

ISSUE 42: July 2019

MUCH ADO

ABOUT STEWARDING

SHAKESPEARE'S
GLOBE

Volunteer Steward
Newsletter



Alongside Volunteers' Week, whilst on shift you will have been introduced to some of our new volunteers as they complete their four buddy shifts. Thank you to all of you who have buddied our new recruits, 40 of which have already graduated. We are delighted to be welcoming such enthusiastic and excited volunteers to our team.

June also saw our team of Access Ambassadors double. Access Ambassadors are Volunteer Stewards who are on duty on all of our assisted performances and provide extra support to our audiences, helping us promote and provide access for all. They have taken part in a variety of training days learning about how they can best support our audiences as part of our access performances. In addition to their training we have also created new 'How Can I Help?' badges for all Access Ambassadors to wear on shift, so do look out for fellow stewards wearing these!

July looks to be heating up as we welcome the company of *A Midsummer Night's Dream* to the Globe and launch our annual summer *Telling Tales Festival*. We look forward to sharing the warmer weather with you.

Best Wishes,

Kate, Rosie, Jenny, Tasha, Carly, Nic, Natasha, and the Visitor Welcome Managers

'I CAN NO OTHER MAKE, BUT, THANKS, THANKS AND EVER THANK'

Twelfth Night, Act III, scene 3

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

We ended June on a high after celebrating Volunteers' Week, an annual national celebration that we get involved in to highlight and give thanks the essential role and enormous contribution that you make to the Globe.

This year we doubled the size of our Tate Exchange, and were delighted to welcome nine Tate volunteers for matinee performances throughout the week. Globe Volunteer Jo said that she really enjoyed 'meeting Tate Volunteers and hearing their experiences, finding out what they do and seeing the amazing Tate Building.'

Along with the return of the Tate Exchange we also continued our staff shadow programme with Chief Executive, Neil Constable, and Artistic

Director, Michelle Terry, both joining us for shadow shifts. Did you know that new staff members complete a stewarding shift as part of their induction? We also reprised our Coffee and Croissant Q&A with Michelle Terry and were delighted to be joined by Helen Schlesinger who plays Fallstaff in *Henry IV Part 1* and 2.

This year we were excited to introduce a Staff Speed Networking event in which a number of Globe staff members joined us to meet many of you and talk about their roles. Volunteer Steward Ali said that 'it was great to meet staff and see how valued the volunteers are and what they bring to the team'.

We also invited volunteers to take part in Heaven to Hell and Shakespeare and Southwark tours, 'Ringing the Bell coming out of the trap door onto the stage, being terrified by the flying equipment and feeling a real admiration for those actors who fly in seemingly effortlessly' was steward Alison's highlight of the week!



Team of the Month

YOUR VOLUNTEER MANAGEMENT TEAM

Volunteer Coordinator Jenny talks us through what a day of show coordination looks like for her!.

On a show coordination day you will often find me filling up the biscuits and replenishing coffee, however there is a lot more to my role than meets the eye!

My shift begins around two hours before yours. This is so that I can prepare everything ready for the briefing. The first thing I always do is check for any messages that have been left overnight. With a team of almost 600 volunteers I often arrive to calls or email queries and sometimes even texts.

After replying to these I begin working on creating your show rota. My first step is to make a note of everyone's past three positions. Taking your last three positions means that we do our best to ensure that you are always placed on varied positions. We try our very best to alternate you between inside and outside positions but with 35 stewards on shift and a variety of factors to consider, this is not always possible.

When building the rota I firstly place First Aid trained stewards. Where possible you will always have a First Aider on shift with you at Door 3, Middle East and Upper East, with any other First Aiders on outside positions so they can give breaks here. I will then consider and place stewards based on any reasonable adjustments. I will then place new stewards with their buddies. We ask new stewards to complete a shift on the following positions: cushion cart, glass doors, or grounding gates, gallery and yard, so we need to make sure each buddy shift is different. If it is an assisted performance, I will have Access Ambassadors to place near audience members who have booked on our access scheme. With all of the factors considered, it can be a bit of a jigsaw so is really satisfying to complete!



After creating the rota I will head to the Stewards' Room to set up teas and coffees and those all-important biscuits. We do our best to cater for all types of dietary requirements. Did you know we have vegan and gluten free biscuits? As we are setting up we are often also welcoming you. The Stewards' Room is such an exciting environment filled with stewards who have travelled near and far so get to hear variety of stories.

Once the Stewards' Room is set up we have time to work on a little bit of our own projects! Tasha and I hold different responsibilities. There is always something that we are working on at every part of the year! Whether that is processing and organising interviews as we recruit for volunteers or preparing for Globe and Sam Wanamaker Playhouse training. We oversee the buddy scheme and support Kate with sending out emails and delivering key messages. In addition we organise First Aid courses, social events like Bake Off, Communication Sessions and the all-important Start and End of Season parties! This time always flies by and before I know it it's time for the briefing.

As soon as the briefing has ended I take the time to ensure that you are all happy and confident with your stewarding

positions. Once the house is open I place myself next to the glass doors so that I can be of support in any way possible. This may involve taking an access patron up in the backstage lift or carrying many cushions from cart 2 to 3.

Once the show is up I dash back to the Stewards' Room to double check that everything is set up and replenished in time for your breaks before getting started on my show admin. As part of this I reimburse all of your expenses and enter your positions into our log so that they can be used ahead of the next shift. I normally have time for a quick chat in the Stewards' Room and top up of the biscuits before the interval comes around.

Once Act II commences I head back to the office, if it is a double show day I restart this process from the top ready for the evening performance to do it all again.

With different volunteers and audiences on each and every shift no two shows are the same. I love the excitement that comes with this supporting you to provide the warmest welcome to our audiences.



Shakespeare's Telling Tales

The sun is shining, summer is here which means only one thing for our family audiences at Shakespeare's Globe: **Shakespeare's Telling Tales!**

As many of you know, this is our annual storytelling festival. Over the years, you have helped us to create an exciting and inclusive space for families to engage with Shakespeare, stories and the power of imagination and we would love you to join us again!

This year we will be running 20+ events: our in-house storytellings of *Shakespeare's Henry V*, *A Midsummer Night's Dream* and *Merry Wives of Windsor*. We'll be bringing back the magical candlelit adaptation of Michael Morpurgo's *The Elephant in the Garden* and new to this year: a *Robin Hood* storytelling, and the critically acclaimed *Mouth Open*, *Story Jump Out* with master storyteller Polarbear. And if that

isn't enough, we have a fantastic line up of events and workshops with amazing authors and illustrators including: Joseph Coelho, Rob Lloyd Jones, Dean Atta, A.M. Howell, Kes Gray, Davina Hamilton, Helen Stephens, David Melling and Lydia Monks.

As usual, tickets will include free entry to *Bottom's Book Market* in the UnderGlobe, giving families the opportunity to continue their festival journey with our interactive reading



Polarbear



forest, book stall, author signings, family dress demonstrations and much more!

It's always a pleasure working with you all, and if this is your first year with us, sign up to an event to see what the festival is about. It's a great way to meet our family audiences and get involved in something different at the Globe.

See you all there!

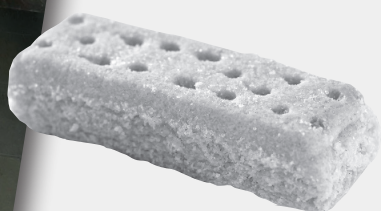
Love from,
Team Events



? 10 QUESTIONS with... Roger Jeary



- 1 Name
Roger Jeary
- 2 Tea or coffee?
Coffee
- 3 What drew you into volunteering at the Globe?
My wife Sue and experience as a groundling
- 4 Favourite Steward's room biscuits?
Shortbread
- 5 Favourite duty?
Inside – Yard as you are in amongst the crowd and see their reaction
Outside – Cushion cart 2
- 6 What has been your favourite production?
***Much Ado About Nothing* – 2017**
- 7 If you could be any Shakespeare character who would you be and why?
Benedick (*Much Ado*) – love the humour and sharp wit of his part



- 8 Tell us a funny story from your time at the Globe:
I am always amused by the inventiveness of patrons (groundlings) who want to take an empty seat. Feeling faint and a bad back are regular excuses but my favourite was 'the other lady always lets me'.
- 9 What's your life mantra?
Treat others as you would want to be treated yourself
- 10 If you could pass on one stewarding tip to other stewards, what would it be?
Stay calm, smile and enjoy yourself



Dates for your Diary... July & August

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

July

- Tue 9** **Henry IV Part 1** **R**
GLOBE THEATRE
Tuesday 9 July, 6.30pm
- Thu 11** **Steward Drop-in: Open to All!**
CROSBY & HOPE CAFÉ, SACKLER STUDIOS
Thursday 11 July, 5.00pm–6.00pm
- Sat 13** **A Midsummer Night's Dream** **CAP**
GLOBE THEATRE
Saturday 13 July, 6.30pm
- Fri 19** **Sam Wanamaker Playhouse Winter Season Training Dates Released**
Friday 19 July, 5.00pm
- Sat 20** **A Midsummer Night's Dream Midnight Matinee**
GLOBE THEATRE
Saturday 20 July, 11.00pm
- Thu 25** **Globe September and October Shift Released four per month**
GLOBE THEATRE
Thursday 25 July, 11.00am
- Thu 25** **Steward Drop-in: Open to All!**
CROSBY & HOPE CAFÉ, SACKLER STUDIOS
Thursday 25 July, 5.00pm–6.00pm
- Fri 26** **Telling Tales Festival**
SAM WANAMAKER PLAYHOUSE AND UNDERGLOBE
Friday 26 July–Sunday 28 July

August

- Sat 3** **Henry Trilogy Day**
GLOBE THEATRE
Saturday 3 August, 11.00am, 3.00pm and 7.00pm
- Wed 7** **As you Like It Opening Night**
GLOBE THEATRE
Wednesday 7 August, 6.30pm
- Thu 8** **Steward Drop-in: Open to All!**
CROSBY & HOPE CAFÉ, SACKLER STUDIOS
Thursday 8 August, 5.00pm–6.00pm

Sat 10 **Globe September and October four shift cap removed**

GLOBE THEATRE
Saturday 10 August, 5.00pm

Sat 11 **A Midsummer Night's Dream** **AD**

GLOBE THEATRE
Saturday 11 August, 12.00 noon

Thu 15 **Globe on Tour: Pericles** **CAP**

GLOBE THEATRE
Thursday 15 August, 6.30pm

Sat 17 **As You Like It Relaxed** **R**

GLOBE THEATRE
Saturday 17 August, 1.00pm

Sun 18 **First Aid Course**

GLOBE
Sunday 18 August, 10.30am–4.30pm

Sun 18 **Globe on Tour: Twelfth Night** **CAP**

GLOBE THEATRE
Sunday 18 August, 12.00 noon

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

CROSBY & HOPE CAFÉ, SACKLER STUDIOS
Thursday 22 August, 5.00pm–6.00pm

Fri 23 **Globe on Tour: The Comedy of Errors** **CAP**

GLOBE THEATRE
Friday 23 August, 6.30pm

Sun 25 **A Midsummer Night's Dream** **BSL**

GLOBE THEATRE
Sunday 25 August, 12.00 noon

Tue 27 **A Midsummer Night's Dream** **AD**

GLOBE THEATRE
Tuesday 27 August, 6.30pm

Fri 23 **Bartholomew Fair Opening Night**

SAM WANAMAKER PLAYHOUSE
Friday 23 August, 6.30pm

Thu 29 **Henry IV Part 1** **AD**

GLOBE THEATRE
Thursday 29 August, 6.30pm

Sat 31 **As You Like It** **BSL**

GLOBE THEATRE
Saturday 31 August, 1.00pm

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...



The cast of *A Midsummer Night's Dream* give their thanks for all that you do as part of Volunteers' Week.



Our Access Ambassadors made some new furry friends as we welcomed these guide dogs in training to the globe.



Globe Steward Philippa hosted Richard a Tate Volunteer as part of our Tate Exchange. Here they are enjoying a sunny gallery position.



Michael showing off a crown from the costume department.



Enjoying seeing the audience from a slightly different perspective as part of the Heaven and Hell Tours



Globe staff and volunteers came together as part of our Staff Speed Networking Event.



Jacquie showing off a blanket whilst stewarding on Cushion Cart 2!



Volunteer Manager Rosie began her career managing a tea shop with her friend Natalie. Entrepreneur Natalie has just opened an oyster and Bloody Mary pop-up bar on the Southbank. Globe stewards and friends receive 10% off, just show your pass! Bloody Mary's by the river anyone? You'll find the Oyster Shack on Riverside Grass, between the Oxo Tower and the National Theatre.



CEO Neil Constable joined us for a stewarding shift with Lawrence as part of Volunteers' Week.



This month we went on an away to visit previous Volunteer Manager Lotty Englishby in her new role at Hampton Court Palace and hear all about their volunteer scheme!



Rolf (right) is one of our international volunteers who travels over from Germany every year to steward with us. Did you know that each season we are delighted to also welcome stewards from America and Japan?

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 Summer 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...

Jenny Reeves, Roger Jeary,
Tasha Saxby, Jo Westwood,
Alison Yates,
Phoebe Lambdon,
Philippa Hansen,
Lawrence Vosper,
Jacquie Matthews,
Terry Pope and Rolf Zippel