



BART'S BLOG – AUGUST 2024

4 hours ago Bart Lovins http://bartlovins.com

Choose Joy Reflections from Our Volunteer Usher Orientation

As we wrapped up last month with our semi-annual PAC volunteer usher orientation, I took a moment to reflect on a simple yet powerful directive I recently heard on NPR: Choose Joy!

During our session, we revisited our policies, discussed new approaches to enhance specific tasks, and engaged in a lively conversation about what went well and what areas needed improvement. However, the heart of our meeting revolved around the concept of choosing joy.

Our volunteer ushers play an indispensable role in creating a warm and welcoming environment for every patron who enters the PAC. I encouraged them to adopt "choose joy" as their guiding mantra this season. This straightforward yet profound phrase serves as a daily reminder that joy is a choice, regardless of our circumstances. The Bible underscores this idea over 430 times, urging us to embrace joy even in challenging moments.

Our patrons come to the PAC to experience live performances, witness their children shine, and create lasting memories. They arrive full of joy, and our mission is to amplify that joy through our actions. So, how do we achieve this? By being present, attentive, and compassionate.

I emphasized that our ushers' role extends beyond guiding people to their seats. They are ambassadors of positivity and kindness, tasked with infusing every interaction with joy. When faced with challenges, instead of succumbing to frustration or impatience, we should choose joy and nurture it in ourselves and others.

Here are a few key points I asked our volunteers to keep in mind when serving our patrons:

- **Smile Always:** A smile is the simplest way to spread joy. It's contagious and can set the tone for a positive experience.
- **Listen and Repeat:** When a patron has a concern, listen carefully and repeat what you hear to ensure understanding and demonstrate genuine care.
- **You are the Good Cop:** Handle challenging situations with grace. If needed, call for backup from PAC staff.
- **Don't Let Anxiety Win:** Stay calm and composed, even when things get busy. Your tranquility will reassure our patrons and maintain a joyful atmosphere.

By choosing joy and serving with intention, we can make a subtle but significant impact on our audiences. So, as tickets go on sale for our 2024-2025 season and school starts, I hope you'll join us in our pledge to "Choose Joy" in all your interactions. It can't hurt to put a smile on your face, and it might just bring a smile to someone else.



Video Links

The links below provide a video version of this month's blog and a link to HCECTV's **The Monthly Marquee**, an interview program hosted by Bart focused on performing arts activities in our region.

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Congratulations to Chad Butler, Emma Haynes, Amanda Kennedy, and Sarah Workman, each the lucky winner of a \$20 PAC gift certificate for completing an audience survey in July, and thank you for helping us learn how to serve our audiences better!

Share your thoughts on your recent PAC visit and get entered into the next drawing.

AUDIENCE SURVEY

PAC Spotlight

The August PAC Spotlight shines on **Brian Witcher**, Senior HR Policy Officer at USARMY HRC, and John Hardin High School's **Kaylie Witcher**, both participating in *MARY POPPINS* this September at The PAC!

What have been your most rewarding PAC experiences?

BRIAN: Participating in the pro-am productions has been amazing. I've learned a lot from just being around professionals, and I feel it has helped me grow as a performer.

KAYLIE: One of my most rewarding experiences has been in youth productions at that PAC. Legally Blonde was John Hardin High School's spring musical for 2024. I was proud to play Serena and have the wonderful experience of becoming part of the theater community. I also have loved being a part of Matilda the Musical. It's an amazing cast and I know that everyone puts in 100% in everything they do.

What did you learn from your PAC experiences?

BRIAN: I learned a lot about directing by watching the creative process. As professional directors, both Bart Lovins and Aaron Taylor have tremendous directing abilities, which I was able to draw from in my directing debut in a community theater in Germany.

KAYLIE: I have learned so much from my PAC experiences. The biggest lesson is that you should always try your best and be yourself. In the end, as long as you're enjoying yourself, every show is amazing.

Why is the PAC important to you?

BRIAN: The PAC is one of the biggest venues I've ever performed in, and it's such a great opportunity to showcase local talent on a big stage.

KAYLIE: My entire family loves getting involved with the community. My father loves theater as much as I do, and it has brought us closer together because of it. The PAC has helped us with this, and hopefully, I will continue to grow more relationships along with fantastic shows.

Why should the PAC be important to others?

BRIAN: The PAC allows the community to do something out of the ordinary. This is the most professional community theater that I've ever been involved in, and Elizabethtown and the surrounding towns should get to experience it. It should be a source of pride for everyone to share.

KAYLIE: My entire family loves getting involved with the community. My father loves theater as much as I do, and it has brought us closer together because of it. The PAC has helped us with this, and hopefully, I will continue to grow more relationships along with fantastic shows.



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