

ISSUE 39: March 2019

MUCH ADO

ABOUT STEWARDING

SHAKESPEARE'S
GLOBE

Volunteer Steward
Newsletter

'LOVE COMFORTETH LIKE SUNSHINE AFTER RAIN'

HELLO ALL AND WELCOME TO YOUR MARCH EDITION OF MUCH ADO ABOUT STEWARDING!

We are delighted to have welcomed the cast of *Playing Shakespeare Romeo and Juliet with Deutsche Bank* into the Globe in less snowy conditions than last year! Thank you to all of you who have braved the winter weather and have come out in force to welcome 1,500 young people into what is, for many, their first ever live theatre experience. *Playing Shakespeare with Deutsche Bank* has schools performances every weekday and a limited number of public performances on weekends. Do let us know if you are yet to sign up for a stewarding shift and would like to experience an atmosphere like no other!

March marks the end of our annual Globe training sessions. We have enjoyed welcoming all of you back ahead of the start of the season and reflecting upon your knowledge and experience. We hope that you have enjoyed hearing from our Access Manager David Bellwood as he describes the Globe's access performances and how stewards play a vital role in creating a theatre experience that lives up to the mission of 'Shakespeare for all'.

Along with our training sessions we have also held induction evenings for our 64 new stewards. As part of this, new stewards took part in a treasure hunt around the Globe discovering clues which spelt out H-I-S-T-O-R-Y. Thank you to all of our experienced stewards



who attended to give 5-minute talks on key stewarding positions, your expertise and presenting skills were invaluable. All new stewards will go on to complete four buddy shifts on various key positions before they 'graduate'. In this issue, Penny Lloyd Bennet tells us about her experience of the buddy scheme and how you can get involved and help show our new stewards the ropes of the Globe!

Thank you to all of you who attended our communications session and quiz. Sean Holmes, Globe Associate Artistic Director, came along and gave away some exciting secrets of what to expect from the 2019 Summer Season, our Head of Digital, Jordan Ahmadzadeh, gave us a sneak peek into our new website (going live in April!) and Sandra Lynes Timbrell and Ian Dixon gave an

update on our new Visitor Experience Team structure. The rest of the evening was then dedicated to a good old pub quiz to raise money for Rosie's marathon in aid of Hospice UK – more on that later!

As well as welcoming many new stewards to our team, we've bid an emotional farewell to Duty Managers Tanya, Francesca, Verna, Opi, Pippa, Chelsea, Simon, Jess and David. We wish them all the best in their future endeavours and thank them for their care, friendship and expertise they gave to the wooden 'O' over the years. Thank you for your outpouring of love and support as we move into a new chapter.

Best Wishes,

Kate, Rosie, Jenny, Tasha, Carly,
Natasha, Sandra and the Duty Managers

Team of the Month

THEATRE

Sharni tells us all about the many hats she wears as Theatre Assistant!

The first production I saw at the Globe was *Twelfth Night* in 2012 and if someone told me then that in a few years I'd be a member of the Theatre team here, I wouldn't have believed them! It's such a wonderful place to be. I started in March 2017 on a work placement with the Theatre Team and was lucky enough, a few months later, to get the role of Theatre Assistant.

I studied English Literature at University and I then did a Masters in Shakespeare, so working somewhere directly related to my course is brilliant. I always knew that I wanted to work in the Arts and I spent a good few years interning at a variety of places from the National Theatre and the Almeida, to the Gate Theatre and the BBC. The Globe is my first proper job out of university, and what a job it is!

My role is really varied as I work across the whole team (I essentially get to be nosy and get involved in all aspects of the department). Because of this, I'm usually the first port of call if anyone needs any information from us. As you



can imagine things are always very busy: it's a constant stream of having shows in rehearsal, shows in tech, and of course, shows playing on our remarkable stages. What makes the department so exciting is that we always have a different play, a different acting company and a different creative team. No two days are the same. There are about 28 of us in the team and we cover production, producing, music, casting, literary, company management, general administration and touring. It's an 'all hands on deck' type of team: we all muck in and support each other. And we deeply care about the work we create.

It's really difficult to summarize my role: I could be liaising with creative teams, creating headshot sheets, sorting out tickets for opening/closing nights, printing scripts or supporting the producers with events. One of the highlights of my year is *Shakespeare Within the Abbey* in April. It's such a magical occasion. I'm usually at my busiest when we have a press night – I lead on this in the team and there's a lot to do from sorting out the invites and the guest list to finalising the seating plan and ordering press night cakes. It's a pretty hectic day but I always really enjoy it. Another great part of the job is getting to know the acting companies and creative teams. I love watching the first preview of any show – it's always really special thinking about how much it's taken to get that production up and running. At the moment we're gearing up for *After Edward*, our last show of the Winter Season, and we're getting ourselves ready for the Summer Season (which will be here before we know it). Here's to a fantastic end of the Winter Season and the start of a wondrous Summer. The wooden 'O' awaits...

? 10 QUESTIONS with... Kate Roche

Kate Roche tells us about an encounter in search of an unlikely item in the Globe.



- 1 Name
Kate Roche
- 2 Tea or coffee?
Definitely coffee!
- 3 What drew you into volunteering at the Globe?
I love Shakespeare! I would see everything I could at the Globe every season, and it finally occurred to me that maybe I could help out as well as watch the shows.
- 4 Favourite Steward's room biscuits?
Tough call. If I had to pick one, I think it'd be Jammie Dodgers.
- 5 Favourite duty?
Cushion carts! Lots of patrons and lots of mental arithmetic. What's not to like?
- 6 What has been your favourite production?
A tough decision! I'll probably change my mind by the time this is published but today I think I'll say *Romantics Anonymous* in the Sam Wanamaker Playhouse, the sweetest, prettiest show I have seen in a while.
- 7 If you could be any Shakespeare character who would you be and why?
Beatrice, definitely, for the snappy one liners!
- 8 Tell us a funny story from your time at the Globe:
Probably the weirdest thing I've had happen was that time some French exchange students came to see *Hamlet*, and they asked me where was the closest place they could buy single cigarettes. It took me quite a while to explain that this wasn't a thing; they didn't believe me when I said it at first!
- 9 What's your life mantra?
Gratitude, always. 'I can no other answer make but thanks.'
- 10 If you could pass on one stewarding tip to other stewards, what would it be?
Patrons come to see us to have a good time, so I've found the best way to do your job is to have fun with them! Be friendly, be helpful, and they'll always come back.



Buddying at the Globe

Second year steward Penny Lloyd Bennet tells about her experience as a new Globe steward in 2018.

May 23 2018. My long anticipated, first shift as a steward at the Globe.

To say that I was excited would be true, but to say that I was approaching this with trepidation would be a huge understatement. I was terrified!

I had attended induction and training sessions in February, three whole months before, I had read and reread the handouts, but my memory of what to do, which seat was which, how much to charge for programmes, let alone recognition of all the different tickets, and familiarity with evacuation procedures, was hazy to say the very least.

I was not feeling confident, but I had been told that I would have a buddy with me for the first three sessions. Good news. I was given a name, but I knew nobody. Even this made me feel nervous.

I need not have worried because on entering the stewards' room I was approached by someone who recognised me! It was my first buddy with a photo of me in her hand. What a

relief to have someone who could interpret the rota for me.... (Middle East? Where was that?), take me through the fire walk, explain the seating plan, answer my many questions and just be there with me. It made me feel so much better, and it was great to be introduced to some of our fellow stewards so that I began to get to know people.

We were buddied again for shift three, this time on the cushion cart, following a second shift in the yard where I was supported by another encouraging and helpful buddy, so that by the end of shift three I was beginning to feel more confident. I think I had also learned that it is OK not to know everything, (who does?) and that most people are more than happy to answer questions and share their experience with you if you are new.

I was so relieved to have had such a supportive experience at the beginning of my time as a steward. I am sure I would have survived without help, but I would not have learned as quickly, would have made many more mistakes and definitely would not have had as much fun.

A huge thank you to my two buddies who, incredibly, I have not worked with since. I hope to meet you both again this year.

Interested in acting as a buddy for our new stewards? We'll match you up with stewards according to your shift schedule and give you the tools to support our new stewards. Please email foh@shakespearesglobe.com to register your interest.

Rosie's London Marathon Update

Since I last wrote in November, I have completed around 40 training runs and covered around 220 miles, in sub-zero temperatures and balmy ones, in torrential rain, on icy mornings and glorious spring afternoons. And I still have seven weeks to go...! At times it can be a struggle to get my stiff limbs out of bed and on the road and other times a run is just what I need to de-stress and blow away the cobwebs. The thing that really has been keeping me going is your support! Checking in on my training schedule, giving me advice and donating to my JustGiving page for Hospice UK, it's pretty great knowing I have such a huge amount of encouragement (and it puts the pressure on too, I won't let anyone down!).

Last month after our communications session we hosted a pub quiz to raise money to help me meet my £2,000 target. Jenny and Tasha worked incredibly hard to put together a challenging and interesting quiz and I wrote an Art History round. We had five teams taking part with team names including 'Three Global Kinsmen' and 'The Merry Wives of Bankside', but in the end 'The Spectacular Seven' took the crown and won Globe themed oyster card holders (and honour and glory of course!). Thank you to everyone who attended, on the night we raised £169 pounds but I am half way to meeting my target through all the other generous donations from volunteers over the past few months. Every little helps and you can donate and track my training progress through my JustGiving page: justgiving.com/fundraising/rosanna-lawton

Thank you everyone, your support means the world.
Rosie x



Dates for your Diary... March & April

Read below for all your must-have dates for the month ahead:

March

Thu
28

Playing Shakespeare with Deutsche Bank

GLOBE

Thursday 28 February – Wednesday 27 March

Tue
12

Globe Shift Release April, May and June

(1 SHIFT CAP FOR APRIL, 4 SHIFT CAP
FOR MAY AND JUNE)

ONLINE BOOKING SYSTEM

Tuesday 12 March, 5.00pm

Thu
14

Steward Drop-in: Open to All!

CROSBY & HOPE CAFÉ, SACKLER CENTRE

Thursday 14 March, 5.00pm–6.00pm

Sat
16

Edward II **AD**

SAM WANAMAKER PLAYHOUSE

Saturday 16 March, 1.00pm

Thu
21

After Edward Opening Night

SAM WANAMAKER PLAYHOUSE

Thursday 21 March, 7.30pm

Thu
28

Richard II **R**

SAM WANAMAKER PLAYHOUSE

Thursday 28 March, 7.30pm

Thu
28

Stewards' Focus Group Meeting 2019 #1

Thursday 28 March

Fri
29

Globe Shift Release April, May and June (cap released)

ONLINE BOOKING SYSTEM

Friday 29 March, 11.00am

April

Thu
18

Pre-Season Steward Drop-in: Open to All!

CROSBY & HOPE CAFÉ, SACKLER CENTRE

Thursday 18 April, 5.00pm–6.00pm

Sat
20

Shakespeare Walks

SHOREDITCH AND WESTMINSTER

Saturday 20 and Sunday 21 April

Tue
23

Henry IV Part I Opening Night

GLOBE

Tuesday 23 April, 7.30pm

Thu
25

Henry IV Part 2 Opening Night

GLOBE

Thursday 25 April, 7.30pm

Thurs
25

Shakespeare within the Abbey

WESTMINSTER ABBEY

Thursday 25, Friday 26, Saturday 27 April, 6.30pm and 8.30pm

Dates and times of audio described, signed,
captioned and relaxed performances are
shown with the following icons:

AD

BSL

CAP

R



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...



Here's Rona warming her feet after a chilly Door 1 shift for Playing Shakespeare with Deutsche Bank!



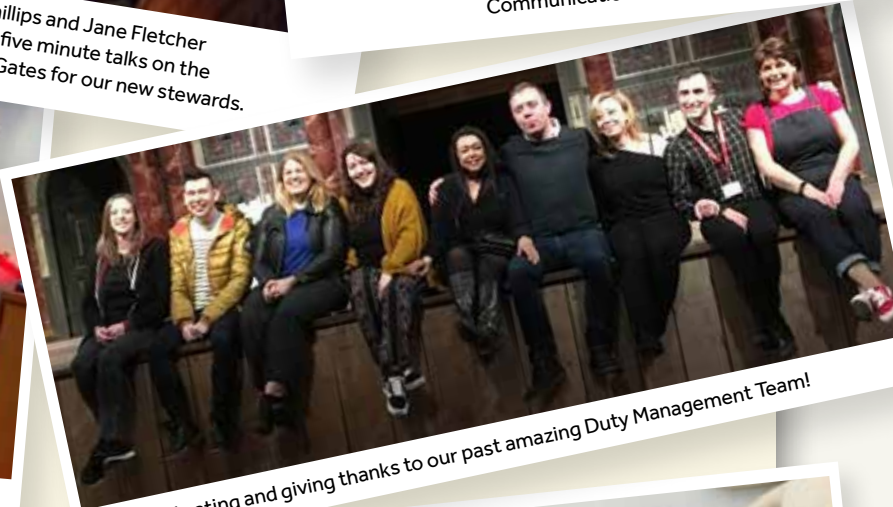
Will Phillips and Jane Fletcher leading five minute talks on the Groundling Gates for our new stewards.



Here's Jordan speaking about the new website at our Communications Session.



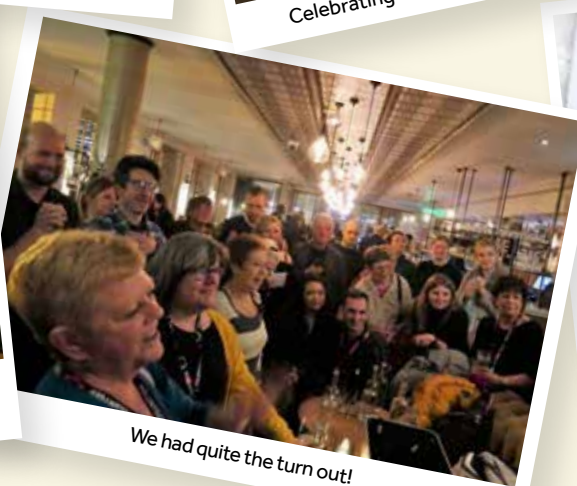
Half of our new stewards learning all things Globe at their new induction



Celebrating and giving thanks to our past amazing Duty Management Team!



Carly thanking our Duty Managers for all that they have given the Globe.



We had quite the turn out!



Congratulations to our Head of Visitor Experience Natasha Nardell and her wife on the birth of their daughter Juniper Lorelei Weddle-Nardell who was born on the 25th February.

CONTACT US...

Email: foh@shakespearesglobe.com

This is the only inbox monitored 7 days a week.

Call: **020 7902 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 drop-in's at Crosby & Hope Café throughout the Winter Season.**

Dates are listed in our Dates for the Diary section.

Feedback, Compliments or Concerns:

Please feel free to contact Rosie on rosie.l@shakespearesglobe.com or Kate on kate.hi@shakespearesglobe.com if you have anything to talk to us about specifically that is regarding something more sensitive.

Special Thanks for your contributions to...

Sharni Lockwood,
Kate Roche, Penny Lloyd
Bennett, Rosie Lawton,
Terry Pope, Rona Cracknell,
Natasha Nardell