



MUCH ADO ABOUT STEWARDING

SHAKESPEARE'S GLOBE VOLUNTEER STEWARD NEWSLETTER



VOLUNTEERS WEEK 2016

Welcome all, to the June edition of *Much Ado About Stewarding*, the monthly newsletter for Shakespeare's Globe volunteers, chocked full of updates and information about the goings on here at the Globe! I would like to welcome our new readers, as our newest Steward recruits (picture on Thy Noticeboard) and the very dedicated Friends Desk volunteers will be receiving this for the first time. Should you ever have any stories, pictures or updates you would like to share, please do pass them on to Matt on matt.h@shakespearesglobe.com so that he can include them.

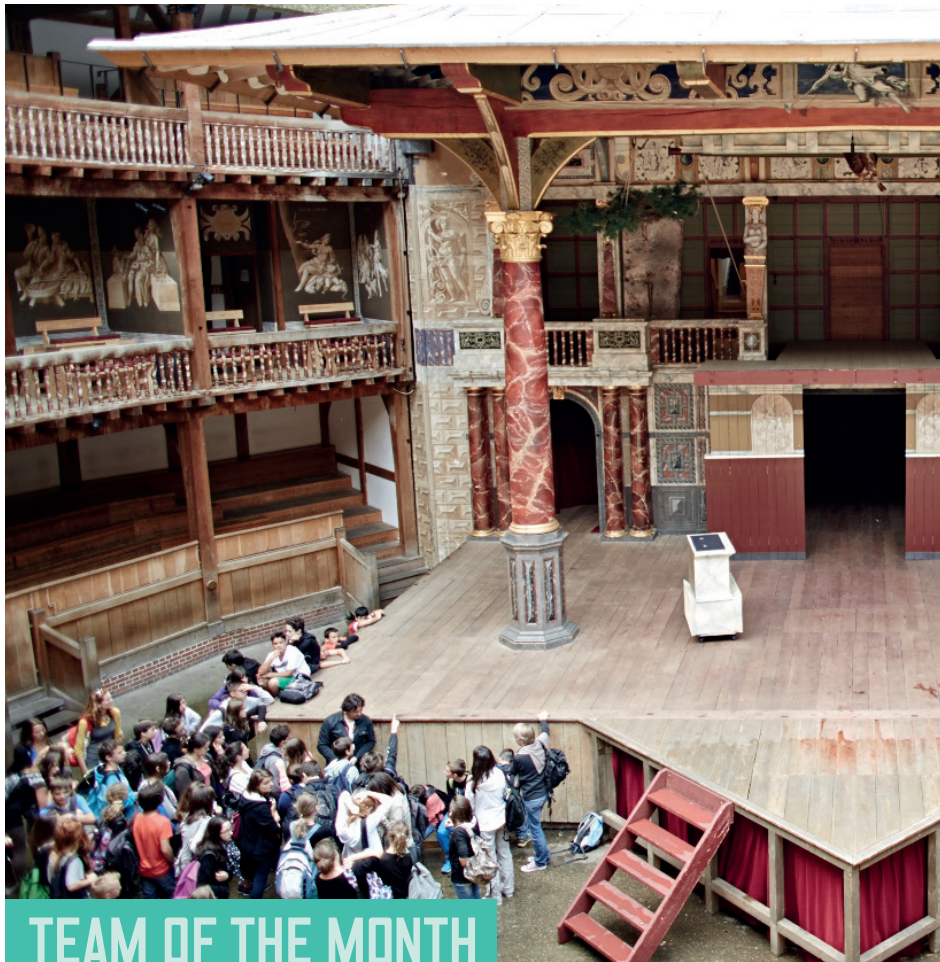
In June we celebrated the most important week of the year – VOLUNTEERS WEEK! This is a celebration of volunteering across the UK, pioneered and conceived by the National Council for Voluntary Organisations (NCVO). From 1–12 June (made longer as a week just isn't enough!) we made a special effort to celebrate, raise awareness and thank you brilliant lot, even more than usual. Above you can see some of the photos of our good looking group of volunteers that we took and shared across the Globe's social media platforms. Each volunteer held a sign saying 'I volunteer because...' which they completed with their own reasons. These included 'Shakespeare's Globe brings together so many diverse people' and 'I get to tell visitors about the Globe's mission and our charitable aims'. We had a lovely reaction from the public online and it is great that we can raise the profile of volunteering with us, and volunteering generally. See how many of the faces above you recognise and can put a name too!

To thank you all, and to show their appreciation, 11 members of the Globe staff team came to shadow Stewards, and Friend's Desk volunteers throughout Volunteers Week. Staff included Tom Bird (Executive Producer), Ian Dixon (Chief Finance and Operations Officer), Anthony Hewitt (Director of Development), and Emma Rice, (Artistic Director)! We've got some great photos on Thy Noticeboard of staff learning the ropes. A message from Jess Lusk, Artistic Coordinator after her shadowing really summed up why we wanted to organise this: *'I spent an afternoon shadowing Sarah on the Cushion Cart. What surprised me was just how busy it was and it's such hard work. I loved talking to the public and being reminded of just how passionate some of them are about the Globe, and seeing how excited people are before a performance.'*

As well as this, we also provided you all with a Volunteers Week badge, with a very applicable Shakespeare quote on it 'We are hither come to offer you our service' from *Timon of Athens*. For those that didn't get a chance to get one, we still have some, just speak to either Bob, or the Steward Coordinator when you are next in!

From all of us at the Globe, and especially your volunteering team's – we can't say fervently enough how much we appreciate you all, and hope you feel thanked all year round, Volunteers Week is just a good excuse to go all out! Thank you as ever for your continued support, time, and love for this organisation, we love you all for this! Until next time...

Matt, Lotty, Celia, Carly, Lily, Alysha, Bob and Emma



Greetings Stewards!

My name is Rosie and I started at the Globe about ten months ago as the Travel Trade and Group Bookings Officer for the Exhibition and Tour. Long title I know! The basic premise of my role is to book all our wonderful groups into the Tour and Exhibition diary and keep the group market looking healthy.

I work out in the Exhibition Office (come say hi!) although my role technically falls within the Communications department. What this means is I support our Sales Managers Marcia and Hester who in turn report to Doug Buist, but I also work closely with the management and operations team for Exhibition and Visitor Services. I am here Monday to Friday and am sometimes helped out by our lovely Exhibition Assistants.

When I started in the role it had been vacant for a little while, so I've been working on streamlining our bookings policy and practise, and re-shuffling how the work is covered. This has meant positive changes for the team and hopefully for our group guests as well.

Generally on a day-to-day basis I work on our diary, booking in groups and managing the next year or so to ensure we have as many bookings as we can accommodate, it can be a bit of a jigsaw! I answer many, many, many emails and customer enquiries about everything from the Exhibition to London transport and I usually spend at least a portion of my day on the phone to French and German tour operators who manage a big percentage of our group market. I also attend various policy and departmental meetings to discuss the way we manage the Exhibition space and any ongoing or upcoming projects and events. Alongside this I work with partnered attractions including the Rose Theatre, Golden Hinde, Tate Modern and Swan to promote our joint packages and group experiences. Especially to organisations we have close ties to, such as the U3A and NADFAS.

This can all make for very interesting, diverse and busy days. So sometimes it's nice to be able to get out of the office. I manage this by attending trade shows and sales days with our Sales Managers to promote our product to the wider tourism market. These can be great fun with exhibits and attractions from all over the world.

I'm sure there is plenty more I've forgotten about, I will have to refer to one of my several 'To Do' lists to check, but for now I'll sign off by saying a MASSIVE thank you to all the Stewards who keep the Globe running and take care of our visitors so well.

Happy Stewarding!

Rosie Fullwood, Thomas Travel Trade and Group Bookings Officer for the Exhibition and Tour

DATES FOR YOUR DIARY

This month, as well as all the dates below, the FOH Volunteer team are running a **Welcome induction** for some new Stewards, and welcoming **Macbeth** and **Flying Lovers** to the building! Our two new Volunteer Coordinators have also started, Lily and Alysha!

STEWARD DROP-IN

Theo's Café, Sackler Studios

Wednesday 22 June, 5.00pm–6.00pm

STEWARD DROP-IN

Theo's Café, Sackler Studios

Wednesday 29 June, 5.00pm–6.00pm

A MIDSUMMER NIGHT'S DREAM: CAPTIONED PERFORMANCE

Globe Theatre

Thursday 30 June, 7.30pm

THE TAMING OF THE SHREW: MIDNIGHT PERFORMANCE

Globe Theatre

Friday 1 July, 11.59pm

TOURETTES HERO WORKSHOP

Location TBC

Sunday 3 July, 11.00am–1.00pm

STEWARD DROP-IN

Theo's Café, Sackler Studios

Wednesday 6 July, 5.00pm–6.00pm

THE TAMING OF THE SHREW: RELAXED PERFORMANCE

Globe Theatre

Saturday 9 July, 2.00pm

STEWARD DROP-IN

Theo's Café, Sackler Studios

Wednesday 13 July, 5.00pm–6.00pm

STEWARD DROP-IN

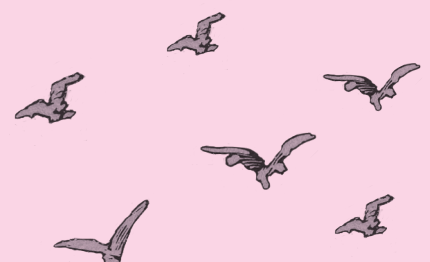
Theo's Café, Sackler Studios

Wednesday 20 July, 5.00pm–6.00pm

TOURETTES HERO WORKSHOP

Location TBC

Sunday 24 July 2.00pm – 6.00pm



WELCOME FRIENDS VOLUNTEERS!

I would like to start off by thanking Matt and Lotty and the Front of House team for extending a warm welcome to the Friends Desk volunteers and for inviting us to share in their monthly newsletter. Many of those who steward are no strangers to the Friends Desk, and so know only too well what we are all about. For those who are less sure of what we do, let me try to explain a bit about us.

The origins of the desk go back way beyond my time, to when the Globe was little more than a hole in the ground with a couple diehard volunteers sitting beside it with a bucket asking passers-by to drop in a few coins. We have progressed a bit since then. We now sit inside behind a smart desk in our comfy chairs. We may have lost the bucket, but we do still collect donations from our many visitors. The faces you see behind the desk are members of the Friends of Shakespeare's Globe, made up of people for whom the Globe and the work that it does is very important and who wish to support it. One of our main sources of income are our "I ♥ Shakespeare's Globe" wristbands. These were the inspiration of one of our volunteers in 2007, and since they were introduced we have given away over 80,000 in exchange for a donation of £1 or more. I reckon that they must have reached most parts of the world by now and if anyone has an interesting or amusing story to tell about them we would love to hear it. Also a word of thanks must go to the tour guides who do a great job in encouraging their groups to take one away as a souvenir. As well as collecting donations, the desk also acts as a focal point for existing Friends who may need to renew their membership or have other queries or indeed in signing up new members.

The other important function of the desk and one that I know many of our volunteers enjoy is to act as an information point for visitors, whether here to see a play or just visiting the theatre. One of the most frequently asked questions used to be "where are the toilets" but since we have moved to our current location close to said facilities and the signage has been improved this is now less the case. Today's questions are more about the Theatre or onward travel directions for our visitors. If you didn't know already you quickly gain knowledge of the other major attractions in London and how to get there. As I say, it is this interaction with the public that our volunteers enjoy and I believe that we do a great job of being part of the friendly face of Shakespeare's Globe.

I am afraid that these days you will not often see my happy smiling face behind the desk, although that is where I started out in February 2004 when I retired from a lifetime of tea drinking and public service. Actually I am probably the only (ex) Civil Servant who does not like tea! Nowadays, my time is spent trying to instil some sense of order among the desk volunteers. There are about 70 of us, and my main task is to roster people for their duties. The desk is open seven days a week, each day being split into a morning session and an afternoon session and we try to have two people on each shift. Luckily they are a very supportive team, which is just as well as without their patience and cooperation my role would be an impossible one. My colleagues in the Friends and Patrons Office also find me a few other jobs to ensure that there is no outbreak of idle hands. One benefit is that I often get the chance to help out on Friends events and it is always a pleasure to meet and chat with people who share my enthusiasm for our wonderful theatre.

The plan is that future newsletters will include regular updates on what's happening on the desk and so you may well be hearing from me again.

Bob Barker, Friends Volunteer Coordinator



Friends Desk Volunteer, Dee Holgate

10 QUESTIONS WITH...



- 1 Name**
Anne Rowley
- 2 Favourite Stewards room biscuit?**
'Squashed fly' (Garibaldi).
- 3 How long have you been volunteering at the Globe?**
Since 1988, having become a Friend in 1987 (28 years).
- 4 Favourite Duty?**
Groundling gates on a warm day, chatting to passers-by and encouraging them to buy a ticket.
- 5 Favourite Production?**
Very difficult to choose—the opening season of *Henry V* with the hypnotic drumming enticing everyone into the theatre, the first *Twelfth Night* and *The Golden Ass*, the amazing experience of standing for the entire Globe to Globe season, *As You Like It* with Naomi Frederick and Jack Lasky, Charles Edwards and Eve Best in *Much Ado About Nothing*, and music in the Playhouse.
- 6 If you could be any Shakespeare Character who would you be and why?**
Prince Hal—just to take turns with Falstaff to play the king.
- 7 Tell us a funny story from your time at the Globe:**
The near sabotage of Cleopatra's death scene in the Globe to Globe Turkish *Antony and Cleopatra*: a totally fearless blackbird swooped down to peck up some crumbs on stage during her lament for Antony's death—and then spotted a grape to which he hastily strutted and devoured as she expired on the couch above. The audience didn't know whether to laugh or cry—and some people did both...
- 8 What's your favourite thing about volunteering at the Globe?**
The general friendship and enthusiasm of those working here, in whatever capacity.
- 9 What's Your Life Mantra?**
It's the things one doesn't do that one most regrets—so take the plunge.
- 10 What drew you into volunteering at the Globe?**
Hearing Sam Wanamaker on the radio in the early and mid 1980's lamenting the failure of the British to back the Globe whilst funds were coming in from abroad. As an English Lit graduate I was ashamed. I'd just been left a little money so went to the office in Bear Gardens one day to hand it over and then got involved in helping in the Museum, even to painting the walls on one occasion.

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 . . .

VOLUNTEERS WEEK

Here are some of the snaps we took over Volunteers Week 2016



Globe staff gathered on stage to extend their Thanks to all our wonderful Globe Volunteers



Emma Rice, Artistic Director, shadowing Terry Pope



Tom Bird, Executive Producer, shadowing Una Allen and pals



Colin Mackenzie-Blackman Head of Revenue Fundraising, shadowing Shiela Maclean

Rona Cracknell asked me what the two pictures on the back wall of the Playhouse stage were – and we have the answer for you all!

The two inset pictures were never properly finished in the original painting. They are depictions of the two muses Melpomene and Thalia, common in theatre decorative iconography, being comedy and tragedy. They are the same as the two carved 'hermes' on the Globe stage, either side of the musician's gallery.



The Stewards Room, all dressed up for Volunteers Week



'We are hither come to offer you our service'



Steward Martin Copland-Gray is in this exciting Tower Theatre Company production very soon!

Where: Upstairs at the Gatehouse
Above The Gatehouse Pub, Junction of Hampstead Lane, North Rd, London, N6 4BD
When: 28 June – 2 July
londontheatre.co.uk/show/hindle-wakes



This cheery bunch of new Stewards came for their Welcome Induction in June!

CONTACT US

Email: 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

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.e@shakespearesglobe.com or

Matt: 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...

Doug Buist, Charlotte Horobin, Lisa Kosky, Anne Rowley, Rosie Fullwood-Thomas, Emma Rice, Rona Cracknell, Martin Copland-Gray, Chelsea Holmberg, Bob Barker