

“Quality in a service or product is not what you put into it.  
It is what the client or customer gets out of it.” ~ Peter Drucker

## Quarterly Friends Sign-Up Meeting



Audrey Dolezal and  
daughter Dana at  
Friends Appreciation  
Dinner 2009

**WHEN:** Tuesday June 2, 2009 at 6:00pm

**WHERE:** Chandler Center for the Arts

**IF YOU ARE UNABLE TO ATTEND:**

- Send a friend to sign up for you
- Sign up in person\*

\*In CCA Exhibition Hall

June 3, 4, 5 from 10 am - 5 pm

June 6 from noon to 5 pm

Or at the **House Manager's Desk** on June 7.

*Sign-ups not accepted by phone, fax, mail or drop off.*

**SHOW LIST FOR USHERS:**

Enclosed show list is for July 1– September 30

## Summer Work Opportunities at Higley



Since CCA's mainstage is now under renovation, two of CCA's regular June rental clients: Tempe Dance and Wagner Dance, have moved their recitals to Higley Center for the Arts. In an effort to serve our clients' needs CCA is collaborating with Higley to provide volunteer usher services. This will be a great opportunity to learn the new space!

You may sign up to work these events at the June 2nd Sign Up Meeting.

Our sincerest apologies to Audrey Dolezal. During her years of service at Chandler Center for the Arts, she has donated over 2500 hours to the Center. Due to a miscalculation, we failed to recognize that achievement at the '09 Friends Appreciation Dinner. Thank you Audrey for your service and commitment!



“Excellence is doing ordinary things extraordinarily well.” ~John W. Gardner

## Birthdays



### July

Helen Hayes	7/3
Myrna Sell	7/9
Barbara Troia	7/10
Dorothy Roul	7/18
Ann Levy	7/25
Al VandeKamp	7/27
Mary Henegar	7/28
Pat Kesheneff	7/31
Carla Bailey	7/31



### August

Janny Chan	8/4
Mary Fisher	8/7
Linda Lord	8/9
PJ James	8/13
Lydia Gonzales	8/17
Joyce Wright	8/20
Jean Rosenthal	8/29



### September

Evelyn Newlands	9/12
Millie Speidel	9/14
Audrey Dolezal	9/14
Pat Hartley	9/20
Lavonne Burney	9/20
Joyce Davis	9/22
Bud Rolley	9/26
Lou Wilson	9/29



## Usher Tips & Hints



**RESERVED SEATING:** While seating patrons prior to show time, note the row and seat numbers of vacant seats *before the lights go down*. Then you will know where to seat late arrivals.

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When seating late arrivals, look at the row and seat number on the ticket and visualize where you are taking the patron(s) before you enter the dark theatre.

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When entering a dark theatre, go through the door *before* the patron, shining the light on the floor behind you to guide them.

*"Appreciation is a wonderful thing. It makes what is excellent in others belong to us as well."* ~Voltaire

## Message from TJ



It is official — CCA renovations have begun! As our lovely building is being restored, the Friends' blueprint for success is in renewing our commitment to excellence. ***And it is the little things that make a big difference:*** like being on time, observing the dress code, and creating a pleasant atmosphere for our patrons. For questions about our policies, please review the CCA usher handbook. Copies are available upon request or you may view it online at [www.chandlercenter.org/support/volunteer.html](http://www.chandlercenter.org/support/volunteer.html) As always, I thank you for your commitment to excellence!

*Warmest Regards, TJ*

## Kudos & Five Star Alerts



"Our 2008-2009 season [has] concluded...Considering the economy, we had a great run...[Our] revenue sales vs. capacity shows a 7% increase from the pre-recession year-end in 2007! Thanks to everyone on the Arts Center team for making the Center a major arts destination in the Valley. If not for the experience you provide to our patrons, and the team work you demonstrate each and every day, I believe our year-end results would have been much different. Please know your work makes a difference!" ~Katrina Mueller, CCA General Manager

"One of my long standing season ticket holders, Adeena Pomeranke, called to renew her membership. As we were chatting, she made a comment about how great our ushers are... 'I know many of their faces after coming here for years and they always ask me if I need help finding my seat.' She also mentioned that she watches them help others and that they are always letting people know not to trip over any cords that may be in the aisle...she thought that was very nice as well." ~Judi Johnson, CCA Marketing

"I ...want to reiterate how grateful we are in the SRB for you, the CCA staff, and your amazing volunteers. I have yet to meet a more friendly and more helpful group of people. Our goal in SRB is to entertain the audience from the time they walk into the hall to the time they leave and leave them wanting to come back for more. The staff and volunteers at CCA are a big part of that, and we are grateful for all of the work. We will miss all of you all next season, and please pass along our gratitude to your staff. Thank you for 20 years of hosting us, and here's to many more in the future!

~Jason Malloy, Salt River Brass

I would like to recognize Nancy Wilson for helping us tidy up the foyer during the "One Night of Queen" concert. Nancy gathered the leftover programs from the portals, brought them to us, and collected the music stands to be put away. Thanks Nancy! ~Deb LaPlante

I would like to applaud Terry Gladney. At the Salt River Brass performance she exceeded the patrons' expectations by offering to turn in their raffle tickets at the stage saving them a trip up and down many steps. Many thanks to you Terry for your kind assistance! ~TJ Dyer

Jeanette Bassett has added to my experience by always being a friendly and helpful person. She knows the Center seating very well. ~Carol Butler

Bob LaPlante is always willing to help in any capacity—he does everything with equal graciousness and hospitality—from sweeping leaves, to lifting boxes and assisting patrons. Thanks Bob! ~TJ Dyer

I would like to commend Jeanette Bassett for always being pleasant and doing what is asked of her. Jeanette always has a smile for anyone that crosses her path. ~ Deb LaPlante