infraction), Playhouse Square may terminate the volunteer relationship. If the infraction happens a third time, the RedCoat will be dismissed.

Social Media Policy

You, the volunteers of Playhouse Square, are an extension of our brand and represent the face, voice and integrity of our organization. We love when you share the great things happening at Playhouse Square on your personal social media platforms. However, posts that are based on opinion or speculation on any topic are not permitted. Always use sound judgement and when in doubt, do not post. The best way to share Playhouse Square content is to follow us on Facebook, Instagram, Twitter (X), and YouTube, then share and like what you see there.

- Don't use social media to discuss Playhouse Square issues unless they have been externally announced or publicized. Not sure what's OK to share? You are welcome to share posts made by Playhouse Square on our official channels on Facebook, Instagram, Twitter and YouTube.
- If you are privy to Playhouse Square information that has not been made public, keep it confidential.
- Be cautious when commenting on social media posts about Playhouse Square, shows coming to Playhouse Square and other topics related to the organization. If you are identified as an employee of Playhouse Square, the media may consider your comment an official response. If you see a post that you feel needs to be addressed by the organization, please forward to Marketing for review.

Medical Emergencies and Accidents

Although it may be a rare occurrence when you are volunteering, medical emergencies do arise in the theaters frequently.

It is the responsibility of the House Managers to coordinate emergency response and directly assist the individual(s) in distress. Volunteers should refrain from calling 9-1-1 unless directed to do so. The House Managers and Security Staff are trained to take action in medical emergencies.

In the case of a medical emergency the first RedCoat to reach the person in need should stay with the person and send someone to find a House Manager. All other volunteers should remain in their positions unless directed by a House Manager to help or assist in some manner. **If you are not involved with the medical emergency, please return to the theater to continue your volunteer responsibilities and keep the area clear for HM and any needed responders.**

An AED is located in every theater by the house manager's office and additional AEDs are available on the second level of the larger theaters. House Managers have been trained in CPR, First Aid, and AED.

If the house managers ask you to assist with the medical emergency, please follow their directions.

We appreciate everyone's support and concern for the health and safety of all at Playhouse Square.

Incident Reports are filled out by House Managers whenever an injury occurs. If you are injured while volunteering you should immediately alert the House Manager.

If you are injured while volunteering at Playhouse Square:

- Alert a House Manager of your injury so they can fill out an Incident Report
- Please be checked by a medical professional. It is always better to have an injury checked and have nothing wrong than to wait days or weeks and have it get worse.
- You do not need to take any paperwork from Playhouse Square into the doctor or ER.
  - You are not an employee and are therefore not covered by Worker's Comp. Please do not tell medical professionals that you were injured on the job as you are a volunteer and not an employee.
- Playhouse Square has liability insurance that covers our volunteers.
  - Allow medical billing to proceed as it would in any other situation.
  - After the regular billing process, if you have remaining costs that were not covered by your insurance, please submit a copy of them to Playhouse Square.

Miscellaneous Information

Evacuation and Guest Evacuation Training (GET)

Playhouse Square requires that all RedCoats complete Guest Evacuation Training every other year. This training prepares you to know where emergency exits are located and trains you to assist in the evacuation process.

GET renewal must be completed by the end of the month in which the renewal is due. For example, if you completed GET on August 21, 2021, the renewal must be completed by August 31, 2023.

Failure to renew GET by the due date will result in a change of status to inactive until renewal is complete. Exceptions will only be made for those volunteers on a leave of absence when renewal is due.

Evacuation procedures are available in each House Manager's Office with information specific to that theater.

Options for Guests with Additional Needs

Playhouse Square offers a variety of accommodations for guests with needs or requirements related to various levels of ability.

At all performances:

- Hearing Assisted Devices
- Accessible Restrooms
- Accessible Seating
- Wheelchair Escorts
- Mother's Room

At designated performances:

- Large Print Programs
- Sensory Friendly Performances
- Sign Interpreted Performances
- Closed Captioning Performances
- Audio Description Performances

Guest Tickets and Information

Tickets for Playhouse Square are sold in the Box Office located in the State Theatre Lobby, by phone or online, and can be picked up in the Box Office one hour before curtain.

Tickets are scanned (or stubbed if designated by House Manager) prior to guests entering each theater. A Ticket Office staff member will train ticket scanners prior to each performance. Direct any scanning questions to the Ticket Office staff member or the Head Usher.

There are three types of tickets used at Playhouse Square:

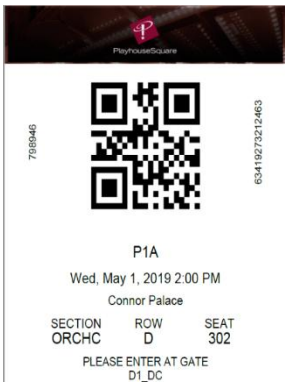
- Playhouse Square printed ticket
- Playhouse Square Seating Pass Voucher
- Mobile tickets

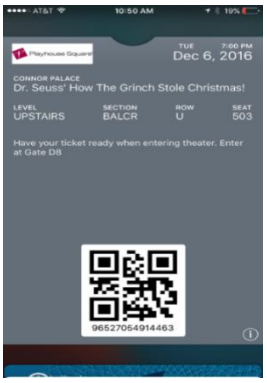
Each type of ticket usually has the following information on it:

- Name of theater
- Name, Day, Date, and Time of Performance
- Name of Guest
- Door or Aisle Number as a directing guide
- Seating Location, Row Letter(s) and Seat Number
- Stub Code and Price of Ticket

Mobile Ticketing

- The QR (square code) on Mobile Tickets can be scanned like regular tickets, with the QR code facing up.

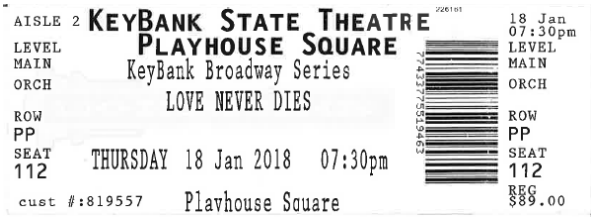




Playhouse Square Printed Ticket

The barcode on the small section (Audit Stub) is scanned. When designated by the House Manager we may "stub" the tickets instead of scanning them. In that case you tear the ticket at the perforation and give the guest the large portion (Guest Stub) and keep the small portion (Audit Stub) to be scanned later.

Guest Stub **Audit Stub**



Playhouse Square Seat Pass

Seat Passes are issued because the original buyer has reported his/her tickets lost. 98% of the time, we are to honor the seat pass over the computer ticket. In the event both sets of tickets show up for the performance, bring the party with the computer tickets to the House Manager's Office. Seat Passes are not scanned. Ticket scanners should give the top White copy to the guest and keep the Yellow and Pink copies for ticket counting. These should be given to the House Manager.

Theater and Volunteer Position Information

A Day in the Life of a RedCoat or Star

Volunteers are usually scheduled 90 min before a performance. Because lobby doors generally open 60 minutes before the performance, this leaves a half hour for setting up, signing in, stuffing programs, and having the House Manager's Meeting. Volunteers stay until the performance ends and a lost and found sweep is completed (shortly after the performance is completed).

It is important that when you enter the theater lobby, you are already fully dressed in your uniform (shirt tucked in, tie on, hair combed, etc.), and are ready to begin by the call time. This ensures that the house managers can hold their meetings, the head ushers can make sure all theater positions are filled, and everyone can take a breath before the patrons arrive.

Allow enough time to park, visit the usher room, hang up your coat, and have a beverage prior to arriving in the theater lobby – ahead of the call time.

Below, we've outlined what a typical day is like:

- Sign-in - put down the current time and find out your assignment from the sign-in sheet.
  - If you sign in at or before your call time, an additional 30 minutes before the call time is added to your record.
  - If you need to leave early, please tell the Head Usher at sign-in
- Help stuff programs or do other tasks as needed
- House Manager's Meeting –about 15 minutes prior to lobby opening
  - Learn show-specific information (e.g. photo policy, seating holds, synopsis)
  - Food and Beverage Restrictions – since these vary by show, the HM will let you know in the meeting if there are restrictions on what is allowed inside the House.
  - Camera and Video Restrictions – most shows have restrictions on photos and video. The HM will let you know what the restrictions are at the meeting.
  - Assignment changes from Head Ushers
  - Volunteer seats for performance are specified if available
  - Milestone pins given to RedCoats (generally only during Broadway performances)
- Go to assigned position & meet with Head Usher
  - If you are new or have not worked in your position recently, please pick up a Position Card from the House Manager's Office which will sum up key details about the position. The information is also included in the next section of this handbook.
- The Lobby opens 60 minutes prior to the performance, and the House usually 30 minutes before.
  - This allows for 30-40 minutes of seating guests before the start of the show.
- When the lights go down for the show to begin
  - Quietly close the doors to the auditorium
  - Close drapes (if any) to Box Seats
  - Move outside the auditorium doors or into the entrance passageways to greet late arrivers. There may be a "hold" so you will need to keep the guests there until the specified time for late seating.

- Seats for performances
  - While Playhouse Square is not able to hold specific seats for RedCoats, our House Managers do their best to find areas for you to sit during the shows. This depends primarily on where people have bought tickets and who can be easily upgraded to provide an area for RedCoats. Your House Manager will let you know at the meeting, or after seating is completed, if areas are available.
  - When the House Manager releases you, you may sit in the designated areas or you may go to the Volunteer Room to relax.
  - PLEASE be quiet and considerate of those around you. Do not speak, use flashlights, phones or lighted watches. Proceed all the way into the aisle to limit movement and do not leave until intermission.
    - Occasionally we receive complaints from guests about noisy RedCoats sitting near them, or standing in the back of the house. In order to continue allowing RedCoats to have seats it is important to make the process as guest-friendly as possible.
  - The use of cellphones (even for checking time) is strictly prohibited inside the house once the show has begun.
- Intermission
  - Please return to your assigned position for intermission and avoid standing in areas where you block the flow of traffic.
- Start of Second Act
  - Follow the same guidelines as at the beginning of the performance.
  - If you need to leave early, this is the best time to do so. Please inform your Head Usher or the House Manager that you are leaving and do not forget to sign-out.
- Post-Show
  - During applause, return to your assigned position.
  - Do not prop open doors until the house lights turn on
  - Thank guests as they leave
  - Conduct a House sweep to locate lost items and collect booster seats.
    - Take lost items to the House Manager's Office noting the description and location where it was found on the Lost and Found Sheet (e.g. Child's black mitten, Mezz Row G 506).
- Sign Out
  - Please sign out with the current time. If you fail to sign out, you will only receive two hours credit for that performance.

Position Descriptions

FULL Position Description sheets are available in all house manager offices for you to review.

TICKET SCANNERS

General Duties:

- Upon arrival at sign-in table, select your door duty shift.
- Attend the House Manager's meeting and immediately report to the ticket scanners for your specific position meeting.
- Ticket Scanners report for duty immediately following the House Manager meeting and remain on duty until at least 15 minutes after the performances begins.
- Please be at your station at the following times: (1) your ticket scanner meeting, (2) at your assigned door duty, (3) during intermission, and (4) at the end of the performance.
- Each ticket needs to be scanned. There must be a valid ticket for each person.
  - Have guests place mobile or paper ticket face up under scanner (do not handle guest's phone)
- Look for:
  - GREEN LIGHT – valid ticket, guest may enter. There should be one green light for every admitted guest.
  - PURPLE LIGHT – valid ticket – incorrect theater / parking voucher.
    - Stop scanning. Look at the ticket and direct guest to correct theater.
    - If the ticket is a parking voucher – have the guest locate their theater ticket to be scanned.
  - RED LIGHT – invalid ticket, raise your hand for the Box Office Representative to come help resolve the ticketing issue. If there is no Box Office representative at your theater, send the guest to Will Call for assistance.
- Once performance begins
  - Un-scanned stubs, Seat Passes, and unclaimed Will Call should be given to the House Manager (HM).

RJF President's Club (Connor Palace):

- Stand at the bottom of the steps near the Club entrance / Scan tickets of guests exiting the Club before the performance starts.
- Makes sure members can access the Club at intermission and the entrance is not blocked by mezzanine restroom lines.
- RJF scanner should direct guest to RJF Concierge if the ticket scans red. The RJF Concierge has the appropriate paperwork to resolve ticket issues.

Restrictions:

- All guests **must** have a valid ticket for the performance.
  - Children under two years of age are usually not permitted unless it is a children's show. For children's shows, babies under 1 year may enter without a ticket.
  - Send guests to the Box Office if it is necessary to purchase additional tickets.
- Playhouse Square employees and persons with the production must show their I.D. badge to gain entry to the theater without a ticket.
- Restrooms are for use by guests with a valid ticket for the performance, people without tickets should be directed to the Bulkley Building security desk to use the restroom.

Door Duty:

- Return to ticket scanner location at the designated time. Be sure to initial next to your name so that the Volunteer Department knows that you reported for duty.
- General Duty: Assist any guests with questions, late arrival, etc.
- If you have a question, find a house manager or head usher.
- **Late Arrivals**
  - If the scanner has been removed – check the ticket, confirm the show, date, time, and direct them to the section of the theater where they will be seated.
  - Let the HM know the number of late arrivals.

Other Circumstances:

- Seating Passes – tear off top copy and give to guest for seating. Keep bottom copy and give to HU, HM or Box Office representative.

SEATING GUESTS

Before the House Opens:

- Check your flashlights to make sure they are working condition.
- Review the seat numbering in your area.
- Ask where private wheelchairs and walkers may be stored during the performance and where the signs for private wheelchairs are located.
- Check the emergency exit(s) and evacuation routes in your area.

Seating:

- There will be a Head Usher in charge of the aisle.
    - Head Ushers will assist in seating during the rush.
    - An usher should remain at the top of the aisle to greet guests.
- Ask guest, "May I help you find your seat?"
    - If no – guests may proceed to their seats. If yes – review ticket (mobile, paper, seat pass, etc,) – check tickets for row and seat number and escort guests to their seats.
    - Only use "point and push" when Head Usher deems it necessary.
    - Remind guests to "Watch your step" at stairs or where there are cords in or along the aisle.

Late Seating and Seating Holds:

- Ushers move outside the theater when the performance starts to greet late arrivers.
- Guests may have to wait to take their seats until after a designated hold in the show.
- Use the appropriate door to lead guests to the top of the aisle nearest their seats to wait.
- When the hold is over, escort guests to the seats using the most direct route.
    - Please keep your flashlight pointed down for visibility and so you don't disturb seated guests.

VOLUNTEERS MAY NOT RESEAT GUESTS TO AN EMPTY SEAT – ONLY HOUSE MANAGERS HAVE ACCESS TO THE SEATS

Handling Problems:

Someone is already sitting in the seats:

- Check the tickets of the guests you escorted to make sure you are in the correct location.
- Ask the guest in the seats, "May I see your tickets, please".
- To the party in the incorrect seats say, "It seems you were placed in the incorrect seats, I'll show you to the correct seats."

Duplicate Tickets:

- Check performance date and time.
- Determine if one set of tickets is a "Reprint". The guest with the "reprint" tickets should be seated. Escort the other party to the House Manager.

Sets of tickets have a different guest's name:

- Take both sets of tickets to the House Manager to resolve the problem.
- Ask the not-seated guests to remain at the top of the aisle until the issue can be resolved.

Guests complain about their seat (can't see, can't fit in the seat, can't climb stairs, etc.)**:**

- Seek assistance of the Head Usher in your area or refer them to a House Manager
- Do NOT bring up a problem unless the guest actually complains

Guests ask if the can move to empty seats:

- "I'm sorry, you need to stay in the seats that match your ticket."

HOUSE MANAGER'S OFFICE

General Instructions:

- Stand at or near the entrance to the House Manager's office so you are visible to guests.
- Answer guest questions and give directions as needed.
- If you need the HM and they are not in the area, call 8777 from the phone in the HM Office and tell security that the HM for the specific theater is needed. Security will radio the HM to return.
- You are released from this position by the HM or after late seating but must return at intermission and at the end of the performance.
    - At the end of the performance, you are released after all audio assist devices have been collected, cleaned and stored; checked items have been claimed; and the HM returns.

First Aid Supplies:

- Found in the white metal cabinet in the HM Office
- May be given to guests / staff that request them
- Do NOT dispense (recommend or hand out) OTC medicine. Say, "This is what we have" and let the guest choose from what is available.

Lost and Found:

- If a guest reports a lost item, ask them to check back at the end of the performance. Let them know that the Volunteers do a lost and found sweep at the end of the show and all found items are turned in at the HM Office.
- If a guest turns in a lost item, list it on the Lost and Found form.
  (**Note**: Volunteers list the items they find during the sweep.)

Claim Checks for Storage of Backpacks or Other Items:

- The bottom portion of the claim check is given to the guest and the top portion is attached to the item.
- Store the checked item in an out-of-the way place in the HM office.
- Match claim check numbers before returning stored items to guests.

AUDIO ASSIST DEVICES (Audio Headsets or T-Coil Units / Adaptors):

- **General Information**
    - Guest writes name, telephone number and seat location on the Audio Headset form
    - Guest **MUST** leave photo ID (driver's license) in order to receive an audio head set or T-Coil unit
    - Store the photo IDs in the file box provided. Before you leave the HM office to watch the performance, place the file box in the cabinet or desk drawer so it is out of sight.

- **AUDIO HEADSET – NO HEARING AID NECESSARY**
    - Remove device from charging tray (batteries are already inserted)
    - Audio headset. This device amplifies the sound in the theater. It is connected to the sound board. You do not need a hearing aid to use this device, but this will work with hearing aids without T-Coil.
    - Please make sure the headset is turned on before handing it to the guest. Test it for static when turning it on. If you don't hear static, provide them with another unit.
    - Make sure to give them a pair of headphones (1 device can have two sets of headphones plugged in)
    - The name on the bottom of the headset must be facing out away from the body.
    - The headset must be in a clear path to the antennas which are located on either side of the stage above and below the speaker racks. The screen should face out.
    - The up and down arrows on the front adjust the volume.

- **T-COIL – REQUIRES A HEARING AID WITH TELECOIL**
  - Remove device from charging tray (batteries are already inserted)
  - Be sure the Telecoil loop is plugged into both headphone ports on the infrared device.
  - The Playhouse Square hearing assistance system transmits sound through infra-red emitters located toward the top and bottom of the speaker columns on each side of the stage.
  - The neck loop device receives the infra-red signal at the center of the device, which must be facing the infra-red emitters.
  - The sound signal is transmitted to the neck loop which creates a magnetic field that transmits to the telecoil in the hearing aide.
  - The headset must be in a clear path to the antennas which are located on either side of the stage above and below the speaker racks. The screen should face out.
  - The telecoil may be designed for connecting to the magnetic field of a telephone earpiece, so if you drape the neck loop over your ears, it may amplify the sound better.
  - To take advantage of the hearing assistance system, the hearing aid must be on its telecoil setting.
  - The up and down arrows on the front adjust the volume.

- **Collection**
  - Turn off the headset and make sure the battery is still inserted.
  - If battery is missing, note where the guest was seated and ask other volunteers to search in the area for the battery. Notify the HM if it is not found.
  - Return the guest's photo ID and put a check in the "Returned" column on the Audio Headset form.
  - Note any guest complaint or concern with audio headset.

IMAGES OF VARIOUS DEVICES USED IN THEATERS

Audio Headset
All Theaters

T-Coil
All Theaters

The red arrows above indicate the power button.

INTERIOR LOBBY POSITIONS

General Instructions – For ALL Interior Positions:

- Report after the House Manager's meeting.
  - On duty until released after the performance starts.
  - On duty during intermission.
  - On duty at the end of the performance.
- **If seats are available for volunteers, please see the House Manager for a seat location.**
- Before doors open – prevent guests from entering the seating area.
- After doors open – direct guests to appropriate aisle / door for seating.
- May be required to help with seating if necessary.
- **Programs** – main lobby at the program carts
  - Distribute programs to arriving guests.
  - Help stuff (before performance) and unstuff (after performance starts) programs if necessary.
  - Sign up for a shift at the front door and report there at the designated time if asked by House Manager

Location Specific Instructions:

Allen Complex

- **Rotunda Director** (Allen) – in the large circular area near concessions
- **Allen Ticket Office Lobby** - near the Box Office Desk
- **Main Floor Director** (Outcalt) - stand in stage-level elevator lobby.
  - Direct guests toward the appropriate area for seating.
- **AFTER THE PERFORMANCE:**
  - Lobby positions and Program positions help with the sweep on the main floor.

Connor Palace

- **Mezzanine Lobby (Left and Right)** – top of the stairs before entering the house. Direct guests to appropriate door for seating
- **Blue Urn** – on the first landing between Doors 7 and 8
  - Direct guests to the appropriate door for seating
  - Remind guests to "Watch Your Step".
  - At intermission – direct guests at concession stand to form a line along the mezzanine railing (toward Door 9)
- **AFTER THE PERFORMANCE:**
  - Mezzanine Left and Right Lobby and Blue Urn positions help with the sweep on the Mezz level.
  - Program positions help with the sweep on the main floor.

KeyBank State and Mimi Ohio

- **Main Floor Doors** – just outside the doors to the main house
  - Direct guests to the appropriate aisle for seating.
  - Close the doors when the performance starts and direct guests to preferred door inside and outside of the house.
  - Stand in front of the doors inside the house before intermission and end of performance to direct guests to the door used to exit before house lights come on.
  - Open the doors at intermission and end of performance after the house lights come on.
- **Mezzanine Lobby** – top of the stairs before entering the house.
  - Direct guests to the appropriate door for seating.
  - Close the doors when the performance starts.
  - Open the doors at intermission and end of performance.
- **AFTER THE PERFORMANCE:**
  - Mezzanine Lobby positions help with the sweep on the Mezz level.
  - Main Floor Door and Program positions help with the sweep on the main floor.

EXTERIOR LOBBY POSITIONS

General Instructions – For ALL Exterior Positions:

- Report after the House Manager's meeting. On duty until 15 minutes after the published start time, unless otherwise instructed by the House Manager.
- **If seats are available for volunteers, please see the House Manager for a seat location.**
- Greet guests, respond to guest questions, and give directions as needed.
- Look for information sheets about what else is happening in the PSQ District so that you can guide guests to the correct location.
    - *The top of the sign-in sheet contains this information.*

Location Specific Instructions:

- **Bulkley Doors** – entrance doors of the Bulkley Building on Euclid nearest The Republic Restaurant.
- **Bulkley Lobby** – near the hallway leading to the theaters.
- **Connor Palace Ticket Office Lobby** – outer lobby of the Palace
    - *Before* the theater opens – guests with tickets remain in the Ticket Office Lobby; direct guests who need to pick up tickets to Will Call in the State Ticket Office Lobby
    - *After* the theater opens – direct guests with tickets to the doors, answer any guest questions.
- **Connor Palace Cut-Through** – the hallway between the State and The Palace
- **Helen Steps** – at the top of the steps to the Helen – near the walkway to the garage
- **Outcalt Lobby** – located in front of the Outcalt Theatre
- **Mimi Ohio Lobby** – between the stanchions in the Mimi Ohio and Bin 216
- **State Doors** – doors of outer lobby of the State on Euclid
- **State Ticket Office Lobby** – bottom of the cut-through stairs to the Palace
    - Direct guests to the appropriate theater, Will Call, or the RJF President's Club Entrance
    - Help with Will Call line management, if necessary.

After the Performance:

- **All** lobby positions should report to the main level of the theater to assist with the sweep.
- **EXCEPTION** – State Ticket Office Lobby – return to lobby to thank guests for attending and ensure wheelchairs do not go to parking garage or off premises.

WHEELCHAIR ESCORTS

General Instructions:

- Report after the House Manager's meeting. Wheelchair Escorts report for duty at least 15 minutes before the lobby opens and remain on duty until at least 15 minutes after the performances begins.
- **Use common sense** – assist the guest when their companion is unable.
- Greet all guests at exterior doors.
    - Winter Jackets are available in the Volunteer Room if it is cold.
- Bring a wheelchair to the car of a waiting guest for them to transfer to the PSQ wheelchair. Allow guest to transfer from vehicle to wheelchair and from wheelchair to theater seat. Do not assist with transfer.
- Transport guest from the street entrance to their seat if the house is open.
- Transport guest from the street entrance to the lobby if the house is not open. Their companion will be responsible for transporting them to their seat when the house opens.
- There should be the same number of wheelchairs at the end of the performance as there are at the beginning of the performance.
- Ask guest to remain in their seat when performance ends until their companion or a volunteer arrives with a wheelchair.
- Companions should push wheelchairs/guests to their seat & store the wheelchair at the back of the theater. They can then retrieve if for use at intermission and the end of the performance.
- Monetary tips should be graciously refused. If a guest insists, explain that the money will go to the Connor Palace Organ Fund. Tips are turned in to the House Manager.

Restrictions:

- Curb-side in front of the theater is on the only drop-off and pick-up point. Volunteers should not go to the garage or other locations to assist guests.
- Volunteers should NOT assist guests in or out of the car or the theater seat or in the restroom.
- **Wheelchairs may not be taken to the parking garage or leave the premises.**

Storage:

- Wheelchairs are usually stored near the ticket-taking doors of a theater.
- Put footrests up and fold wheelchair for stage, line up neatly. Brakes should be engaged.
- Do not leave wheelchairs at street entrance or inside the theater.

Companions and Private Wheelchairs:

- Companions should push PSQ wheelchairs.
- Volunteers may push a guest's private wheelchair, if asked.
- Guests may remain in private and PSQ wheelchairs during performances.
- If guest is sitting in theater seat, attach a "Private Property" sign with guest's name and/or seat location to ALL wheelchairs, walkers, and mobile devices. Store in the designated space.
    - Remove and store the theater seat in the designated location.

If no accommodations were made at ticket purchase, one guest and one companion will be seated depending on availability.

RESTROOM MONITOR

Mainly responsible for making certain that the lines are moving and the guests are not blocking pathways, especially in the mezzanine and balcony restroom areas. Theater-specific instructions are available in the House Manager's office.

Theater Information, Layouts, and Evacuation

PLAYHOUSE SQUARE NEIGHBORHOOD

Connor Palace

Connor Palace General Information
Seating capacity: 2842

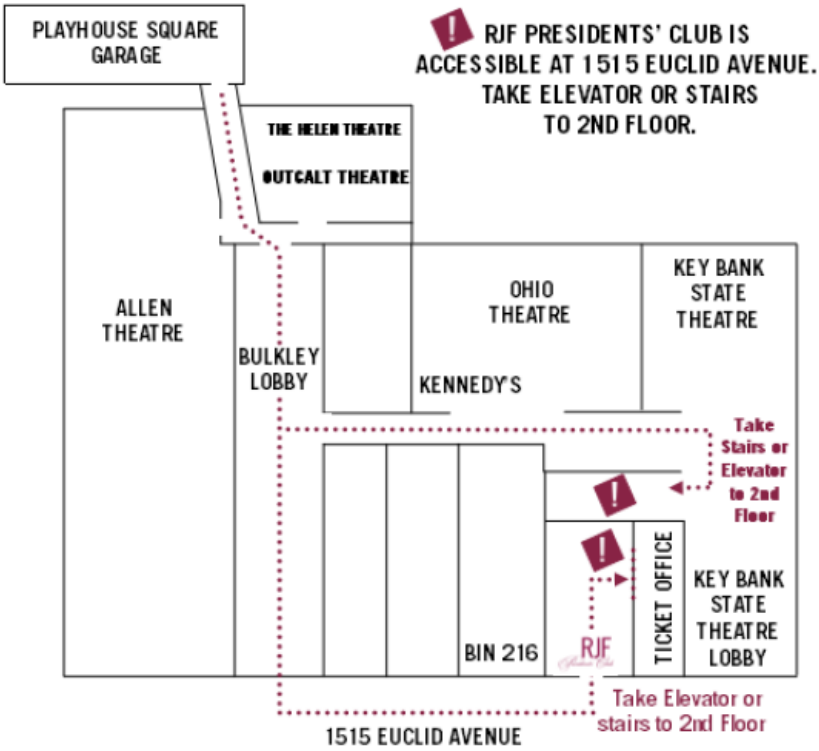
Accessibility: There are no elevators in the theater.

NOTE: The Connor Palace is the only theater that has like-numbered seats down and up. For example, there is a G301 downstairs and upstairs.

RJF Presidents' Club/Connor Palace
The RJF President's Club is a private club for Playhouse Square Founders and donors. If guests are attending a performance in the Connor Palace they may exit the RJF President's Club by the stairs into the southwest corner of the Connor Palace mezzanine lobby.

Outside of the Connor Palace, the RJF Club is accessible from Euclid, or the entrance in the State Ticket Office Lobby.

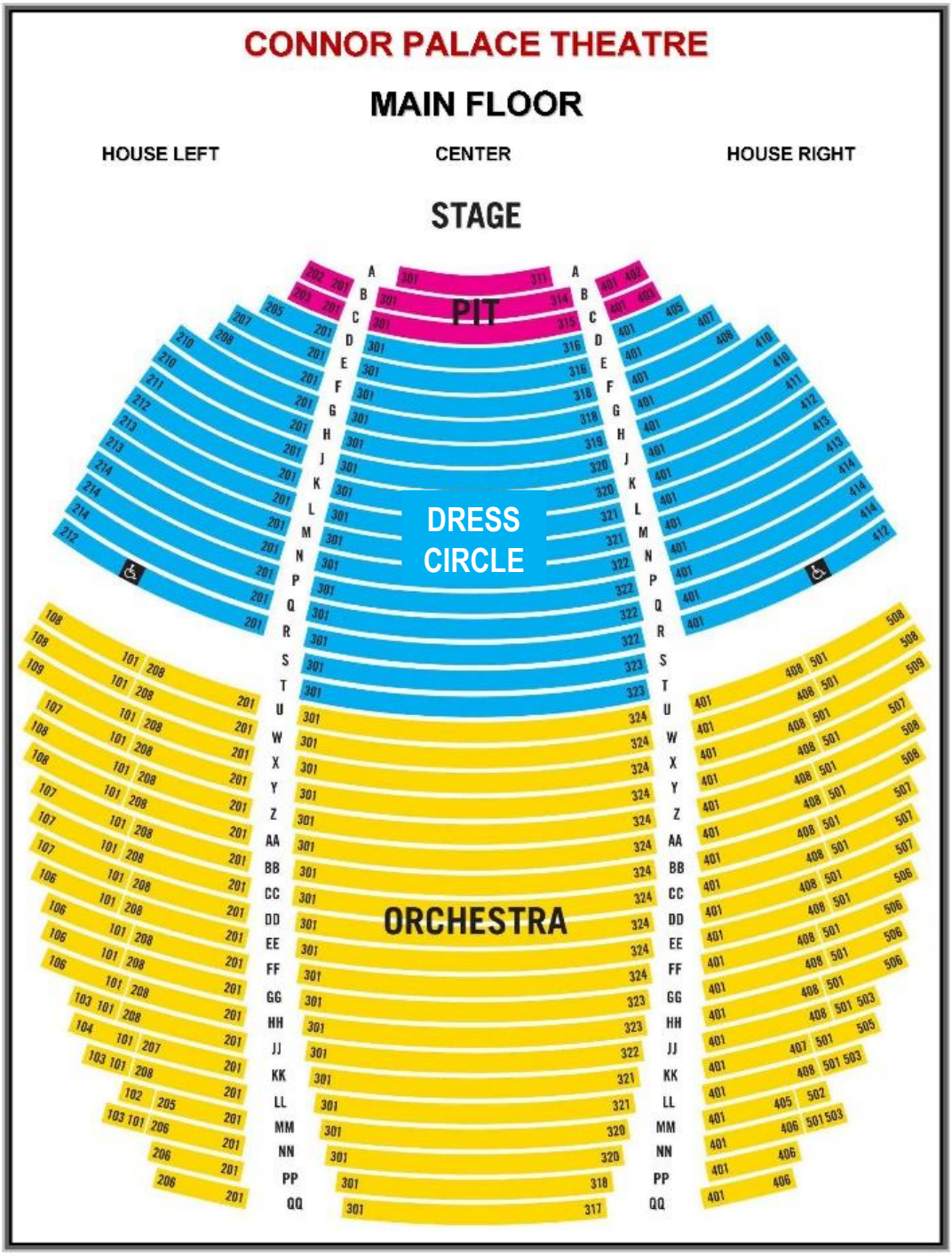
The opening times and map to enter the RJF Club are included below.



	Dining Room	Lounge
Weekdays	5:00 p.m.	5:00 p.m.
Saturday	4:30 p.m.	1 hr. before matinee
Sunday	4:00 p.m.	1 hr. before matinee

Roy H. Boldt Boxholder Lounge
Located on the Mezzanine Level, south side (in the musician's alcove). Guests with a Connor Palace Loge ticket may enter and use the Lounge at any time by showing their ticket. The Lounge opens one hour before shows.

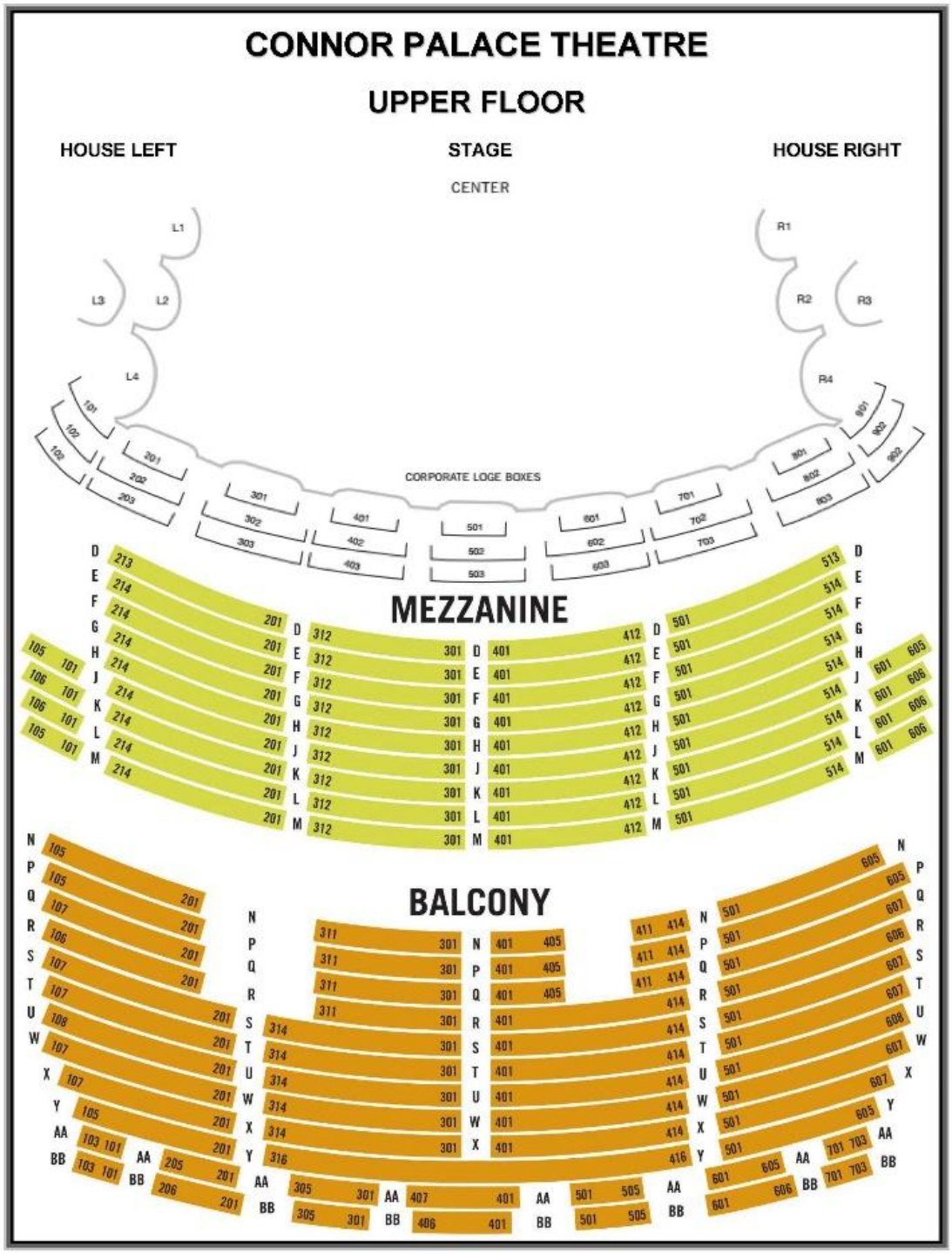
Connor Palace Seating



Main floor: Seats numbered House Left to House Right, 100s thru 500s

- Main floor:
  - Orchestra (Rows A - QQ):
  - Accessible: (Row R 200's, 400's): 20
  - Side Boxes (normally not used): 8 (House Left - A, House Right - B)

Connor Palace Seating



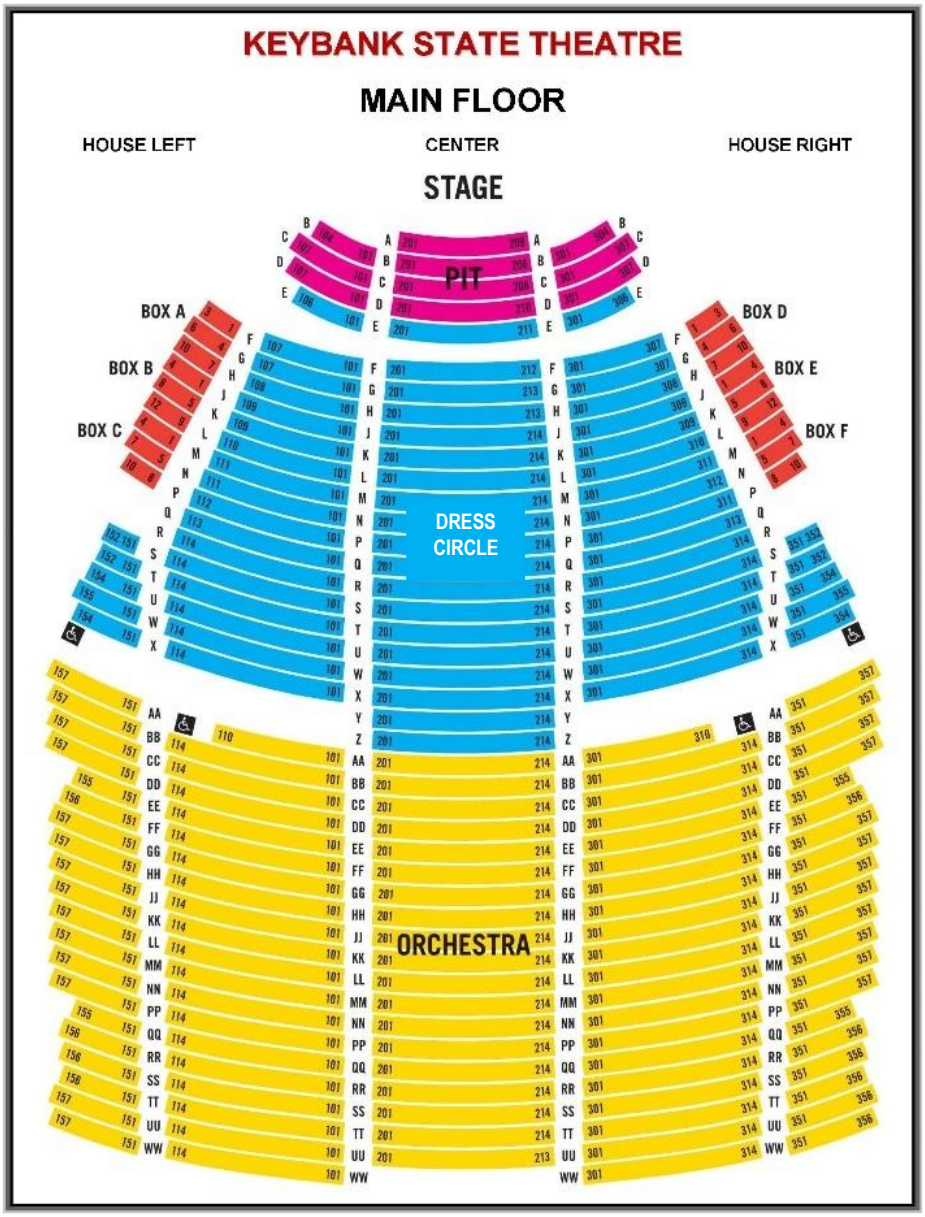
Upper floor: Seats numbered House Left to House Right, 100s thru 600s (Sky Boxes also have 700s)

- Upper floor:
  - Loge: 140 (the first three rows of the upstairs are privately owned, not available for sale to the general public)
  - Mezzanine (Rows D - M):
  - Balcony (Rows N - Y):
  - Upper Balcony (Rows AA and BB): referred to as Sky Boxes

KeyBank State Theatre

KeyBank State General Information
Seating capacity: 3158
Accessibility: There are no elevators in the theater.

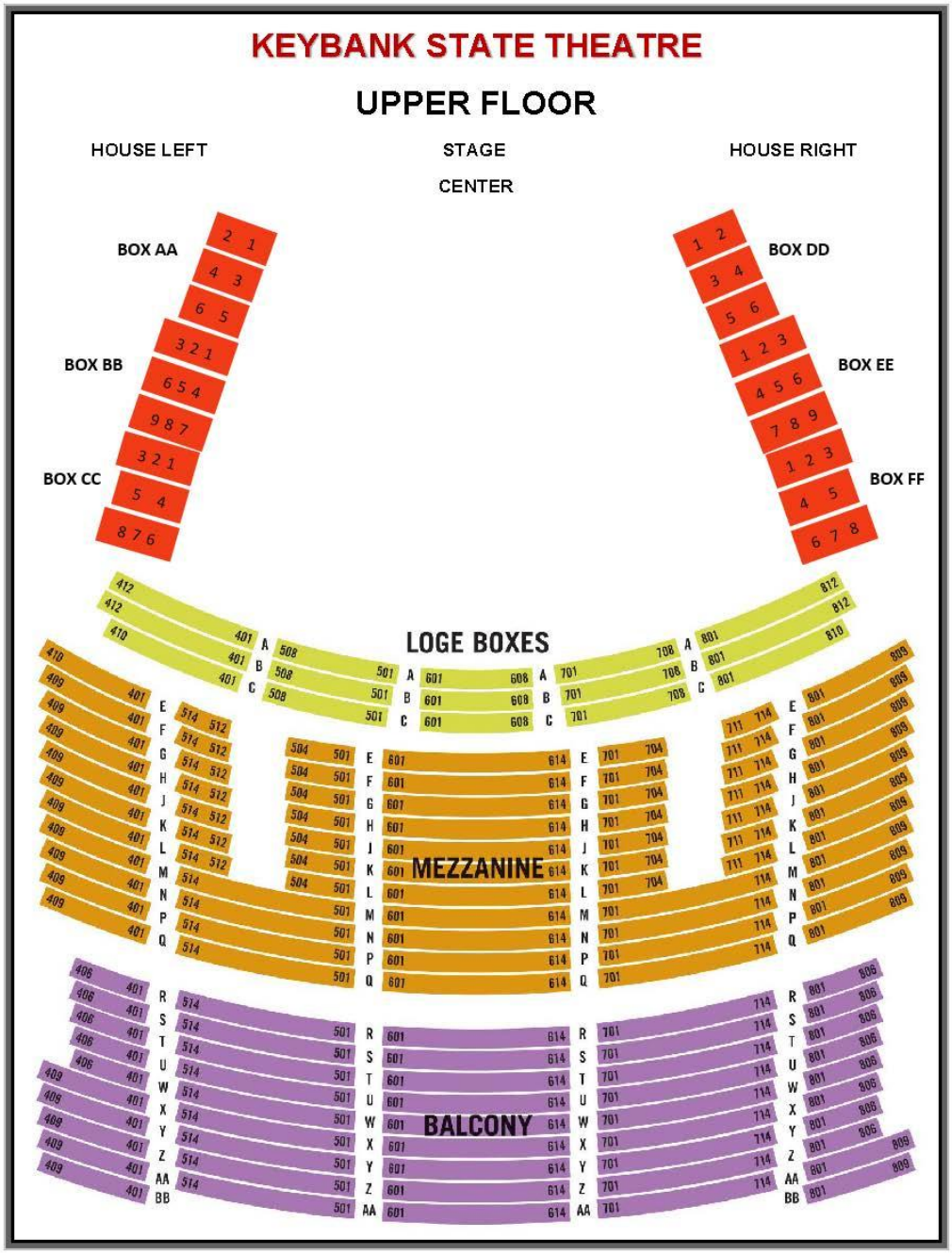
KeyBank State Seating



Main floor: Seats are numbered House Left to House Right, 100s thru 300s

- Main floor:
  - Dress Circle (Rows A - Z): (Rows A - E: 100 “Pit” seats)
  - Orchestra (Rows AA - UU):
  - ♿ Accessible: 28
  - Side Boxes (A - F): 64
  - Standing Room (behind the marble railing)

KeyBank State Seating



Upper floor: Seats are numbered House Left to House Right, 400s thru 800s

- Upper floor:
  - Loge (A-C): 140
  - Mezzanine (E – R)
  - Balcony (S – DD)
  - Side Boxes (AA - FF)
  - Standing Room (behind the wooden wall)

Kennedy's

Kennedy's General Information
Kennedy's is a small, intimate entertainment space, located down the stairs in the lobby of the Ohio Theatre.

Volunteer assignments usually involve: Taking tickets, handing out programs, and directing guests to restrooms (in the Ohio Theatre), drinking fountains, etc. Seating is on a first-come, first-served basis so escorting guests to a particular seat is not required.

Accessibility: There are no elevators to this theater.

Mimi Ohio Theatre

Mimi Ohio General Information
Seating capacity: 997 **Accessibility:** There are no elevators in the theater.

Mimi Ohio Seating

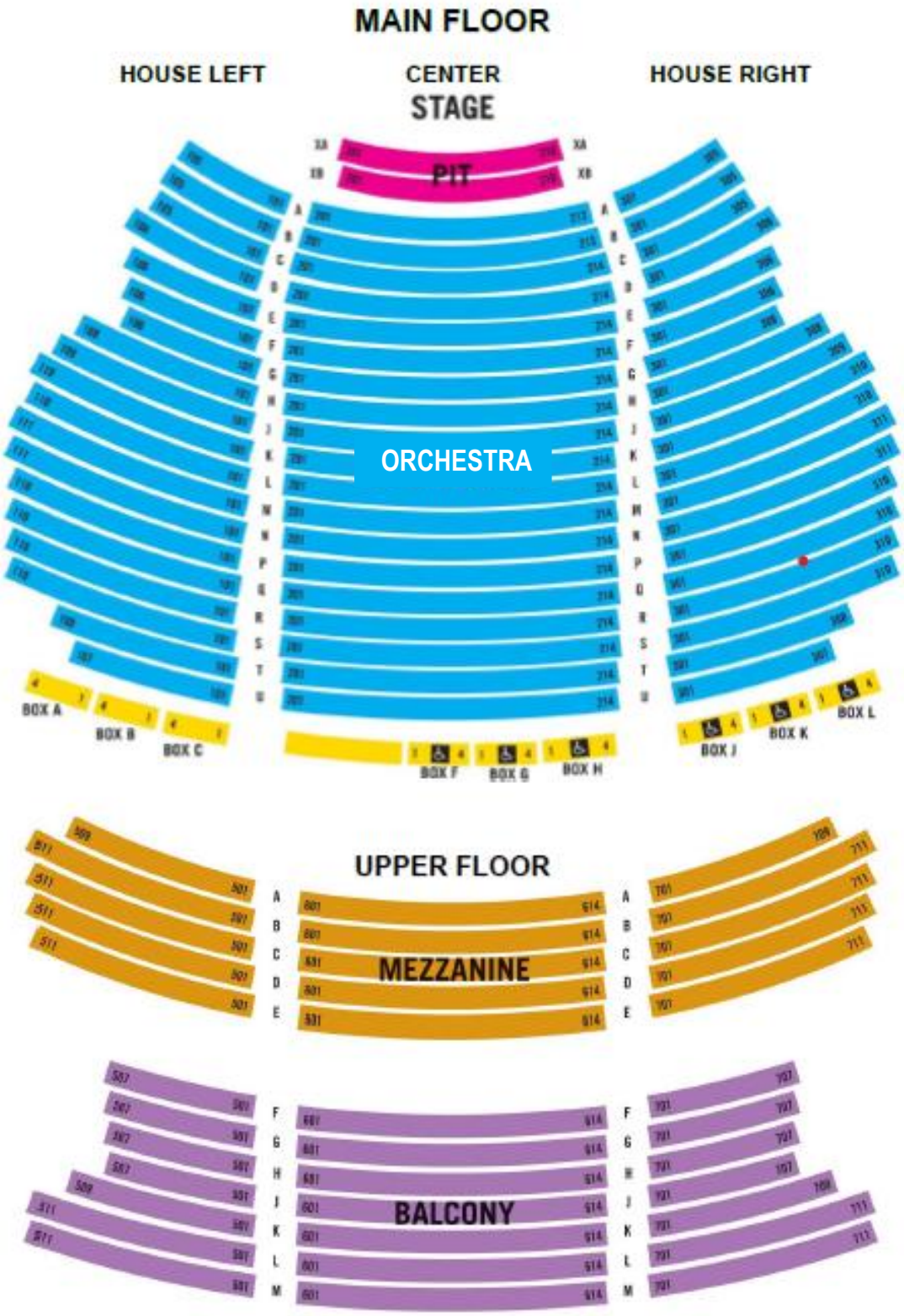
Main floor: Seats numbered House Left to House Right, 100s thru 300s

- Main floor: 605
    - Orchestra (Rows A - U): 569
    - Box Seats at rear of auditorium

Upper floor: Seats numbered House Left to House Right, 500s thru 700s

- Upper floor: 392
    - Mezzanine (Rows A - E): 176
    - Balcony (Rows F - M): 216

MIMI OHIO THEATRE



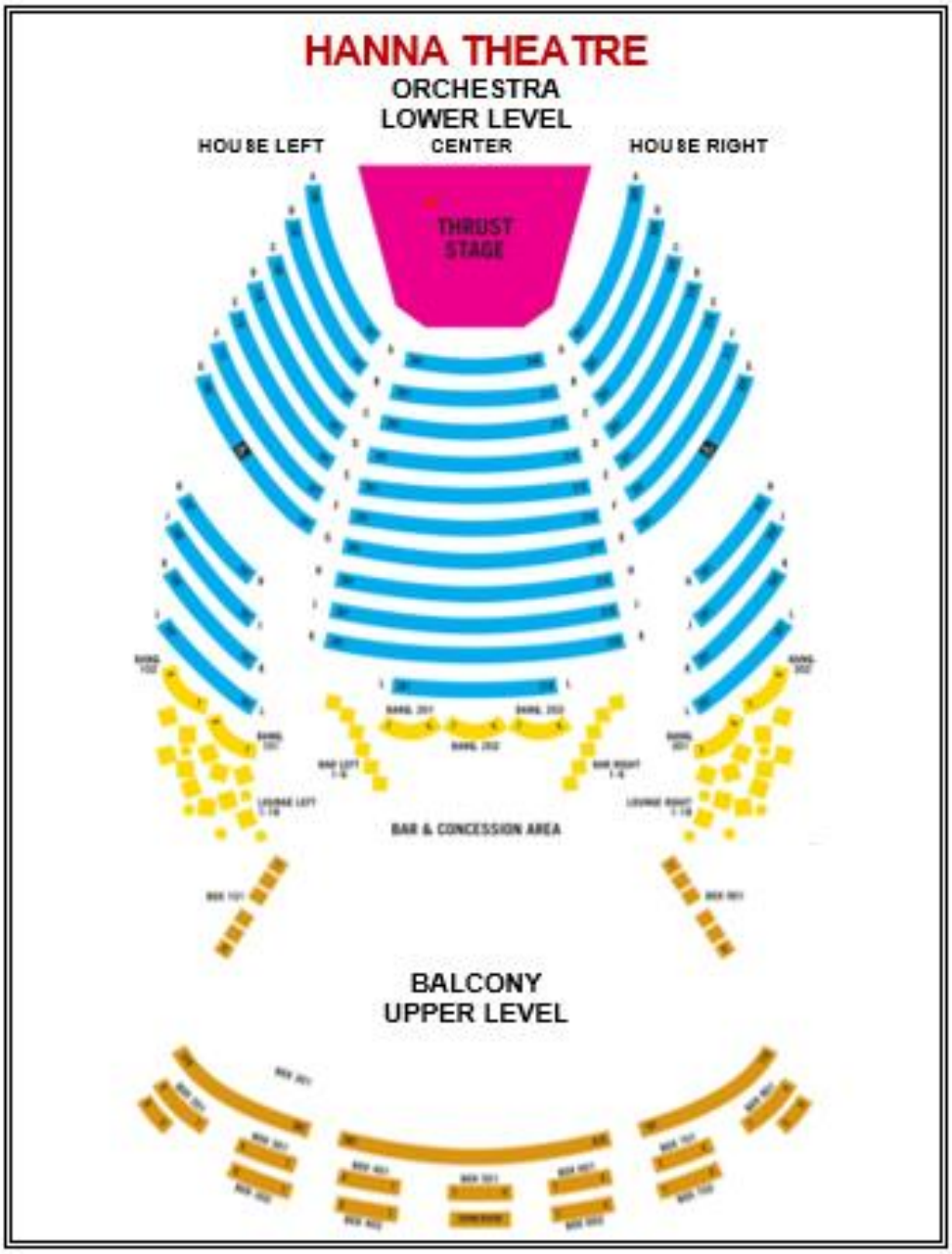
Hanna Theatre

Hanna General Information

The Hanna Theatre is the home of Great Lakes Theater, a resident company at Playhouse Square.

Seating capacity: 555 **Accessibility:** There are no elevators in the theater.

Hanna Seating Map



Main floor: Seats are numbered House Left to House Right, 100s thru 300s

Main Floor: 459

Upper floor:

Balcony seats are numbered House Left to House Right, 500s thru 700s

Boxes are numbered House Left to House Right, 201 thru 801

Upper Floor: 96

- Historic Box (Left: 101, Right: 901): 12
- Balcony (501-710): 36
- Box (201-801): 48

(Box 502 has the sound board.)

Allen Theatre

Allen General Information

Seating capacity: 514

ALLEN SEATING MAP

Main floor: Seats are numbered House Left to House Right, 100s thru 300s

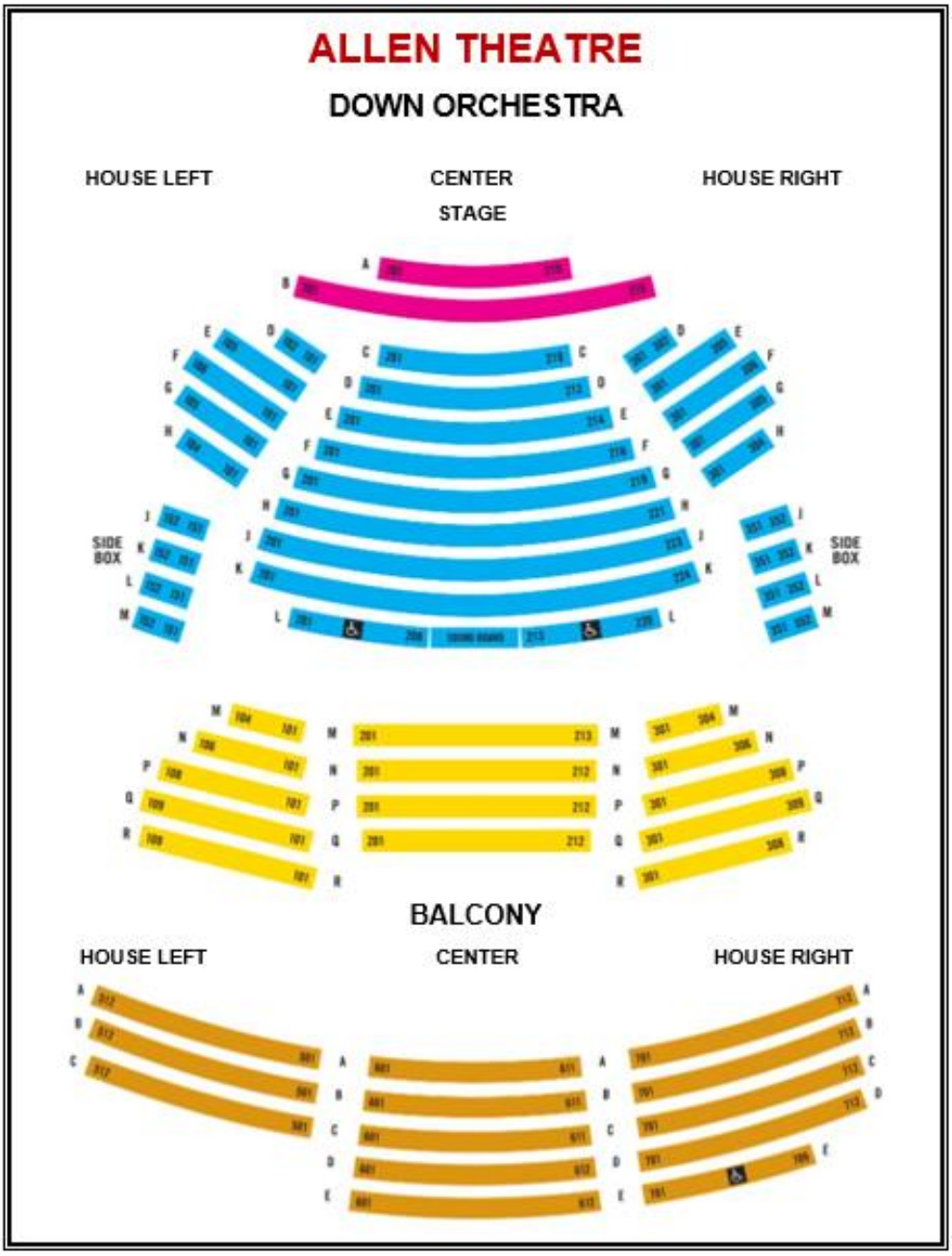
Main Floor: 364

- Orchestra (Rows C - R): 335
- Parterre (Rows M - R): 120
- Side Box (J - M 150-151, 350-351): 16
-
- Accessible 18 (Row L 201-216, Row R 302-303):
- Pit (Rows A - B): 29

Upper floor: Seats are numbered House Left to House Right, 500s thru 700s

Upper Floor: 150

- Balcony (Rows A - E): 150
- Accessible 6 ‘(Row E 702-707):



Accessibility: An elevator in the Concourse near the entrance to Outcalt Theatre can be used to access Allen balcony seating. A wheelchair lift to the Parterre is located inside on House Right of the Main Floor. Wheelchairs seated in Row R 300s use the wheelchair lift to access their seats.

Upper Allen Theatre

Upper Allen General Information

Seating capacity: Approximately 700

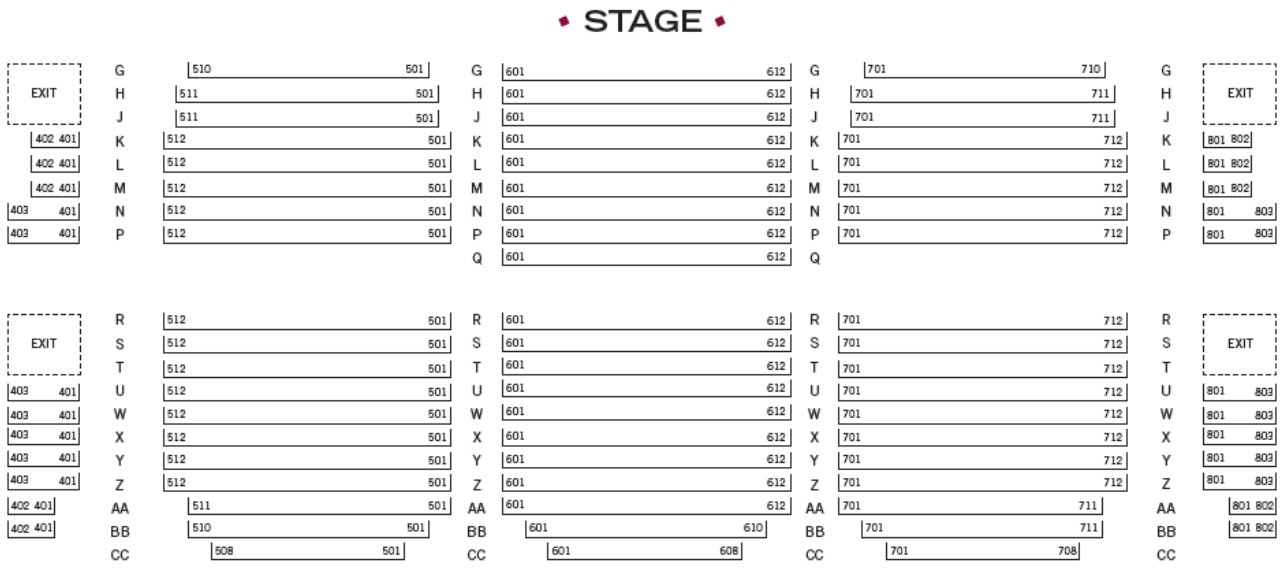
Accessibility: An elevator in the Concourse near the entrance to the Outcalt Theatre can be used to access Upper Allen

Seats are numbered House Left to House Right, 500s thru 800s

The Upper Allen is most used for the Broadway Buzz, the 30-minute Broadway Series pre-show talk. If your team is scheduled for the Broadway Buzz, please report to the mezzanine level of the Allen Lobby. Volunteers scheduled to work the Buzz are also scheduled for the Broadway Show that day, and their team will be assigned in both places. Report first to the Buzz, then upon completion, report to the show assignment.

Volunteer assignments usually involve: Handing out programs, assisting with seating, and directing guests. Seating is generally general admission on a first-come, first-served basis.

Upper Allen Seating



Accessible (Row Q)

Outcalt Theatre

Outcalt General Information

In January 2012, Playhouse Square opened the Outcalt Theatre. The seating in the Outcalt changes with each production. Seat maps will be available each time you work a performance at the Outcalt. Volunteers working a performance at the Outcalt usually report to the Allen Lobby for check-in.

Helen Rosenfeld Lewis Bialosky Lab Theatre

Helen General Information

In February 2012, Playhouse Square opened the new Helen Rosenfeld Lewis Bialosky Lab Theatre. The seating in The Helen changes with each production. For most productions, general admission seating will be used. In cases where seating is reserved, seat maps will be available. Volunteers working a performance at The Helen should report to the outer lobby of The Helen, located off Dodge Court (on the lower level, near the bridge to the PHS parking garage).

WST and Gund at Idea Center

Idea Center General Information
Westfield Studio Theatre (WST) and Gund Dance Studio

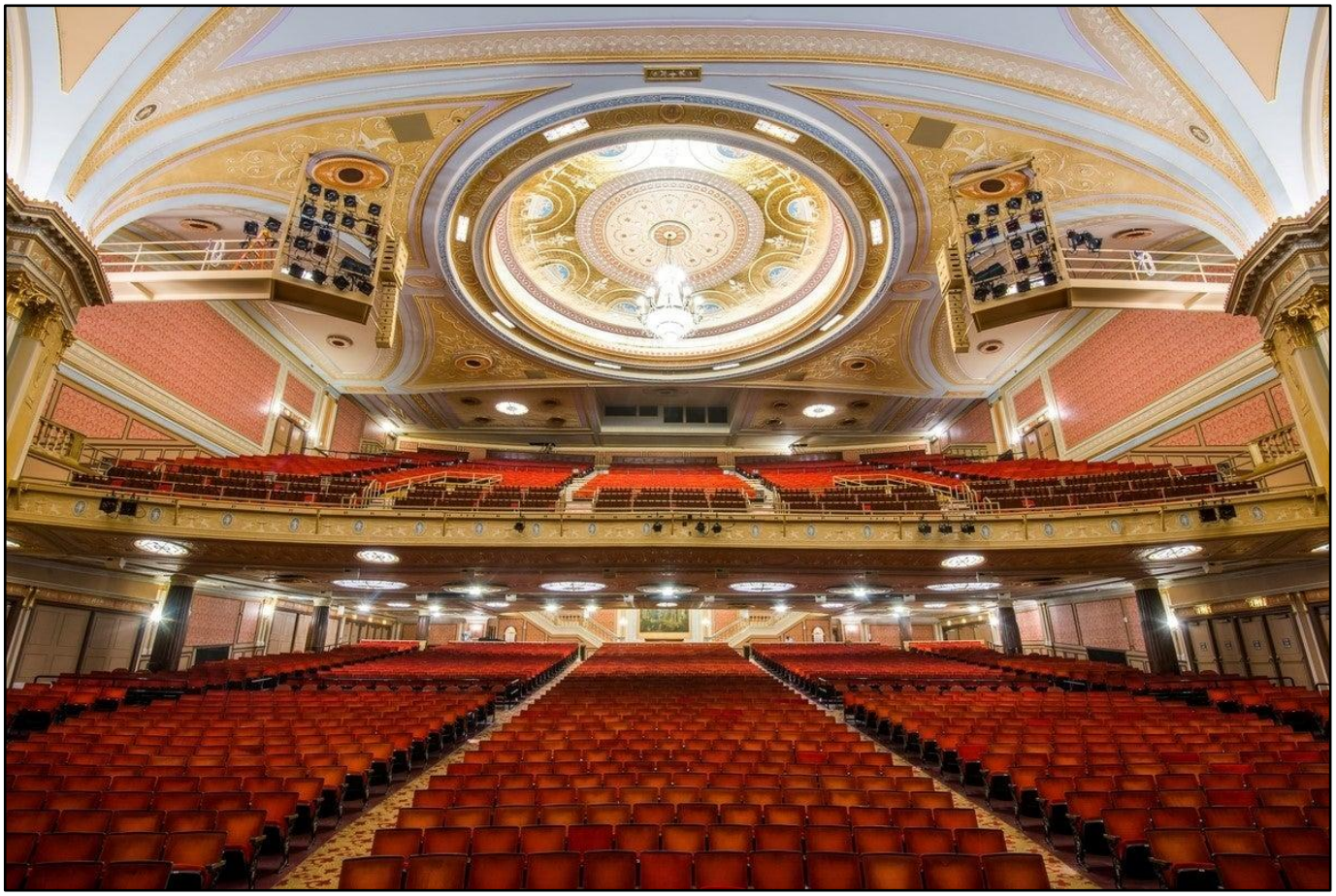
Idea Center is the home of Ideastream, the partnership of WVIZ 25 and WCPN 90.3 FM. The Playhouse Square Community Engagement and Education Department programs the spaces at Idea Center, including the Westfield Studio Theatre and the Gund Dance Studio.

For events in the Miller Classrooms or PB&J, the house manager typically stands at the desk in the hallway past the Gund Dance Studio.

Westfield Studio Theatre (WST) is a short walk from the Euclid Avenue entrance. Once you enter Idea Center, pass to the left of the first elevator and walk straight back. The Gund Dance Studio can be seen from the sidewalk on Euclid Avenue.

Volunteer assignments usually involve: Handing out programs, assisting with seating, and directing guests. Seating is generally on a first-come, first-served basis.

Parts of a Theater



Balcony

The top seating area of the upstairs, above the mezzanine. The Connor Palace Theatre also has an Upper Balcony that is sometimes referred to as the Sky Boxes.

Banquette

The banquettes are the general admission, bench sections of seating on either side of the main floor in the Hanna Theatre.

Curtain

The curtain not only refers to the physical curtain, but also to the start time of the show.

Dark

When a theater or stage is “dark” there is no show or rehearsal going on that day.

General Admission

General Admission (or GA) seating is when seats are not assigned and guests can choose their seat on a first come, first served basis. Occasionally, events that are GA may still have sections set aside and reserved for certain groups.

House

The area inside the theater where guests sit.

Left and Right

Left and Right in a theater depend on where you are. Stage Left refers to the left side of the room if you are onstage facing the audience. House Left refers to the left side of the room if you are in the house (audience) looking at the stage. Therefore, Stage Left and House Right are the same side.

Limited View

At times we will sell seats that are "Limited View" this means that the guest may not have a full view of the stage due to obstructions from the building or added lighting and sound equipment.

Lobby

The Lobby is the public part of the theater that is outside of the House. Some theaters have multiple lobbies (e.g. the KeyBank State Theatre has the interior lobby and the exterior ticket office lobby).

Loges

The lowest seating area of the upstairs. These seats are generally not available for purchase and are handled through the Development department. Extra care in seating people is appreciated in this area to ensure people are in the correct place.

Mezzanine

The middle seating area of the upstairs, between the Loges and the Balcony.

Parterre

The parterre is the raised section of seating in back of the main floor in the Allen Theatre.

Sky Boxes

The Sky Boxes are an alternative term for the Upper Balcony in the Connor Palace Theatre.

Stage Types

- **Proscenium** – the style of most traditional theaters. The audience faces the stage and the stage is framed with a proscenium (archway) around the edge.
- **Thrust** – the stage protrudes into the audience so the audience can be on three sides of the stage.
- You will sometimes see additional types in the Outcalt and Helen where the seating options are more flexible.

Standing Room

At times we will sell "Standing Room" tickets. These tickets are for designated areas with no seats. Generally the individuals will be assigned to a specific spot to stand and watch the performance.

Theater and Theatre

Here at Playhouse Square, we use Theat<u>er</u> to refer to the theaters generally, and Theat<u>re</u> if you are referring to a specific location (Mimi Ohio Theatre).

Upstage and Downstage

Upstage is the back of the stage, furthest from the audience, and downstage is the front of the stage, closest to the audience. This terminology comes from days when the stage was at an angle to give perspective and the back edge was higher (up) than the front.

Vomitorium

A vomitorium is a passageway leading to seating areas in the theater.

Wings

The side area of the stage that cannot be seen by the audience is referred to as the wings. Actors often wait there before they come onstage.

NOTES:

RedCoats STARS

Thank you from the Board of Trustees and Staff for sharing your time and talent with Playhouse Square!

WELCOME TO THE TEAM!