



# Georgia Festival of Trees

## 2023 Santa's Workshop Volunteer Training

Our little shoppers need your magical guidance to spread cheer in their homes this holiday season. Jump on board our merry adventure to discover the most magical gifts for their cherished ones! Experience the joy of gift-giving in a whole new way.

### Entrance Greeter

- Greet children and parent/guardian as they arrive.
- Explain the workshop is an elf experience for children only. They can make a special personalized craft and shop for gifts for loved ones.
- Assist parent/guardian in completing a shopping form.
- Review the completed form, ask questions, and update it as necessary
- Remind parent/guardian that they **MUST** stay near the exit of Santa's Workshop the **ENTIRE TIME** while their child is in the workshop,
- Parent/guardian's cell # number will be used if questions arise, the child needs a parent, or if a parent is not waiting at the exit when their child is finished.
- Explain the safety numbering system and that the adult will need the number card to collect their child at the end of the workshop experience.
- Assign a number to the family if one elf is assisting all children or multiple numbers if multiple elves will be assisting multiple children.
- Write the assigned number on the shopping form and sticker labels. Place the sticker on each child's back.
- Give the corresponding cardstock number to the parent/guardian. Explain again that the parent/guardian will need this number to retrieve their child(ren) at the end of the experience.
- Write the parent/guardian's name, child(ren's) name, and number in the log book.
- Introduce the child(ren) and parent/guardian to their Elf Assistant and hand over the child(ren).
- Once all the paperwork is completed, the child will enter our North Pole Snow Bank to exchange their shopping money for Santa bucks to do their shopping.



# SANTA'S WORKSHOP

## Bank Attendant

- When children enter the bank ask for their form that provides their shopping budget.
- Exchange their “parent dollars” for Santa Bucks to use during their shopping experience.
- Invite the children to enter Santa’s Workshop to begin shopping.

## Elf Assistant

- Receive child(ren) from the greeter. Greet child(ren) and parent/guardian.
- Take the shopping form and verify the number on the child and the number on the form.
- Review the form and ask the adult any questions before entering the shop.
- Assist the child in the shop – help the child choose items off the shelf and ensure they make a personalized Christmas ornament if desired.
- Once the child has finished shopping, write the total amount spent on the top & bottom of the form.
- Take child and items to gift wrap table and help with wrapping/bagging.
- Take the child and gifts to the exit and hand them to the exit greeter.

## Exit Greeter

- Receive the child from Elf Assistant and call their parent/guardian if they are not waiting at the exit.
- Once the parent/guardian is located, match the child’s number on the form to the number sticker on the child’s back and the parent/guardian’s number to ensure they all match.
- Take the number card from the adult and place it in the basket.
- Give the form to the adult for their signature, then cut off the bottom portion and place it in the basket.
- Give the top of the form to the cashier along with the child’s wrapped gifts.

## Cashier

- Greet parent/guardian.
- Total the purchases for each child and add them together for one total.



# SANTA'S WORKSHOP

- Enter the total in the credit card machine and collect the payment.
- Training for operating the credit card machines will occur at the beginning of each shift.
- Bag gifts and give them to parent/guardian.
- Thank parents/guardians and children for participating and invite them back again next year.

## Ornament Maker

- Ornament-making instructions will be provided at the crafting station.
- Children who have opted to make an ornament should start at the crafting table, so their ornament has time to dry.
- Assist children with the crafting project as needed.
- Set aside the ornament to dry while the children complete their other shopping. Be sure to label them carefully to ensure each child retrieves their own creation.
- During the gift-wrapping process, retrieve the ornament and wrap it.