

### **What is required from an Elf?**

An Elf is a social person who has performance skills and proficient English language skills. They are able to throw themselves into different things, they do team playing in their free time and are good with children. Elves work during the Christmas season, approximately from the end of November until the beginning of January.

### **Training of the Elves**

A 3-day is organized for the Elves. Two (2) of the days are unpaid training and one (1) is familiarization, for which you are getting paid. The training includes practicing performance skills, talking on a microphone, as well as getting to know different customerships and the company's service policy. The most essential things for Christmas employees to learn in the training are local knowledge (Lapland), cold protection and group control/group leadership. It is an authorized training and each participant gets a certificate.

### **Familiarization of the Elves**

For the Elves, the familiarization day is usually the first arrival day of the charter flights. Each experienced Elf will take with them one new Elf who has just finished the training. At their best, a new Elf will be able to start already the next day the work that they have been trained and familiarized for.

### **The work is variable and includes responsibility**

The work of the Elves is independent, even though there may be colleagues working in the same place at the same time. In practice, one Christmas guide or Elf is responsible for one group of customers. All of the bus guides need to know the same things. The bus Elf is responsible for the agreed timetable, for leading the right customers to the right bus and for informing the customers about the most important things. The bus Elf knows well the place where the customers are taken and is able to tell them where to go and what to do. An Elf is at the same time an entertainer, a guide and a mythical creature, and represents Lapland Safaris.

Our Christmas employees mostly work as bus and activity guides. There will be several different groups during December. Below you will find an example of a working day of a bus Elf, taking care of a day charter group:

08:00	The given starting hour of the work shift – the Elf comes to work
08:00	The supervisor goes through the essential things regarding the customers and the schedule and gives out the material (maps, info sheets and so on)
09:00	Packing the material, wearing the Elf clothes, going to the airport by bus
10:00	Arrival of the customers. The Elf is at the bus, welcoming and counting the customers. Once the bus is full, it starts heading to the clothing venue.
10:30	Giving the clothing to customers, helping to cloth the children. After that, leading the customers back to the bus and heading to the activity area.
11:00-15:30	Working as an activity instructor. For example: looking after the fireplace and pouring hot juice, looking after the toboggan hill, running the mini ski doo activity, entertaining people in the queues, and so on.
16:00	Leading the customers back to the bus and heading to the airport (via the clothing venue)
17:00	Back to the office, going through the day with the supervisor
18:00	Returning the materials and the clothing and finishing the day.