

Elf Volunteer Instructions

When: Please report 15 minutes prior to your shift. Elves that are on the closing shifts (10:30am -12:00pm, 3-4:30pm, and 7:30-9pm) may be needed to stay later to accommodate long lines.

Where: at the rear entrance of the Santa House

What to wear: festive fun holiday clothing in layers as some elves will be stationed near doors. Elf aprons are available to help designate you as a helper. An elf name tag will also be provided. Please pass both of these on to the next shift of volunteers.

Most important details: Be happy! A smile warms the heart and the body. You are helping to spread the Christmas Spirit. Feel comfortable talking to Santa. He can help you with any questions. It is very gratifying volunteer work and families will remember this visit forever.

FAQ:

Food, beverage and smoking?

- No food beverages or smoking is allowed, except for water and baby bottles.

Are restrooms available?

- Yes, there are two bathrooms available for use. The keys are located near the back of the Santa House by the guest book. Be sure to tell the guest to return the key after use.

Is there a fee?

- No, the Santa House is operated by the Midland Area Community Foundation and supported by community members that give gifts to funds that support it.

Are pictures taken?

- Guests are welcome to bring their own cameras and take as many pictures as they like.

Can we make a donation to the Santa House?

- Yes, contributions can be mailed or dropped off to the Midland Area Community Foundation – 76 Ashman Circle. Contribution cards are located in the podium where the guest book is.

Is the house heated?

- Yes, Santa will adjust the overall heat as needed. Keeping the doors closed whenever possible helps retain heat as cold drafts are common.

Front Door Helper:

- Welcome guests, but do not over crowd the Santa House. It should never be no more than $\frac{3}{4}$ full no matter the weather
- Let them in by family
- Let them keep their strollers
- Check outside every ten minutes to make sure the elderly and disabled guests are allowed in sooner
- If you think Santa is going too slow for the line, let him know how long the line is. If he doesn't catch on, tell him again.
- Don't let the crowd get jammed up in front of the fireplace
- Make sure there is enough space for them to get their coats, hats and gloves on
- If they have time, have them sign the book
- Hand them their gift (one gift per child) This year's gift is a window cling which folks can use year after year
- Handout restroom keys as needed. The extra helper can help you with this

Photo Helper:

- The younger helpers may be better because they are more cell phone savvy
- You must be fast, the visit with Santa is most important
- Don't waste time asking for poses

Extra Helper:

- Your job is to check the crowd inside and out
- Help with the rest room keys
- Make sure the visitors are safe and not playing with displays
- Take pictures by the sleigh, only if everything else is under control

Exit Door Helper.

- After the Santa visit, help them on their way

If there is an emergency or you need to talk to someone regarding your shift please call the community foundation at 989-839-9661 during the week from 8am -5pm or call Laura Dittenber at 989-245-9258 or Emily Schafer at 989-992-3035. If you cannot make your shift or more volunteers are needed when you arrive at your shift, please call the backup volunteer that is listed in the email and on the list at the Santa House.