

NOVEMBER
2024

RedCoats



VOLUNTEER MILESTONES

Congratulations to the following Redcoats for reaching a Volunteer-hour milestone!

8000

Lorrie Devaney

3750

Pat Ellert

3250

Debra Martin*

3000

Joanne Majoros*

2750

Donna Willingham*

2250

Pam Reed

2000

Lauren Plasterer*
Nancy Schmid

1750

Mike Hanks
Anne Stevens
Tim Stradtman

1500

Kim Collisi*
BJ Groom
John Maziasz
Debbie Tedick

1250

Ken Baciak
Renee Lesko*

1000

Gloria Buxton
Heather Chapman
Kathryn Clark
Carol Silvi*
Cheryl Whitlow

750

Annette Dietrick
Eddi Grobelny*
Suzanne Holman
Barb Humrick
Pat Iacobacci
Robin Leichtman
Connie Moscioni
Joyce Tallman*
Sue Widdows
Donna Witmer
Nancy Zenker

500

Cindy Amos
Jack Filak*
Bob Garrity
Diane Klak
Colleen Kowalski
Sue Morecki
Marcia Sachs
Brian Schaner
Debra Sheridan
Marilyn Sinkewich
Diane Spadola*
Tom Tabor*

250

Barry Arbretton
Doreen Bradac
Rose Brown
Linda Coughlin
Lauri Culp
Ralph Eaton
Brian Jackson
Theresa Jones

*Denotes Head Usher

STANDARDIZATION: Creating Moments That Matter



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

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

“Multiple moments throughout the customer experience shape how people feel about doing business with us ... and impact whether or not they’ll return. These moments are moments that matter. They’re inflection points when things shift or change. They hold weight, emotion, and the potential for magic or misery. They’re key opportunities to provide value and make other people feel seen, heard, and appreciated — and they’re as remarkable and unique as the people themselves.”

Sourced from: [BombBomb](#)

Through the end of the year, we will have many opportunities to create **Moments That Matter** for our guests – many of whom may be visiting Playhouse Square for the first time to see a holiday concert, Cirque Du Soleil, A Christmas Carol, A Christmas Story, The Nutcracker, Black Nativity, or any of the other fabulous performances taking place in our theaters. Here are some things we can do to make memories for our guests:

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



REDCOATS COMPLETING HEAD USHER TRAINING!

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



Frank August



Ralph Eaton



Dave Mohnke



Kim Reis



Donna Ross



Marc Stream



Peter Sutter



Playhouse Square®



RECOGNIZING EXCEPTIONAL SERVICE

Compliments to RedCoats who received
A Round of Applause this month!

Ruth Albertelli
Kathy Amata
Susan Averde
Natalie Babcock
Tim Barnett
Pia Behm (2)
Jim Borsuk
DJ Bradley
Sandy Brown*
Kathie Buckner*
Sandy Burba*
Gary Burlin* (4)
Grace Burney
Gwen Burney
Vickie Byrne (2)

Darian Chen
Kim Collisi*
Aimee Convery
Paul Cramer*
Deborah Cruz/Suchan
Cheryl Dever*
Violet Donaldson
Maureen Donoughe*
Steve Eshelman*
Jennifer Farrell
Jacob Fedrigon
Ruth Freeman
Wendy Gibson
Sheila Grabnar
Nancy Holchin

Ann Hromco
Kathy Imbrigiotta
Sal Karanouh-Schuler*
Diane Kramer
Renee Lesko*
Steven Lewis
Debra Martin* (2)
Joanne Majoros*
Kevin Needham
Kathy Newman
Rita Nichols
Shirley Peavy
Michael Placko*
Lauren Plasterer*

Joe Purta*
Puri Purta
Hannah Reikowsky
Denise Romagni
Pam Scott
Lynn Sperli*
Susan Strauss
Tom Tabor*
Susan Timko*
Juli Tysl
Valerie Vitolo
Ross Wason* (2)
Mike Wilson
Cindy Wonders

PARADE

(February 4 – 23, 2025)
KeyBank Broadway Series

Don't miss Shaker Height's native Max Chernin when he stars in the national tour of *Parade*, arriving at Playhouse Square this February!



Fresh from his understudy role in the Broadway production, Chernin will once again step into the role of Leo Frank, a Jewish factory manager accused of an unspeakable crime. Based on real life events that transpired in 1913 Georgia, *Parade* explores what happens when faith, justice, and humanity are challenged in the court of public opinion. With a riveting story created by a multi-award-winning team, *Parade* has been described as a musical that "will echo for a long time to come." - *Time Out New York*

For RedCoats, now is the perfect time to secure your tickets- enjoy waived fees and a 15% discount for most performances. Don't miss your chance to experience this powerful, profoundly moving show.

Link: [GET TICKETS](#)

Please Note: Redcoat ID number required. Offer is online-only by following the link provided and available for select dates and seating locations. Returns and retroactive discounts are not possible. Date exchanges are subject to one \$25.00 fee.



We are
Thankful for
YOU!



VOLUNTEER MILESTONES

CONTINUED

250

Sue Kasik
Heidi Massingill
Paula McKenzie
Terri Mockler
David Mohnke
Susan Morgan
Maureen Murphy
Leona Phillips
Kili Posterna
Sarah Reisinger
Sandy Sommers
Kim Tish
Susan Vinborg
Frances Vojir
Deborah Wallace
Debra Zigman

100

Tom Acquaviva
Andrea Barthels
Hannah Bauer
DJ Bradley
Peggy Breedlove
Wanda Charping
Sandra Clark

100

Gwido Dlugopolsky
Michaela Dunn
Chris Fletcher
Seth Goldhamer
Leslie Granoff
Anupama Krishnan
Laurie Kyser
Laurie Lamb
Sandy Mangano
Fran McIntyre
Michelle Meister
Karolina Merk
Beth Petrequin
Mallory Polk-Milstein
Cathy Schreiber
Sue Seeds
Regina Spicer
Rob Starek
Audrey Szewc
Lynnette Tinker
Ron Wank
Cheryl Ward
Frank Washington
Becky Wright

Please Welcome
our Newest RedCoats! ★

Walter Balester
Leoma Berroteran
Debbie Dacone
Cheryl Dillard
Sandy Flanagan
Stephanie Galvin
Mallory Gipe
Israel Kalyango
Heidi Katz
Audrey Killingsworth
Monica Kiryakov
Julie Kozak
Ann Marie Kretovics

Shana Meyer
Tammie Mileski
Cindy Mollett
Debbie Pieffer
Terri Poulos
Loretta Sanicky
Kathy Santarelli
Paul Victor
Victoria Victor
Brenda Wacker
Kathleen Werling
Jill Werling Quinn
John Wood

Please Welcome
our Newest STARS!

Kale Eckman
Eva Gross
Emmett Hallsman

Destynee Irizarry
Reginald Tyus

Retiring RedCoats with
10+ Years of Service

Karen Berger 16 years
Sharon Collins 36 years

* Denotes Head Usher ★

UPCOMING WEEKS

RUN TIMES

PLEASE SEE THE SCHEDULE FOR VOLUNTEER NEEDS

DOUBLE HOURS FOR ALL PERFORMANCES IN DECEMBER



JON STEWART

KeyBank State Theatre || approx. 90 min.
November 22



A CHRISTMAS CAROL

Mimi Ohio Theatre || 120 minutes w / I
November 23 – December 22



A CHRISTMAS STORY

Allen Theatre || 120 minutes w / I
November 30 – December 22



BLACK NATIVITY

Hanna Theatre || 150 minutes w / I
November 30 – December 15

UPCOMING WEEKS

RUN TIMES



A JOLLY HOLIDAY WITH THE CLEVELAND POPS

Connor Palace Theatre || 150 minutes w / I
December 1



JORDAN B. PETERSON

KeyBank State Theatre || approx 120 min.
December 1



HIP HOP NUTCRACKER

Connor Palace Theatre || 120 minutes w / I
December 4



'Twas the Night Before...

KeyBank State Theatre || approx 80 min.
December 4 – 15

EXTRAS NEEDED AT MOST PERFORMANCES



HOW SWEET IT IS!

VOLUNTEER APPRECIATION PARTY

DATE: APRIL 28, 2025

TIME: 6:30 – 9:30 PM

LOCATION: KEYBANK STATE

DESSERTS – DRINKS – DANCING



GUEST EVACUATION TRAINING

- [SU 11/24 9:45 AM](#)
- [SA 12/28 9:45 AM](#)
- [MO 12/30 5:45 PM](#)
- [MO 1/27 5:45 PM](#)
- [TU 1/28 5:45 PM](#)

UPDATE YOUR INFO



It is that time of year again!

Have you moved?
 Changed your name?
 New phone number?
 New email address?
 New emergency contact info?

Please email
redcoats@playhousesquare.org with any changes or updates!