

ISSUE 30: Feb 2018

MUCH ADO

ABOUT STEWARDING

SHAKESPEARE'S
GLOBE

Volunteer Steward
Newsletter



**'That you should have
such a February face'**

– Much Ado About Nothing

Hello all and welcome to your February edition of Much Ado about Stewarding. We've had a brilliant month of training and new steward inductions to prepare for Michelle's much anticipated first season, opening on the 25th of April.

We hope you've been enjoying the more dynamic training sessions this year, we certainly have! The 'Ultimate Guide to Stewarding' activity is proving to be a huge success, and all sorts of excellent tips and good practice ideas have been shared to ensure we continue to give only the best and warmest of welcomes to our visitors. Some of our stewards shared their wealth of Globe knowledge by contributing to our 'Great Globe Game', a timeline challenge that includes all the key dates of Globe history. Thank you for all your ongoing support and commitment during this busy time for us.

Thank you to everyone who was able to attend our first communications session of the year on the 1st of February. We heard from some fantastic guest speakers, Lotty told us all about the new stewards' uniform (exciting!) and Rosie gave an update on how we've recruited new stewards this year. Doug, Head of CRM and Brand, talked us through the new Globe cause and visual identity. He showed us how the Globe has revisited and developed this. We also heard about the hard work that has gone into creating the beautiful new wooden 'o' logo, and the new text layouts which use the First Folio as inspiration. We then heard from Ryo and Rona who work on the brilliant online education resources. Their amazing microsites are an incredible resource for students and teachers and include *Staging It*, a website which

enables students to get into the mind-set of a director, and *Adopt An Actor*, which allows them to follow the journey of an actor. This resource was created with the help of 12 amazing volunteers who gave around 700 hours to help transcribe interviews. Do let us know if you would be interested in assisting and we will pass on your details.

This month we have also welcomed our 57 enthusiastic new stewards at two welcome sessions. They were thrown in at the deep end and let loose around the site for a treasure hunt – yes, you heard right! Lotty put on her poet's hat and wrote clues to tie to iconic Globe spots (e.g. the ferryman fountain and celebrity flagstones!). Teams of trainee stewards had to find clues to create a code word related to the summer season. One of the winning teams are proudly holding up their clues to spell E-M-I-L-I-A on Thy Noticeboard. We had a fantastic team of experience stewards who then delivered 5 minute talks on key positions, sharing their advice and wisdom. Thank you all for your help, we couldn't have done it without you!

Many of you will also have spotted some new stewards on our Globe training sessions – thank you for being so warm and welcoming. The next step for them will be their three buddy shifts to learn the ropes with returning expert stewards, so read on to find out more about our Buddy Scheme and how you can be part of it.

Lastly, we are so pleased to be back in the Globe this month for the truly magical Playing Shakespeare with Deutsche Bank. Steward Sarah Back tells us why a Playing Shakespeare show is simply not to be missed. See you there!

Lotty, Rosie, Carly, Lily, Kate, Bob, Anna and the Duty Managers

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QUESTIONS *with...*

Michael Nash



- 1 *Name/s?*
Michael Victor Nash (Victor being my father's name)
- 2 *Favourite Stewards room biscuit?*
Dark Chocolate Digestive
- 3 *Coffee or Tea?*
Coffee (no milk or sugar)
- 4 *How long have you been volunteering at the Globe?*
20 years
- 5 *Favourite Production?*
Twelfth Night 2012 production 500th anniversary (first performed 2nd Feb 1602)
- 6 *If you could be any Shakespeare Character who would you be and why?*
Falstaff. His name has come to be associated with companionship, to work with others to achieve peace and harmony.
- 7 *Tell us a funny story from your time at the Globe*

An evening performance of Hamlet was about to start, when an American couple came running up the stairs each carrying a suitcase, and the man shouting "Has it started?"

The tickets produced were for the right play, right date and time, but for the RSC, Stratford-upon-Avon - their flight to Heathrow had been delayed and they had jumped into a taxi, and asked the driver to take them to 'Shakespeare's Theatre'. Luckily an arrangement was made so they could still watch the play.

I did speak with the couple after the performance, they were both delighted and, in spite of the error, were thrilled to have seen Hamlet in what the lady described as "the best theatre to see a Shakespeare play". We had a laugh, and I joked "a Comedy of Errors". They left, the man said "We will never forget this evening". Neither have I.

- 8 *What's Your Life Mantra?*
Keep calm and smile (Cheers)
- 9 *What drew you into volunteering at the Globe?*
The opportunity of being part of the Globe, with fellow stewards, after seeing it being built over the years.
- 10 *If you were on a desert Island, what disc, book and food would you take?*
Disc: Relax – The Sound of Gregorian Chant, Schola des Peres du Saint-Espirit du Grand Suolasti
Book: A short History of Nearly Everything – Bill Bryson
Food: Bacon Sandwich



I joined the Globe just over 18 months ago from St John, expecting it to be very different. It gave me a great sense of pride to realise that the organisations were not really different at all. Those who work here take great pride in being part of the organisation and feel a great sense of loyalty to the Globe; our volunteers are earnest, dedicated and embody so much of what the Globe stands for.

The biggest difference I have found working here is the sheer happiness that people find in their work and time spent here. You really can find joy in abundance at the Globe. We also try to provide our



OF THE MONTH

Rima Nasser-Farris

Head of Finance

opportunities and experiences affordably, making them accessible to as greater range of people as possible.

So what role does Finance play in all this? The Globe has grown rapidly over the last twenty years. It is now at a size which means that we need to predict and forecast our income and spending, anticipating risk. We cannot only do this as accountants, keeping track of the money in the bank, but we also have to look at the commitments of the organisation in the future and the possible pitfalls, considering the climate outside of the Globe as well.

Financially, the Globe has had two successful seasons and our charitable output from education activities has expanded. This has helped build up our funds for reinvestment in the Globe's box office system, website as well as

investment in the upkeep of our buildings.

The next few years are likely to bring uncertain times. It is likely that Brexit will have an adverse impact on our revenue and we have already seen how concerns about national security have affected tourism in London. Everything at the Globe is interconnected, so any adverse impact on box office or exhibition visitor numbers has a cascading effect on income in the shop and in the restaurant as well.

The warm, welcoming environment that the stewards have been creating since the Globe opened its doors is something that we can always count on and will continue to help create incredible experiences and memories for our visitors. This reliability will ensure that our patrons keep coming back; season after season, year after year - this is a best way of shielding us from any uncertainty that the future may bring.

We ♥ Playing Shakespeare with Deutsche Bank!

Sarah Back tells us why she'll be stewarding her 4th year of Playing Shakespeare, and why you should all join in the fun!



So it's that time of year again. We're fast approaching the end of the winter SWP season and eagerly anticipating the beginning of a brand new Globe season, perhaps this year a tad more than usual (Mark as Iago. Need I say more?). But before we get started with surprise sonnets, sons avenging fathers and writing love poems in forests, we get to welcome thousands of children into our Wooden O for free to share our love of Shakespeare with them in this year's Playing Shakespeare with Deutsche Bank production.

Playing Shakespeare is a Globe education project designed to support the teaching of English to children aged 11 – 18 by getting them to experience Shakespeare's plays in the flesh. The productions are full-scale and run for 90 minutes with no interval which makes for a very fast-paced, energetic show. I've been stewarding them since 2015 and always love seeing the kids discussing the story and characters as they leave and realising that Shakespeare isn't just for the elite; it's for everyone. My highlights from each year's show vary

wildly, from WWI soldiers flying onto stage on zip wires from the upper gallery in 2015's Othello to Sir Toby and Sir Andrew singing and dancing to 'Watch Me (Whip / Nae Nae)' in 2016's Twelfth Night (don't worry – I'd never heard of it either). There was a particularly memorable moment in last year's Taming of the Shrew when Katherine shouted up to a group of girls in the upper gallery before it started that it was International Women's Day. They screamed with excitement and support and were then on her side for the rest of the show. The atmosphere in the room is always electric as the children watch a show made specifically for them in a room filled with 1,500 people their own age.

This year's show will be Much Ado About Nothing directed by Michael Oakely and it runs on most afternoons (and occasional evenings) from Friday 23rd February to Wednesday 21st March, so wrap up warm and brush up on those fire walks as we prepare to open up the Globe again for a fun start to an exciting year. Take a look at the shifts online if you'd like to join me. I hope to see you there!

Can you be a Buddy?

We have 57 wonderful new stewards ready to begin their Globe journey. New stewards are asked to attend three shifts with an experienced steward or Buddy on three different positions before they are able to sign up for shifts online.

If you gave 12 shifts or more in the 2017 summer season and think you'd like to pass on some of your stewarding wisdom, why not apply to become a Buddy this year? We'll match you up

with new stewards according to your shift schedule and give you the tools to bring our new stewards to graduation. Write to us at foh@shakespearesglobe.com to register your interest.

Dates for your Diary...

February 2018

Over the next month, we open the Globe doors for Play Shakespeare and usher in spring with Vivaldi's The Four Seasons. Read below to look at other useful dates.

FEBRUARY

Fri 2 **Globe 2018 Season Training**

Globe Theatre
2nd February – 11th March

Tue 22 **Playing Shakespeare with Deutsche Bank**

Globe Theatre
22nd February – 25th March

Wed 28 **Screen-printing Workshop with Ellie Piercy**

Park Street 3.30pm – 7pm

MARCH

Thurs 1 **Captive Queen: Audio Described Performance**

Sam Wanamaker Playhouse
7.30pm

Sat 3 **All's Well Audio Described Performance**

Sam Wanamaker Playhouse
2pm

Fri 9 **Four Seasons Open Dress**

Sam Wanamaker Playhouse
2pm

Fri 9 **Four Seasons Opening Night**

Sam Wanamaker Playhouse
7.30pm

Tue 13 **April-June Dates Released on SuperSaas (2 shows per month cap)**

5pm

Thurs 22 **Steward Drop-in: Open to All!**

Theo's Café, Sackler Centre 5-6pm

Tues 27 **April-June Dates Cap Lifted!**

Tuesday 27th March

Tues 27 **Little Matchgirl Opening Night**

Sam Wanamaker Playhouse
Tuesday 27th March, 7.30pm

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...



Our new Focus Group meet quarterly and represent the whole team of stewards! Find their photo and name on the Stewards' Room noticeboard...



Look out for stewards Alistair Wilson and Martin Gilby making their star turns in All's Well...
Here are the finished candles! That is a scary amount of Alistairs and Martins...



This month we met the wonderful team at Kenwood House to share ideas with their team. They have nearly 300 volunteers who work as explainer, gardeners and guides!



New staff member Sarah shadowing steward Sarah in the SWP!



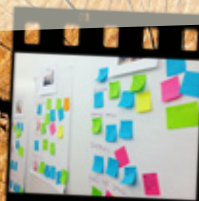
Brenda inducts our new stewards into the ways of the cushion cart!



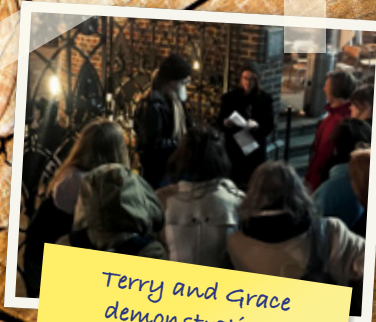
Stewards get stuck in to the Globe timeline game



The winning team of new volunteers holding up their treasure hunt clues on a very cold piazza...



Key duties task in progress!



Terry and Grace demonstrating best practice at the Groundling Gates...

CONTACT US...

Email: foh@shakespearesglobe.com

This is the only inbox monitored 7 days a week.

Call: **0207 902 1531**

(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 monthly Wednesday Drop ins at Theo's Café throughout the Winter Season.**

Dates are listed in our Dates for the Diary section.

Feedback, compliments or concerns:

Please feel free to contact:

Lotty: lotty.e@shakespearesglobe.com or

Rosie: rosie.l@shakespearesglobe.com

if you have anything to talk to us about specifically that is regarding something more sensitive.

Special Thanks

for your contributions to...

Rima Nasser-Ferris, Michael Nash, Sarah Back, Rosemary Dray, Brenda Newman, Terry Pope, Grace Over, Alistair Wilson, Martin Gilby, Matt Haddock, Miki Govedarcica.