



MUCH ADO ABOUT STEWARDING

SHAKESPEARE'S GLOBE VOLUNTEER STEWARD NEWSLETTER



HAPPY MUCH ADO-AVERSARY!

Can you believe we are now in our 12th edition of *Much Ado About Stewarding*? It hardly feels like two minutes ago since steward Terry Pope suggested the name for it, and in that time just under 6,000 copies have been sent to you all, and with an average readership of 77.56% over the previous 11 issues, your Volunteer newsletter is the Globe's most successful email – thank you all for your support. We have had articles from Dominic Dromgoole, Emma Rice, and Patrick Spottiswoode, heard about a steward who volunteers for Crisis at Christmas and another who teaches Shakespeare in Bihar, to name a few! As always we hope you continue to share all the exciting things you are up to. Do give us feedback about articles you would like to see, or people you would like to hear from in future issues.

We have re-created the cover we had on our first edition, but this time with some new faces and different haircuts! Alysha, (far left) has joined us as Front of House Volunteer Coordinator to help support you all more regularly on performances. Alysha and Lily Heathcock (our second coordinator) will introduce themselves later in the newsletter; read on to discover who played Quidditch at University! It is important for us all that you feel clear about who is who, and hopefully the introduction in the Stewards Room of our 'Your Team Today' board has helped you get to know the names of all the duty managers and coordinators looking after you.

The Wonder Season is racing by, as we have now nearly reached the halfway point. By now we hope you have booked at least half of your twelve shifts on

the online system; if not do book in and lend us a helping hand. *Taming of the Shrew* finishes on the 6 August, and our family show 946: *The Amazing Story of Adolphus Tips* starts on the 11 August. We also have *Imogen* and *The Merchant of Venice* still to come in the Globe! In the Sam Wanamaker Playhouse we have the *The Inn at Lydda* and *The Two Gentlemen of Verona*, and our *Wonder Women* concerts throughout the season on Mondays as well. Phew! We are extremely thankful to you all for giving us such a huge amount of your time and energy to support the performances already this season, you have all been incredible at answering our calls.

A thank you specifically to all those that have joined the family for their first season. Around 80 brand new volunteers have completed all their training at this point and are looking after our customers brilliantly! See some great feedback we've received in Visitor Experience corner later in the newsletter – it's lovely.

For Friends' volunteers, I know that Emma and the Friends team were really excited about the first Meet the Cast of the new season which took place in early July. Almost all the *A Midsummer Night's Dream* cast, were involved and gave lots of insider information, including how wonderful (pun intended) the rehearsal process was. The show continues until 11 September.

We hope you continue to be inspired and inspire others whilst giving your time to us at the Globe, and as ever are very thankful. Best Wishes,

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



TEAM OF THE MONTH EXECUTIVE ASSISTANT TO THE CEO

Greetings from the Chief Exec's office!

Hello, my name is Sarah and I am the Executive Assistant to the Chief Executive (that's Neil Constable – but I guess you may well know who I'm talking about). I began working at the Globe last July, so nearly a year ago now which has flown by. Whilst I'm no longer the newbie, I'm still learning every day about this fantastic organisation and the people behind it, like all of you!

My rather long job title essentially means that I support Neil in as many ways as possible to ensure that his office runs smoothly and he can carry out his job effectively. It also means that I act as an open gateway between Neil and the rest of the organisation. A large aspect of my role is ensuring I understand the workings of the buildings and that I keep on top of current Globe events, no small matter with such a large level of activity on Bankside and beyond.

As Neil oversees the entire organisation, I am therefore not part of a particular department but work with colleagues across many different areas. I do, however, work closely with the other Executive Team members and the other assistants, of which there are currently three others and especially with Natalya, who is the assistant to the Chief Finance & Operations Officer.

As well as office administration, I support our Board of Trustees and International centres, particularly the US Board. This means I occasionally get to travel to the US which is obviously a great perk! I will be heading across the pond very shortly to support a range of US Board events as part of *The Merchant of Venice* international tour which will be a very exciting opportunity to build up our international networks.

It can sometimes be hard to describe my role because there is no such thing as an average day when you're an assistant. You have to be able to constantly juggle and if you came to my desk, you would see a dozen different lists surrounding my computer. My usual schedule is general office hours (10.00am–6.00pm) but with some evening or weekend work depending on Press Nights or Education events.

I get to see first-hand the invaluable work and love that you all give to the Globe and want to take this opportunity to thank you specifically for always being on hand when we have guests and events but more widely for reminding me about the passion that underpins this unique family.

Thank you.

I hope to meet more of you soon!

Sarah

DATES FOR YOUR DIARY

Overview: This month, we are moving Drop-in's to every other week as we haven't had a huge demand for it! Read below to look at the dates that members of the team will be there to chat with you all.

MACBETH MIDNIGHT MATINEE

Globe Theatre
Friday 22 July 11.59pm

TOURETTES HERO WORKSHOP

Location TBC
Sunday 24 July 2.00pm – 6.00pm

MACBETH: BSL INTERPRETED

Globe Theatre
Tuesday 26 July 7.30pm

STEWART DROP-IN

Theo's Café, Sackler Education Centre
Wednesday 27 July 5.00pm – 6.00pm

WORLD SHAKESPEARE CONGRESS

Globe Theatre
Friday 5 August 10.00am – 12.00 noon

WORLD SHAKESPEARE CONGRESS

Globe Theatre
Saturday 6 August 10.00am – 12.00 noon

MACBETH: RELAXED PERFORMANCE

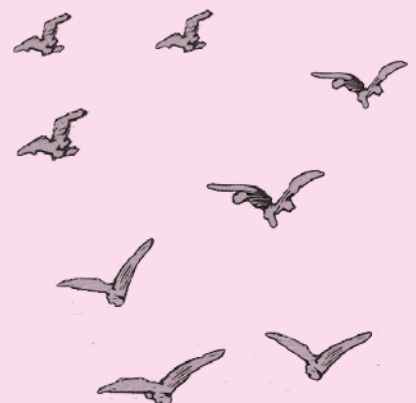
Globe Theatre
Sunday 7 August 1.00pm

STEWART DROP-IN

Theo's Café, Sackler Studios
Wednesday 10 August 5.00pm – 6.00pm

946: THE AMAZING STORY OF ADOLPHUS TIPS | DRESS REHEARSAL

Globe Theatre
Thursday 11 August 2.00pm



WELCOME TO LILY AND ALYSHA!



Last month Lily Heathcock and Alysha Laviniere joined the Globe family as two full time Volunteer Coordinators, who will be here six shows a week to look after all you brilliant stewards. You will be seeing plenty of them over the coming months, but to help you to get to know a little better, here they are introducing themselves:

Lily: Hello! I've come to the Globe from a somewhat un-theatrical background so being here is all very new and exciting! Since graduating last summer, I worked in a housing association as part of a non-profit sector graduate scheme. I'm really pleased to still be working in the non-profit sector and I love the infectious atmosphere of the Globe. I studied English Literature at Leeds University but touched on surprisingly little Shakespeare. Hopefully I can pick up more during my time here! At university I also dabbled in a bit of Quidditch (Harry Potter sport) but stopped when I got hit in the face by a Bludger!!! I stay away from sports now, but do some volunteering in my spare time and enjoy being out and about in London.

Alysha and I have spent the last month shadowing members of the Front of House team, including stewards and we are now ready to coordinate stewards ourselves! My favourite element so far has been hearing wonderful feedback from visitors about how great the Globe volunteers are! I'm looking forward to experiencing a midnight show, doing more stewarding myself, and getting to know the volunteers better!

Alysha: Hello stewards! It's Alysha here, one of your two new volunteer coordinators. Lily and I started four weeks ago now and it has flown by! It has been wonderful to have met so many of you over such a short space of time and you have really welcomed me with open arms, which is thoroughly appreciated! In our second week, I was able to steward on *'The Taming of the Shrew'* and it was such a great opportunity to really put myself in your shoes! Over the past month (as I am sure some of you have already noticed), I have been taking care of the buddy shifts, pairing you with our trainee stewards and seeing them through to their graduation. As always, we are very appreciative of your help in supporting these new stewards and it has been so lovely to see you taking them under your wing! I am really enjoying myself in this role, and particularly at the Globe, what an exciting atmosphere! I commend those of you that come back season after season, your loyalty does not go unnoticed. And those of you that have recently joined, you are not alone in feeling like a newbie! It is a wonderful family and I feel well looked after, so thank you!

10 QUESTIONS WITH...



1. What is your name?

Arun Bhat

2. Coffee or tea?

Coffee – original, instant, black!

3. How long have you been volunteering at the Globe?

Seven seasons

4. What is your favourite duty?

Any! But my preference is the North Tower Entrance on a warm sunny day.

5. What is your favourite production?

The Merchant of Venice – I volunteered for seven or eight shows for the *Playing Shakespeare* (schools) production, two seasons ago.

6. If you could be any Shakespearean character, who would you be?

Portia, because I first heard about this character in my school days, and she is in my favourite play!

7. What is your favourite thing about volunteering at the Globe?

Meeting patrons with all of their different styles and accents from all corners of the planet/earth/Globe!

8. What is your Life Mantra?

Life is too short to go over the miserable moments gone by!

9. What drew you into volunteering at the Globe?

I saw a big poster at a railway platform advertising 'A Shakespeare play for £5'; I recollect it was 'New Age', about eight years ago. I bought a groundling ticket and really liked the performance! I left with an application form for stewardship and I am still associated with the Globe today.

10. If you were on a desert island, what disc, book and food would you take?

Disc – anything for background music!

Book – one of the Harry Potter books, or *Life of Pi*.

Food – anything tasty from any country!

VISITOR EXPERIENCE CORNER!

A big congratulations and thank you to 1st year steward Amy (pictured here on the left with Kathy) who looked after one of our visitors so well, that they wrote into us and said the following:

'Within five minutes, the steward had come out to find me, apologised once more for the disruption, and assured me that she had spoken to the group. That particular group did not utter one single audible word in the second half, I am pleased to say! I wanted to email you to thank the steward for her attention to customer satisfaction and to resolving a problem. She acted with grace, speed and sensitivity, and should be commended.'

In reply to this feedback Amy simply said *'I just want to say that I'm having the time of my life stewarding with you, at my favourite place, and it's nice to hear that it's not completely selfish!'*

**What a star you are Amy!
Keep up the good work!**



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...

The Taming of the Shrew – look what fun it is, get on the online system to book for the two other Midnight Matinee's we have coming up!



Ian Gouldbourne, one of our Friends Desk volunteers is involved with an exciting project linking Shakespeare's *A Midsummer Night's Dream*, Verse and Christian Liturgy.

Seeing More Clearly with the Eyes of Love: A New Liturgy for Voices based on Shakespeare's *A Midsummer Night's Dream*

St Martin-in-the-Fields, Trafalgar Square,
Wednesday 3 August, 7.00pm.

Running time: approximately 45 minutes.

Entry is free; booking is not required – just turn up; there will be a collection at the end.

For further details please see a link to the announcement about the liturgy on the website of Regent's Park College, Oxford
<http://www.rpc.ox.ac.uk/shakespeare-liturgy/>

*Smiling is infectious; you catch it like the flu,
When someone smiled at me today, I started smiling too.*

*I passed around the corner and someone saw my grin
When he smiled I realised I'd passed it on to him.*

*I thought about that smile then I realised its worth,
A single smile, just like mine could travel round the earth.*

*So, if you feel a smile begin, don't leave it undetected
Let's start an epidemic quick, and get the world infected!*

Everyone needs a smile!!!

This poem was given to us by Sylvia Wilson to share with you all!



Matt Hatt took this photo of the Globe on a sunny morning!



Monica (Emma Rice's Assistant) came to shadow Sharon McClory, and learn all about stewarding at the Globe!



If you haven't been in to the Globe for a while you won't have seen this excellent Volunteers Week display that Lily and Alysha put together in the Stewards Room – come in and check it out!

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 Drop-In sessions over at Theo's Café in the Sackler, every Wednesday, the dates are marked above in the Dates for Your Diary section. We are always happy to see you!

Please feel free to contact Lotty on lotty.e@shakespearesglobe.com or Matt on matt.h@shakespearesglobe.com if you have anything to talk to us about specifically that is regarding something more sensitive.

Doug Buist, Charlotte Horobin, Lisa Kosky, Arun Bhat, Sarah Mannion, Bob Barker, Ian Gouldbourne, Amy Addinall, Sylvia Wilson, Lily Heathcock, Alysha Laviniere