

ISSUE 44: October 2019

MUCH ADO

ABOUT STEWARDING

SHAKESPEARE'S
GLOBE

Volunteer Steward
Newsletter



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

Thank you to all of you who made it to our Communication Session last month. We were delighted to be joined by Neil Constable, our Chief Executive, who gave an update on the organisation. We also heard from David Bellwood and Opi, our Access team who spoke to us about how they are improving accessibility by offering out ear defenders and keep large print programmes at Welcome Desk. We ended the evening with a social with the Visitor Welcome Managers who have joined our team this season!

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Desk. We ended the evening with a social with the Visitor Welcome Managers who have joined our team this season!

Thank you everyone who has helped us fill our last minute gaps towards the end of the season. It has been fantastic to see everyone pulling together and taking on extra shifts as a result of our many email pleas! We really appreciate all of your support. At the end of the season we will be reviewing all shift data as well as gearing up to recruit some new faces to join the team. If you have any interested friends watch this space.

We are excited to have welcomed so many of you back into the Sam Wanamaker Playhouse for training for the Playhouse Season which begins at the end of October. The *Bartholomew Fair* set has provided a rather humorous backdrop for our sessions. We have enjoyed exploring

resolutions to real life situations which have occurred across the summer season. We hope that you are as excited as we are to be joining our audiences inside of our beautiful playhouse.

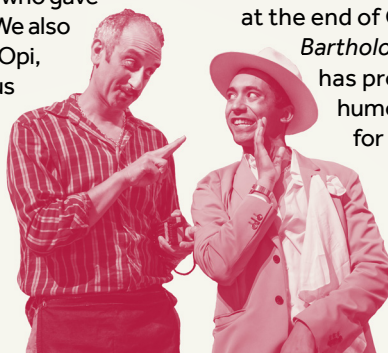
We are sad to have said goodbye to Tasha our super Volunteer Coordinator who has supported you across the season but we are excited to welcome Ben who is working alongside Jenny to support you across our busy performance schedule.

Right now we are hard at work putting together plans for our end of season party! We are very much looking forward to giving thanks for all that you do and celebrate the end of the season with you.

We hope to see you there!

Best Wishes,

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



Team of the Month

GUIDING AT THE GLOBE

Volunteer Michael Thomas tells us about his new role as a Tour Guide here at the Globe!

It began when I was reading an e-mail from Rosie over a cup of coffee at home earlier this year. It said that the Globe is recruiting tour guides. The role is paid and anyone interested should apply to recruit@shakespearesglobe.com.

I finished my coffee, thought for a moment and said 'Why not!'

I am a big fan of Shakespeare (one of the reasons I steward) and have regularly spoken in public since I was eight years old. I started when I narrated my primary school nativity play in Poplar, East London to parents and relatives. My current job is Learning and Development

Director for The Economist and so public speaking is part of my work. I regularly speak to up to 30 staff in different offices around the world.

So I thought I had a chance and decided to apply. It was different to stewarding and a challenge.

My hat was in the ring!

After completing an application form I was invited to an assessment centre in Waterloo, opposite the Young Vic. I was unsure how it went. So I was really pleased when Chris Costa (Senior Tours

Manager) called me to say I had been recruited. I was a Shakespeare's Globe Tour Guide.

And then the fun started.....

The training was very thorough. I had six days of training, given an experienced guide as a mentor (the fantastic Joe), a 200+ page manual to read and told about 'The Test'.

'The Test' was my chance to take a group of 15 paying visitors around the Globe for 45 minutes while being assessed. I had to say some key facts but could create my own tour. I had to make sure that my story was entertaining, true and gave a good image of the Globe.

It was pretty nerve-racking, but I had passed. Phew!

The following Saturday at 10.00am I took my first public group of visitors

around the Globe. Followed by another at 11.00am and a smaller group at noon.

So what does guiding involve?

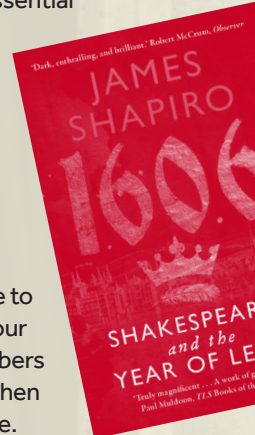
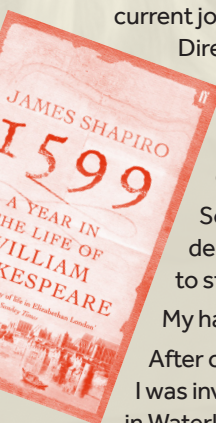
Lots of research, the James Shapiro books *1599* and *1606* are essential reading and carried around in my rucksack; digesting the 200+ page manual given to all Guides; plus good public speaking and guiding skills.

Most visitors to the Tour are very excited to be at the Globe. They don't have time to see a play or they prefer a tour to find out more. Tour members often gasp in amazement when they first walk into the Globe.

I will never give up stewarding but guiding is great too. It's a challenge for me to inform and entertain 45 paying customers over 45 minutes and recharge my batteries to take another group shortly after. I have learnt a lot more about the history, design and original building techniques of the Globe and it is a personal challenge.

I am so pleased that I took the time to read Rosie's article.

Oh yes, what do I cover in my tour.... well you will have to join one (or ask me in the Steward's Room)!.



'To unpathed waters, undreamed shores'

After a wonderful nine months at the Globe, I am moving on to a new role as a Production Administrator for a company who produce theatre for primary schools to get young children engaged with the arts.

It is a bittersweet feeling to be leaving the Globe but, as some of you know, it is my dream to write for stage and screen so I hope one day to return, perhaps with a play I have penned myself, and join you all in the stewards' room for a tea, a biscuit and a catch-up. I have learnt so much in this role and I have been inspired by so many of you. In just nine short months, I have seen so



many amazing and inspiring productions, I have coordinated 141 shows, organised the buddy system this year for 62 new stewards, booking in (and rearranging) 262 individual shifts and, most importantly, tried very hard to learn 600 names and faces. I have loved the challenges this role has thrown at me and I think that I have grown from every experience. The Globe is such a wonderful, inclusive and exciting place to be – the theatre that is created in our wooden O is such a joyous, candid celebration of humanity. It warms my heart every day to have the privilege to walk into that space and look up at the stage where the magic is created. I hope this is not goodbye forever, I will surely see you all again soon in amongst the groundlings (trying my best not to tell other audience members off for sitting down!) Thank you all for welcoming me into the Globe family, and I wish you all a very fond farewell and best wishes for everything in the future.

Tasha x

Midnight Matinees at the Globe



Phoebe and Clem enjoying drinks and breakfast inside the Globe.

GEMMA TELLS US WHY SHE TRAVELS ACROSS THE CONTINENT TO STEWARD AS PART OF OUR MIDNIGHT MATINEES.

As the bells of St Paul's Cathedral chime midnight most people are thinking about heading to bed (if they are not already snuggled up and dreaming away). However, for a three very special evenings a season, the Globe is far from asleep and as those bells toll, the most magical of performances begins – the Midnight Matinee. For me the Midnight Matinee is my favourite

shift – something magical happens after midnight. London falls quiet the helicopters and planes land, the party boats dock for the night and the river lies still. In the theatre, fuelled by caffeine, adrenaline (and a smattering of wine) the actors, audience and stewards share unique experience – Shakespeare in the early hours. Well, yes, our role as stewards is the same we still check tickets, sell cushions and look after the patrons. But for me the atmosphere couldn't be any different. There is a sense of excitement, of doing something out

of the ordinary. Audience reactions are somehow bigger – what is mildly amusing at 2.30pm can be hilarious at 2.30am and the reverse is also true – the true silence that falls during a Midnight Matinee heightens tragedy. There is also a sense of a shared experience: that we are all an essential part of this midnight magic. This is not more in evidence than when the patrons shuffle home in taxis, night buses and tubes. That's when the yard comes alive as the actors, stewards and theatre department have a 3am yard party with drinking, eating and, at times, dancing! The theatre department provide food and drink as a thank you, and some stewards choose to bake something or bring a bottle of something special (I love a post-midnight matinee glass of prosecco!). It's a great chance to chat to your fellow stewards, exchange a few words with the actors, and enjoy the joy that is the globe family, before provided taxis whisk you home.

? 10 QUESTIONS with... Chaz Kinnear



New this season Chaz has already completed an impressive 20 shifts!

1 Name

Chaz Kinnear

2 Tea or coffee?

Depends on what time of day, but mostly coffee.

3 What drew you into volunteering at the Globe?

I live 25mins walk downriver so have an easy commute. The building is truly iconic as a venue and the variety of performances attracted me. I really liked the idea of being part of the team that makes it all happen.

4 Favourite Steward's room biscuits?

Scottish butter shortbread of course! The perfect mix of satisfying crunch and sugar rush.

5 Favourite duty?

Middle and Upper Galleries. The patrons tend to be more respectful than those in the yard and the look of awe on their faces when they catch sight of the view if the interior for the first time is priceless. Patrons there often want to have a chat about the performance and the building during the interval.

6 What has been your favourite production?

From 2018, the audience choice of *Merchant of Venice*. This was the first Shakespeare play I ever saw

aged 12 and have been in love with the theatre ever since. From 2019, *Henry V*. Who knew it was a comedy..!

7 If you could be any Shakespeare character who would you be and why?

Balthasar / Portia in *Merchant of Venice*. The logical argument around the taking of the pound of flesh is so devastatingly simple and irrefutable that being able to analyse a situation and think like that would be a great skill.

8 Tell us a funny story from your time at the Globe:

I was sitting by the river near the entrance before my shift when a very loud American group stopped in front of me. The leader of the group pointed to the Sam Wanamaker Playhouse and confidently stated... 'that's The Globe Theatre, it burned down and now it's made of brick which makes more sense'. The group moved on before I could correct him.

9 What's your life mantra?

Everything can be improved.

10 If you could pass on one stewarding tip to other stewards, what would it be?

Try to anticipate the needs of patrons so you can offer the assistance they need before they have to ask for it.

Dates for your Diary...

October & November

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

October

Thu
10

Steward Drop-in: Open to All!

CROSBY & HOPE CAFÉ, SACKLER CENTRE

Thursday 10 October, 5.00pm

Fri
11

Final Henry Trilogy Day

GLOBE THEATRE

Friday 11 October, 11.00am, 3.00pm and 7.00pm

Sat
12

Final Bartholomew Fair Performance

SAM WANAMAKER PLAYHOUSE

Saturday 12 October, 12.30pm

Sun
13

Volunteer Thank You Party

UNDERGLOBE

Sunday 13 October, 12.30pm–2.30pm

Sun
13

Final Performance of the Summer Season

GLOBE THEATRE

Sunday 13 October, 3.00pm

Tue
15

Sam Wanamaker Playhouse Winter Shift Release 1 Oct, 2 Nov and 2 Dec

ONLINE BOOKING SYSTEM

Tuesday 15 October, 11.00am

Fri
18

Comedy Store Players

GLOBE THEATRE

Friday 18 October, 6.30pm

Tue
22

Half Term Tales Children's Festival

SAM WANAMAKER PLAYHOUSE,

NANCY KNOWLES LECTURE THEATRE

Tuesday 22 October – Saturday 26 October

Tue
29

Deep Night Opening Night

SAM WANAMAKER PLAYHOUSE

Tuesday 29 October, 6.30pm

November

Fri
1

Sam Wanamaker Playhouse

Winter Shift Release Oct, Nov and Dec

ONLINE BOOKING SYSTEM

Friday 1 November, 5.00pm

Tue
5

Henry VI Opening Night

SAM WANAMAKER PLAYHOUSE

Tuesday 5 November, 6.30pm

Wed
13

Richard III Opening Night

SAM WANAMAKER PLAYHOUSE

Wednesday 13 November, 6.30pm

Thu
11

Focus Group Meeting 4

GLOBE

Thursday 11 November, 6.30pm

Thu
14

Steward Drop-in: Open to All!

CROSBY & HOPE CAFÉ, SACKLER CENTRE

Thursday 14 November, 5.00pm



RICHARD III

deep
night,
night dark

HENRY VI

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...



Final Midnight Matinee of the 2019 season!



Terry Pope sent us this an updated version of Will at Cannon Street Bridge.



Sue Rosner bumped into fellow volunteer steward Brigitte Minogue in Memphis USA today – doing a USA Deep South Tour.



Making the most of the last moments of sun on East Piazza!



Thank you to all of you who joined us to say goodbye to Tasha!



Stuart Surridge took this photo after watching a performance of A Midsummer Night's Dream.



Thank you to all of you who have helped us with our gaps across the season!

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...

Michael Thomas,
Chaz Kinnear, Tasha Saxby,
Gemma Allred,
Richard Vincent, Sue Rosner,
Terry Pope,
Stephanie Labourdique,
Phoebe Lambdon