FREEMAN STAGE UPDATE

We are a little more than half-way through the 2019 season and I wanted to take the opportunity to thank you — our volunteers — for your commitment to providing friendly and effective service to our patrons so everyone has a memorable experience.

We appreciate your dedication to our mission and making a positive impact on our community. The Freeman Stage simply could not exist without you. We hope your experiences are impactful for you as well — through new friendship and seeing the fruits of your labor first-hand.

— Patti Grimes, Executive Director

CAPTAIN UPDATE

Our 2019 class of captains have settled into their positions and we look forward to the completion of another successful season at the Freeman Stage. However, just as the seasons change, we will experience a change in captains as part of our leadership team completes their three-year term of service.

If you are interested in serving as a captain next season, take a few moments and talk to a captain. Our current captains are more than happy to answer any questions you may have regarding duties, time commitments, and leadership training.

Once your questions have been answered, please express your desire to be considered for a volunteer captain position on the end of season survey.

— Phil Facciolo, VAC Vice-Chair and Captain

VOLUNTEER SPOTLIGHT

Phil Facciolo enjoys this Stage in his life!

Many of us know Phil because he is one of our great volunteer captains and vice-chair of the Volunteer Advisory Committee.

Phil and his wife, Barbara, have been volunteering at the Stage for four years. They didn’t know about The Freeman Stage when they moved into their summer retreat at Bayside in mid-June 2015.

While unpacking they heard the music from the stage and Phil walked down and spoke to someone on the security team. Upon learning of the mission of the Foundation, they were all in and became volunteers.

Phil and Barbara live in Hockessin, have 2 grown sons and are looking forward to becoming grandparents someday. Phil is the managing partner of a small law firm. It never gave him the time to volunteer, although he did serve on the Board of Directors for a small local hospital until it was acquired by a larger medical facility. He is trying to clear out the last of his cases so he can retire by the end of the year, however, the law “refuses to let go.”

On volunteering at the stage — Phil likes working on a team with like-minded individuals contributing to a program that enriches the life experiences of young children. His most enjoyable experience is watching how the work we do during the show season allows many great arts experiences in the schools. His advice to others interested in volunteering is “it’s a great experience but be prepared to work and give it 110% effort. The more you put into it the more rewarding the experience you will have.”

Phil has already made a major impact at the stage with his organization of patron parking — enhancing the safety of volunteer parkers and increasing patron satisfaction. We are really lucky to have Phil as a volunteer at The Freeman Stage.

— Chuck Bologna, VAC member
We want to hear from you! You are working the shows and seeing great attitudes and work behaviors. If you observe a volunteer who you believe deserves the “Good Vibes Only Pin,” please tell a Captain or Denise. Everyone has an opportunity to receive a pin and we thought it may be helpful to see criteria that provides guidance on behaviors which are recognized with a pin:

Safety through Teamwork
- Identifying a safety hazard or potential safety in the venue or parking lot
- Recommending changes to our standard work practices that will improve volunteer or patron safety
- Mitigating/correcting a safety hazard or situation in the venue or parking lot
- Sustained safety excellence at every show and leading by example when it pertains to safety in the venue.

Bright Idea
- Identifying a new work practice that will improve customer experience
- Making a recommendation on improving a current work practice
- Having a good workable solution to a customer problem

Good Vibes Only (This pin is used for peer to peer recognition)
- Assisting a new volunteer by providing guidance to that new volunteer, especially on their first few shows
- Being attentive to a new volunteer by providing them with support and making them feel welcome
- Checking in with colleague volunteers to provide relief, being a positive listener, being an advocate or offering assistance.

Outstanding Service
- Volunteer taking steps to make the customer feel they were heard and their issue or concern was addressed
- When handling a complaint by a customer, the volunteer remains calm and demonstrates empathy towards the customer when listening to the customer, even when the customer is very upset and excitable
- Anticipates a guest question, comment or dissatisfaction and diffuses the situation before it becomes an issue.

Going the Extra Mile
- The volunteer who goes above and beyond what the customer expected
- Leading a customer to another line that may be shorter (restrooms lines, beer/wine lines) so the customer does not have to wait in a long line
- Assisting older customers or customers with small children by carrying their chairs and helping them set it up on the greens

High Five
- Answering a patron’s question without making them feel their question was silly (the Disney “what time is the 3 p.m. parade?” response)
- Builds relationships with volunteers that foster a fun atmosphere and causes volunteers to want to return to work another show.
- Assisting a fellow volunteer address a problem/concern raised by a patron
- Continually greets customers of all ages with smiles, polite greetings and “high fives” to kids making them feel special
- Continually demonstrates flexibility as a volunteer

Are you looking for an opportunity to grow as a volunteer? Serving on the VAC is a perfect opportunity to develop leadership skills and to grow as a volunteer.

The VAC meets six times per year to develop and discuss ways to enhance the volunteer program. VAC Members serve our patrons and other volunteers in a way that results in an exceptional experience for everyone who attends events presented by the JMFF.

Look for your volunteer survey in September to express your interest to be a member of the VAC.

— John Tiberi, VAC Chair and Captain

Our third-social, a picnic at the Stage, was held on Sunday, June 2, with over 70 current and new volunteers in attendance. It was a beautiful sunny day for volunteers to catch up with each other and get excited for the 2019 season at the Freeman Stage.

Thank you to Sysco Eastern Maryland for sponsoring this event and providing the food!

Please mark your calendars for the two remaining socials of the year:

- NEW DATE: Thursday, Sept. 26: Volunteer Appreciation Dinner catered by DiFebo’s at Roxana Fire Hall
- Thursday, Dec. 12: Volunteer Social: Time and Place TBD

— Diane Gilner, VAC member and Captain

VAC MEMBERS
John Tiberi, chair; Phil Facciolo, vice chair; Linda Federman, secretary; Trudy Albrecht; Chuck Bologna; Alyson Cunningham; Diane Gilner; Sue Katz; Nicole McDuffie, student volunteer; Nancy Nimz; Elena Ripkin; Linda Thetford and Linda Urban