



# MUCH ADD ABOUT STEWARDING

SHAKESPEARE'S GLOBE VOLUNTEER STEWARD NEWSLETTER



## YOUR STEWARD FOCUS GROUP 2016

2016 saw Lotty and Matt set up the first Stewards' Focus Group. You've probably seen the photo above of us pinned to the noticeboard in the Stewards' Room. For me it was an opportunity to become more involved and contribute to the Globe as a volunteer, and fit it in around working full-time.

As stewards, we're a diverse bunch; we have a wide variety of opinions, concerns and ideas about everything, and we aren't shy about airing them over the biscuit selection. The Focus Group is equally diverse, and we bring both our views, but also your views to our meetings. You can, and do, ask us to bring issues forward in the meetings, and we do this. We meet quarterly. In 2016, our biggest conversations were about uniform, Prospero Project, training and the Playhouse.

The Stewards' Focus Group is there as a bridge or link. One of the first actions we did was to define this more closely, and develop a mission statement. To summarise, the Stewards' Focus Group facilitates a constructive dialogue between the stewards and the front of house and volunteer management teams to represent the steward team. Within this, 'constructive' can be seen as the most important descriptor. You can see what we've achieved working together over the last year in *You Said, We Did*, which is on page two of the newsletter. This was put together by Lotty and Matt for our final meeting in September and summarises the matters we raised, and what they were able to achieve as a result of our suggestions.

To provide continuity and to continue to build on the success of the group, four of us will remain on the Focus Group in 2017. I am one of them, alongside Terry Pope, Jim Stewart and Cathie Delany. We are looking for six to eight stewards to join us as new members of the group and represent your fellow stewards as a member of the Focus Group for 2017, ensuring new points of views are involved.

**If you're interested in being part of the Stewards' Focus Group then email the FOH volunteer team on [foh@shakespearesglobe.com](mailto:foh@shakespearesglobe.com) with a couple of sentences as to why you think you would be a good representative of the stewards team. They are looking for members with a range of volunteering experience at the Globe to contribute.**

A big thank you to Lotty and Matt for setting up the Stewards' Focus Group. It's been a very exciting start and I for one am looking forward to what the Stewards' Focus Group will be doing in 2017 to support both stewards, but also our amazing volunteer team.

Catherine Gibbon, *Steward and Focus Group Member*

**Huge thanks to our 2016 Focus Group members, Patricia Adams, Zoe Donaldson, George Gallaccio, Catherine Gibbon, Terry Pope, Jim Stewart, Maurice Levitt, Cathie Delany, Denis Harris and Ian Burr**

# FOCUS GROUP 2016: YOU SAID, WE DID

Below is a summary of the success and achievements of the 2016 Focus Group, the feedback of which was gathered over four meetings in 2016. Thanks to our 2016 Focus Group members for your support and constructive feedback which helped us to make these changes.

YOU SAID	WE DID
You wanted travel expenses to be brought in line with TFL prices.	From the start of the season this was implemented in line with the TFL Zones 1–6 and 1–9 Travelcards, and any increase in TFL fares will increase the expense also. The new limits with receipts are £12.10 and £17.20.
We want more information about Project Prospero.	We arranged for Mark Sullivan (Commercial Director) to present on this at a communication session. Follow up notes were emailed out to all stewards.
Some stewards won't like a round neck t-shirt.	Ordered a v-neck option. We have also made allowances for stewards with medical conditions/overheating problems. When stewards have forgotten t-shirts we have been happy to lend them a spare.
First aiders should be placed on the middle doors in the Playhouse.	This has been arranged for the 2016/17 winter season and covered in training.
We want seats for stewards in the Playhouse.	Whilst this has not been possible (following discussion with building ops and theatre general manager) we are open to stewards letting us know their needs so that we can help in other ways. For example, we can arrange it so that you are only ever in for 1 half, if needed we can arrange 'changeover' points for stewards.
We should gather feedback from as many stewards as possible with regards to uniform.	This has formed part of the Globe survey (including a length of service question so we can analyse carefully). This was split into two parts: the t-shirt and the apron.
There should be a Playhouse shift requirement.	We will have a recommendation of one shift per month or six across the Playhouse 2016/17 winter season. This year we will be training up more Playhouse stewards than ever before, which should also reduce the pressure on those stewards who take on a lot of shifts.
Stewards in general want more information about how the Coordinators make the rotas and how positions are logged. It was suggested that this should be an article in the newsletter.	This was included in the September issue.
Stewards would like more money in floats.	We will have £50 floats on the cushion carts for the 2017 Summer of Love Season to see whether this proves helpful.

## 10 QUESTIONS WITH...



### 1 Name

S-h-i-e-l-a MacLean

### 2 Favourite Stewards room biscuit?

What my husband Don calls Figger Rolls, cos that's what his children called them. But I always seem to be looking for one that isn't there. It's that elusive perfect biscuit search.

### 3 Coffee or Tea?

Coffee, though I shouldn't. I get high enough without it—so I try to go for Decaf.

### 4 How long have you been volunteering at the Globe?

It's ages—15 years, although not as long as some. I remember standing in the Middle Gallery in 2002 listening to the words—'Most wonderful' spoken by Olivia, and thinking 'I am in Heaven.'

### 5 Favourite duty?

I like it where it all happens—in the Yard.

### 6 Favourite Production?

*Gabriel*, 2013, and *Nell Gwynn* 2015.

### 7 Tell us a funny story from your time at the Globe:

**Me:** *(to couple communing with each other at end of play):* I am sorry sir, but we do have to clear the theatre to make way for the evening performance. **Patron:** I am just proposing to my girlfriend. **Me:** OK, I'll come back in a minute. **Me:** *(one minute later)* Did she say Yes? **Patron:** Yes. **Me:** *(tears in eyes)* Aw. Congratulations. Make sure you come back to celebrate on every anniversary... and bring the children!

### 8 What's your favourite thing about volunteering at the Globe?

(Don says; 'Being bossy!' Huh). I just say, apart from the magic of the structure itself, it's about people—in all their glorious and sometimes challenging personalities, moods, nationalities, and how we all share this one thing no matter what our differences—this magnetic thing which it must be, as we do keep coming back.

### 9 What's Your Life Mantra?

Rise, take up thy bed, and walk.

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

**Disc:** Ah, can I cheat and take a Box Set? There's one in the Globe shop—all the plays you can shake a spear at.

**Book:** Has to be *The Complete Works*.

And I will sneak along *Mrs Caudle's Curtain Lectures* too. It's quite small. She is absolutely dreadful, but I love her.

**Food:** Apple Pie and Custard. (And Cake).



## TEAM OF THE MONTH FRIENDS & PATRONS OFFICE



## GET TO THE **HEART** OF THE **DRAMA**

Hello Stewards and Friends Volunteers,

As Christmas approaches, the Friends & Patrons team will be donning their elf hats and helping to stuff those festive stockings with Globe Friends Gift Memberships. All of our memberships, from Friends and Best Friends to Courtiers and Nobles, can be bought as a gift and we can also arrange delivery direct to the recipient with a handwritten note.

Why not share your love of Shakespeare's Globe this Christmas and give your family and friends the opportunity to book tickets for the Summer of Love season ahead of public booking, as well as free admission to the Globe Exhibition & Theatre Tour, and exclusive Friends events to 'Meet the Cast' and go on a 'Heaven to Hell' backstage tour.

We offer a range of different memberships, and there are more details and a secure sign-up form on the website but please feel free to visit the Friends Desk or call us in the Friends & Patrons Office. Our telephone number is 020 7902 5970 and we are usually here on weekdays, 10.00am – 5.00pm.

We are also working hard on selecting music and readings for the annual Globe Friends Christmas Concert, on Monday 12 December at 4.00pm. For 2016, we are excited to be joined in the Sam Wanamaker Playhouse by The Fourth Choir, London's LGBT+ chamber choir for advanced singers.

We are pleased to announce that our readers will be regular Globe performers Dickon Tyrrell and Akiya Henry from the cast of *The Little Matchgirl*. We hope to see you there for music, candlelight and merriment.

Tickets are only £10 and can be bought by calling the Box Office on 020 7401 9919 or online here, and click on 'Special Events':

[tickets.shakespearesglobe.com](http://tickets.shakespearesglobe.com)

We have seen some changes in the office recently. Camilla has been appointed Friends Coordinator, and Marcel, who has been working in the Development Department as Fundraising Assistant, is the new Patrons Coordinator. Gemma is working with us until late January to give added cover over the busy Priority Booking season. Bob sails on as the Friends Volunteer Coordinator.

Best wishes to all,

Friends & Patrons Office

## DATES FOR YOUR DIARY

Over the next month, we are opening up applications for the Globe 2017 season. Read below to look at other useful dates.

### STEWARDS WINTER WARMER SOCIAL

Nancy Knowles Lecture Theatre, Shakespeare's Globe

Monday 5 December 6.30pm

### ALL THE ANGELS: FIRST PUBLIC PERFORMANCE

Sam Wanamaker Playhouse

Tuesday 6 December 7.30pm

### A CONCERT FOR WINTER

Globe Theatre

Thursday 8 December 1.00pm

### FRIENDS CHRISTMAS CONCERT

Sam Wanamaker Playhouse

Monday 12 December 4.00pm

### LITTLE MATCH GIRL: FIRST PUBLIC PERFORMANCE

Sam Wanamaker Playhouse

Thursday 24 November 7.30pm

### SHAKESPEARE'S GLOBE SITE CLOSED

Saturday 24 and Sunday 25 December

## 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:



Alysha stewarded the matinee of *Comus* with this great bunch in November. Luckily she had lots of good people to help her learn the ropes!

I found out a few weeks ago that I passed my MA in Shakespeare (from the University of Kent) with Merit overall, and was awarded a Distinction in my dissertation which was titled '*Is it not strange, that sheeps' guts should hale souls out of men's bodies?*': The tradition and role of music and songs in Shakespeare's text and performance. I would like to say thank you to all those stewards who helped with ideas and sources. They were the greatest and most valuable resource throughout my research. *Jemima Crayden*

*Well done Jemima on your huge achievement, from all of us at the Globe! xx*



95ers-Stewards who started in 1995 and are still active gathered for their end-of-season lunch. Thanks to Irmgard for organising us! Photo and comment from Michael Gray.



Congratulations to Sandra Lynes Timbrell who went on maternity leave last month, she had a baby boy at 8.11pm on Monday 14 November and named him Joseph William Alexander Timbrell. Bring him in soon Sandra!



### VOLUNTEER RECRUITMENT NOW OPEN!

Recruitment for new volunteers to join us is now open!

We hope to meet applicants in early 2017, who will be begin their volunteering with us for the 2017 Globe Theatre season. We would love you to help spread the word to those that you know about your volunteering experience here.

If you know anyone that is interested, please ask them to email us on [volunteer@shakespearesglobe.com](mailto:volunteer@shakespearesglobe.com). We particularly welcome applications from members of our local community in the London boroughs of Southwark and Lambeth. Thank you in advance!



The 946 company are off on tour at the moment, but took this photo with a thank you sign to say thank you to you all for stewarding their shows over the summer!

### ACCESS AMBASSADORS

We already have six stewards signed up to be Access Ambassadors in 2017 and we would love you to join us! We are looking for stewards who are passionate about promoting access to all at the Globe to take on this new role of Access Ambassador. The Access Ambassador is an exciting role which allows you to support your fellow volunteers during performance time by assisting customers with mobility and access needs.

As part of this you will attend extra training sessions to expand your access and disability awareness. Please note that one of these sessions will be an online course, so you will need an email address and access to a computer (you are of course welcome to use the computer in the steward's room).

We hope to have an Access Ambassador on duty for every assisted performance in Shakespeare's Globe from the start of the summer season 2017 to assist customers with access requirements and to pro-actively support the team. We hope that Ambassadors will take on a minimum of two shifts per season in this role. You will be covered by the same travel expenses and meal provision as other stewards.

If you are interested in finding out more about how to become an Access Ambassador please email Lotty - [lotty.e@shakespearesglobe.com](mailto:lotty.e@shakespearesglobe.com)

## 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

Use this if you are running late and on the move!

**In Person:** On Playhouse shifts, or by appointment over the Winter Season!

**Feedback, compliments or concerns:** Please feel free to contact:

Lotty: [lotty.e@shakespearesglobe.com](mailto:lotty.e@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...

Doug Buist, Charlotte Horobin, Sophie Shears, Lisa Kosky, Catherine Gibbon, Jemima Crayden, Lotty Englishby, Bob Barker, Camilla Imperiali, Michael Gray, Sandra Lynes Timbrell