



MUCH ADDO ABOUT STEWARDING

SHAKESPEARE'S GLOBE VOLUNTEER STEWARD NEWSLETTER



THANK YOU FOR BEING WONDERFUL

Well, what can we say to you all that hasn't been said already about how brilliant our Globe Team of Volunteer Stewards are? On Sunday 16 October, we held our annual End of Season Thank You Party in the UnderGlobe (the large exhibition space if you've not been before), and it was a lot of fun. We thought this month it would be interesting to summarise this party for those that couldn't make it and cover some of the exciting things we are up to here in the FOH office and at Shakespeare's Globe.

The photo above was taken by Pete Le May who later in this newsletter is talking as part of October's Team of the month about all the other things he gets up to within his role at the Globe. The photo is our traditional season photo, taken with only around a third of our steward team (shows what a huge army we are!) on the stage with the *Imogen* set behind. Tina Ancsell is making the most of the set, by making her way up the ladder on the left! The photo is made particularly cheery by the leis worn by some party-goers, these were lent to us from the Props department and were the rehearsal leis for *A Midsummer Night's Dream*. We raided the props cupboard before the party for some more bits to decorate with! This year, we made an extra special effort to thank you all, by putting together a house band who played covers of very popular songs to lots of claps and cheers from all our party goers. This band was made up of Globe staff in the theatre, music and technical departments, who rehearsed in their own time to get ready for the party as a thank you to you all. We had speeches from Emma Rice who announced her **Summer of Love Season** (this information is public now!), Lord Michael Richard, chair of the Board, Sandra Lynes Timbrell and Peter Cadley (Head of Visitor Experience) and Celia, Matt and Lotty (along

with Lily and Alysha) presented a slideshow of memories from the Season.

The Team also made an extra effort with food, drink and decorations. Pink and Blue was the theme, and this was evident in pompoms (hand puffed in the office!), 'Wonder' and 'Thank you' signs, and tablecloths. Thanks to those volunteers and Globe staff who very kindly helped us set it all up! Photos from the party taken by steward Paparazzi Sue Rosner can be found on Thy Noticeboard.

In next month's issue we will be summarising the excellent contributions to the Volunteer Programme the Volunteer Focus Group have made as they have now completed their year's term of representing you all, bringing us your comments, and being a sounding board for our ideas, bringing us the steward perspective. In this issue, we will also let you know about how you can become a member of this group for the 2016/17 term.

Wonder Noir is also now upon us – the ten day break passed very quickly indeed here, and it's lovely to be able to see everyone in their aprons and back at the theatre for our indoor season. We hope you enjoy the performances, meeting audiences and spending time with your fellow volunteers in this quieter period. Those that aren't here with us over the winter can rely on this newsletter to keep you all updated on Globe goings on, and we look forward to seeing you in the spring of 2017!

Thanks again for all your support for the Wonder Season and the Globe, here's to *Wonder Noir*!

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



TEAM OF THE MONTH EXHIBITION

Hello Stewards and Friends,

I'm Pete and principally I look after displays for the Exhibition team. I've worked at the Globe since 2001, beginning as one of the team of Assistants welcoming visitors to the Exhibition & Tour – currently about 340,000 people each year. Most of my time is now spent in the office – except when I'm changing displays in the public areas, which I usually do outside of opening hours.

This 'Shakespeare 400' year has meant a busy few months for displays: the highlights for me have been the unique documents loaned by Dulwich College relating to Philip Henslowe's Rose Theatre, and the recently rediscovered Shakespeare First Folio from Saint-Omer, which we showed alongside other rare books by King James, Ben Jonson, Thomas Dekker, Samuel Daniel and Beaumont and Fletcher. My work includes arranging transport and insurance for the loans, planning the layout and installation of the displays, making stands to support objects, and ensuring that we maintain the environmental conditions required by the lenders. The occasional tedium of completing the required paperwork is more than made up for by the privilege of working with some rare and fascinating objects.

I often work with the Library and Archive team on small displays drawn from their wonderful collections: this year we have shown displays about Ellen Terry (complementing Eileen Atkins' performances in the Sam Wanamaker Playhouse), a selection of designs from Globe productions of *A Midsummer Night's Dream*, and artwork by David Gentleman who has recently donated some of his illustrations to the Globe. Next month we will be displaying designs and models from the Phoebus Cart production of *The Tempest*, which was performed on the Globe site in 1991, and later we'll look ahead to the forthcoming production of *Othello*.

One of my favourite things about being at the Globe is that every day is different. From time to time, I receive enquiries from artists who have created new work related to Shakespeare and the Globe: you can currently find two very striking oil paintings by French artist Alain Senez in the Exhibition. Later this month I'll be helping the talented design students from Rutgers University who are currently studying with Globe Education to present some of their newly-completed work.

As well as these temporary displays, I also develop content for the long-term Exhibition display: most recently I have worked with Acoustiguide to produce video tracks in British Sign Language, to add to the eight languages we already offer on our handheld audioguides which are available for free to all visitors to the Exhibition. Your comments about any aspect of the Exhibition and displays in the foyer are very welcome: I'm pleased to say that following some helpful feedback, more seating has been added on both levels in the last few weeks.

It was a pleasure to say hello to many of you at the recent Steward's party; I hope to meet more of you in the coming months.

Pete Le May

Exhibition Administration and Design Coordinator

DATES FOR YOUR DIARY

Over the next month, we are continuing to run Playhouse 2016 Winter Season Training, welcome *The Little Matchgirl* to the Playhouse and are opening up applications for the Globe 2017 season. Read below to look at other useful dates.

COMUS: CAPTIONED PERFORMANCE

Sam Wanamaker Playhouse

Wednesday 16 November 7.30pm

COMUS: AUDIO DESCRIBED PERFORMANCE

Sam Wanamaker Playhouse

Friday 18 November 7.30pm

COMUS: BSL INTERPRETED PERFORMANCE

Sam Wanamaker Playhouse

Saturday 19 November 2.30pm

LITTLE MATCH GIRL: OPEN DRESS REHEARSAL

Sam Wanamaker Playhouse

Thursday 24 November 2.30pm

LITTLE MATCH GIRL: FIRST PUBLIC PERFORMANCE

Sam Wanamaker Playhouse

Thursday 24 November 7.30pm

STEWARDS WINTER WARMER SOCIAL

Shakespeare's Globe: Nancy Knowles

Monday 5 December 6.30pm

ALL THE ANGELS: FIRST PUBLIC PERFORMANCE

Sam Wanamaker Playhouse

Tuesday 6 December 7.30pm

A CONCERT FOR WINTER

Shakespeare's Globe Theatre

Thursday 8 December 1.00pm



GOODBYE FROM SANDRA, HELLO FROM PETER!



Dear All,

As you may have noticed as I've grown larger and larger by the day; I started my maternity leave on 21 October. It was really lovely to still have enough time to see you all and celebrate at the end of season party! Here I am above pictured with Patricia Oakley and my replacement, Peter Cadley. Whilst I shall be off for a year looking after our new little bundle of joy and moving house (because my husband and I like to keep it complicated!) I know that you will be in safe hands with Peter and of course the wonderful FOH and Volunteer team.

Thank you all for your support over the past three years, and I look forward to working with you all again when I come back at the end of 2017.

Very best wishes, Sandra

Hello Everyone,

I just wanted to introduce myself to you all (some of you I have already met, so hello again!). My name is Peter Cadley and I will be covering for Sandra as Head of Visitor Experience during her maternity leave. I have been lucky enough to work in theatre throughout my career; I have made my way to the Globe via Blackpool, Glasgow, the RSC and latterly the Bloomsbury Theatre. In the short time I have been here I have had the opportunity to shadow some stewards, the show coordinators and duty managers and even flew solo duty managing the end of season party! During all of this I have been hugely impressed by the dedication and drive shown by all the Globe's volunteers and staff and I am relishing the opportunity I have been given to work alongside you all. I look forward to getting to know you all over the next year.

See you soon! Peter

PLAY YOUR PART OUR TRUE INTENT IS ALL FOR YOUR DELIGHT

Over the past four months, a front facing project team made up of representatives from Front of House, Box Office, Globe Education, Retail, Security, Swan, HR and Exhibition (with support from the Chief Executive and Artistic Director) has been developing a programme to focus all our minds on providing our visitors with the best experience possible, every visit, across all of our teams. This is a really exciting project which brings together all the front-facing teams to work together on a clear, consistent approach to welcoming our visitors.

We have been supported by Stuart Graham, an external facilitator who has worked with staff and volunteers at Museum of London, British Museum, Tate, National Trust, Somerset House, and Southbank Centre. We have called the programme *Play Your Part*, also using the quote 'our true intent is all for your delight' from *A Midsummer Night's Dream* as our inspiration for how we want to care for our visitors.

So how will this affect you as volunteers? Well we will be working with Stuart to include a *Play Your Part* section in your Globe 2017 training and we would also love your ideas for optional extra training sessions which you would like to see! We are focusing on the following behaviours across all the teams and sessions will be themed around these. We want to be: welcoming, engaging, empathetic, knowledgeable and professional.

We are particularly interested in your ideas for how we can be more knowledgeable as a team, and share the existing knowledge that so many of you have from supporting the Globe for so many years. We have included more historical and heritage facts in our Playhouse training this year but are keen to expand the opportunities for learning that we make available to the whole team.

If you have any suggestions please send your ideas to:

foh@shakespearesglobe.com

Lotty Englishby
FOH Volunteer Manager

**PLAY
YOUR PART**
Our true intent is
all for your delight

10 QUESTIONS WITH...



1 Name
Richard Mitchell

- 2 Favourite Stewards room biscuit?**
Pink wafer
- 3 Coffee or Tea?**
Neither as I don't drink hot drinks. Lemon squash every time.
- 4 How long have you been volunteering at the Globe?**
Five years
- 5 Favourite duty?**
Cushion cart at Door 2
- 6 Favourite Production?**
Much Ado About Nothing with Eve Best and Charles Edwards
- 7 If you could be any Shakespeare character who would you be and why?**
My macho side says Henry V in full uniform and reciting 'once more unto the breach'.

- 8 Tell us a funny story from your time at the Globe:**
This season when stewarding the tables for *Dream* the groundlings had to make a pathway for 'the mechanicals' to get on stage and some American students thought I was part of the cast and were almost forcing me onto the stage!
- 9 What drew you into volunteering at the Globe?**
Firstly what a wonderful place to spend a summer afternoon and evening and more importantly making a small contribution to the success of the organisation.
- 10 If you were on a desert island, what disc, book and food would you take?**
Disc: *Across the Universe* by the Beatles;
Book: A Wisden Cricket Almanac;
Food: Liver and onions.

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:

END OF SEASON PARTY 2016



Maureen, Fay, Patricia and Julie enjoy the party!

The Wonder Season Thank You gift and card – if you've not had yours yet, get in touch!



Chloe and Lizzie enjoying the party!



Wonder Cupcakes commissioned for the party!

Dear All,

I can highly recommend Visscher redrawn at the Guildhall Art Gallery. It's free. The modern drawing contains references to all Shakespeare's plays. You pick up a list of them and then try to find on the picture. I found about 2/3. Great fun and we can compare notes on the ones we miss, when we all meet again! The website is below:

<https://www.cityoflondon.gov.uk/things-to-do/visit-the-city/attractions/guildhall-galleries/Pages/Visscher.aspx>

Regards, Joan Marsh

NEW ARDEN BOOK FOCUSING ON SHAKESPEARE'S CONTEMPORARY AUDIENCES NEEDS YOU!

This year we have been celebrating the 400th anniversary of Shakespeare's death. But without the audiences around the world, that daily flock to see Shakespeare in performance, would we even know his name? I'm currently working on a book for Arden Shakespeare – *Shakespeare: Actors and Audiences* – which aims to shine a spotlight on the role of the audience at Shakespeare's plays. Exploring the relationship that has kept Shakespeare's name and work alive throughout four centuries. Scholars, audiences, actors and directors will reflect on the role of the audience and provide fresh insights into the relationship that lies at the heart of Shakespeare in performance.

There are lots of ways to contribute, from simply filling in a questionnaire, to giving a telephone interview, or writing and submitting notes of your responses. The method and style of contribution can be determined to suit the individual contributor. There are so few books that give Shakespeare's audience a direct voice. As you leave the theatre, so often your views leave with you by writing *Shakespeare: Actors and Audiences* I hope to go some way to redress the balance.

If you would be interested in contributing, about any Shakespeare play/s you have seen in production, please contact me for more information at:

shakespearesaudiences@gmail.com or on 07949 209 149

Fiona Banks is author of *Creative Shakespeare* and Senior Adviser: Creative Programmes at Shakespeare's Globe. She is currently undertaking doctoral research at Kent University, focusing on contemporary audience engagement at Shakespeare's plays.



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 Summer 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, Richard Mitchell, Lotty Englishby, Sue Rosner, Pete Le May, Sandra Lynes Timbrell, Peter Cadley, Joan Marsh, Fiona Banks