



# MUCH ADD ABOUT STEWARDING



SHAKESPEARE'S GLOBE VOLUNTEER STEWARD NEWSLETTER



## FESTIVE FIFTH

Hello, and welcome to our festive fifth addition of *Much Ado about Stewarding*. This month sees us increase our readership with all of our newly interviewed and inducted Globe 2016 Season volunteers receiving their first copy. It is a great chance for us to celebrate the successes of the achievements we have made in welcoming our customers over the last year, and to update everyone on what we have been up to within the Front of House Volunteering Team.

Our Sam Wanamaker Playhouse Winter Season is off with a flying start – all of our shifts have been brimming with Stewards who've welcomed our full audiences with a smile, and a handful of programmes! The Playhouse Training has had a great impact on everyone's confidence in stewarding in the more formal Playhouse and this has helped us to be able to ensure that audiences get looked after brilliantly, whether they came to see our short run of opera and concerts or Dominic's last directorial piece, **Pericles**, and **Cymbeline**, which will be playing right through until April. Thank you to all those who have stewarded in the Playhouse, you've had all sorts thrown at you, from battling soldiers in the drum, sails in the pit and ball gowns squeezing through the doors! For those who are kindly giving up their time to volunteer either side of Christmas on 23 or 27 December, Lotty and Matt will be around to give you a festive thank you – think mince pies and Santa hats! The exact times are listed in the Dates for the Diary section.

A lot of November and early December has been focused on building our brilliant existing team up with new Stewards in preparation for our Globe 2016 Season. Following our exceptionally popular Open Day on 24 October we received around 150 applications and held interviews shortly afterwards with the candidates whose applications showed us they would make brilliant Stewards.

Members of the team alongside existing volunteers met around 125 of these applicants at the Sackler on two consecutive Saturdays (lots of tea and biscuits and giggles!) for one-on-one informal interviews and met lots of brilliant people. Following on from this, earlier in December we ran Welcome Inductions for these new Stewards to give them a proper Globe welcome which included information about the Globe's mission, the process of booking shifts, and looking after our audiences with a customer service scenario game! We are looking to run similar sessions with our existing team before the Summer Season comes back around again.

The announcement to the press and public of Emma Rice's first Globe season has been confirmed for 5 January. We are hoping to be able to invite all of our Stewards Team to this announcement – the final details of this will be confirmed nearer the time.

In January, Rachel Caton Exhibition Operations Manager leaves us after 18 brilliant years at the Globe. We are currently recruiting for a Visitor Experience Manager, and the Exhibition team will join us in the Visitor Experience Department. More on this exciting development next time.

This draws us to simply thank you once again for all your amazing work over this busy winter season, and 2015 as a whole! We are very lucky to have such a talented, passionate and warm team and we can't wait to see what 2016 brings for us all.

Merry Christmas and a well-deserved restful New Year,  
*Your Globe Family: Matt, Lotty, Celia, Carly, Millie, Chelsea and Sandra*

# TEAM OF THE MONTH GLOBE ARCHIVE

Hello Everyone!

I'm Victoria, the Archivist and I look after the history of the Globe through its numerous records. Although we are not a very old organization—our earliest records date back to the 1960s—the significance of how the project was realized, and our continuing development of theatrical performance makes the archive extremely rich in content and of great historical importance.

I work as part of a small team with Shauna our Librarian, who is in charge of our reference Library and Special Collections in Print and Mathilde who coordinates the filming of all the performances – right from VHS to our current digital recordings. We also have three Voluntary Work Placements for people wishing to gain experience in Library and Archive work and they provide us with invaluable support. The Globe's Library and Archive reading room is on the first floor, just opposite the Front of House office and we are open Tuesday – Thursday: 10.00am–1.00pm and 2.00pm–5.00pm.

The archive contains three separate but related collections. The first is the Performance Archive, which consists of materials that document all aspects of productions at the Globe from 1996. The records include prompt books, wardrobe bibles, musical scripts, programmes, photographs of performances, poster and reviews and ephemera. Part of this is our most popular collection of archive films of all productions. These are unique because we are the only theatre allowed to record more than one performance and we record up to five, to show the arc of the performance.

The second collection is the Institutional Archives (those records created by The Shakespeare Globe Trust and predecessor bodies) that documents the decades of planning, persistence and enthusiasm that led to the reconstruction of Shakespeare's Globe and includes correspondence, administrative papers, photographs and Mark Rylance's papers, during his Artistic Directorship at the Globe, 1995–2005 and of course our archive on Front of House and its fantastic stewards – which now includes this very newsletter!

Finally, there are also a small number of papers acquired from external sources, usually relating to the history of Shakespeare's Globe. One of these is the important architectural archive of Pentagram that holds architectural plans, project files and correspondence relating to the reconstruction of The Globe by the architect Theo Crosby, who was a founding partner of the architectural firm Pentagram. Our collections are still in the process of being catalogued and we are hoping to put the catalogue online by Christmas.

As I only started in May, I am discovering new parts of the collection every day. Recently, we found a collection of material relating to Ellen Terry, which amongst letters from her and an autograph book of 1890's theatrical stars included a headdress she wore and broke whilst playing in Henry VIII at the Lyceum.

We are busy planning the new Library and Archive which will store and make our collections much more accessible through the rebuilding of the West Block as part of 'Project Prospero'. It will be a beautiful space overlooking the Thames and an inspirational place to research all things Shakespeare. We have recently run some tours for staff of the Library & Archive, highlighting treasures from our collections. We would be very happy to offer Stewards a tour and if you are interested please contact Matt and we will book you onto our next tour.

**Victoria Lane, Archivist**



## DATES FOR YOUR DIARY

This month, as well as all the dates below, the FOH Volunteer team are running Welcome Inductions to all our newly appointed Stewards, sending out the Globe Season Steward Survey and organising festive thank you moments for all those dedicated Stewards helping us on Wednesday 23 and Sunday 27 December!

### FESTIVE THANK YOU

Stewards Room

Wednesday 23 December, 12.00 noon–1.00pm (before matinee show)

### FESTIVE THANK YOU

Stewards Room

Sunday 27 December, 5.00pm–6.00pm (between shows!)

### STEWARDS COMMUNICATION SESSION

Tuesday 5 January, TBC

### WINTER SEASON STEWARD DROP-IN

Sackler Studios: Theo's Cafe

Wednesday 6 January, 5.00pm–6.00pm

### GLOBE EVALUATION AND 2016 RETURNEE DEADLINE

Friday 8 January, 10.00am

### AUDIO DESCRIBED PERFORMANCE OF PERICLES

Sam Wanamaker Playhouse

Saturday 17 January, 2.00pm

### CAPTIONED PERFORMANCE OF PERICLES

Sam Wanamaker Playhouse

Wednesday 20 January, 7.30pm

### WINTER SEASON STEWARD DROP-IN

Sackler Studios: Theo's Cafe

Thursday 21 January, 5.00pm–6.00pm

**'You know you're getting old when Father Christmas starts looking younger.'**

Robert Paul

\* \* \* \* \*

## HOW I SPEND MY CHRISTMAS...



Would you like a different experience this Christmas? Meeting new people, getting involved and doing something useful? You might like to consider helping out a Crisis Centre near you. North, south, east and west London all have day centres; the location of night shelters and a ladies-only centre are not revealed until nearer their opening dates. Just Google 'crisis volunteering' and locate your way to the appropriate site.

Volunteering for Crisis, which I have done for the last two Christmases is not dissimilar in some ways to volunteering at the Globe. You are with another volunteer on a variety of duties and stock up on tea and biscuits during breaks. The same warm welcome is required, with a choice of times and days and a willingness to muck-in. The guests all have their stories and some are heart-rending, but most take advantage of all the facilities, eat heartily, and take away lots of drinks and biscuits for future needs.

At the start of your shift, you group together for a general chat focusing on the activities and amenities available: a sing-song, bingo – a variety of entertainment, and you are advised as to whether a chiropodist, hairdresser etc are in situ. The patrons might be less well turned out than at the Globe, but are often regulars (I recognised several last year from the previous year), happy to be there and to take advantage of the amenities and services on offer – like showers, clean clothes (especially socks), hairdressers, health, accommodation advice, beverages, snacks as well Christmas dinner. A co-ordinator asks who wants to do what (a show of hands) - she/he shouts out various task like helping out with refreshments, giving guests tags for their belongings, making sure the loos have paper and paper-towels, manning the showers and so on. You change jobs after two hours (if you want) and so get to meet a variety of volunteers and guests and get to share the positions necessary to make the day as pleasant as possible for both guests and volunteers.

The festive season at Crisis Centre, means the guests are warm, clean, well fed, safe and well informed of their rights. Mainly they are happy to be chatted to and treated as regular guys and gals.

Go on, give it a go. It's a real eye-opener and oh so worthwhile.

**Doreen Tayler (12th Year Steward)**

## STEWARD HOUSEKEEPING



**Top tips to help our visitors and your fellow Stewards have the best possible time at the Globe! If you have any of your own to share with the team do let us know.**

- 1 After undertaking the Sam Wanamaker Playhouse training, hopefully the importance of Fire Walks has become even clearer – do make sure you do them fully every shift and inform a Duty Manager if you spot anything that is where it shouldn't be. Do also check all the fire exit doors are unlocked.
- 2 If you are Stewarding an inside position in the Playhouse – please don't take a seat in empty seats within the auditorium, these are most likely sold and must be kept free for latecomers who could arrive at any time.
- 3 Stewards OUT on ticket doors: You need to be proactive about checking the layout of the area you are working in before the house is opened. If you are asked to take latecomers in please check your seating plans so you are confident about where you are taking them. If you are not leading latecomers in yourself do help the Duty Managers by assisting with the inner doors to ensure they don't bang. We all need to be as quiet and discreet as possible when seating latecomers.
- 4 Back in August we launched a new way to receive travel expenses, via bank transfer, meaning no waiting around for brown envelopes – lots of the team are already receiving their expenses this way and it is a very simple process. If you would like more information on how to do this, let us know on [foh@shakespearesglobe.com](mailto:foh@shakespearesglobe.com)



## 10 QUESTIONS WITH...



- 1 **Name?**  
David Cleverly
- 2 **Favourite Stewards room biscuit?**  
Garibaldi
- 3 **Coffee or Tea?**  
Coffee (or hot chocolate if available!)
- 4 **How long have you been volunteering at the Globe?**  
Two years
- 5 **Favourite Duty?**  
Steps in front of the stage, rain or shine
- 6 **Favourite Production?**  
A hard choice, but probably *Antony and Cleopatra* – Eve Best was stunning in the latter role
- 7 **If you could be any Shakespeare Character who would you be and why?**  
Feste in *Twelfth Night*, or Touchstone in *As You Like It* – they are witty, funny and great observers of life.
- 8 **Tell us a funny story from your time at the Globe:**  
A customer refused to move from in front of the stage steps in *Julius Caesar*, despite my warnings. She soon moved when a wounded Roman soldier fell down the steps onto her.
- 9 **What's your favourite thing about volunteering at the Globe?**  
Seeing the buzz that infects the audience: epitomised by one young patron who turned to me at the end of a performance and said 'that was the most wonderful thing I've ever seen!'
- 10 **What's Your Life Mantra?**  
Love your neighbour as you love yourself.

# THY NOTICEBOARD

Doing something exciting you want to tell everybody about?  
Taking part in a fundraiser for charity or got tickets to a show you would like to share?  
Let us know and we can pin it here onto Thy Noticeboard...



Good old Bill is ready for Christmas!

@XHEARTNSOUL  
Still can't believe I'll be volunteering at @The\_Globe next year! So excited

@LEVIATHANS\_MOON  
I'm a Shakespeare's Globe volunteer now!!!!!!



Matt and lots of our brilliant new Volunteer Stewards excited to join the team at the Induction on Friday 4 December



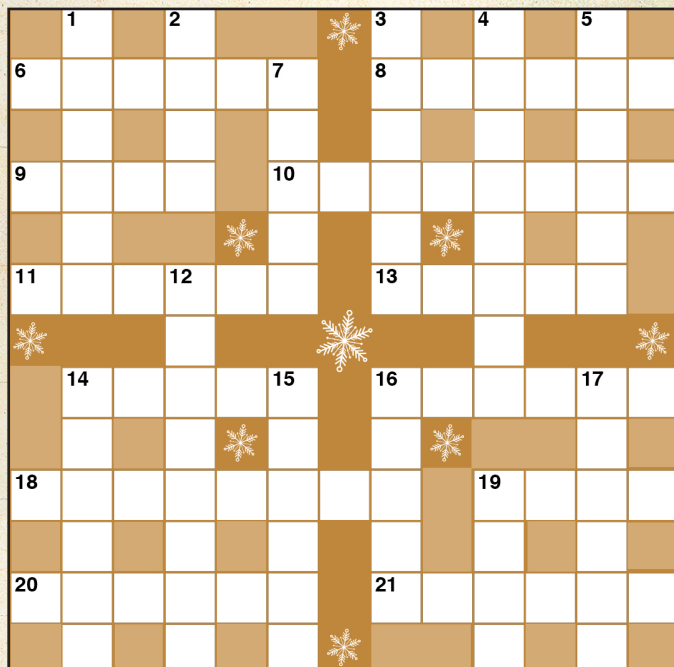
Snowman at the Globe



An outtake shot, post cracker pull!

## SHAKESPEARE AT CHRISTMAS CROSSWORD

Our very own superstar steward Graham Jones has kindly put together this festive treat for you all to have a go at—thanks Graham! There is a message that you can read once all the answers are complete, by reading around the outside of the crossword starting at the top left corner—do email us on [foh@shakespearesglobe.com](mailto:foh@shakespearesglobe.com) if you find the answer, the names of those who find the message will be printed in our next edition! For those that want to know, answers are upside down at the bottom of the page. NO CHEATING! Have fun!



### Across

- 6 Cap, Juliet or hanging garment part (6)
- 8 Elbow-room, latitude (6)
- 9 Cleopatra's killers? (4)
- 10 About to depart, as Dominic (8)
- 11 Christie's Miss (6)
- 13 Globe's near neighbour (5)
- 14 Bulb flower (5)
- 16 Crafty, like the Dodger or Shakespeare? (6)
- 18 A Templar? (3,5)
- 19 America's Buckeye state (4)
- 20 Paved road (6)
- 21 Angelic Globe decoration? (6)

### Down

- 1 Baked \_\_\_\_, hot-and-cold dessert (6)
- 2 Confused situation (4)
- 3 Fills with joy, as the Globe to its audience (6)
- 4 Sonorous (8)
- 5 Poured, teemed (6)
- 7 Express sentiment, as when playing Hamlet (5)
- 12 Architectural column (8)
- 14 Gauguin's island (6)
- 15 Pedestal (6)
- 16 Hamlet's disposition (5)
- 17 One-of-a-kind (6)
- 19 Oil cartel (inits)(4)

## CONTACT US

Email: [foh@shakespearesglobe.com](mailto:foh@shakespearesglobe.com)  
This is the only inbox monitored 7 days a week.

Call: 020 7902 1481  
Feel free to leave a voicemail if nobody is able to pick up

Text: 07503 984 933  
We are not able to call or text you back but do use this if you are running late and on the move!

**In Person:** At our Winter Drop-In sessions over at Theo's Café in the Sackler, the dates are marked above in the Dates for Your Diary section. We are always happy to see you!

**Feedback, compliments or concerns:**  
Please feel free to contact:  
Lotty: [lotty.eg@shakespearesglobe.com](mailto:lotty.eg@shakespearesglobe.com) or  
Matt: [matt.h@shakespearesglobe.com](mailto:matt.h@shakespearesglobe.com)  
if you have anything to talk to us about specifically that is regarding something more sensitive.

## SPECIAL THANKS FOR YOUR CONTRIBUTIONS TO...

Doreen Tayler, David Cleverly, Millie Carr, Celia Gilbert, Victoria Lane, Doug Buist, Graham Jones, Charlotte Horobin, Cathy Thomas and Lisa Kosky

