

ISSUE 47: February 2020

# MUCH ADO

## ABOUT VOLUNTEERING

SHAKESPEARE'S  
GLOBE

Volunteer  
Newsletter

### DREAMING ON THINGS TO COME

HELLO AND WELCOME TO YOUR FEB EDITION OF MUCH ADO ABOUT VOLUNTEERING

January 2020 has flown by for us here at the Globe! We came to the end of our recruitment period, announced our 2020 summer season and have begun our annual training programme for all 620 of you.

Thank you to everyone who helped us by sharing our volunteer role far and wide. We received 160 applications for the role! We invited 140 of these to an interview to get to know them and find out why they were excited to join our Globe family. We are delighted to be welcoming over 100 new volunteers to our team for the 2020 season.

We have chosen to recruit more volunteers this season in line with our busiest Summer Season yet, and what a season it's going to be! When asked about this epic season Michelle, our Artistic Director, said: "With a theme of mythical love *Romeo & Juliet*, *Much Ado About Nothing*, *Twelfth Night* and *Antony & Cleopatra* are of course plays about love. But love of the most transcendent and transformative kind. Love that reaches across difference, that challenges a generational divide, that defies war and hate, poetic love, passionate love, painful love, obsessive love, unrequited love, inconvenient love, ridiculous love, renewed love, restored love, re-imagined love, powerful love, true love, artful love, heart full love, hopeful love, revolutionary love, love that will thrive us, and love that will survive us.' We cannot wait to share more of the season with you!

We are in the process of inducting our 100 new volunteers and booking them onto volunteer training sessions which they will be attending alongside you. Please do give them a warm welcome when you see them. Thank you to all of you who have expressed your interest in acting as a buddy for our new volunteers – we will in touch shortly regarding this.

With Induction, Training and Buddying on the way we are also gearing up for the return of *Playing Shakespeare with Deutsche Bank* with this year's production of *Macbeth*. Each performance will be 90 minutes long and is created for young people. We have a mixture of schools and public performances. Remember two of these can count towards your 14 shift commitment for our 2020 summer season!

Recently we announced that we will be hosting a Communication Session on Tuesday 17 March from 6.00pm – 8.00pm. Here we will be joined by our CEO Neil Constable and several other members of staff who will be sharing exciting updates. We very much hope you will be able to join us.

With so much taking place over the next couple of months whether it's training, new volunteer inductions or for Globe and Sam Wanamaker Playhouse shifts we look forward to having you here with us soon!

Best Wishes,

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

IF LOVE  
BE ROUGH  
WITH YOU

BE  
ROUGH  
WITH LOVE

I long  
to hear the  
story  
of your  
life

Who is it  
that can tell me  
who I am?

I do  
love nothing  
in the world  
so well as you

You take from me  
a great part  
of myself

I know that  
sickness  
...you shouldn't be  
scared of

You  
are in love.



# Team of the Month

## LIBRARY AND ARCHIVE

**Mel Chetwood, the Globe's Library and Archive Assistant give us an update on the Library and Archives current ventures.**

The Executive have just approved our new mission statement:

*The living record of your memory (Sonnet 55)*

We are a Performing Arts repository, specialising in Shakespeare and his contemporaries in performance, and collecting rare books, special collections and the living record of the radical theatrical experiment that is Shakespeare's Globe. We develop, preserve and activate our collections. Our aim is to inform and inspire curiosity, creativity and learning for everyone.

We have been condition checking and packing up the Original Practices Clothes Archive to be sent off for conservation. This amazing sword pouch (see the image) was made for Mark Rylance as the Duke of Vienna in *Measure for Measure* (2004). It is deep purple velvet, hand embroidered with pink, green and gold thread, and it's absolutely stunning. This is just one of hundreds of beautiful items in our unique and precious OP Collection.

We receive new acquisitions to the Archive all the time. Recently we have acquired the Shakespeare's Globe Centre USA Archive, which has been shipped over from the States and documents the mammoth and Hollywood-filled fundraising campaign by SGC USA, without which the Globe wouldn't be here. We have also been gifted the papers of Jeanne Strickland who was instrumental in the development of early Education

initiatives including *Our Theatre* and *Lively Action*.

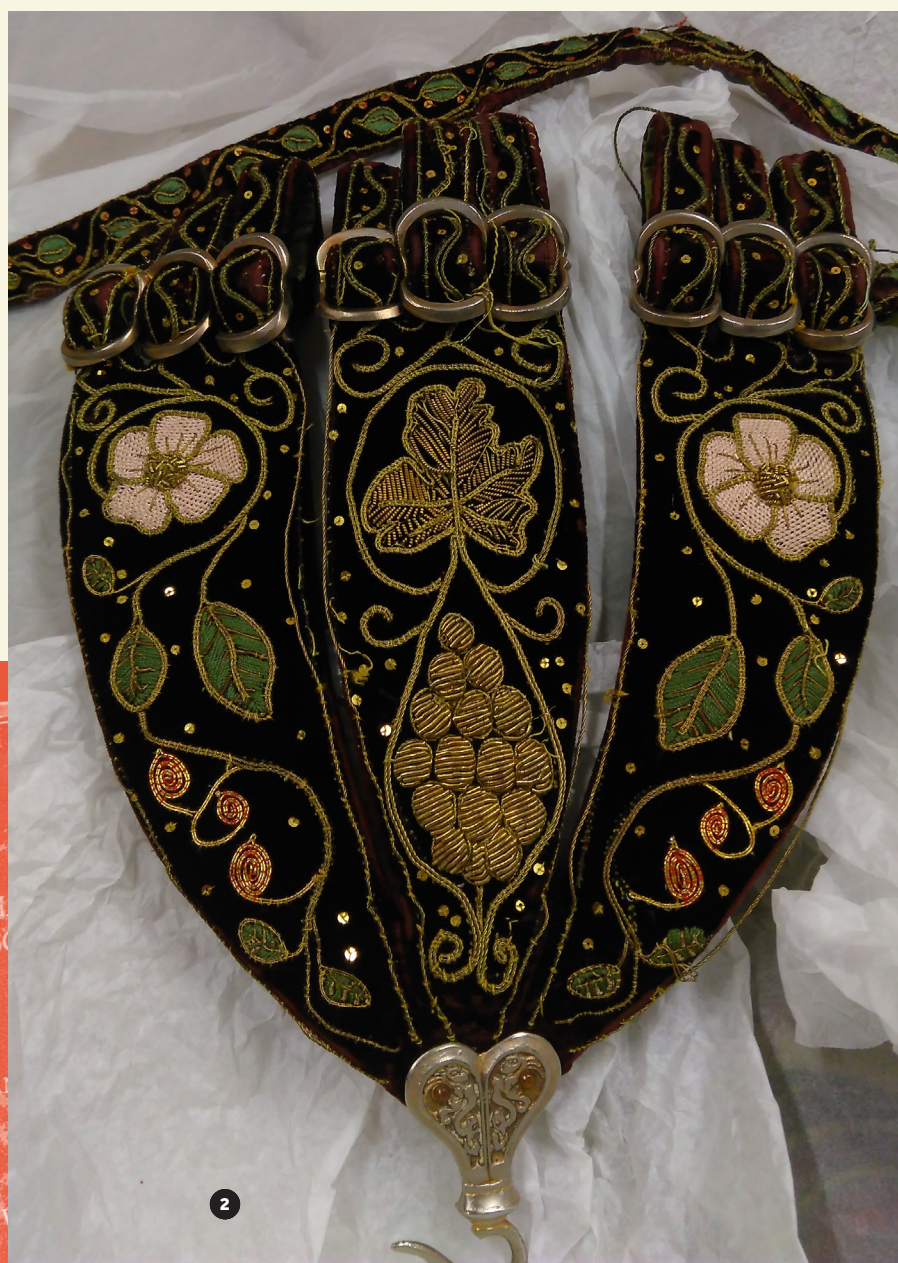
Day to day we archive everything from our current productions, including rehearsal notes, show reports, flyers, posters and programmes, prompt books and wardrobe notes, as well as recording performances, interviews and Q&As with cast and creatives. We also record Education events and other events.

Welcoming researchers into the L&A is a very enjoyable part of what we do. It's always really interesting to find out their areas of research and help them to access the materials they need. Currently, a hot topic in research seems to be gender neutral productions. Next month, someone is visiting from Brazil because they are writing a novel in which the protagonist comes to Shakespeare's Globe to see the 2004 production of *Much Ado About Nothing*, so they want to

watch the recording of the production!

We recently attended an Association of Performing Arts Collections study day in Stratford-upon-Avon, where organisations including the RSC, Shakespeare Birthplace Trust and the National Theatre shared ideas and initiatives for increasing accessibility and usage of performing arts archives. We also got to hear some great anecdotes about RSC's collection from Gregory Doran, which was an added bonus.

As a volunteer you are very welcome to come and use the Library & Archive, (we are open on Wednesdays, Thursdays 10.00am – 1.00pm and 2.00pm – 5.00pm), to view past productions, other archive materials or to use our library books. To book an appointment please email [library@shakespearesglobe.com](mailto:library@shakespearesglobe.com).







# You Said, We Did

## Steward Focus Group 2019

**YOU SAID:** A non-dairy milk in the Stewards' Room would be beneficial for those who choose not to drink cow's milk.

**WE DID:** We now provide oat milk in the Stewards' Room.

**YOU SAID:** Could the role of the volunteer in the event of onstage first aid be addressed as part of the Playhouse training?

**WE DID:** We included this as a scenario in the training sessions along with other real life situations that took place across the season.

**YOU SAID:** What are you doing to address the gaps we are seeing across the summer season?

**WE DID:**

- Increased cancellation period on supersaas from two days to four days to improve accountability for those cancelling.
- Sent a reminder of the shift commitment to volunteers who had completed under ten shifts midway through the season.
- Jenny (Coordinator) created a statistical overview of stewards shifts over the past three years, showing average shifts completed etc.
- Volunteer Management Team will taking a stricter approach with those who have not completed the minimum shift commitment.
- Those who have done under six shifts over the summer will be asked to reapply.
- Those who have not completed 12 shifts for the past two years will be asked to reapply.



- Those who have not completed 12 this season will receive a warning email for next season.
- This shift commitment is increasing to a minimum of 14 shifts per season. Two of these shifts can be *Playing Shakespeare* and four of these shifts can be main season Sam Wanamaker Playhouse performances.
- We will be recruiting around 100 new volunteers this season.

**YOU SAID:** We would like to see a more unified approach to Visitor Welcome Manager uniforms.

**WE DID:** Passed this on to Natasha Nardell, Head of Visitor Experience, who has implemented a smart-causal uniform of brand colours for Visitor Welcome Managers and Coordinators on performances.

**YOU SAID:** It would be good to acknowledge some of the volunteers who have gone above and beyond this season in a special way.

**WE DID:** We presented surprise, personalised certificates at the End of Season Party to a select number of volunteers who really went above and beyond and completed many shifts this season.

**YOU SAID:** Could Michelle give an insight into the Globe 2020 Summer Season in her speech at the Party?

**WE DID:** Michelle attended the party and gave an insight into next year's season as part of her speech.

**YOU SAID:** We would like to receive some tips on 'Safe Standing' inside the Sam Wanamaker Playhouse.

**WE DID:** In our welcome to the Playhouse Season email we included some top tips on safe standing.

**YOU SAID:** We would like to honour Jean Jayer with a plaque at the Globe.

**WE DID:** We are working with Sandra, Director of Visitor Experience, to create plaque for the Stewards' Room. This will be able to be moved to a new Stewards' Room once Project Prospero 2.0 is complete.



**YOU SAID:** Can we have more information on the ways in which we support volunteers and their mental health?

**WE DID:**

- We explained that we have a duty of care to all volunteers.
- Tasha (Coordinator) wrote an article for the Newsletter about the importance of mental health.
- Rosie (Volunteer Manager) and Tasha attended mental health first aid training.
- We have sign-posted some services in the Stewards' Room for those who need support. This document is attached to the cupboard above the coffee machine.
- We have put a list of all the Mental Health First Aid trained staff on the board with their office hours and contact details.
- We have highlighted the internal process that we follow to support individuals.

**YOU SAID:** There has been no formal introduction of the new Visitor Welcome Managers.

**WE DID:** We organised an informal get to know you social with the new Visitor Welcome Managers.

**YOU SAID:** You would like an update on the bigger picture of the Globe at present.

**WE DID:** We invited Neil along to our communication session to give this update.

**YOU SAID:** Can the cushion cart doors and hinges be repaired?

**WE DID:** These are currently with the tech team who are working on them.

**YOU SAID:** Can we have a replacement for the Yard steps so that children or persons of short stature (redundant steps leading to Bays in the Globe were removed once they'd rotted. They were, however, often used to get a better view of the stage).

**WE DID:** After almost three years and discussion with the Architecture Research Group, a removable replacement for the steps has been created and will be in place for the 2020 Summer Season.



# ? 10 with... QUESTIONS Michael Rogers



- 1 Name  
**Michael Rogers**
- 2 How many years have you been volunteering?  
**2019 was my 1st year.**
- 3 Why did you decide to become a volunteer?  
**I first visited the Globe in 2003 and saw Mark Rylance as Richard II,**

during the interval I was talking to a steward who told me about the volunteering side of the theatre. When visiting again over the following years I learnt more about the Globe's history, its aims and the volunteer's role. It was obvious to me that the Globe was unlike any other theatre and while it was many things especially Shakespeare it was also a unique experience. On every visit I promised myself that when I stopped working, I would apply to volunteer in this amazing set up.

- 4 What to you, is the best thing about volunteering at the globe?  
**Being part of London's entertainment, cultural and tourist industry as well as meeting many interesting people from paying customers to fellow volunteers. It's also wonderful to see the pleasure our visitors derive from attending performances.**
- 5 What is your favourite position?  
**The yard. The atmosphere is electric, it's so alive even when pouring down with rain you are part of the audience and part of the production. This position is the most demanding however, the most rewarding.**
- 6 What has been your most memorable production and why?  
**Henry V. It was the first Shakespeare play I studied at school and I have always loved it however, Sarah Amankwah's role as King**

**Henry was absolutely breath-taking.**

- 7 If you could be any Shakespeare character who would you be and why?  
**Falstaff the ultimate loveable rogue.**
- 8 What is your favourite Shakespeare play?  
**Henry V has it all, great language, great story and wonderful heroes.**
- 9 Tell us a funny story from your time at the Globe?  
**I was volunteering in the middle gallery and about 20 minutes into the performance after the interval I noticed a man walking behind me along the passageway, I thought he might not be well so asked if he needed some help. Apologising, the gentleman explained that his son had dropped his watch over the balcony and he was trying to find his way out to retrieve it. I took him down to the yard and met a volunteer who was holding the watch. Fortunately, it hadn't hit anyone and we did manage to have a laugh about it. The watch was returned to his son but only at the end of the performance. The nice ending to this story is that the gentleman on his way out put a £20 note into the collection bucket with a smile and a thank you.**
- 10 If you could pass on one tip onto other volunteers, what would it be?

**Enjoy every second in this magical place. You are part of a special group of people who are here to help our visitors enjoy their experience but you are also surrounded by fellow volunteers and managers who are on hand to help you. AND please don't eat all the jammie dodgers leave one for me.**







Dates for your Diary...

# February & March

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

## February

Mon  
3

### Globe Volunteer Training

GLOBE

Monday 3 February – Sunday 8 March (Various Dates)

Sat  
8

### Swive **R**

SAM WANAMAKER PLAYHOUSE

Saturday 8 February, 2.00pm

Thu  
13

### Volunteer Drop in Session

CROSBY & HOPE

Thursday 13 February, 2.00pm

Sat  
15

### Swive Final Performance

SAM WANAMAKER PLAYHOUSE

Saturday 15 February, 7.30pm

Tue  
18

### February Half Term Children's Festival

SAM WANAMAKER PLAYHOUSE

Tuesday 18 – Sunday 22 February

Wed  
19

### Sam Wanamaker Playhouse March and April Dates: Cap Released

Wednesday 19 February, 5.00pm

Fri  
21

### Women Beware Women First Performance

SAM WANAMAKER PLAYHOUSE

Friday 21 February, 7.30pm

Wed  
26

### Playing Shakespeare Macbeth First Performance

GLOBE THEATRE

Wednesday 26 February, 2.00pm

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

**AD**

**BSL**

**CAP**

**R**

## March

Tue  
10

### April – June 4 shift per month Release

GLOBE

Tuesday 10 March, 11.00am

Wed  
11

### The Taming of the Shrew **CAP**

SAM WANAMAKER PLAYHOUSE

Wednesday 11 March, 7.30pm

Thu  
12

### Volunteer Drop in Session

CROSBY & HOPE

Thursday 12 March, 7.30pm

Mon  
16

### Playing Shakespeare: Touch Tour and **AD**

GLOBE THEATRE

Monday 16 March, 2.00pm

Sun  
15

### The Taming of the Shrew Touch Tour and **AD**

SAM WANAMAKER PLAYHOUSE

Sunday 15 March 2.00pm

Tue  
17

### Playing Shakespeare **BSL** **CAP**

GLOBE THEATRE

Tuesday 17 March, 2.00pm

Tue  
17

### Communication Session

SACKLER STUDIO

Tuesday 17 March, 6.00pm – 8.00pm

Wed  
18

### Playing Shakespeare **BSL** **CAP**

GLOBE THEATRE

Wednesday 18 March, 2.00pm

Sat  
21

### April – June 4 Shifts Cap Released

GLOBE

Saturday 21 March, 3.00pm

Sat  
21

### Playing Shakespeare **R**

GLOBE THEATRE

Saturday 21 March, 6.00pm

Tue  
24

### Playing Shakespeare Touch Tour and **AD**

GLOBE THEATRE

Tuesday 24 March, 7.00pm

Wed  
25

### Playing Shakespeare: Macbeth Final Performance

GLOBE THEATRE

Wednesday 25 March, 2.00pm

Sat  
28

### Woman Beware Women **R**

SAM WANAMAKER PLAYHOUSE

Saturday 28 March, 2.00pm

Sub  
29

### Sam Wanamaker Festival

GLOBE THEATRE

Sunday 29 March, 4.00pm



# 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...



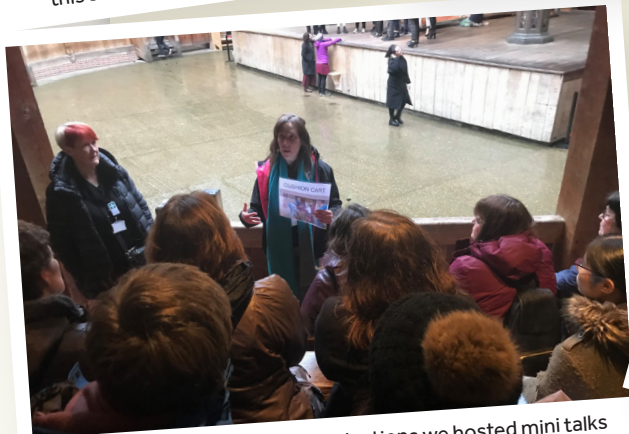
Sharon McClory came across this statue in Havana Cuba!



David Risley sent us this picture of himself dressed as the Green Man taking part in annual Twelfth Night celebrations.



Your Volunteer Management Team!



As part of our new stewards inductions we hosted mini talks on key Globe positions. Here is Penney and Kate sharing all things cushion cart!



The show must go on, we are not letting the rain get us down



Thank you to everyone who donated and promoted our book collection as part of Christmas at the Snow Globe! Together we as an organisation donated an impressive 2,500 books to three local charities; Home-Start, Evelina Hospital School and Little Village.



We are delighted that the yard steps have made a return for 2020! You'll find them by Door 1 and 4 and are there to ensure children and adults of a short stature can still get an excellent view of the stage.

## CONTACT US...

Email: [foh@shakespearesglobe.com](mailto: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.**

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](mailto:rosie.l@shakespearesglobe.com) or Kate on

[kate.hi@shakespearesglobe.com](mailto: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 Rogers

Mel Chetwood

Volunteer Focus Group 2019

Sharon McClory

David Risley