



# Santa's Hotline Guidelines



The Santa Claus guidelines will simplify your task by giving you helpful tips, as well as an example of a typical conversation between Santa Claus and a child.

Please read carefully this guide as well as all the forms completed by the parents. Santa Claus knows everything including the smallest details such as teachers, best friends or even the name of the child's goldfish! Santa Claus' knowledge adds to the enchantment of the experience.

Here are some general pointers to keep in mind:

1. A parent should answer the phone first. Identify yourself by full name and tell the parent you are an attorney and a volunteer with the Lawyers Association of Kansas City.
2. Begin by talking to the oldest child;
3. With a shy child, reveal some anecdotes taken from the form filled out by the parents or;
4. With a talkative child, you could simply ask questions and let the child talk;
5. After talking to the child, ask to speak to the parent again. They will be reassured to hear about the conversation you held with their child. You could even suggest Christmas gifts that the child requested.

For children under the age of 3, it is highly recommended you follow the suggested example of conversation. In fact, children under the age of 3 might not be very talkative. For all other kids, feel free to have an interactive conversation.

After the call is over, please complete a brief report of your conversations. Please be sure to let us know about any child who could not be contacted. Finally, we are very interested in receiving comments about your experience.

Finally, please try to disguise your voice as well as possible.

Have fun and enjoy the experience!

***The Lawyers Association of Kansas City – Young Lawyers Section***

## Example Conversation

- Hello? May I speak to Taylor please? (In a low and husky Santa Claus voice)
- Taylor? Do you know me? (wait for response)
- Of course it's Santa Claus!
- Ho Ho Ho! Merry Christmas!
- How are you Taylor?
- Did you have a good day at school today?
- Was it snowing where you live today?
- Ah! In the North Pole, there has been a snow storm today. Rudolph the Red Nose Reindeer caught a cold and Mrs. Claus is now preparing some hot chocolate. Do you like hot chocolate?
- So Taylor ... (Ask a question that only Santa Claus would know about! Reference to the form filled out by the parents will be helpful, for example: how do you like your teacher, Ms. Hayes? Are you being nice to your brother Kevin?)
- Taylor, what would you want for Christmas this year?
- (If she lists what she wants for Christmas, you could tell her that you will first ask the elves if it is possible to build them. At the same time, take a look at the form filled out by the parents and notice the presents they intend to purchase. Then try to put an emphasis on those.)
- (The parent might mention on the form that their child will not be receiving a specific gift this year, for example: a pet or an expensive gift. First, we recommend you to tell the child that Santa Claus is aware of this requested gift. However, Santa Claus does not have enough space to carry it. If Santa Claus would transport it, other children will not be receiving their presents this year. In the case of a pet, you could also say that Santa Claus will not be able to carry the animal because it might catch a cold on the road, from the North Pole to the house.)
- Ah... I might be able to bring you a nice surprise this year for Christmas.
- Before hanging up, I would like for you to promise me that you will remain a good girl this year, okay?
- Do you promise to (be nice to your brother, clean your room, etc.)?
- So you promise me you will be good?
- May I talk to your mom or dad?