

ISSUE 43: August 2019

MUCH ADO

ABOUT STEWARDING

SHAKESPEARE'S
GLOBE

Volunteer Steward
Newsletter

In memory of Jean Jayer

She was dedicated to the Globe body and soul



visionary Sam Wanamaker that she continued to hold Sam's vision for the Globe close to her heart.

I am not sure if anyone formally asked her to take on the stewards co-ordinator role but she saw a requirement that we would need at least 38 stewards for two shows a day to provide a Globe welcome and front of house support. The friends of the Globe supporters were the recruitment pool and soon she implemented systems, protocols and ways of working for the first performances under the tent and the prologue season that are still very much used today. What she managed to achieve with a piece of paper, an index file box and a phenomenal memory for names and faces was amazing even then in the days before electronic systems could help.

The stewards were described by Dominic, our former artistic director, as 'Jean Jayer's army' and I know alongside Mark Rylance, our founding artistic director who sadly can't be here, both of them remember her fondly.

Jean of course worked in the days before computers, emails and scheduling systems and you did not dare to cancel your shift unless you were at deaths door. Her gaps list were highlighted with an assortment of colours and if for some reason you offended her, you might find yourself allocated to inside the glass doors, the groundling gates in the rain or the north tower cushion cart. And stewards were wise not to wear black if they were coming to see a show as they might find themselves hauled out of the groundling queue to cover a shift! she would famously give her 'Princess Di' look with her head to one side asking softly whether you might be able to do a favour? but her

On Friday 2nd of August 60 volunteers, both past and present, and a number of Globe staff members came together to celebrate and commemorate the life of Jean Jayer. You may have heard her name before, she is legend of the Globe and single-handedly recruited and led a team of volunteers for over 20 years. As part of the proceedings Neil Constable gave a moving eulogy:

First met Jean when I started as the globe's new ceo in 2010. I quite quickly realised that although I was nearly double her height, she was certainly in charge and that she had a lot to tell me from her 30-years involvement in how I should best lead the globe!

Jean's relationship with us started well before the globe theatre was opened

by her majesty the queen in 1997 and goes back to 1985 when she was elected a trustee of the friends of the Globe charity. She was part of a group, of whom many are here today, who tirelessly campaigned to get the Globe built and charm and cajoule others to get involved. She led the team of envelope stuffers who met on a Sunday morning to ensure the friends newsletters and mailings went out promptly. And we do have to remember it was not an easy task, with councillors wondering 'what Shakespeare had ever done for Southwark', court cases to win to secure the site and funding only arriving at the last minute. It was through this long association and friendship with our founder and

persistence and professionalism meant that performances were covered and our audiences were given the best welcome in London.

And then there were the biscuits. All our stewards seem to march and survive on biscuits and Jean was the queen of biscuit displays. Beautifully presented on a wicker tray, with the more valuable shortbread in the centre and very specific choices emanating outwards. heavens forbid anyone went straight to pick out the more premium biscuits!

Everyone knows the hours she kept were inordinate. She regularly worked from 11.00am in the morning to 11.00pm at night and without emails no one would be surprised if they had a phone call from her in the middle of the night. The only break we knew she took was to visit her cherished godfather in Switzerland for Christmas or when he came to treat her in London.

As Dominic Dromgoole recently said to me: one of the joys of my early days at the globe was when one of our many long-nights of celebration, coincided with one of Jean's many long nights of spread-sheet scheduling. As she went on one of her midnight rambles around the offices, we would invite her to join us. She would sit back with a glass of wine in hand, and laugh and giggle with us – us teasing her and her teasing us – and tell us stories from the long history of the globe, and her relationship with Sam Wanamaker. It was a wonderful living history, packed with sentiment and adventure and mischief. Jean loved the rogue and independent side of the globe, and in many ways helped to exemplify it. And she was a real 'mother hen' to all and very concerned if someone was ill or needed support. We recognise this selflessness when she always put herself and her own health concerns after others.

As we all know, she was a very private person and only a few actually had her actual contact details. We were very



concerned for her after the terrible injury she suffered in 2015 and though she wanted to, we accepted that she would not be able to continue in her role. She was then elected a member of our Globe council, a group of our founders, former staff and volunteers who like her have given so much to the Globe. She continued to come to the occasional performances & Globe council meetings and would call my office to get an update on what was happening from my team.

We all had great respect for her. She clearly loved the place and gave it her all. She is one of the deeply cherished pieces of grit in the globe oyster that produced the pearl.



For many of us, the simple knowledge that the stewards are always there is an immense comfort, and back then the absolute assurance that Jean, in one of her large colourful jumpers, would be steadily treading around, keeping a beady but loving eye on the whole operation seemed to hold it all together. In some sense, I am sure she will always be.

she is greatly missed but never forgotten.

as Horatio says after seeing Hamlet slain:

'may flights of angels sing thee to thy rest'

I am sure Jean will be there allocating those angels to their various positions and checking their wings are straight!

Neil Constable

Chief Executive, Shakespeare's Globe

Thank you to all of you who shared your memories of volunteering with Jean. We received an overwhelming amount of stories and anecdotes. Rosie printed and collated this in a card and pass them onto Jean's brother. To honour Jean and her incredible legacy we will be placing a plaque in the Stewards' Room.

Best Wishes,

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

Team of the Month

CEO AND COO ASSISTANTS



"Cup of tea?"

This is how we start off every work day. Not only is this a necessity (who doesn't need a good cup of tea?), but we also use the first 15 minutes of our day for a 'team huddle' – to check in with each other, find out what our days look like, problem-solve current challenges and see what we can do to help each other.

Katy is the Assistant to the Chief Executive and Penny is the Assistant to the Chief Operating Officer and together we are the first points of contact with the Executive Office. These are fast paced, busy and responsive roles and no two days are the same. We are responsible for the day-to-day running of the Executive Office, managing diaries, arranging and supporting meetings and events, liaising with staff and stakeholders, drafting and proofing documents and correspondence on behalf of Neil and Ian, and generally doing anything and



everything that's needed to keep things ticking along!

What we love most about these roles is that we get to interact with a really wide variety of people. Working so centrally gives us the opportunity to work from all Departments in the organisation, and we have been lucky enough to build relationships with a huge number of external long-term Globesupporters and

contributors. While Executive Assistant roles can be quite isolated, we are really fortunate to work in a close team environment with Neil, Ian and Sarah M (our Chief of Staff).

We have both been at the Globe for less than 12 months. Before this Katy worked across the West End on productions including *Billy Elliot* and *Killer Joe*, and Penny worked for the Australian Government's Ministry for the Arts. Despite our varied work history, we do share one very important professional experience: we have both dog-sat for celebrities! Katy has looked after Orlando Bloom's dog Mighty and

Penny has cared for Chris Hemsworth's dog Sonny. (It should be noted that canine-claims-to-fame are not a pre-requisite for the roles.)

We hope you are all enjoying the Summer Season as much as we are!



? 10 QUESTIONS with... Patricia Adams



- 1 Name
Patricia Adams
- 2 Tea or coffee?
Coffee

3 What drew you into volunteering at the Globe?
Love of theatre, I used to go up to Stratford regularly, also have worked as a Stage Manager plus my father had a theatre ticket agency in the West End, so I have been going to the theatre all my life.

4 Favourite Steward's room biscuits?
Shortbread

5 Favourite duty?
Door 1 or Glass doors. Able to greet people as they arrive.

6 What has been your favourite production?
Twelfth Night. Great characters and humorous.

7 If you could be any Shakespeare character who would you be and why?
Portia intelligent and caring.

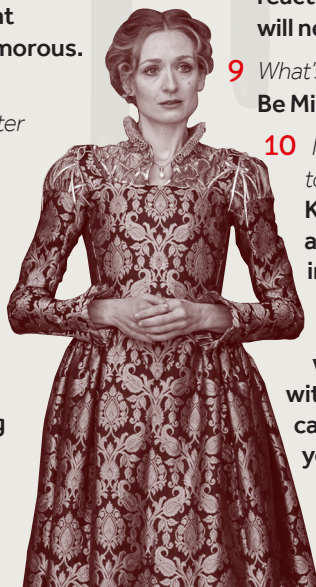
8 Tell us a funny story from your time at the Globe:
Not sure that this comes under being funny. However



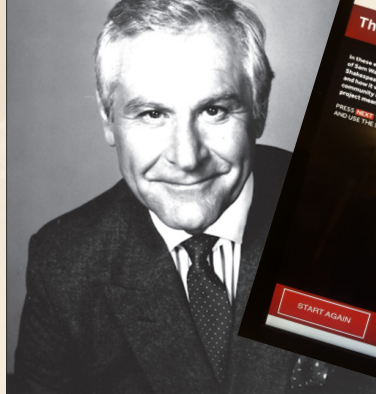
appeasing several patrons who had candle wax dripping on their jackets in Sam Wanamaker Playhouse. Different reactions from "not a problem" to "I will need recompense for the cleaning"

9 What's your life mantra?
Be Mindful

10 If you could pass on one stewarding tip to other stewards, what would it be?
Know as much about the Globe and Sam Wanamaker Playhouse in order to make patrons' visits enjoyable. Be caring towards our patrons, always be aware of your words and deeds when dealing with them, help out whenever you can, first impressions count, help your colleagues. That said, ENJOY.



WANAMAKER 100



Celebrating the centenary of Sam's birth

Wonderful stewards, team Development would like to say an enormous thank you for your work in collecting donations to the Globe in buckets.

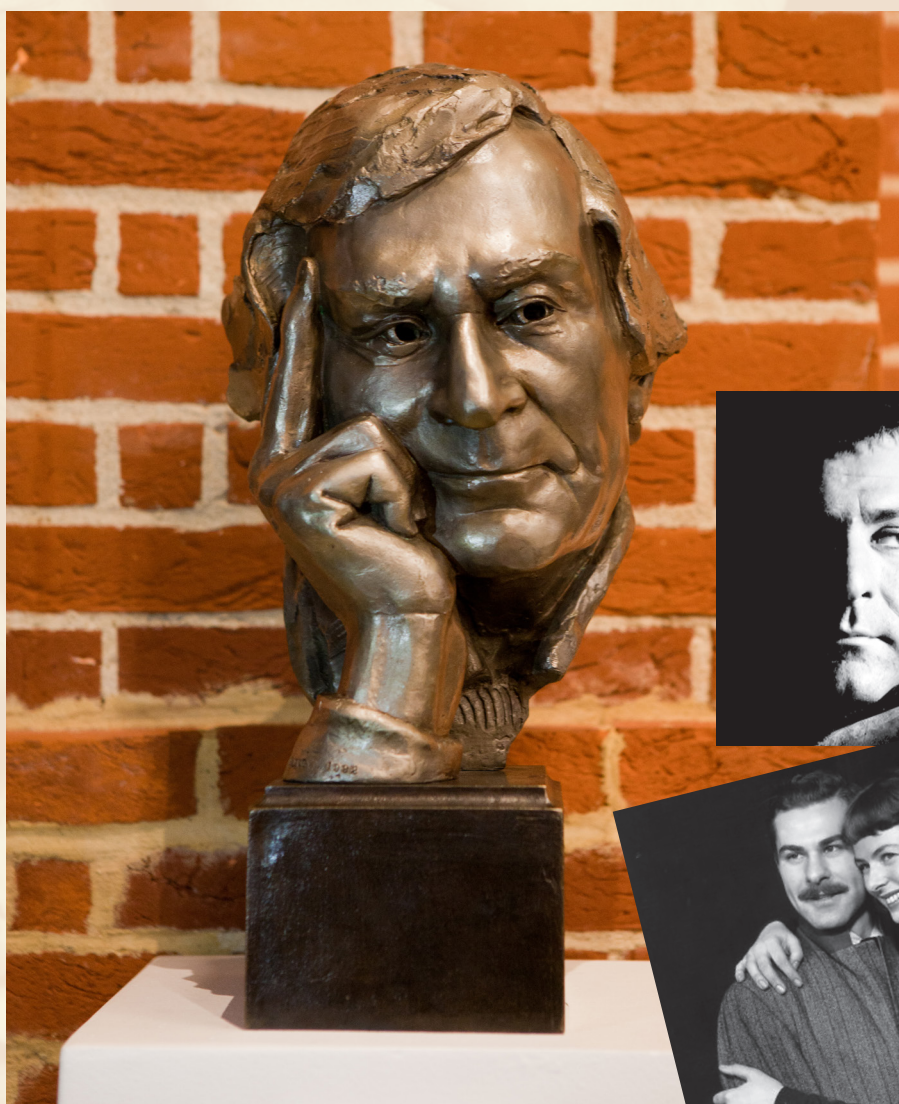
As you know, we're celebrating the 100th anniversary of the birth of our founder, the visionary whose passion for a theatre for Shakespeare led him to dedicate decades of his life to a dream he was not able to see completed. Sam Wanamaker and his legacy continue to play a fundamental role in all that we do at the Globe, and his presence onsite is always with us, from his portrait at Stage Door, to his bust in the main foyer, to our beloved indoor playhouse after whom it is named. This year you can also see him and hear his voice at the 'kiosk' by the Friends Desk. Stop by and sample; he's still inspirational on old black & white film.

Those of you who've been here a few years will know that we have occasionally collected donations from the audience for other charities, but as this is a special year we not only wanted to raise funds for the Globe itself, but also give our loyal audiences a chance to give something a bit extra on top of their tickets. As you know, we operate without annual government subsidy, and we say so loud and clear all the time. Yet many do not know this salient fact, but when they hear it from an actor on stage they suddenly feel moved to make their own extra contribution. It helps, of course, that actors have just been acting their socks off to give a great

performance, and this is recognised in the making of the donation. Over 100 people are popping paper currency into a bucket at each performance – it's a marvellous thing that they are responding so generously, and you are helping the feel-good mood by being efficient, smiley and dedicated

to helping everyone have a great time at the Globe.

If Sam were here with us, celebrating his 100th birthday, for sure he'd be proud that his legacy carries on through all our efforts and he'd be especially touched by your dedication.





Dates for your Diary...

August & September

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

August

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 **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



September

Sam Wanamaker Playhouse Training Dates

SAM WANAMAKER PLAYHOUSE
Various dates and times across September

Wed
4

A Midsummer Night's Dream **CAP**

GLOBE THEATRE
Wednesday 4 September, 6.30pm

Thu
5

Steward Drop-in: Open to All!

CROSBY & HOPE CAFÉ, SACKLER STUDIOS
Thursday 5 September, 5.00pm–6.00pm

Fri
6

As You Like It **BSL**

GLOBE THEATRE
Friday 6 September, 6.30pm

Wed
4

A Midsummer Night's Dream **AD**

GLOBE THEATRE
Wednesday 4 September, 6.30pm

Sat
14

As You Like It **CAP**

GLOBE THEATRE
Saturday 14 September, 1.00pm

Wed
18

As You Like It **CAP**

GLOBE THEATRE
Wednesday 18 September, 6.30pm

Thu
19

Steward Drop-in: Open to All!

CROSBY & HOPE CAFÉ, SACKLER STUDIOS
Thursday 19 September, 6.00pm

Thu
19

Focus Group Meeting 3

GLOBE
Thursday 19 September, 6.30pm

Sat
21

Peace One Day

GLOBE THEATRE AND SAM WANAMAKER PLAYHOUSE
Saturday 21 September, 6.30pm

Sat
28

The Merry Wives of Windsor **BSL**

GLOBE THEATRE
Saturday 28 September, 6.30pm



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

AD **BSL** **CAP** **R**



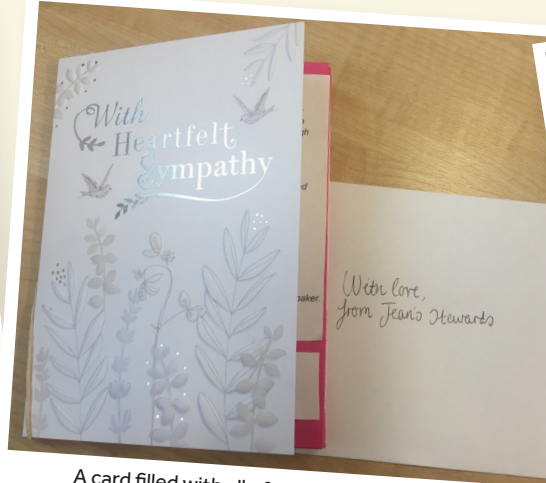
THY NOTICEBOARD



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...



Sue wore her LGBT+ flag in an unusual way on West Piazza today



A card filled with all of your memories of Jean



Jean's iconic biscuit trays



James getting into the colourful spirit on Yard Steps are past of A Midsummer Night's Dream



Earlier this month we celebrate Pride in the Stewards' Room. The LGBT+ flag is still flying on the Globe's main mast!



Jean speaking to some stewards outside of the Stewards' Room



Gearing up for our first Midnight Matinee of the season audience choice



Beth Goodchild has created these excellent guides for the Grounding Gates. They are in the Stewards' Room!



Head of Visitor Experience Natasha handing out hats on our hottest ever show at 38 degrees.

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...

Neil Constable
Katy Mitchell
Penny Williams
Jo Matthews, Sue Hearty
Natasha Nardell
Beth Goodchild
Patricia Adams