

From: Mary Christmas [mailto:mary.christmas@Lapland.com]
Sent: 02 December 2013 14:46
To: PA to Father Christmas
Subject: FW: Re: Letter of Complaint from Elves

Hi,

I am sorry to trouble you when you are so busy. Unfortunately we have a bit of a situation developing between the Elves and Father Christmas.

They wrote him a letter which I have attached and (as you can see from his response below) he is really rather furious.

He has asked that you respond to them on his behalf, ensuring that you mention the points raised by him.

I know you are good at easing over situations and conflict so I ask that you construct a letter answering the points raised in a manner that is sensitive to all parties. You know what Nicholas can be like at this time of year. The emails, letters and texts from children all over the World are coming through night and day and I think everyone is a little overworked and overstretched. Nicholas doesn't always understand that not everyone has the stamina that he does and some of the Elves are really quite tiny.

I look forward to reading your response. Please let me know if you require any further help.

Many thanks

Mary x

From: Mary Christmas [mailto:mary.christmas@Lapland.com]
Sent: 02 December 2013 14:46
To: Nicholas Christmas
Subject: Re: Letter of Complaint from Elves

Hi Nicholas,

Please don't worry about this I will get our secretary to write a response to the Elves straightaway. I do appreciate how angry you are but please understand that they are physically and mentally exhausted (and you are too) so we must tread carefully!

Please let me know if you require anything else.

With thanks,

Mary x

From: [Nicholas Christmas](#)
Sent: November 30, 2013 9:04 AM
To: ['Mary Christmas'](#)
Cc: [Rudolph](#) ; [Frosty Snowman](#)
Subject: RE: Letter of Complaint from Elves

Hi Mary,

Please find attached a letter I got from the elves. It is PREPOSTOROUS! How dare they! Please speak to our secretary and get them to sort out the situation! They MUST include the following points!

- 1) 25th December is Christmas day....this date CANNOT change, it is FIXED every year!
- 2) All children, all over the World, need to receive presents on the same night

- 3) The magic of Christmas is key.....I spend millions of pounds on the latest technology to ensure all presents are made and that time stands still on the night of 24th December.
- 4) They are tired?!!!! I am tired too but we all need to pull together as a team and get the work done. They have 9 months of the year to rest.....I could do the calculations too but I am far too busy.
- 5) And how dare they insult Rudolph's nose....one of my most loyal servants, I never see him complain. He merely gets tired due to all the mince pies he has had to eat by the end of the night!
- 6) I am sure there are many other points that I should be raising in response to their silly and ill thought out demonstration of their laziness (thinly disguised as a begging letter)
- 7) From 100 elves.....100 elves.....well I am sure that if I put an advert out there would be plenty more elves (or even maybe some pixies or gnomes) who would line up to take their jobs.

Kind regards (a very tired and busy)

Nicholas

Father Christmas,
Senior Supervisor in Christmas Gift Delivery,
Lapland School of Education,
University of Christmas Gifts,
Arctic Campus,
Holly Lane,
Lapland, HO 1LY.

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