

Volunteers Working in the Wings

FRIENDSCRIPT

Early Spring 2017

Read *FriendScript* online at kennedy-center.org/support/volunteers/fscrip.pdf

35 Days of Giving Celebrating JFK's 100th Birthday

By Kayla Burgess, Membership Assistant

Over the past year, the Kennedy Center has been celebrating the centennial of the birth of our 35th president and namesake John F. Kennedy. As we approach the end of this celebration, we will launch 35 Days of Giving – a special participation and fundraising effort taking place during the 35 days leading up to JFK's 100th birthday.

From April 25 through May 29 all contributions made to the 35 Days of Giving Challenge will be matched two-to-one, up to \$350,000! This is an extraordinary opportunity for everyone involved to triple the impact of their giving and ultimately make a significant contribution in supporting current and future arts and education activities.

We are relying on our incredible Friends Volunteers to help us spread the word about 35 Days of Giving. Since the Friends are usually the first smiling faces the public interacts with at the Kennedy Center, you will play a crucial role in getting the word out about this campaign.

There will be several ways for people to participate in the festivities happening at the Kennedy Center during these 35 days,

including special performances celebrating JFK's legacy and an **Open House** on May 27. Participants can also share their JFK and Kennedy Center memories on **Facebook**, **Instagram**, and **Twitter** using the hashtags #JFKC and #35Days.

There will also be a 35 Days of Giving table located in the Grand Foyer during the campaign, which will be run by staff as well as our faithful band of Friends. The table will be a place where people can contribute to the 35 Days of Giving Challenge and ask questions they have surrounding the celebration. This will be an important way for Friends to help us communicate about the various celebrations going on around the Center and help encourage others to give the campaign.

For more information regarding 35 Days of Giving, please visit jfk.org/35days or reach out to the **Membership Office** at 202-416-8310. Thank you for your continued support of the arts and for your dedication to the Kennedy Center. We simply could not function without you and are grateful for your service!

The first day of 35 Days of Giving—April 25—also is the same week as **National Volunteer Week**.

Thank you for all you do to promote the value of SERVICE and demonstrate daily that there are many ways to give back!

Friends complete SERVICE puzzle just in time for NVW!



The official newsletter of the Friends of the Kennedy Center



LETTER FROM THE MANAGER

As the Kennedy Center celebrates the centennial year of the birth of **President John F. Kennedy**, we acknowledge five ideals that he advocated - justice, courage, gratitude, freedom, and service. **National Volunteer Week** officially starts on Sunday April 23, and it is the perfect occasion for the Friends to acknowledge the ideal of service, which all of you exemplify at the highest level. It is also an occasion to reflect that this group was the first to respond to the call to serve the fledgling national performing arts center in 1965. You are true representatives of President Kennedy's ideal.

Remember the puzzle piece that you signed at the Volunteer Gala in December, 2016? It has now been put together by many of you, and will make a new appearance at our National Volunteer Week celebration on April 27. Each piece symbolizes the important part that each of you plays in the "big picture" that is the Kennedy Center.

Let's all share a great feeling of pride in our service during this special week when volunteers are recognized across the nation. Above all, let me thank all of you for what you do for the Kennedy Center as you follow that call to service.

Brooks Boeke

*JFK asked us all to serve.
He formed the Peace Corps and struck a nerve.
I joined and served with so much pride in Costa Rica when he died.
That amazing experience formed my base
To give, to serve through most of life's race.
Teaching to military to Friends' volunteer,
SERVICE together, inspiration so clear!
-Barbara Yost
Peace Corps Volunteer 1963- 65
Friend since 1999*

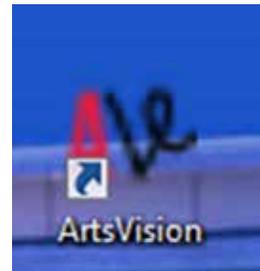
IN THIS ISSUE

New VAC Members 20173
 NexGenFriends Update.....4
 Social Networking and Friends.....5
 Intern Welcome Milica Gajic6
 Natasha Botts at the HelpDesk!.....6
 Spotlight on Brenda Carswell7
 Why I volunteer for the Arts.....7
 New Orientation for Shift Leaders.....8
 Stephanie Gimmi, Shops VAC Rep9
 WNO Friends Gather at Takoma.....9
 Welcome New Tour Guides10
 Adrienne Cannon is Recognized10
 Tours for Young People Engaging!11
 New Video Captioning project12
 Service in Any Language.....13
 Presenting Arts Vision...13
 Increasing Global Friends Visibility14
 Judy & Diane together again14
 Year of the Rooster15
 Hot News16

Features



New Orientation just for Shift Leaders
PAGE 8



Arts Vision at VIC and Tour Desk!
PAGE 13



Increasing Global Friends Visibility
PAGE 14

THE OFFICIAL NEWSLETTER OF THE FRIENDS OF THE KENNEDY CENTER VOLUNTEER PROGRAM

EDITOR-IN-CHIEF
Nancy Reid

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Jeremy Birch

LAYOUT/GRAPHICS
Scott Buga
Scott Bushnell
Julie Norcross
Brooks Boeke
Jessica Zaluzec

STAFF LIAISONS
Brooks Boeke
Myles King
Jessica Zaluzec

FRIENDS STAFF PHONE NUMBERS
Brooks Boeke, Manager
(202) 416-8303
mbboeke@kennedy-center.org

Jessica Zaluzec,
Assistant Manager
(202) 416-8304
jazaluzec@kennedy-center.org

2700 F Street, NW
Washington, D.C. 20566

The VAC Adds 3 New Members in 2017

By Lynda Van Kuren

Within the Friends Volunteer Program is an elected group of individuals who take on important additional responsibilities. The members of the **Volunteer Advisory Committee (VAC)** consult and advise the Friends program on matters that affect the volunteers in the areas they represent. This year, the VAC welcomes three new members: **Iris Bond**, **Margaret (Peggy) Long**, and **Katherine (KC) Johnson**.

Iris, who represents the Kennedy Center's **Administrative Volunteers**, has a long history with the nation's performing arts center. For a number of years she was Administrative Assistant to Roger Stevens, the Kennedy Center's Founding Chairman, and upon retiring she returned



Iris Bond,
Administration

as a volunteer. Iris is a Friends Administration volunteer who works on projects around the Center as needed and as directed by the Friends office.

Throughout the year, volunteers are called on to work for many events, including the

The members of the **Volunteer Advisory Committee (VAC)** consult and advise the Friends program on matters that affect the volunteers in the area they represent.

Kennedy Center Honors, International Festivals, auditions, and special events. "I want to learn how to help the volunteers and make sure they are comfortable with their assignments as well as ensure we are helping the Kennedy Center's departments in the best way we can," Iris says.

Peggy, who is representing the **Millennium Stage Artist Liaisons and Multimedia Broadcasters**, has been a Kennedy Center volunteer since 2012. Upon her retirement as a legal secretary, she joined the Friends as a volunteer with the **Education Department**. Last year she added Millennium Stage Artist Liaison to her volunteer activities.



Peggy Long,
Millennium Stage

Since the Millennium Stage position has not had a representative for a few years, Peggy says she will be designing her role from a fresh outlook. One of her first goals is to help the group coalesce and get to know each other. "I am glad I can contribute in a way that matches my skills and abilities," she says.

KC, the third new member on the VAC, has been a Friend for six years. A legal assistant with a life long love of theater, she began her tenure at the Kennedy Center after leaving the Box Office at **The Shakespeare Theatre**, where she had moonlighted from 1991 - 2016. KC's permanent assignment is with the **Visitors Center (VIC)**, but she also works at other Kennedy Center events such as the **Kennedy Center Honors**, and **New Year's Eve at the Kennedy Center**. She mentors and coordinates her law firm's tutoring program for high school students at **Thurgood Marshall Academy**, a D.C. charter school.



KC Johnson,
Visitors Center

KC will represent the VIC on the VAC. In her new role, she plans to expand on the classes the Kennedy Center provided its volunteers on customer service. "This is another way for me to contribute," she says. "I hope to be an ambassador for the Kennedy Center for the rest of my life."

Volunteer Advisory Committee 2017

Bob Bahr (Outreach), **Iris Bond** (Administration)
Bervin Elliot (Education)
Stephanie Gimmi (Retail Operations)
KC Johnson (Visitors Center)
Elaine Kolodny (Washington Performing Arts)
Peggy Long (Millennium Stage)

Maryellen Magner (At-Large)
David Mead (WNO)
Nancy Reid (Friendscript)
Marilyn Schoon (Archivist), **Audrey Sosa** (Outreach),
Iris Straus (Lounges), **Tina Tate** (Chair/Tours),
Carmel Thompson (NSO Women's Committee)

Marian Anderson Bust is Here!

The bust is a special stop on the Tours For Young People High School tour in 2017!



Kennedy Center visitors have yet another piece of artwork to admire during their Kennedy Center tours. Hungarian sculptor **Nicolaus Koni's** bust of **Marian Anderson** was given to the Kennedy Center in 1974. The American contralto's bust will soon be on display on the Box Tier of the Opera House. The bronze bust is said to represent Anderson singing **Franz**

Schubert's "Death and the Maiden" and is a frontal image with closed eyes. Her mouth was sculpted closed, instead of an open mouth that would normally be associated with a singer. This pose is perhaps meant to symbolize a pause and reflective moment between phrases.

Friendscript July/August 2009

Beyond the Wings

By Jessica Zaluzec

What do MyTix, Lunar New Year, and the Kennedy Center guest experiences have in common? The answer is that these activities are attracting NexGenFriends!

Since August, NexGenFriends have contributed over 2,500 hours volunteering as artist liaisons for Yasiin Bey and Special Guests, with Education events and Special Events mailings, at the New Year's Eve Celebration at the Kennedy Center, and much more.

On February 4, 75 NexGenFriends volunteered for Lunar New Year Family Day. Forty-six of the 75 came from D.C.'s Confucius Institute and are students at George Washington University, George Mason University, and the University of Maryland. Ryan Gallagher, Chair, and Tamara Runtsova, Festival/Event volunteer, served as Area Leaders.

NexGenFriends will be needed to conduct post-performance guest experience surveys this spring. At least 30 NexGenFriends responded that they want to participate.

On March 19, NexGenFriends partnered with MyTix during the Millennium Stage's 20th Anniversary event. Steering Committee members Brittany Jecko and Lauren O'Sullivan served as spokespersons at the recruitment table for the pre-show Happy Hour.

On May 19, NexGenFriends will be partnering with MyTix for the Washington National Opera's *Madame Butterfly*. They will have a recruitment table, and Chair of NexGenFriends and Sunday Tour Guide Ryan Gallagher will lead a tour for those interested while telling them about

A NexGenFriends Update



Seventeen NexGenFriends recently met for Happy Hour at the Millennium Stage and recruited 7 new NexGenFriends!

NexGenFriends. On June 16, they will be partnering with Theater Programming's *Hedwig and the Angry Inch*, and another tour will be offered.

NexGenFriends continues to grow as we approach the 500 member mark to carry the torch of volunteering forward.



Thank you to **Lauren O'Sullivan, Shannon O'Sullivan, and Brittany Jecko, NexGenFriends Steering Committee** members, who volunteered for the Millennium Stage's 20th Anniversary event on March 19. Twenty-seven new **NexGenFriends** were recruited thanks to their efforts.

NexGenFriends will be partnering with **Washington National Opera's** BravO program at the May 19 *Madame Butterfly* event with the goal of recruiting new members!

We're on facebook

With the closing of maximum INDIA, the Kennedy Center thanks the 323 Friends of the Kennedy Center volunteers who served as exhibition hosts throughout the festival. We are particularly grateful for the 91 volunteers from India, representing 22 states and making up an extraordinary 35% of the festival volunteer corps. They shared aspecial pride and love for all things India

Friendscript March/April 2009

Thanks goes to Advertising Creative Manager Scott Bushnell for our first-ever posting on the Kennedy Center Facebook page.

Tweets About Our Tours

This September the Kennedy Center began using Twitter as a means to educate individuals worldwide regarding all the happenings at the Center. Twitter, a free social networking and micro-blogging service created in 2006, lets its users post brief messages called tweets that are limited to 140 characters. Sending tweets including text and images are proving to be a great way for our visitors to tell others about what they see when on a tour.

Friendscript November/December 2009



Celebrate springtime! Take a tour #KCFriends concluding with a beautiful view on the Roof Terrace. Learn about our Gifts and Artists #FreeinDC #KenCenTours

Social Networking and Friends

By Milica Gajic, Friends Intern

Spring is coming and so is National Volunteer Appreciation Week, which we celebrate April 23-29. That week is special for another reason – a special fundraising program, “35 Days of Giving,” will be launched as a part of the continuous celebration of the JFK centennial leading up to the anniversary itself on May 29, 2017.

The best way to find all the information about the events occurring during National Volunteer Week is to visit our social networks. Our Friends of the Kennedy Center Facebook page is a wonderful source of information about fun volunteer opportunities, announcements such as Happy Hours and NexGenFriends events, or photos from the Friends in Action events. If you have not done so already, make sure to join this Facebook page and spread the word about it to anyone who loves the performing arts and believes in volunteer support. In addition, you are encouraged to share your own stories, photos, and insights to make our page a lively and vivid source of information.

During the week of April 23-29, if you type in #DidYouKnow or #NVW17 in addition to the #KCFriends, you can find all the tweets related to the National Volunteer Week and John F. Kennedy and his connection to volunteerism and service!

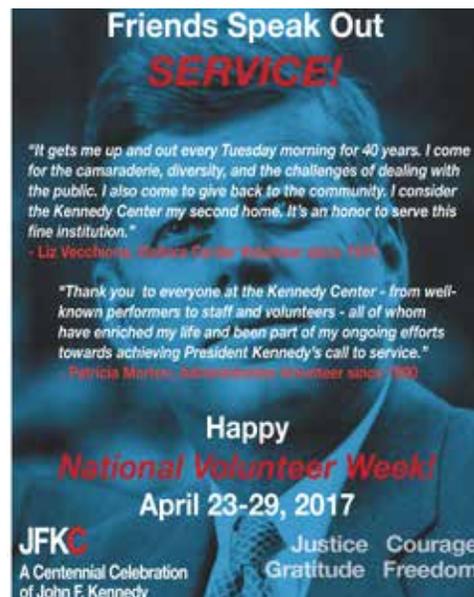
Twitter is another great social network service, and its main feature is a hashtag (#). Even if you do not have your own Twitter account, you can still read messages posted by other people on Twitter. If you type in any of the popular Kennedy Center hashtags like #KCFriends, #KenCenTours, or #NexGenFriends,

you can see all the discussions and photos related to our volunteers and tours.

An example of a tweet for National Volunteer Week is “Let public service be a proud and lively career.”- John F. Kennedy.

You can also make your own Twitter account and start tweeting about JFK, your unique experiences as a Friend, and what service means to you.

Remember to use our special hashtag words in your tweets. This is a great way to attract more users with similar interests and engage them in the discussions. If the hashtag word is promoted by enough individuals, it becomes a “trending topic,” which means the word gets displayed on the Twitter front page. It would be wonderful to see #KCFriends on that page so start tweeting today, use our hashtags and promote volunteerism during the week we celebrate you!



“Let the public service be a proud and lively career.”

—John F. Kennedy

**Celebrate National Volunteer Week with us:
April 23-29! #KCFriends**



Celebrating and Promoting Volunteer Support for the Performing Arts

Although volunteer programs in the performing arts world outside the United States are largely underdeveloped, if they exist at all, the concept is gaining popularity, albeit gradually. The economy, not surprisingly, is one of the driving forces in this change. I count my blessings daily to be at the Kennedy Center managing such an extraordinary program as the Friends. The strong staff support and superb volunteer corps here make it easy

for me to be an advocate for volunteers with arts managers outside the United States. And since my attendance in 2006 at a conference on global volunteerism in New Delhi, India, where I was able to bring some visibility to cultural volunteerism for other professionals in the field, I have been finding more and more like-minded individuals who share our vision.

Friendscript March/April 2011

Intern Welcome: All the Way from Abu Dhabi

By Milica Gajic



Hello, everyone! My name is Milica Gajic and I am the new **Friends of the Kennedy Center Intern** for the spring season. This is my first proper internship experience and I am incredibly glad I got the opportunity to start at this amazing organization. I look forward very much to working with all of you!

Currently a second-year student at **New York University (NYU) Abu Dhabi**, I am completing a major in Psychology and minors in Economics and Philosophy. Originally, I am from Serbia. I had the opportunity to finish my last two years of high school in Slovenia.

I was drawn to the NYU campus in Abu Dhabi due to the great diversity of the student body. Students represent more than 75 nationalities and speak 70 languages. The atmosphere and the conversation we have on campus are one of a kind. I am really happy I can bring my international experience into this community.

I am a huge lover of volunteering. In high school, I regularly volunteered in my dorm and joined a number of small-scale initiatives such as organizing a theater festival for the student amateur theater groups, assisting in creative workshops at the **Maribor Society for Cerebral Palsy**, or helping in an eco-action to clean local rivers.

You are quite a diverse group and I am enjoying hearing your volunteering experiences at the Kennedy Center and beyond. Even more than that I enjoy working alongside you. I am learning a lot from such a great group of people.

This experience is already a wonderful and memorable semester for me in Washington, DC.

Staff Spotlight

Who you Gonna Call? Natasha Botts at the Help Desk!

By Dennis Butler

It happens to us all every day - a forgotten password or a lost internet connection. At the **Kennedy Center** that call for help will often go to **Natasha Botts**, Network & Desktop Support Technician, who will always respond pleasantly. As part of a 25-person IT staff, Natasha fields questions with what she calls the “white glove” system, where she treats everybody the same, from kitchen staff to the president.

A native of Miami, Florida, Natasha studied fashion design at **Rutgers University** and later received technical training at **Byte Back** in Maryland. She once worked as a telephone receptionist and quickly caught on to connecting calls. Someone suggested she take computer training because she already had natural customer service skills. Since then she has spent 15 years in the IT business, including stints with the **World Bank** and **Armed Forces Services Corporation**, before spending the past two years at the Kennedy Center.

She attributes her positive customer service attitude to her parents, whom she recalled offered food to everyone. Her mother was a missionary and her father was in the military before becoming a preacher. Natasha spent five years of her youth in Liberia.

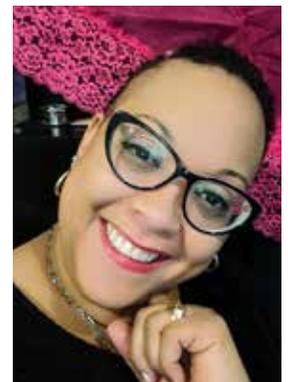
A support technician’s duties are defined as installing, modifying, or repairing hardware and software, but Natasha adds to “make sure each customer gets great customer service.”

Although many problems can be resolved with a phone call, Natasha says she can be seen everywhere fixing problems.

Besides helping with individual computer issues, Natasha helps when new shows arrive by doing a “load-in,” which she described as “making sure that the upcoming show has all the technical equipment and software needed to make the show successful.”

Although the most common issue may be a forgotten password, Natasha said she must keep on top of everything. She is constantly learning and knows a little about everything, like Facebook and Snapchat. She pointed out that since she joined the Kennedy Center staff there are new Wi-Fi hot spots, new equipment, and technical improvements. In the future, she said, staff can expect faster Wi-Fi and network connections and “all types of upgrades to equipment and as always an ever-improving Service Desk.”

Natasha’s favorite part of her job is learning something new every day, including meeting new people and learning new



Natasha is ALWAYS so helpful. Thank you, Natasha!

Brenda Carswell Living Outstanding Service *Shift Leader Extraordinaire on Saturday afternoons*

By Nancy C. Reid

Brenda Carswell is on the cusp of receiving her ten-year Friends pin, as her former colleagues at the U.S. Patent and Trademark Office knew that she would when she retired from there in 2006 after 37 years. Her farewell program said “to look for her at the Kennedy Center.” Brenda did not know then that she would become the Shift Leader for the Saturday afternoon Visitors Center (VIC) where she works with seven dedicated Friends.

Born in Brooklyn, New York, Brenda grew up in Washington, DC, and now lives in Occoquan, Virginia. She is an active member at the First Mount Zion Baptist Church in Dumfries, Virginia, where she participates in the Women’s and Seniors’ Ministries.

One of Brenda’s gifts is hospitality – making people feel comfortable and welcome and providing needed information. Since the VIC is often the first physical contact point that patrons have with the Kennedy Center, she is in the best position to exercise her abilities. She utilizes these same skills in her myriad of other volunteer positions with AARP, the League of Women Voters,

and the Prince William County Board of Elections, to name only a few.

Volunteering in her community and traveling are the joys of Brenda’s retirement. She has planned and coordinated many weddings, family reunions, workshops, meetings, conventions, and community events.

One of her most memorable moments at the VIC was meeting a retired government worker and his wife, since Brenda understands a career dedicated to government service. The gentleman hosts a radio show in Hattiesburg, Mississippi. He was so struck by her ability to weave her professional and volunteer experiences together that he invited her to join him on his show.

Brenda plans on being at the Kennedy Center to receive her 20-year pin. Her former colleagues can still “... look for her at the Kennedy Center.”



Why I Volunteer in the Arts By Bruce Carlson, Jazz Programming

My interest in the Kennedy Center was established long before my career brought me to Washington, DC in 1999. I was a fan of its jazz programming as a regular listener to NPR’s broadcasts of Billy Taylor’s “Jazz at the Kennedy Center” and “Jazzset.” Once I moved here, I was excited to be in the audience frequently for jazz as well as for events across the arts spectrum. I also started thinking about volunteering – something I had done often while living in the Twin Cities. One of the first things I did upon retirement was sign up. It has been even more fun and interesting than I had expected.

The variety of assignments I have undertaken in the last year has been really enjoyable and included supporting special events for the jazz program, such as the 2016 NEA Jazz Masters Tribute Concert and Jimmy Heath’s “90th Birthday Concert;” delivering KC Board meeting packets to the Hill; assisting visitors at the giant (and awesome) “Earth Harp” at the Irish Festival; supporting events of the Education Department that bring arts education into DC classrooms; and helping with student auditions for the WNO opera camp.

It was a pleasure to support in small ways all of these events, especially those celebrating some of my jazz heroes. There were many special moments I was able to witness. Perhaps the most affecting was backstage at the NEA event in April, seeing Jazz

Masters Jimmy Heath and Archie Shepp give spontaneous piano lessons to rising talent Justin Kauflin. Listening to the stories at these gatherings of jazz veterans was an unforgettable treat.

What has also struck me, across all these settings, is seeing the many ways that volunteers truly make a difference at the Kennedy Center. Whether it is something simple like me helping Jimmy Heath carry his saxophone case on the trek from the audition room to the stage or the care taken by fellow volunteers in helping young opera singers relax before their big auditions to the WNO summer camp, it is clear that volunteers play a much larger role in the overall success of the Kennedy Center than I had realized. What a talented and professional group! I would be remiss if I failed to point out that the Kennedy Center staff have also, without exception, been a pleasure to work with – I have even met the fabled “Voice of God” who, as I always suspected, is indeed a woman.

I am proud to be a part of all this and look forward to what is coming next.



NEA Jazz Master
Dick Hyman with Bruce

“It is particularly great to have Bruce join us as a Friend....I’ve known him for years as a ‘regular’ at our jazz performances, and his passion for the music carries over to his work as a volunteer. We are lucky to have him!”

–Kevin Struthers, Director, Jazz Programming

Introducing Special Orientation for New Shift Leaders

By Tricia Callahan

Are you interested in stepping up to become a **Shift Leader** but nervous about the new responsibilities? No worries. An innovative procedure for the orientation of all newly named to this vital position has been developed. There is now an official “Shift Leader Trainers Orientation Checklist,” which includes special sections with additional topics to cover each of the three largest volunteer areas - **Retail Operations, Tours, and Visitors Center.**

The Shift Leaders are the backbone of the Friends program. They are the only way **Brooks** and **Jessica** can possibly manage 500+ **Friends** and close to 1,300 **Festival/Event Volunteers.** Ensuring that the training and management of each shift is uniform is ‘job one’ in such a large and diverse program. The proper staffing and running of each shift is essential to reinforce the professional and essential job the Friends do at the **Kennedy Center.**

After meeting with Brooks, a member of the **Shift Leader Training and Review Team** will cover diverse areas such as the level of customer service to be shown to all patrons, information about upcoming Shift Leader meetings, and the replacement of all tools used during a shift to their proper place. If this sounds daunting or extremely time consuming, there is the added benefit of the orientation. In addition to giving you all the information and tools you need to succeed in your new role, you will get to



On January 28 they gathered to discuss ways the Friends volunteers can enhance the visitors experience.

know an experienced Shift Leader who can be an ally and mentor to you, if you have questions or need advice in the future. It’s a win-win!

95 Friends serve as Shift Leaders, many of whom are also part of the training program. We simply could not run the program without them!

Top Policies And Procedures All Shift Leaders And Trainers Should Know!

- Familiarity with Friends web pages @ kennedy-center.org/pages/support/volunteers including Festival/Event; Global Friends & NexGenFriends as well as the Tour web page @ kennedy-center.org/pages/visitor/tours
- Knowledge of building hours, box office hours, and shuttle hours, including pick up and drop off locations
- Knowledge of Accessibility policies and procedures (e.g., wheelchair procedures, Assistive Listening Devices (ALD) location, accessible bathroom locations, etc.)
- Awareness of Kennedy Center customer service policies including A.R.T. and feedback email @ GR8GuestService@kennedy-center.org
- Familiarity with the location of all theaters, lounges, and other public spaces
- Knowledge of locations of all restrooms
- Knowledge of tour hours
- Awareness of current status of renovation and expansion project
- Ensure that your shift is covered at all times; inform the Friends Office of Leaves of Absence (LOAs,) resignations, illnesses, need for new volunteers, and other scheduling related topics/concerns
- Knowledge of security
 - The ID Office Hours, location of ID window and Friends lock box, and ID renewal procedures
 - Non-emergency/lost and found number (7900) and emergency number (7911)
 - Exit paths: be familiar with at least two exits from your volunteer area to the designated safe spots outside the building
 - Location of emergency buttons at A-level Gift Shop, Tour Desk, and Visitors Center

Who is she? *Stephanie Serves in the Shops on Tuesday nights!*

By Stephanie Gimmi, 2017 Retail Operations VAC Representative



You may be wondering who is Stephanie Gimmi (pronounced Jimmy), and what does she do here, so let me tell you. It started in April 2008 when I began volunteering in the Gift Shops. I never left. Interacting with customers, watching the comings and goings of everyone who walks through the doors, and asking “can

I help you find something” when I see someone who looks lost, is very rewarding. In my nine to five job, I work as a meeting and conference planner for a large association. Focusing on the customer experience at these conferences is a priority. Those skills carry over to what I do at the Kennedy Center. Whether it is a 50-person meeting or a 10,000-person conference, the end result must be the same – ensuring everyone has a great experience!

I have also had the unique pleasure of volunteering for several of the Kennedy Center Honors. I think we can all agree it is a privilege to be part of this event and the wonderful work happening to honor the most talented people in the arts.

Last year, I was nominated and accepted an invitation to join the Volunteer Advisory Committee representing Retail Operations. It has been a valuable journey and increased my knowledge about the inner workings of so many great departments. Attending our monthly meetings and writing articles for *FriendScript* are a networking bonus.

I have met wonderful people in the last eight years, developed strong friendships, and continue to enjoy all that the Kennedy Center has to offer. I never want to lose sight of the great work being done here to keep President Kennedy’s vision alive.

WNO Volunteers Get Together

1st Annual Gathering a Great Success! By David Mead, 2017 WNO VAC Representative

On Wednesday, March 29, Washington National Opera Friends gathered at the WNO Takoma Studio for their first annual get-together.

Over 50 Friends volunteer for opera-related activities throughout the year. This special gathering provided a congenial venue to become better acquainted with each other, to share similar interests in the opera as well as opera volunteer experiences, and to better understand each other’s responsibilities and tasks.

The diverse tasks that WNO Friends undertake include sewing at the Costume Studio, staffing the Reception Desk, child minding during rehearsals and performances, driving to assist artists in getting to and from appointments, facilitating the audition process for chorus/dance auditions, taking Kennedy Center

Members on Costume Studio tours so that they better understand the workings and scope of the Studio, and working in the administrative area for the numerous behind-the-scenes tasks in the WNO offices.



Brooks Boeke was the host. Michael Mael, Executive Director of the WNO, and Marsha LeBoeuf, Costume Director WNO, attended and shared their insights and operatic anecdotes.

VAC Members Tour the Costume Studio

The Membership Office kindly invited VAC members to take one of the Costume Studio tours in Takoma that are offered to Kennedy Center Members. Seen here are Iris Bond (Administration) and Iris Straus (Lounges) having a great time in costume! Thank you to Myles King, Membership Manager, and Jamie Doughty, Assistant Manager, for this special invitation to the Friends on the VAC.



WNO Costume Studio Volunteers Join the Ranks of the Friends

by Ada Ejiogu

With the Washington National Opera’s affiliation on July 1, the Kennedy Center opened its doors for the Opera volunteers to become Friends. Seven of these individuals, now Friends, have been avid volunteer supporters of the Costume Studio in the Takoma Park neighborhood of DC for many years. The Costume Studio is a hive of activity for fitting artists in their spectacular costumes and performance outfits. The volunteers are required to have some basic understanding of the costumes.

Friendscript Fall 2011

Please Welcome Two New Friends at the Tour Desk

By Tina Tate, Tour Guide VAC Representative

On February 2, 2017, **Ann Taylor** became a new **Tour Guide** when she passed her performance review, which reflected her skill and enthusiasm.



With all the volunteer opportunities in the Washington area, why did Ann choose the **Kennedy Center** and why become a Tour Guide? Already a Member of the Kennedy Center, she retired last year. She became aware that Tour Guides were volunteers through her friend **Onitta Hagerman**, a guide from the mid-1990s until 2000. Ann

said, “I never forgot Onitta’s enthusiasm and enjoyment in giving tours and the interesting people she met.”

Ann has found the Wednesday morning shift to have “strong bonds of camaraderie.” She says each person “has individually and collectively warmly welcomed me.” She feels there are great volunteer opportunities available and “it is a place where new friendships can be forged.”

Her biggest surprise has been “the breadth of the groups who come in for tours...from a child development class of three- and four-year-olds to a group of friends who wanted to learn more about the Center prior to meeting again for a performance.”

Friday morning Tour Guide **Tim Terpstra** also passed his review with flying colors in January. His commute is a quick walk across the street. This proximity has always been a plus for him, as he and his wife frequently attend performances. He was

pleased to find that his fellow volunteers come from interesting professional and personal backgrounds, which makes interactions an enjoyable bonus.

Tim’s background was teaching history in the classroom. “Awakening students, and now visitors, to the wonders of the Kennedy Center is very satisfying.” He finds it “rewarding to inform and encourage others about the richness and diversity of the arts. The Kennedy Center’s multiple venues means there is usually something for all on any given night”.

Even with his teaching background he was surprised “at the breadth of knowledge required to do the job, with the history and vastness of the building and the multiple performance venues.” He discovered that new volunteers are “helped and assisted by a very professional and welcoming community.” He says the benefits of volunteering quickly exceeded his expectations.

The future of the Friends is in good hands with such a dedicated, talented, and enthusiastic new group of Tour Guides.



Welcome New Tour Guides from Fall 2017

Susan Fay, Ronald Lloveras, Marjorie Macieira, Robert Palka, Shelja Purohit, Elisabetta Rojo, Linda Sheaffer, Ann Taylor, and Timothy Terpstra



Friends Tour Guide Recognized

Tour guide **Adrienne Cannon** came up with an excellent idea. Like visitors at old homes and mansions, her suggestion was to have a special “step-in-the-space” entrance at the **Chinese Lounge** for a better view of the art and gifts for our visitors. She submitted this idea to

President Deborah Rutter as part of Deborah’s special initiative awarding \$25 for any ideas that could enhance the visitors’ experience.

Adrienne was recognized on Tuesday, March 21 at a senior leader staff meeting.

As a result of this great idea, the Russian Lounge also has a “step-in-the-space” entrance!

Help us Ensure the Ropes and Stanchions are in Place

Ropes and stanchions should be in place during tour hours at the entrances to both the **Chinese Lounge** and **Russian Lounge**. If you arrive and they are not in place but at the entrance, please go ahead and place a section on each side of the entrance. If

they are not at the entrances, please let **Brooks** or **Jessica** know. Remember these lounges are used on a regular basis for event-related activities.

Thanks for your support.



Tours for Young People Update

Next step is developing exercises to engage young tour attendees

In just two years since the official implementation of the Tours for Young People (TFYP) program, the number of young visitors has increased from 2,821 in 2015 to 3,788 in 2016. As of early this year, almost 3,000 students were already scheduled to take either an elementary, middle school, or high school tour in just the first six months of 2017. The tour guides for this program are obviously doing something right!

TFYP Suzanne Katz said, "I find that the Tours for Young People groups are often prepared by their schools/organizations to enjoy their Kennedy Center experience. I have a good time working with the kids and having them engage with the artwork and the building's architecture, particularly in the theaters."

Rick Rosenfeld, another TFYP tour guide as well as trainer, sums up a dynamic that speaks to this program perfectly. "Tour guides are storytellers. Is there a magic bullet or a special ingredient we utilize in our approach to young people? Conventional wisdom tells us that we must tailor our talks by providing students with a shorter, more interactive tour and that we should cater to their desire to incorporate new technologies and apps."

Part of being a TFYP guide is developing ways to connect with the schools through interactive, engaging exercises. At a training session last fall, Rick came up with a fabulous interactive exercise for the Apollo X 1970 to teach young visitors about abstract art. In the exercise, Rick mentions he sets the stage and "transports"

the students to the Space Race era and its significance. Then, he leads them to how Willy Weber placed dynamite charges on either side of this sheet of steel and exploded them, creating a convex - concave effect.

"You can analyze this piece and perhaps see craters from the moon or a cello outlined or the top of a tuna looking down into its bell on the left side. The point is that art is abstract and there are no wrong answers," Rick explained. "Art, particularly abstract art, is meant to be interpreted. You must always keep in mind the historical period we are harkening back to in order to appreciate what the artist's intentions are and to be smart and thorough in your analysis...when looking at many of the great pieces here at the Kennedy Center."

"These tours are unique and thrilling because, as guides, we reach into our liberal arts toolbox and determine which elements to bring to the forefront and encourage students to do the same." Both sides learn from one another and share generational perspectives," Rick concluded.

Tours for Young People by the Numbers

2015: 2,821 Tours

2016: 3,788 Tours

In just one year,
tours were up by 967!

2017: 3,000 (and counting)

Tours for Young People Training in Action

The Tours for Young People Tour Guides met again in March to develop additional tour engagement exercises led by Deirdre Kelly Lavrakas, Production Manager. Deirdre travels the world training adults on performing arts related topics. Focus was on the **Marion Anderson Bust** and **Psychogeography61!**



Tours for Young People was on Kennedy Center's Twitter on February 23!

Teachers: open your student's eyes to the world of performing arts.
Discover Tours for Young People: <http://bit.ly/2mf1JDP>
#KenCenTours



Friends Begin New Video Captioning Project

By Lynn Trundle

This project has been on the wish list of the Kennedy Center's Accessibility Department for some time.

Web Researchers and other selected Friends have just begun a new project for the Kennedy Center -- editing and proofreading computer-generated closed captions for videos that will appear on the Center's YouTube channel. These Friends will carefully review more than 400 archived videos. They will change incorrect words and add or correct punctuation as needed. The videos can then be posted on the Kennedy Center website and used in Kennedy Center kiosks and other multimedia venues.

This project has been on the wish list of the Kennedy Center's Accessibility Department for some time. Last summer's IT Intern, Yang Yang, was able to establish procedures for how to best accomplish the task. Supervising the new project is Ben Rosenfield, head of the Center's Multimedia Department. Friend and Shift Leader/ YouTube Manager, Pete Neal, who is also a Multimedia Broadcaster for the Millennium Stage, will be the volunteer point of contact.

Here is how it will work. Pete will email small groups of video captioning scripts to teams of Friends video caption volunteers. Each team comprises one editor and one proofreader. The editor will have access to the Center's YouTube channel to watch the video, follow the script, and make corrections to the caption

file. The editor then sends the corrected file to the proofreader, who also watches the video and reviews the editor's changes to make sure that all corrections are captured accurately. The proofreader sends the corrected scripts to Pete, who will replace the original caption on the video that will be streaming on the Kennedy Center channel.

Volunteers will sometimes have to replay a video numerous times to ensure every word the speaker says is not only accurately captured, but also that words or phrases are not omitted, which they sometimes can be. Volunteers will not make changes to what the speakers actually say. Corrections can be things like changing "to" to "too," or making sure "Kennedy" Center, not "Candy" Center, will appear in the closed captioning. Yes, nothing can replace the eyes (and in this case, also the ears) of a human editor!

Caption Video volunteers who attended the January training include **Ed Fishpaw, Joi Grieg, Pete Neal, Behram Shroff, and Lynn Trundle**. Other Friends interested in joining the team will be trained on May 2.

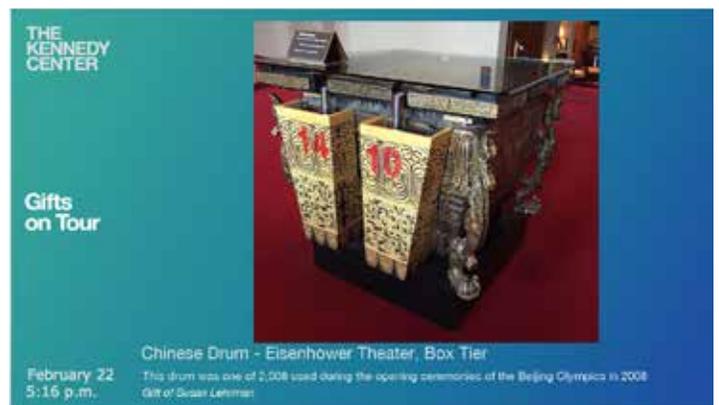


Look For New Artwork And Gifts Featured On KC Plasma Screens!

In 2016, the 10 most favorite artworks and gifts as rated by our visitors included the JFK bust and the chandelier from Ireland in the Concert Hall began appearing around the Kennedy Center on the kiosks and plasm screens.

Thanks to Kristen Fordick, Senior Producer Electronic Media, 15 more slides have been added to the mix including the bust of Bela Bartok, President Dwight Eisenhower (lobby of the Eisenhower Theater, founding chairman Roger Stevens (entrance Hall of States), and the War or Peace sculpture from Germany on the front Plaza.

We love educating our visitors about the many wonderful pieces of art and gifts around the Kennedy Center!



Service...in Any Language

By Debra Simon

QUESTION – HOW CAN YOU PROVIDE QUALITY SERVICE IF YOU CANNOT COMMUNICATE IN THE SAME LANGUAGE?

Answer – In our continuing effort to improve the Kennedy Center’s already stellar service experience, the Friends are partnering with Facilities VP **Carlos Elias**, **David Froemming**, Management and Program Analyst, Facility Services, and Housekeeping Supervisor, **Maria Bejarano**. Tapping into our deep well of multi-lingual volunteers, we have launched a pilot, voluntary program to teach rudimentary English phrases to the Center’s Housekeeping Staff. Many of these hardworking individuals are Spanish speakers who understand and/or speak little or no English. On March 25 and 29 we held two introductory orientation meetings for all interested. These initial meetings

were happily well attended and met with much enthusiasm and appreciation. Each Saturday and Wednesday group, hopefully, will attend the three consecutive weekly sessions being offered. Our goal is to equip the Housekeeping Staff with enough basic English phrases to give them the confidence to be more responsive to both our visitors and other staff members seeking information or assistance. We will encourage attendees to practice their newly learned phrases with other Friends between sessions, as repetition is key to having the target language ‘stick’.

Our Friend(ly) instructors are **Joanne Urrutia**, **Barbara Yost** and **Debra Simon**. Wish them ‘suerte’ (luck)!



Presenting Arts Vision

Master KC Calendar now available at VIC and Tour Desk

By Jessica Zaluzec

Imagine a master calendar that lists not only the performances but most events at the Kennedy Center. Does such a calendar exist? The answer is yes —**Arts Vision!**

The good news is that Arts Vision is now accessible at the **Visitors Center** and the **Tour Desk**. You can also access Arts Vision on the KC Intranet.

The screen automatically defaults to the current calendar of bookings. When taking a closer look, volunteers can also scroll down the screen to see the bookings for upcoming weeks, as well

as zoom in on a specific day, performance, or event along with details about that event.

The calendar is color-coded, with each color representing where the event takes place. Blue represents the Concert Hall, brown represents the Terrace Gallery, red represents the Opera House, etc.

Training is currently taking place for all VIC Friends as well as Tour Guide Shift Leaders. Handy instructions are provided with the training.

Conference Rooms not on Arts Vision

Accessibility
Dance Programming
Devo Balcony
Facilities
Finance

Education
Executive Conference Room
Human Resources
IT

IT Skype Room
IT Team Room
NSO Media / Listening Room
NSO Resource Room

PMO
TP Conference Room
Watergate WNO

Thank you Kim Goodgion, Data Analyst for her help with customizing Arts Vision for the Friends!

Increasing Global Friends Visibility

Recruitment Tables at performances with International Programs

By Milica Gajic

One of my projects for this term is to look for ways to promote **Global Friends** and increase the visibility of this group of volunteers. The ongoing goal for Global Friends is to engage and support the **Kennedy Center's** international initiatives and programming. We are establishing a program to have recruitment tables at performances as well as at international festivals throughout the Washington metropolitan area.

The inaugural team of recruitment table volunteers is in place and several members are currently volunteering for the "Spotlight on Directors" theater series, an international celebration of productions hosted by some of the world's most brilliant and acclaimed directors. The countries featured include Canada, Cuba, France, Kuwait, and Russia. We had recruitment tables at performances from Palestine, Canada, Kuwait, and France. The performance from Russia is coming in April.

Our gratitude goes to the wonderful Global Friends **Noura Estatie, Hui Glennie, Sirin Koprucu, Anna Langercrantz, Victoria Mints, Denisse Reyes, and Xinxin Wang** who staffed these tables. Your commitment to promote the mission of Global Friends is invaluable and much appreciated!



Want to be a part of promoting the Global Friends? If your heritage is from another country and you are currently a Friend or Festival/Event volunteer and want to be part of the group, let me know at mgajic@kennedy-center.org.

Global Friends - keep an eye out for our emails with future opportunities to staff Global Friends recruitment tables at other international initiatives at the Kennedy Center and beyond!

Judy and Diane together again!



Judy Begal was in town recently to celebrate her son's wedding and attend the recent **WNO** gathering of **Friends** volunteers who support the opera. **Lounge** volunteers know Judy's voice well, even though many may never have met her in person, since she helps supervise the lounge scheduling program

from afar at her home in Dallas, Texas.

Diane Lipsey, another name familiar to our Lounge Friends, was able to catch up with Judy at lunch while she was here, so Lounge volunteers will now have faces to match to the voices in the accompanying photo.

Ralph, we missed you!



Baby Ballerina, Judy's granddaughter!

New Days Ahead for Our Festival Volunteers

We are happy to announce a change in the Festival volunteering program. First, the official name of the group is changing to Festival/Event Volunteers. In the last year, we have been offering other volunteer opportunities besides festival support. We thought it was time to change the name and focus of what they do on our website as well.

Though it may seem like a simple name change, the transition from strictly "Festival Volunteers" to "Festival/Event Volunteers" is truly indicative of the changing face of the

Kennedy Center and its need for volunteers for other activities outside the realm of what the Friends do. Supporting the international festivals will remain the cornerstone of this group's work, but participating in one-day events like NSO Petting Zoos, the Dance Theater of Harlem's local workshops, and other events will also become an important part of their time.

Friendscript March / April 2009

The Year of the Rooster

Thirty-nine Mandarin Speakers Volunteered For Lunar Family Day on February 4

By Lynn Trundle

Giant red roosters invaded the Hall of States and the Hall of Nations. It must be the Chinese New Year! There are twelve animals of the Chinese Zodiac, chosen either because they are closely related to ancient Chinese people's daily lives (ox, horse, goat, rooster, pig, and dog) or have lucky meanings and are loved by the Chinese people (rat, tiger, rabbit, dragon, snake, and monkey.) Your Chinese Zodiac sign is derived from your year of birth. So you are a rooster if you were born 2017, 2005, 1993, etc., repeating every twelve years.



Thanks to the **Global Friends**, there are many volunteers who speak fluent Mandarin. This is handy during the celebration of the Chinese New Year (or Lunar New Year) each year at the **Kennedy Center**. Native Mandarin speaker **Catherine Hu** writes, "I was one of the

volunteers who served in the paper-cut area. A lot of local people were interested in traditional paper-cut culture; thus, they would ask me to translate some questions to Chinese artists. One funny thing, the Chinese paper-cut artists are from Henan province and they usually speak Mandarin with their thick hometown accent. Sometimes I needed to listen more than once while they were speaking Chinese to correctly translate for Americans."

Mandarin can come in handy for **Tour Guides** as well. Native speaker **Hutai Anderson** says, "Mandarin is used in both China and Taiwan. However, occasionally one object can be called by different terms in China or Taiwan. For instance, the words used in Mandarin to translate the Kennedy Center are different between Taiwan and China. So as a Mandarin tour guide, we need to quickly and diplomatically figure out what their origin is and conduct the tour using the correct terms accordingly."



Native speaker **Hui Glennie** writes, "I enjoyed meeting during the tour the visitors who want to expose their children to a bilingual experience. Most of the adult visitors tend to be bilingual themselves, yet their children may not be... They

are interested in how art language is translated from English to Chinese." Finally, native speaker **Sophie Zhiyao Ding** says, "People want to know which city in China I am from. They look relieved when someone speaks their first language with them."

Tamara Runtsova, who started learning Mandarin eight years ago, volunteered as an **Area Leader in Interactive Arts**. She writes, "I have a Chinese name that sounds like 'taoma', which means precious stone. However, when I introduce myself sometimes people hear 'tuoma', meaning 'pull a horse,' or think that it is 'taoma', meaning 'peach horse.' In Mandarin there are many homonyms -- words/characters that sound alike but have different meanings. Sometimes you need to clarify exactly what you mean in certain contexts to avoid confusion."



Some form of Mandarin has served as a national *lingua franca* of Chinese since the 14th century. In the early 20th century, a standard form based on the Beijing dialect, with elements from other Mandarin dialects, was adopted as the national language. Spoken Chinese is separated into five main dialectal groups, of which Mandarin is only one. Yue (which includes Cantonese), Min, Wu, and Hakka are the other four and cover more than 200 individual dialects.

Close to 60 Visitors Took Mandarin Tours

"It was a very rewarding experience. Taiwan and China are my old homes and the United States is my new home. Sharing the beauty of the **Kennedy Center** is like sharing the pride and joy of my new home with the friends and family from the old home."

—Hutai Anderson, Friday morning Tour Guide



A Word of Thanks for Arabesque

The *Arabesque: Arts of the Arab World* festival ended on Sunday, March 15, and was a huge success. As a major contributor, the Friends Office staffed 300 volunteers who watched over the exhibits, provided bi-lingual assistance for Arabic-speaking visitors, and aided in the Souk. We are so grateful for our volunteers.

Spearheading our efforts were 44 Friends, serving as Area Leaders throughout the festival. From organizing break rotations to managing the public, this team was invaluable to the efforts of the volunteers.

FriendScript, March/April 2009

Hot News

Sixty-five **Friends, Festival/Event** volunteers, and **NexGenFriends** are assisting staff in April and May as Guest Experience Monitors. They are addressing patrons after the performance with questions on topics such as visitor satisfaction and possible areas for improvement.



Be sure to come and see the completed Friends puzzle at the **National Volunteer Week** Happy Hour, where you can enjoy cake and champagne while celebrating your service here, April 27 at 5:30 p.m.



JFKC A Centennial Celebration of John F. Kennedy

Join in the fun at the **Kennedy Center Open House: Celebrating JFK at 100** on Saturday, May 27, 2017! You can sign up online at kennedy-center.org/content/pdfs/JFKCOpenHouseVolunteerApplicationeditable.pdf



The Membership department's **35 Days of Giving** begins April 25. Volunteers will staff an official table every day for 35 days where visitors can contribute and ask any questions they may have surrounding the JFK centennial celebration.



Thanks to Friends intern **Milica Gajic, Global Friends**, volunteers from around the world, and **NexGenFriends**, volunteers age 35 and under, now have official recruitment table volunteers to help spread the word about each group.

**Save the date for *Opera in the Outfield*
Saturday, September 23, 2017 featuring *Aida!***



Welcome to our Spring 2017 Friends!

Gloria Bell, Steven Bloom, Vo-Laria Brooks, Angela Caltagirone, Iris Crofoot, Dorothy Douse, Nancy Eckhardt, Rebecca Frankel, Myrna Hernandez, Elsy Melkonian, Rosalind Myers, Linda Noelle, Donald Parsons, Valerie Rasmussen, Jennifer Reeves, Donna Rochelle, Laura Snow, Dona Squeri, Mary Voulgaris, and Katherine Ward

Outreach and Friends 2011 and Beyond

The **Friends Outreach/International Outreach Committees** started the year off with a bang by promoting *maximum INDIA*. We successfully recruited 90 volunteers from India and hosted a great event of terrific Indian food at **Taj of India**. We also assisted the Friends staff and Volunteer Advisory Committee in welcoming **Washington National Opera** volunteers at a special Outreach reception on July 13, 2011.

We will do some brainstorming to prepare for our next international festival in 2013 featuring the arts and culture of the Nordic countries. Lots of volunteers will be needed! We also plan to do some soul searching with Friends in their 20s and 30s and glean some knowledge on their perspective as a Friend and volunteering in the 21st century in order to attract more young people to our program.

Friendscript, Winter 2012

