

# IPI Newsletter

A Quarterly Newsletter

January 2004

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## The Future of Prison Industries

BY ROGER L. BAYSDEN  
IPI DIRECTOR

Change is all about us. Who would have thought that our best years would occur at the same time the state was experiencing their worst years in over a decade! Some would call it luck, but I know better. Skilled artisans create their luck. It is about looking to the future, planning your work and reinforcing from the very top to the last inmate the importance of embracing change.

Our product categories have changed dramatically; no longer do we build items that our customers do not want to buy. Our cost accounting system is undergoing the most comprehensive change in our history. For the first time, IPI will have a truly global manufacturing process.

While we are shifting our industry programs to more service-oriented

operations, maintaining our core business units is essential. For the first time in a decade, we will tackle a church project, St. Theresa's in Des Moines. Churches offer a great opportunity for future growth.

We are in the midst of expanding the Newton Operation by an additional 10,000 square foot; we expect up to 25 new jobs will be created. New business units include flags (Mitchellville), plastic bags (Newton), picture frames (Mitchellville) and we are looking at other businesses as well.

We are part of a changing world. Our staff and inmates have embraced this change and it is essential to continue focusing on "how to" verses "what for"; it is our lifeblood. Together we will reach new heights in Prison Industries and Iowa will be looked upon as a pioneer for change and sound leadership.



## Baysden's Corner

BY ROGER L. BAYSDEN  
IPI DIRECTOR

Through the month of November, we are 3% down from last year in sales; however, our sustainable income is down approximately 30%. This however is not a cause for alarm since I am confident we will close this gap in the coming months. As we enter the second six months of our year, I ask you to reflect and remember the second leg of the IPI Mission Statement...Exceptional Service.

In the real estate business, we hear that location, location, location is the key to making a successful home purchase if you want to get your money back.

In the consumer goods marketplace (where we are) it is service, service, service. Service is the delivery driver, the order clerk, the plant staff, the sales staff; service is all of us. Service is the signature of IPI, just as your name is on your checkbook. Service will follow us all the days of our existence and just as a bad check writer develops a reputation, so does a poor provider of customer service.

At first glance, one might conclude that I think our service is poor, quite the contrary. I believe that IPI as a whole has improved our service level more than any other area of our business. The October 2003 Auditor's Report indicated that 87% of our

customers gave IPI an "Excellent" rating. Successful people will focus on the 13% that did not rate us "Excellent" and ask how can we improve. I commend every department and plant manager that reached 87% or better and urge each of you to know what your service level is (if you don't) and work as a team to ensure we do not rest until every customer we have says that IPI is the very best supplier of goods and services that they buy from!

Service, Quality Products,  
Reasonable Prices =  
A High Performance Company.  
*Thanks for your support and your commitment to improving upon an already "Excellent" job.*

# Sales & Marketing

## DMPS Sets Pace For Summer 2004 School Installations

Various Des Moines Public School personnel and parent groups have met recently at the showroom looking at furniture and discussing colors, pricing and options. IPI furniture is being considered for seven remodeled/new DMPS buildings: five elementary and middle schools, the Central Kitchen and Phase I of the East High remodeling. We expect to receive orders for these projects in February for summer delivery.

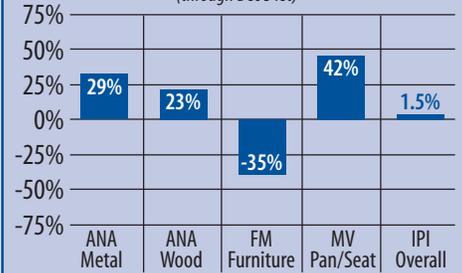
While this undertaking sounds enormous, each year the process gets easier. IPI Sales Representative Dennis Barry takes on this challenge each year along with his Central Iowa Territory. Dennis remarks that this portion of his

job is his favorite and he looks forward to helping the schools select and order what is best for each school. Based on feedback from Duane Van Hemert and Dave Silver from DMPS Facilities, the district is elated on how the program has worked and has saved the taxpayers' funding along the way.

DMPS won't be the only district IPI will be working with next summer; Johnston, Ankeny, SE Polk and West Des Moines in the Des Moines Metro area have all expressed interest in IPI products. We look forward to providing quality products, reasonable prices and exceptional service to school districts across the state.

### Sales Report Card

YTD Sales Change From FY 03 to FY 04  
(through Dec 31st)



Also showing YTD increases are Metal Stamping, Signs, Graphic Arts, Braille and Housekeeping & Laundry at Anamosa; Textiles at Fort Madison; and Printing, CD-Rom and Moving & Install at Mitchellville.

### 2nd Quarter New Customer Orders

(For a complete list contact the Des Moines office)

Customer	Products	Sales
Norwalk Oviatt Library ...	Library .....	\$25,000
Madison Co Engineers .....	Office .....	\$35,000
SE Comm College .....	Dining .....	\$10,600
Earlham Schools .....	Lunchroom ..	\$19,474
U of IA .....	Dining .....	\$225,000
St. Theresa's Church .....	Refinishing ..	\$63,000
<b>Sales Rep</b>		<b>Sales</b>
Dennis Barry .....		\$11,740
Scott Klinefelter .....		\$111,453
Michael O'Brien .....		\$34,565

## Dorm Business To Increase Over Last Summer



UNI furnished 525 rooms with the Hawthorn Line in 2003.

It looks like Fort Madison will be gearing up for another busy summer of dorm deliveries in Iowa.

Iowa State is back to furnish-

ing dorm rooms this year with orders being finalized for 4,500 pieces for two residence halls. UNI, who received their first IPI dorm furniture last summer, has plans for 200 more rooms this year. They are also looking at a new prototype "double loft bed."

When we include potential orders from several private colleges throughout

the state, we could be furnishing over 1,200 dorm rooms with summer. This will represent a 34% increase over the 900 rooms of furniture IPI delivered last summer. Out-of-state prospects could increase these numbers to double last year's orders. Please see Fort Madison's section on page 6 for a complete list of new and potential orders.

## Sales & Marketing Staff Share Holiday Traditions

"My wife and I started a tradition when the kids grew out of believing in Santa of making up unique 'from' names for our gifts. Before opening each present, everyone has to try to guess what the gift is based on who it's 'from.' For example, a gift from Vince Lombardi might be a Green Bay Packers sweatshirt. The kids are also carrying on this tradition with their gifts to us and I hope they will do so with their families in the future." – Bob Fairfax

"My boys and I road trip to Eastern Iowa every Christmas Eve to my family's house for oyster stew." – Dennis Barry

"I go to my friend's home in Norwalk, armed with 2 loaves of homemade Apricot Nut Bread, for Christmas. I also spend time with my Godson's family during the holidays." – Jane Ross

"Whatever day we designate as 'Christmas' with my husband's kids, we wake them all up as early as possible in the morning by blaring Christmas music on the stereo." – Ann Bouslaugh

"We go for a light drive every year just before Christmas. We pack snacks and drinks and just drive. We try to see different areas and towns each year. And

we always finish the evening by eating at a restaurant in the place we have driven to." – Michael O'Brien

"My family all meets at my parents every year for Christmas. My mother always makes my grandmother's famous Cranberry Pudding with a sauce made from butter, sugar and a touch of rum or whiskey." – Scott Klinefelter

"I usually begin baking bread, candy and cookies one to two weeks before Christmas to have everything ready for the family Christmas dinner at my house." – Renee Simmons

# Central Office Staff Enjoys Holiday Potluck

On December 19th, the Sales & Marketing Team held a holiday potluck in the showroom. Mike O'Brien and Kevin Peterson joined the central office staff for the luncheon. Even though everyone brought their appetites, there



was way more food than we needed with everyone bringing a dish. The menu included Scott's famous "Heart-Attack Green Beans", turkey and dressing, scalloped potatoes, macaroni salad, fruit salad, rolls and cheesecake for dessert.



## It's Up To You BY LINDA E. KNIGHT

This life is the only one you're given. Look for opportunities to grow, and never be discouraged in your efforts to do so.

Replace your weaknesses with positives; take life's broken pieces and re-create your dreams.

Never measure the future by the past; let yesterday become a memory and tomorrow a promise.

## Newton

### Plastic Bag Production Launched

**New Business**

The Newton IPI Division's ever-expanding operation now includes plastic bags designed to serve state and institutional needs. The production of plastic bags began in early December. The Plastics Division employs eight inmates on a full 40-hour workweek,

with the ability to expand to twenty inmates as demand for our plastic bags increases. At the present time, the Plastics Division is currently producing approximately 40,000 bags per day.

IPI plastic bags are competitive in quality, convenience and value compared to the bags currently being purchased by institutions and other state agencies. With the help of the Sales & Marketing staff, an aggressive marketing plan is underway, designed to create awareness of IPI plastic bags and get samples of the bags to our customers.



### IPI Exhibits For 49th Year At IASB

IPI Sales & Marketing staff manned a booth at the 58th Annual Iowa Association of School Boards Convention in November. IPI has exhibited at this show every year since 1954, making us one of the longest running exhibitors at the show.

The sales staff made many good contacts at the show and were pleased with the booth's traffic. Booth visitors also signed up to win a small mantle clock in our giveaway. The winner was Mary Jo Hainstock, Superintendent of Delwood Schools in Delmar, Iowa.

### Order Confirmations Used To Thank Customers

Part of providing "Exceptional Service" is making sure our customers know how much we appreciate their business and support of IPI. The order confirmations the plants provide the sales staff are proving to be a great reminder for them that it is time to contact that customer and extend their thanks for the order. This is yet another tool that helps us to develop long-term relationships with our customers.

### Canteen Gives 5,683 Holiday Gift Bags

The IPI Canteen prepared and donated 5,683 holiday gift bags to our inmate customers at no cost. The gift bags contained a Ramen noodle soup, a jalapeno cheese, a candy cane and a chico stick. The Canteen also offered ten new products for the holiday season that are only available during the holidays. A total of 8,551 holiday items were sold in approximately three weeks of sales. Popular products included Thin Mints (744 sold) and Chocolate Covered Cherries (816 sold).

The Central Canteen is currently in the process of preparing the new inmate catalog for January of 2004. The Canteen is currently seeking out vendors and will be adding tennis shoes to the product line offered to inmates. The IPI Canteen currently carries over 900 items. The Newton Division employs thirty-eight inmate workers for a full 40-hour workweek. The Canteen processed 13,323 orders in December, generating sales of \$267,000, about a 8% increase in dollars over December 2002.

# Anamosa

## Metal Stamping Keeps Current With Industry Trends

Metal Stamp is noted as a traditional industry and for many years has provided work for inmates in producing license plates. Dan Luensmann and Rod Schlee have made this a successful program utilizing new technologies to stay current with what our customers want. Inmates are learning "real-world" work skills that would be similar to manufacturing industries. Computer integrated manufacturing has transformed the license plate industry and more changes will occur in the future.

In addition to traditional signs, the Metal Stamp Division includes our new



Dan Luensmann (left) and Rod Schlee (right) keep the Metal Stamp division current with new technologies.

engraving production. We have upgraded our engraving equipment with the ability to do curved surfaces like glass and acrylics. This equipment also will increase the shop's capacity.

## Overall Sales Remain Solid For Anamosa

Through November, Anamosa plant is having a solid year. Sales for the plant are up 17% and everyone has contributed to this increase. Net sustainable income is \$546,000, which is an increase of 380% over this same period last year.

Typically, we slide backward some in the winter months but with solid performances by Metal Stamp, Metal Furniture and Graphic Arts Divisions we should be able to weather this period. Great work everyone!

## Anamosa Sees Retirement Of Two Employees

Two members of IPI Anamosa's staff retired on December 26th.

Dan Fogarty, Production Coordinator of the Sign Division, retired after 25 years of service to IPI.

Dave Schoenbeck, Production Coordinator of the Auto Body Shop, also retired after seven years at IPI. Before working for IPI, he had worked with the Vocational Auto Body program through Kirkwood Community College at ASP.

During the annual holiday party, Dave and Dan were presented with mantle clocks by the Anamosa staff. We wish them both the best of luck in the future.

Greg Hart (left) presents Dan Fogarty with a mantle clock as thanks for 25 years of service to IPI.



Dave Schoenbeck (left) receives a mantle clock from Tim Diesburg in appreciation of 7 years of service to IPI.

## Patty Gassman Attends Luncheon With Governor Vilsack



Patty Gassman, Warehouse Technician, attended a luncheon with Governor Vilsack for families of organ donors on November 13 in Des Moines. Patty's son Jared was killed in July 2002 in an ATV accident. We admire Patty's courage and giving spirit during a time of tragedy. Pictured from left to right are Kali (a friend of the family), Jordan (Patty's son), Governor Vilsack and Patty.

## IPI Staff Participate in ASP Blood Drive

ASP held a blood drive on Oct 9th. Nine members of the IPI staff participated in giving the gift of life.



Darcy Austin (left) and Andrea Thompson (right) donate blood during the ASP Blood Drive.

## Staff Highlights

Gary Schilling was hired as our full-time transport driver on November 21st. Gary was previously employed as a temporary transport driver.

Jeff Otting accepted the Sign Division Production Coordinator position. Jeff was previously a Senior Technician in the Sign Division.

Answers: 1. (b) On the stairs; 2. (c) Dasher, Donner, Dancer; 3. (c) Egg Nog; 4. (a) New York; 5. (b) Green; 6. (a) Norman Rockwell; 7. (c) Hershey's Kisses; 8. (a) His dog; 9. (b) I'll be back again someday.

# Annual Pizza Lunch Enjoyed By Staff



IPI Anamosa held its annual holiday pizza lunch for the staff

on December 18th in the third floor conference room. Pizza from McOtto's and pop was provided by Cathy, Tim, Greg and Al.

On Christmas Eve afternoon, the staff brought treats for the inmates. Inmates enjoyed the treats and appreciated the \$10 bonus they received.



# State Credit Card Use Reduces Paperwork

Beginning this fiscal year, we began using the State of Iowa Procurement Card for supply items purchased locally. This has decreased the number of monthly local vouchers the business office processes from twenty-five to one payment to the credit card company.

# Employee Milestones

Tom Stockbridge (FM) has worked for IPI for ten years after previously working in Prison Industries in North Dakota and California.

Scott Klinefelter (DSM), Bob Fairfax (DSM) and Aaron Lofthus (FM) all received five-year service awards for their employment with the state.

# Business Office

## Global Includes Valuable Customer & Inventory Controls

*As we move closer to implementation of Global Shop Solutions, we will highlight a few areas of the program in each issue of the newsletter.*

Global Shop Solutions software is a fully integrated manufacturing and accounting software program. One of the many things we will be able to do is provide single-point entry of valuable information about our customers. As we know, customer satisfaction is a function of quality, on-time delivery and exceptional service, which goes hand and hand with our mission statement. Global has a CRM Module (Customer Relationship Management) that provides this information on one screen. We will be able to look at open work orders, order history, open orders, shipments and a variety of other information. As you can see from the example (see Screen A), this screen will prove to be a very valuable tool.

Global also has a very good inventory control module. Once we will be able to

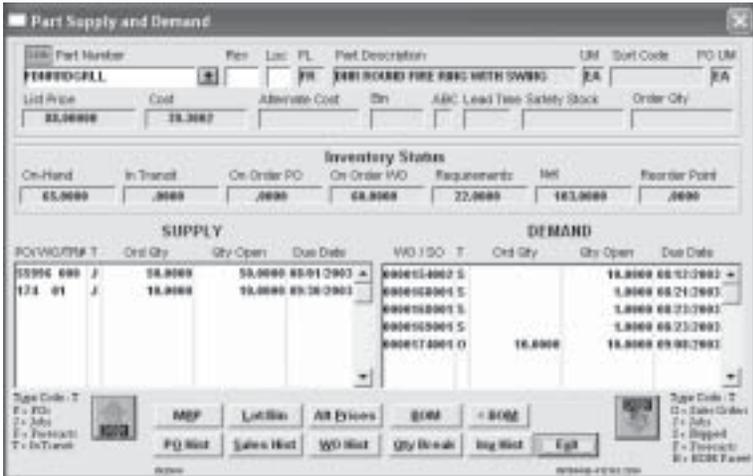
issue Materials, Receive Purchase orders, WIP to finished goods, and ship product effectively and accurately, we will have a very good control of our inventory. Another screen, the Supply and Demand Screen (see Screen B), will also be very important to inventory. This screen provides a breakdown of all orders that affect the inventory status of an item. It integrates all the information from Order Entry, Purchasing and Manufacturing into one screen that is very easy to read.

We will be purchasing Online GUI systems for keeping track of labor and cost of workcenters that are associated with the cost of our products. This should prove to be a valuable tool in determining accurate costs for individual products.

We are still on a forward track with the conversion. With the continued cooperation of everyone, we will continue to move forward.



Screen A: CRM Module



Screen B: Part Supply & Demand

# Fort Madison

## Road Tripping To Fort Leavenworth

### Fort Madison Undergoing Dramatic Changes

Major changes are in the works at Fort Madison. We are in the process of putting in a new Custom Wood Division along with doubling the size of the present Textiles Division. We are also enhancing our ability to mass-produce quality furniture products by modernizing and updating existing equipment.

As times have changed so have we. We now build to customer demand. This represents a dramatic shift from the past. Staff and inmates have been instrumental in this transition. Thanks!

Custom Wood will be located on the fourth floor of the Industries Building behind the walls. It will share a wing with the restoration and various furniture construction and finishing areas already located there. We spent \$50,000 on stationary equipment, power tools, hand tools and materials to set up this Division. We will be in full operation by the end of February.

The Textiles Division will be moving from the John Bennett Unit to the fourth floor furniture area in January. New equipment has been purchased for this move to increase quality and quantity of production. With double the

space and an increase of inmate workers from 25 to 40, we expect to see a positive impact on the production rate of the Textiles Division.

New equipment for the Mass Production Furniture Division will allow for increased volume, accuracy and speed of production as well as greater consistency, allowing for a better quality product delivered in a timely manner. This will also greatly enhance our ability to produce K D knockdown furniture in the coming year.



Fort Madison's Custom Wood Division will be up and running in February.

### Management Staff Hosts Holiday Party



Fort Madison's holiday party for the IPI staff was December 19th, hosted by Tom, Mike and

Becky. They provided Subway sandwiches, chips and dips, cookies, cake, candy and pop. A special thanks for Laura and Shari for the excellent job

Mike Nye, Tom Stockbridge and IPI Director Roger Baysden traveled to the Federal Prison in Fort Leavenworth, Kansas, to tour their facility. They have a state-of-the-art operation dedicated to K D cabinetry construction.

The Fort Leavenworth K D facility is very large. During the operation's hay day – before budget cuts and the shift to customer-driven specialty products – they produced a million dollars of product monthly.

We were able to see firsthand how K D furniture is produced, find out what equipment is needed and watch it in operation. They have since sent us shop drawings of the pieces they are making, as well as information on the hardware and even the names of their suppliers.

We were very impressed with their operation and even more impressed with their professional courtesy. They proved to be an invaluable resource in moving toward the development of our K D knockdown furniture line.

they did planning and organizing the party for us. We also provided each inmate with two Hy-Vee doughnuts that morning along with a \$10 bonus.



#### New & Potential Orders For Delivery in 2004

##### Placed Orders

Iowa State University ..... 735 Dorm Rooms  
Univ of Northern Iowa ..... 200 Dorm Rooms  
Madison Co. Engineer ..... Office Furnishings  
St. Theresa's Parish ..... Refurbish Pews &  
Custom Alter Furniture  
Trier Library ..... Shelving, Carrels, Chairs  
University of Iowa ..... Booths and Tables

##### Potential Orders

*(Bids or Prototypes Already Provided)*

Wartburg College ..... 150 Dorm Rooms  
Morningside College ..... 65 Dorm Rooms

### IPI-FM & Staff Involved In Community

IPI-FM had the privilege of loaning ramps to the Special Olympics event in Fort Madison recently. The ramps were used to take wheelchair-bound kids to the chutes so that they could ride in the rodeo. We received a very nice thank you card and a picture showing how the ramps were used. IPI-FM is honored to assist this organization in providing

activities for these special athletes.

This year IPI Fort Madison participated in our local "Project Child" by picking two names off their "Angel Tree." Several IPI employees donated making it possible to purchase all of the items on each child's wish list. It gave us all a good feeling knowing we had made their holidays a little merrier.

## New Seating Products Introduced

The Paneling & Seating Division proudly introduced two new office chair lines this past quarter.

The Pc1 chair, a new concept for office seating, features a sleek, hi-tech 21st century design. Selling for only \$399, the Pc1 Chair has created an immediate interest.



The second new line, the Guardian XLG, includes a chair and stool. With extra large seats and a 400-pound weight limit, the Guardians are a perfect fit for control centers and dispatchers. The chair and stool sell for \$495 and \$515, respectively.

These additions to our product line show our dedication to providing quality products designed to meet our customers' needs.

Paneling & Seating has also been keeping busy making samples for bids for ISU, U of IA and other institutions. Typically, these samples are of products that are the same or similar to products specified by architects for projects. On these large projects, it is essential that IPI offer our customers viable alternatives to allow these institutions' funds to stay within the state.

## Moving & Install Busy In Waverly

Starting on December 8th, the M&I crew took their tools to Wartburg College in Waverly, Iowa. The Waverly crew is made up of Bob Mesecher and fifteen workers from the Boys Training School in Eldora. The workers are moving all the equipment from the college's old 4-floor science building into a new building. This project includes packaging and moving all items as well as unpacking and putting away the items. The crews should stay busy on this job through mid-January.

# Mitchellville

## Print Shop Restructures To Better Meet Customer Needs

In response to changing customer demands, the MV Print Shop has recently "retooled" its copy equipment from two large heavy-duty copiers to one mid-size printer unit. The goal of this change was to restructure the capabilities of our Quik Print program and also to acquire a color copy machine. The bid for the color machine is out on the streets, and we plan to begin offering this new product in January.

The Print Shop is also looking at expanding its printing press capacity by adding one or more true two color presses. Our customers are requesting more multiple color work, and this equipment will help out tremendously. The Print Shop has also purchased and is preparing to install a computer-to-

plate maker. This will enhance our finished product while reducing set up time and costs.

Training for the Picture Framing operation began on December 5, and production began shortly after. Check the IPI website soon for product offerings and pricing.



Two inmates show off their first picture frames, which were completed for DOC Director Maynard's office.

## BBQ Hosted For Inmates & Staff

It was another cold, blustery day at Mitchellville on December 19th when the plant had a surprise BBQ lunch for its workers. 144 hamburgers, 20 pounds of macaroni salad, 10 jars of olives, 60 cinnamon rolls and 6 cases of sodas disappeared rather quickly. The workers were appreciative of the meal.

A special thanks goes to Shawn Preston, Newton Plant Supervisor, for taking the time to come over and "man the grill." We also thank two special guests, IPI Director Roger Baysden and DOC Executive Officer/Legislative Liaison Mary Benning for coming out and spending time with the workers.

## Imaging Becoming "One-Stop Shop" For Data Management

The Imaging Department is slowly moving from a hit or miss business to one that is showing much potential. The addition of a 40-inch scanner gives us the capability to scan large blueprint drawings, fulfilling a need expressed by the DNR and the DOT. With the goal of a "paperless" government, this option for state agencies could lead to a tremendous amount of opportunities.

The DOT has also approached IPI-MV with an opportunity to take over their 16mm camera and microfilming processing equipment. With this ability



Sue Torres (back left), Industries Technician, oversees the Imaging Department, shown with her staff.

plus digital scanning and data entry, IPI can become a one-stop source for state agency data management. We are excited about this prospect and look forward to hearing the DOT's decision.

# On The Lighter Side



## Birthdays

Oops, did you miss a birthday? It's never too late to send belated birthday wishes.

### December:

- 1 – Wayne Schilling (AN)
- 12 – Janet Hardenbrook (ICIW)
- 15 – Dave Reidner (FM)
- 16 – Al Reiter (AN)
- 22 – Shawn Preston (NCF)
- 22 – Dan Fogarty (AN)
- 30 – Bob McGrew (AN)

Make sure you jot down these upcoming birthdays so you can make sure they have a great day!

### January:

- 5 – Bob Manka (60!!!) (FM)
- 5 – Bill Whitaker (FM)
- 12 – Sean Culbertson (ICIW)

- 16 – Deanna Cross (NCF)
- 26 – Scott Klinefelter – (50!!!) (DSM)
- 27 – Mike Lynch (AN)
- 30 – Kevin Peterson (DSM)
- 31 – Lennie Miller (AN)

### February:

- 1 – Kim Zimmerman (AN)
- 2 – Cindy Reck (AN)
- 12 – Virgil Johnson (AN)
- 20 – Joan Decious (AN)

### March:

- 9 – Sandy Bunce (AN)
- 10 – Don Trenkamp (AN)
- 21 – Mike Meinhardt (FM)
- 23 – Darcy Austin (AN)
- 24 – Tammy Luchtenburg (AN)



## Family News

### Anamosa:

Congratulations to Rod Schlee, Metal Stamp Division, who married Lori Reed on October 18th. Rod and Lori live in Anamosa. Best wishes to both of you.

Al Stecher looks to be the next to leave the bachelor ranks with his recent engagement. The holidays are a little brighter for Kim Zimmerman's family, as her brother returned home in November after serving six months with the Air Force in Northern Iraq.

### Fort Madison:

Mark Meinhardt and his wife are the expectant grandparents of twins slated to arrive in January. Craig Allen and his wife celebrated their 19th wedding anniversary on December 1. Laura Mendez and her husband celebrated their 15th wedding anniversary on December 10. Ray Reyes was recently inducted into the Burlington Bowler's Hall of Fame.

### Business Office:

Joan Decious and her husband celebrated their 25th wedding anniversary with a 4-day cruise from Galveston to Cozumel. Cathy Benedict and her husband's 30th wedding anniversary was November 2nd.

### Mitchellville:

Clint Schmidt and his wife Shelly celebrated their 18th wedding anniversary on December 21st. Clint and Shelly are also the proud new parents of their second child, Jaclyn Rose Schmidt. Jaclyn was born October 21, 2003,



weighing 6 pounds, 13 ounces. Jaclyn and her big sister Jennifer, age 16, keep Clint and Shelly very busy.

## ? HOLIDAY TRIVIA ? CHALLENGE

1. Where was I when I saw Mommy kissing Santa Claus?
  - a. In the kitchen
  - b. On the stairs
  - c. Under the Christmas tree
2. Name the 3 reindeer whose names begin with a D?
  - a. Donner, Dasher, Dixon
  - b. Danzer, Donner, Dixon
  - c. Dasher, Donner, Dancer
3. What holiday drink contains sugar, milk and eggs?
  - a. Milk Shake
  - b. Tom and Jerry
  - c. Egg Nog
4. In what city did Miracle on 34<sup>th</sup> Street take place?
  - a. New York
  - b. Boston
  - c. Chicago
5. What color is the Grinch?
  - a. Red
  - b. Green
  - c. Red and Green
6. What Saturday Evening Post artist was known for his whimsical pictures of Santa Claus?
  - a. Norman Rockwell
  - b. Frederick Remington
  - c. Thomas Jefferson
7. What popular bite-sized chocolate candy comes wrapped in red and green foil at Christmas?
  - a. M & Ms
  - b. Mike & Ikes
  - c. Hershey's Kisses
8. What did the Grinch substitute for reindeer?
  - a. His dog
  - b. His horse
  - c. His tiny mouse
9. What were Frosty's last words?
  - a. Help, I'm melting.
  - b. I'll be back again someday.
  - c. It's getting awfully warm.

Answers on Page 4