



# MUCH ADO ABOUT STEWARDING

SHAKESPEARE'S GLOBE VOLUNTEER STEWARD NEWSLETTER

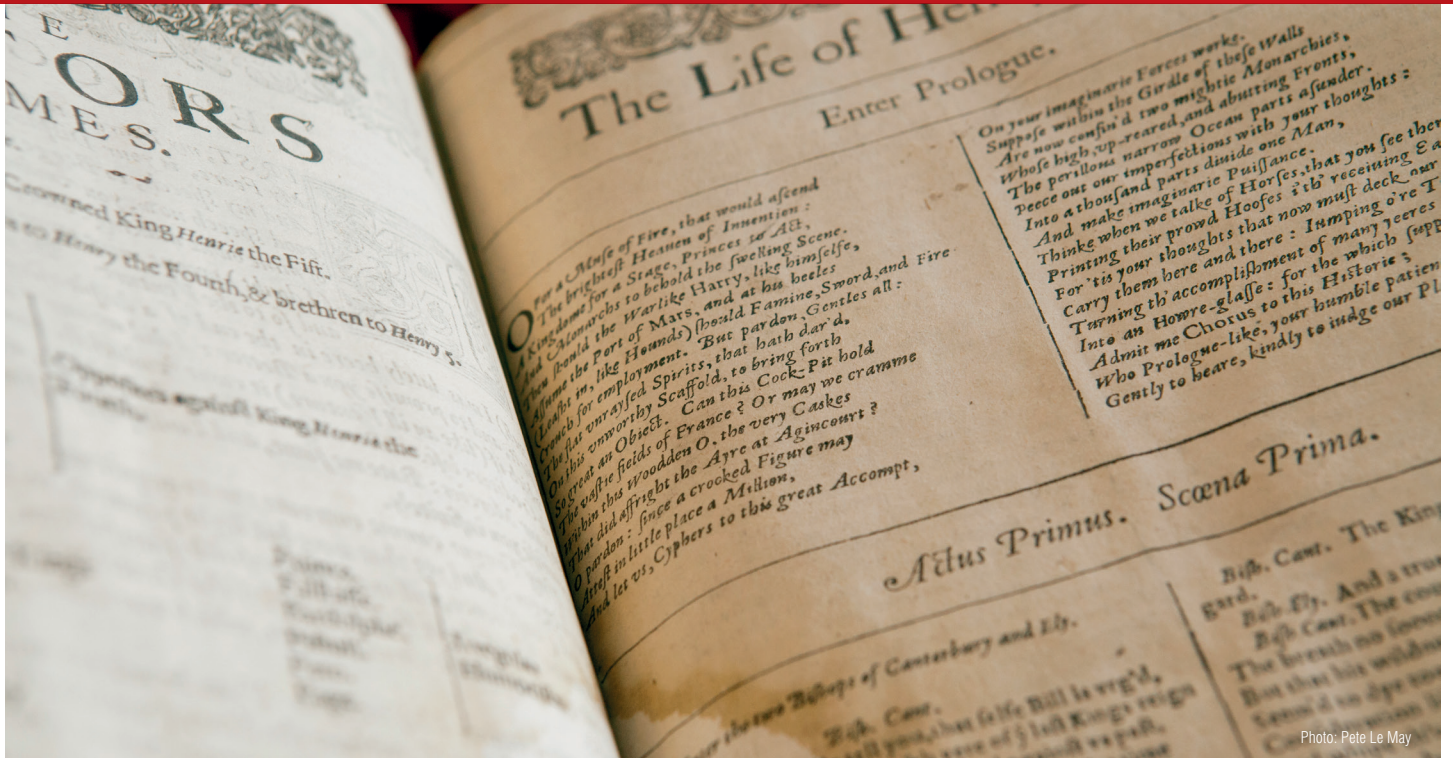


Photo: Pete Le May

## SACKLER, SYSTEM, SAINT-OMER!

Back at the start of January we all had the opportunity to take part in an exciting moment of Globe History, hearing our new Artistic Director tell Globe Staff and Volunteers alike all about her exciting plans for her first season at Shakespeare's Globe starting April 30 2016. The enthusiasm of Emma Rice emanated from the stage and prompted a big round of applause and cheers from the whole team—we have lots to look forward to! Following this, we ran a Communication Session and Social Mixer, the second since Lotty and Matt joined the Globe, this time with less cake (but with more croissants!)

The session took place in the William Poel Studio, upstairs at the Sackler Studios for around 50 of us. The Theo's Café Swan team kindly took all of our orders for fancy teas and coffees—and we all head up to start the session (with pastries!). The minutes for the session were sent out back in early January and include notes from our brilliant guest speaker Pete Le May, Exhibition Administration and Design Coordinator who talked us through what is happening in the Exhibition at the moment and what we can look forward to. This included the Saint-Omer First Folio (a recently discovered copy of the first collected edition of Shakespeare's plays of which only 233 copies are still in existence). The Saint-Omer folio is notable for its scribbled stage directions, which may offer clues about how the plays were performed over the centuries. Further details of this, and more will be talked about further when we include Exhibition as Team of the Month in an upcoming edition of Much ADO about Stewarding.

At the end of January, the FOH Volunteering Team sent out the information about the launch of our trial period of the new online shift booking service. This system allows you all to be able to book your shifts and note them down immediately without waiting for us to confirm them, and creates a rota for you with all your shifts listed in one place. Cancelling shifts is also easier (though we hope you don't have to!) as you can cancel them online if you cancel with more than 48 hours' notice. If you have missed the details and instructions of how to use the booking system then do get in touch so we can talk you through setting it up by emailing us or giving us a call. We have received lots of positive feedback about it so far, do keep letting us know how you are getting on. Newbies, we will keep you posted about when you are able to start booking your shifts!

Training to steward in the Globe for the Summer season has been confirmed, and both brand new stewards and returning ones will attend this two hour session covering evacuation procedure, customer service skills and some updates from your FOH Volunteering team. We are so excited about seeing you all again ahead of the Summer Season, and know this training will simply help to make you all even more brilliant!

Please continue to send us articles/stories and photos for the newsletter—we love to see what you are all up to! Best Wishes and see you soon,

Matt, Lotty, Celia, Carly, and Millie

## TEAM OF THE MONTH FILM AND DIGITAL DISTRIBUTION



Hello Splendid Stewards!

My name is Chui-Yee and I am the Film and Digital Distribution Manager for the Globe. I work in the Theatre department and I've been here now for 3 years. As you probably all know, we aim to film around three productions in the theatre every year and my job is to get those films released around the world in cinemas, published on DVD (so that we can sell them in the Globe shop and on Amazon) broadcast on the telly around the world, and of course available for download on our very own GlobePlayer.

I work regular office hours Monday to Friday but I'm also often here in the evening or at the weekend depending on what shows we have opening and closing, or what Shakey event we might have happening. When I first started at the Globe I was pretty much a lone wolf, in fact my role didn't even exist previously. Seeing as we now have a catalogue of over fifty films that we keep expanding every year, I am very pleased to say that we also have a Film and Digital Distribution Assistant, the lovely Andrei. Please say 'Hi!' to him if you see him around the building.

My average day can be a mixed bag, it largely involves answering e-mails, going to meetings, managing the GlobePlayer and sometimes attending screenings. However the best part about this job is the people. I am lucky enough to work with the funniest bunch of people I've ever met, making my office life a very happy one.

One of my other favourite and hugely exciting jobs involves going to Cannes where they hold various film markets during the year. The film markets are attended by a mixture of programme producers and TV broadcasters looking to buy content for their channel. Last year we went to Cannes twice and managed to sell a number of our films to several telly stations around the world. Result!

I think that's it. All that remains is for me to say thank you for all your mighty stewarding work. No doubt you will have assisted in the theatre during the filming nights, contending with cameras, seat kills, restricted views, moving cameramen and the public, all during the show. You are a force to be reckoned with and you are part of what makes the Globe such a unique and exceptional place.

## DATES FOR YOUR DIARY

This month, as well as all the dates below, the FOH Volunteer team are attending another course at **Community Action Southwark**, running a **Welcome Induction for New Stewards**, an **Open Day**, and beginning **Globe Training** sessions for the 2016 Season.

### WINTER SEASON STEWARD DROP-IN

Sackler Studios: Theo's Cafe

Tuesday 16 February 5.00pm–6.00pm

### GLOBE 2016 SUMMER SEASON TRAINING

Globe Theatre

Saturday 27 February–18 March

### PLAYING SHAKESPEARE WITH DEUTSCHE BANK PERFORMANCES

Globe Theatre

25 February–19 March

### WINTER SEASON STEWARD DROP-IN

Sackler Studios: Theo's Cafe

Thursday 3 March 5.00pm–6.00pm

### SWP REFRESHER TRAINING

Sam Wanamaker Playhouse

Friday 4 March 5.00pm–6.30pm

### AUDIO-DESCRIBED PERFORMANCE OF CYMBELINE

Sam Wanamaker Playhouse

Saturday 5 March 2.30pm

### CAPTIONED PERFORMANCE OF THE WINTER'S TALE

Sam Wanamaker Playhouse

Tuesday 15 March 7.30pm

### CAPTIONED PERFORMANCE OF CYMBELINE

Sam Wanamaker Playhouse

Wednesday 30 March 7.30pm

### WINTER SEASON STEWARD DROP-IN

Sackler Studios: Theo's Cafe

Wednesday 23 March 5.00pm–6.00pm

### SAM WANNAMAKER FESTIVAL

Globe Theatre

Thursday 3 April TBC

### PROJECT GRIFFIN

Nancy Knowles Lecture Theatre

Friday 8 April Time: TBC

### GLOBE SUMMER SEASON OPENS

Globe Theatre

Saturday 30 April 7.30pm



# YOUR STEWARD FOCUS GROUP

On Monday 18 January your newly formed Steward Focus group met for the first time in the Rabbit-Hole meeting room at the Globe. We asked you all who would like to be a part of this group and 10 brilliant volunteers put themselves forward. From left to right the members for 2016 are Terry Pope, Jim Stewart, Denis Harris, Zoe Donaldson, Patricia Adams and Catherine Gibbon – three members were absent this time, and they were Ian Burr, Maurice Levitt and Cathie Delany. This group will meet around four times a year with Lotty and Matt to feedback and to discuss important issues surrounding the Volunteer Programme. In this meeting, the group came up with the following aims:

Purpose and aims of the focus group:

- Members will represent the wider steward team
- Members will support the FOH team through constructive feedback and raising any issues of concern
- Members will listen to one another's ideas and concerns
- Support the Globe strategy and charitable aims
- The group as a whole will discuss certain topics' confidentially
- Members will gather feedback from the wider steward team

Topics discussed this time included the remit of the focus group, how the group can help represent Stewards, uniform, and we also consulted the group on our updated volunteer policy. Our Volunteer Policy helps define the role of volunteers within the organisation, and how they can expect to be treated.



It is useful for staff and volunteers as it contains important information about expenses, recruitment, training & support, health & safety. Once this has been updated we will send you all the most up to date feedback.

Should you see any of these lovely members on shift and wish to feedback to us through them, then please do pass on feedback. This is in addition to all the existing ways we facilitate gathering feedback, but hopefully this group will be another way in which we can make our Volunteering Programme even better!

If you have any questions about the Focus Group, please email Lotty on [lotty.e.@shakespearesglobe.com](mailto:lotty.e.@shakespearesglobe.com).

## STEWARD HOUSEKEEPING

**Top tips to help our visitors and your fellow Stewards have the best possible time at the Globe! If you have any of your own to share with the team do let us know.**

- 1 After undertaking the Playhouse training, hopefully the importance of Fire Walks has become even clearer – do make sure you do them fully every shift and inform a Duty Manager if you spot anything that is where it shouldn't be. Do also check all the fire exit doors are unlocked, by giving them a push.
- 2 Stewards OUT on ticket doors: It is really helpful if you are proactive about checking the layout of the area you are working in before the house is opened. If you are asked to take latecomers in please check your seating plans so you are confident about where you are taking them in to. If you are not leading latecomers in yourself do help the Duty Managers by assisting with the inner doors to ensure they do not bang. We all need to be as quiet and discreet as possible when seating latecomers.
- 3 Be careful of the shoes you wear in the Playhouse! Try and avoid high heels or noisy boots as they can be distracting for customers as you walk around the drum. Soft-soled shoes are the best!
- 4 As we have Playing Shakespeare, with Deutsche Bank in the Globe starting in February and March – we just wanted to remind you to wear lots of layers to keep warm, we need to start getting used to the unpredictable weather again!
- 5 The Winter Season has been running really well, with lots of Stewards on the shifts, you are all so welcoming to our audiences and a great support to the Duty Managers! Thank you.



## 10 QUESTIONS WITH...

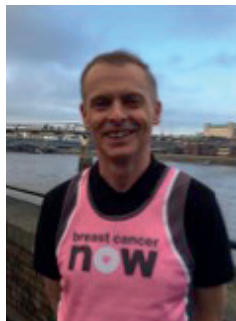
- 1 **Name?**  
Sarah Back
- 2 **Favourite Stewards room biscuit?**  
Jaffa Cake or Pink Wafer
- 3 **Coffee or tea?**  
Hot Chocolate
- 4 **How long have you been volunteering at the Globe?**  
The Wonder Season will be my third fantastic year!
- 5 **Favourite Duty?**  
In the Playhouse, it is out for the first half, and in second. For the Globe, it's Door 4 or Cushion Cart.
- 6 **Favourite Production?**  
*Nell Gwynn* or *Doctor Scroggy's War*. Or *Titus Andronicus*. Or *Julius Caesar*. There are just too many!
- 7 **If you could be any Shakespeare character who would you be and why?**  
Jaques in *As You Like It*, for his sarcasm and wit.
- 8 **Tell us a funny story from your time at the Globe:**  
A patron once asked me when I was on the cushion cart if the theatre was air conditioned. I told her 'well, technically.'
- 9 **What's your favourite thing about volunteering at the Globe?**  
The people, from the staff to my fellow volunteers, from the actors to the patrons. Everyone's so lovely!
- 10 **What drew you into volunteering at the Globe?**  
Jemima Crayden (fellow Steward and partner in crime) sent me the link and suggested we did it in the summer. We haven't looked back since.





# 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...



## MARATHON MAN

On the 30 May the lovely Dave Bayes (one of our Security Team) will be running the **Bupa London Half Marathon** in aid of Breast Cancer Now.

Everyone that knows Dave will know how generous and selfless he is, it would be great for everyone to dig deep and support such a worthy charity and a dear Globe friend.

Please visit [www.justgiving.com/Dave-Bayes](http://www.justgiving.com/Dave-Bayes) to donate... Just look at that face!



Why not send in your pictures of the Globe to share in the newsletter. This one was taken by the Globe's digital manager Jordan Ahmadzadeh and appears on Instagram [@the\\_globe](https://www.instagram.com/the_globe).

You can follow the latest news on Shakespeare's Globe through our social media channels.



Stewards Communication Session 5 January 2016 – everyone concentrating very hard!



Farida Pochee showing Matt the Stewarding ropes in the SWP

## SUELEO ARTS

Sue Taylor (a fellow Steward) produces greetings cards, bookmarks and notelets from original artwork on a range of subjects, including Shakespearean and historical themes, portraits, cats and other animals. Commissions accepted.

For further information, see website at [www.sueleoarts.weebly.com](http://www.sueleoarts.weebly.com) – she is also happy to send sample sheets should you wish to see more of her work.



I wonder what inspired this sketch by Sue!

## 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:** 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](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,  
Sue Taylor, Dave Bayes, Sarah Back,  
Chui-Yee Cheung, Pete Le May, Lisa Kosky