

JA BizTown®

JA BizTown Volunteer Manual

The sample schedule below reflects a 4½ hour simulation day. The times and schedule will be adjusted accordingly for a shorter or longer day. JA BizTown staff will track time and announce all transitions and staff meetings during the simulation. The schedule is also shown on the monitors in JA BizTown with a countdown timer.

- 15 Minutes **Student Welcome/Orientation**
- 30 Minutes **Business Start-Up**
- Staff meeting
 - Business supplies purchased from Distribution Center
 - Students read job duties
 - Business loans processed at bank
 - Prices set
 - Production of products and services begins
 - Pledge of Allegiance
- 15 Minutes **Opening Town Meeting**
- Introduction of Mayor
 - Mayor's speech highlighting importance of voting and preview end-of-day awards
 - All CEOs give speeches except US Bank
- 10 Minutes **Uninterrupted Business Start-Up (at each business)**
- 90 Minutes **Employee Work and Break Rotations (3 sessions/30 minutes each)**
- First employee bank deposit
 - Employees may open savings account
 - Employee lunch session
 - Retail businesses open for sales
 - Employees begin to shop
- 15 Minutes **Uninterrupted Staff Meeting (in each assigned business)**
- 60 Minutes **Employee Work and Break Rotations (3 sessions/20 minutes each)**
- Second employee bank deposit
 - Shopping continues
- 10 Minutes **Business clean-up**
- Businesses restored to original set-up
 - Remaining inventory organized
 - Return clipboards and neck wallets to their original location
 - Return iPads and JA BizTown cash
- 10 Minutes **Final staff meeting (in each assigned business)**
- Volunteers review learning opportunities from the day
- 15 Minutes **Closing Town Meeting**
- Mayor speaks
 - Awards presented
 - Voting results reported
 - End-of-day speeches: various citizens report pertinent information
 - Mayor thank you's

We appreciate all your assistance today in making this an outstanding learning experience for the employees in your assigned shop. Please read the following information about your day. If you have any questions please ask a JA BizTown staff member.

IMPORTANT DETAILS ABOUT TODAY

When the students arrive, they will be seated in the common area. We encourage you to listen to the orientation they receive, it will have many reminders for you.

At the end of the orientation, the employees assigned to your shop will report to you. Please hand out neck wallets and checkbooks and assist the CEO with the business startup meeting. The CFO will be at a short training, please start without them.

Volunteer role:

- Be positive and encouraging.
- Guide and remind students of job tasks.
- Take charge of the students for the three staff meetings.
- Assist the CEO with the first staff meeting script.
- Lead the mid-day staff meeting and end-of-day staff meeting.
- Keep students engaged, calm, and on track.
- Troubleshoot problems should they arise.
- JA staff is always here to assist!
- Provide real-world experience and advice to the students.
- Allow students to do their jobs. Remember, you aren't receiving a JA BizTown paycheck today.
- Have fun!

Volunteer information:

- You may take a break as needed.
- You may eat lunch during any of the student break times. You may use the volunteer break room or the Café tables. Food is allowed in these areas only.
- Please remain inside the JA BizTown area during the day. If you need to leave for an emergency please let JA BizTown staff know so the area can be disarmed before you exit.
- Popcorn and beverages from the Café are free to you today. All food must remain in the Café area or the volunteer break room.
- You may have beverages in your shop, but please keep them away from citizen work areas.

Student expectations:

- Students must remain inside the JA BizTown area during the day.
- Students are allowed to eat in the Café area only. They may put any uneaten food back on the lunch bag shelves.
- No gum is allowed in JA BizTown.
- If a student is not on their break color, they should be working at their JA BizTown job.

Overview of the JA BizTown experience:

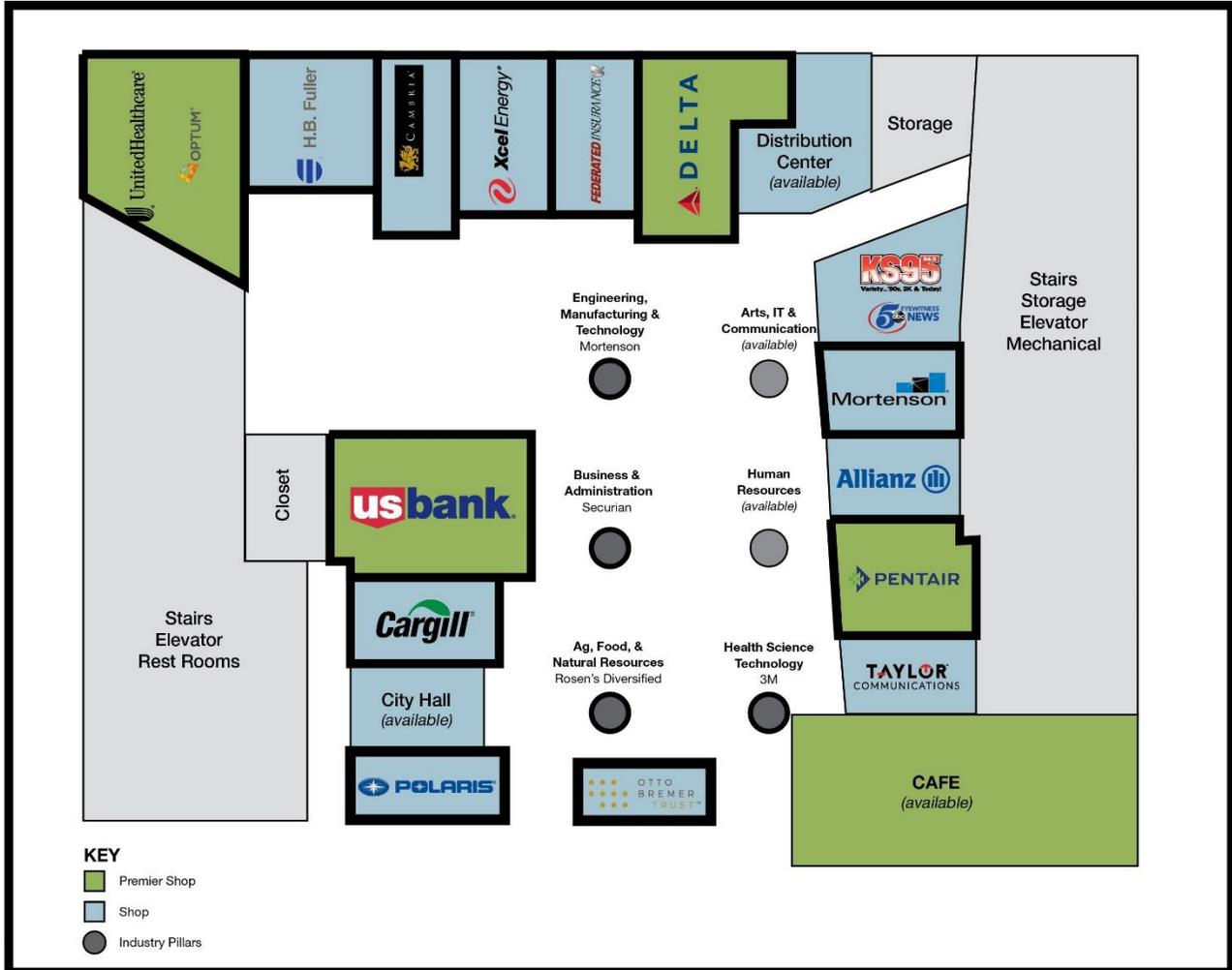
- Each student has been assigned a job in JA BizTown. Students are expected to work at their job throughout the JA BizTown day.
- JA BizTown Staff will track time and make announcements throughout the day. The timing is also shown on the two monitors in JA BizTown with a timer.
- Each shop will purchase **ONE** bin of supplies from the Distribution Center.
- Retail shops must price items between \$3.00 and \$5.00 using the **Orange Pricing Worksheet** located on the Sales Manager or CEO clipboard. The total of all item prices and any invoices and project payments should be enough to pay off the business loan.
- All retail sales must be entered into the Point of Sale (POS) system.
- If your workers have projects or special tasks, JA Staff will pay them for these projects. Once the worker has completed the necessary work, have them find a JA BizTown staff member to receive payment.
- Invoicing is done via the JA BizTown software program. If a shop worker is responsible for invoicing, these instructions can be found on the iPad, clipboard, or laptop.

Break rotations:

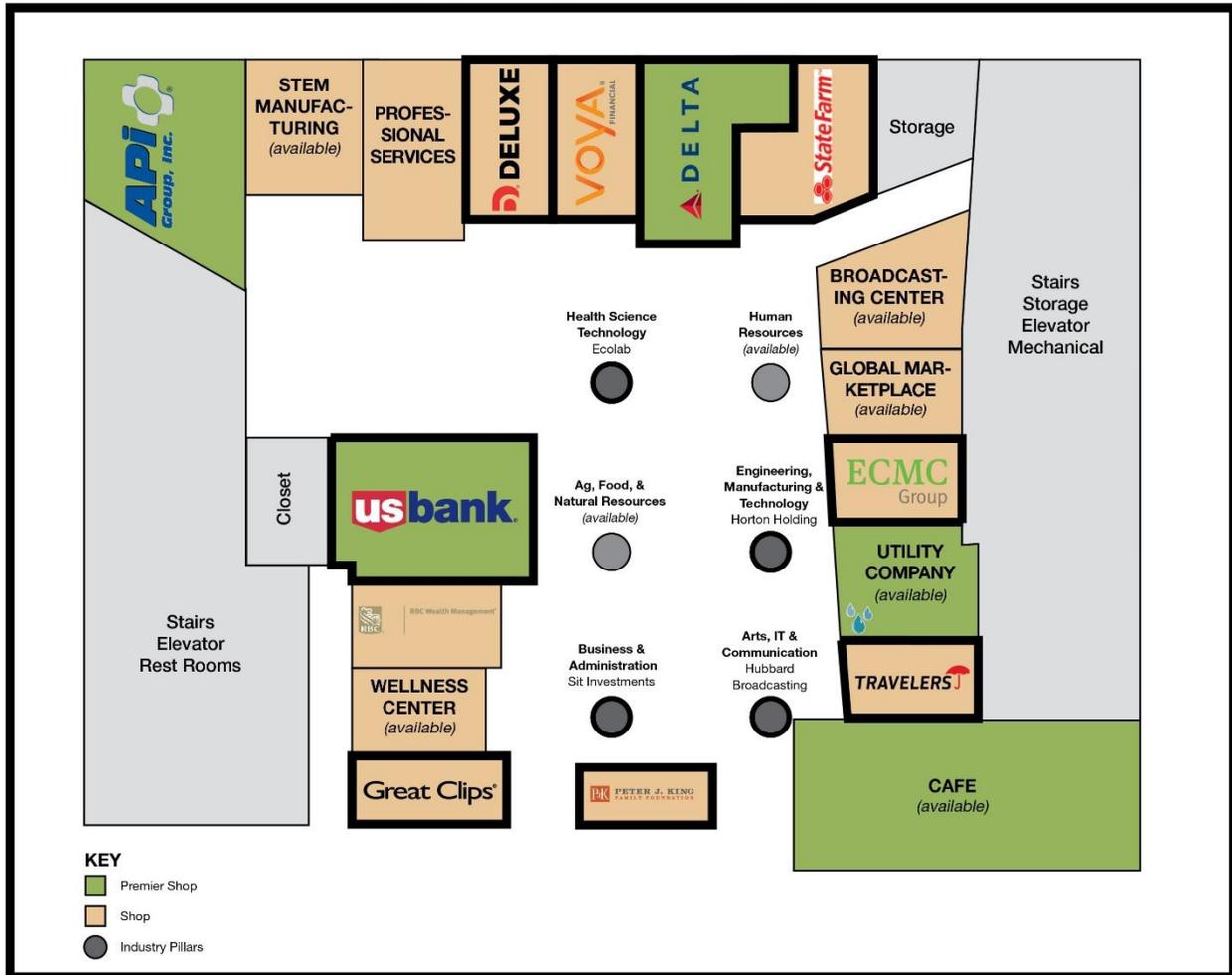
- JA BizTown citizens are divided into three color groups: **blue**, **red**, and **green**. This color indicates their break. JA BizTown staff will make announcements about break times.
- While one color group is at break, the other two groups should continue working on their job tasks.
- Citizens should go to US Bank on their break to deposit their paycheck.
- They can transfer money into their savings account at any time today by visiting with a Personal Banker.
- Students are expected to return to their shop when their break is over.
- You may eat your lunch during any of the break colors. If you are here with a student, you may join them in the Café for lunch.

Job title	Gross Pay	Net Pay
CEO	\$9.00	\$8.82
CFO	\$8.50	\$8.33
All other employees	\$8.00	\$7.84

Experiential Learning Lab - JA BizTown
 Support provided by the Whitney and Elizabeth MacMillan Foundation



Experiential Learning Lab - JA BizTown
 Support provided by the Peter J. King Family Foundation



In case of FIRE:

- From the **second floor**, escort students **down the main stairway** and have students gather in the front of the building near the tree.
- From the **third floor**, escort students **down the back stairway** and have students gather in the front of the building near the tree.
- Teachers should account for all students.

In case of TORNADO:

- From the **second floor**, escort students **down the main stairway** to the basement and have the students gather in the incubator space.
- From the **third floor**, escort students **down the back stairway** and have students gather in the kit room area and staff kitchen.
- Teachers should account for all students.

Junior Achievement Social Media Policy

Social media (e.g., Facebook, Twitter, LinkedIn, Instagram) is a powerful communications tool. Junior Achievement (“JA”) expects all volunteers, employees, and board members to abide by its social media policy in all their communications on any social media site.

JA volunteers/staff must communicate on social media sites professionally and respectfully, just as JA would expect them to communicate were they present in person. All communications with young people must be appropriate, both in terms of the student’s age and the relationship between the adult and student. Profanity, sexualized language or jokes, images of a sexual nature, or similar communications involving adult topics, drugs or alcohol, are never appropriate around students, no matter if they occur in person, in an email or text message, or on a social media site.

Admins, editors, and account holders of JA social media accounts must keep separate any social media communications that implicate JA from their own personal communications. Young people may have difficulty distinguishing among an adult’s different roles. Therefore, JA volunteers/staff must presume that any communications with a JA student will be perceived by the student as relating to JA business and must act accordingly.

In compliance with Junior Achievement’s existing volunteer/staff conduct standards, JA volunteers/staff should not actively “friend,” “follow” or correspond with minor-aged students directly through common social media platforms, such as Facebook and Twitter. The only social media interaction with students should occur through a JA-administered social media platform as part of a JA program and with the consent of students’ parents. JA volunteers should not reach out to any minor students through public platforms such as Facebook, Twitter, LinkedIn, Instagram or any other social media platform not directly controlled by JA. For the safety and privacy of students, no photos may be taken or published in any format without the written permission of a JA staff member.

The following applies to JA volunteers who post on or manage “Official JA Profiles” as outlined below:

Any social media profile used by JA volunteers, employees, students, or supporters that is used professionally, for promotion of JA or for regular communications is an “Official JA Profile”. All Official JA Profiles belong to JA and not to any volunteer/staff. As the exclusive property of Junior Achievement, JA will retain all Official JA Profiles when the volunteer /staff associated with the profile ends his or her relationship with JA for any reason. JA retains full rights to all Official JA Profiles, regardless of the wishes of a current or departing volunteer/staff who has operated or maintained the profile while working at JA.

Two or more JA volunteers/staff must have access to “admin” status on each Official JA Profile. Each JA volunteer/staff who manages or has access to Official JA Profiles will provide the username and password to the social media profiles to the local JA office. JA volunteers/staff agree to cooperate in good faith with JA to ensure that JA has the ability to access and control all Official JA Profiles.

Any JA volunteer/staff who reasonably suspects misconduct related to social media or any violation of this policy must report these suspicions immediately to the appropriate local JA representative.

Signature: _____

Date: _____

Name: _____
(please print)

Junior Achievement Volunteer Conduct Standards

Junior Achievement (JA) serves youth. JA volunteers teach valuable lessons in their program delivery and especially in their conduct with students. Adult misconduct with or in the presence of youth carries serious consequences. Because Junior Achievement cares that its volunteers have healthy, appropriate relationships with the youth they serve, it has established the following standards.

1 *Young people look to adults for examples of appropriate behavior.* JA volunteers must use appropriate language and model honorable behavior, such as respect, integrity, honesty, and excellence. Profanity or sexualized language or jokes are inappropriate when working with students, regardless whether it occurs face-to-face, over the Internet, or by any other means. JA strictly forbids violating any state law regarding interactions with youth; for example, providing them alcohol or legal or illegal drugs, or coaxing them into illicit relationships over the Internet or otherwise.

2 *Volunteers must take particular care when touching youth.* Most adults understand the difference between appropriate physical contact such as a handshake or pat on the back, and contact that is sexual or disrespectful. Volunteers also must be cognizant of how any physical contact may be perceived.

3 *Interactions with students must both be appropriate and appear appropriate.* It is expected that volunteers' interactions with students are at all times appropriate and professional, and are strictly related to the role of business mentor. It is unacceptable to seek or engage in one-to-one meetings with students at any time.

4 *Volunteers are responsible for the quality of interactions.* Students often find it difficult to state discomfort or objections. Volunteers must be especially sensitive to physical and verbal cues that youth provide.

The aforementioned standards do not represent a comprehensive list. Other actions not included could result in suspension or dismissal as a volunteer. JA volunteers also must read and comply with JA's Social Media Policy.

Junior Achievement takes all complaints of misconduct seriously. Credible allegations of misconduct will be promptly reported to the appropriate authorities. During any such investigation, the JA volunteer will not perform services as a JA volunteer. If an investigation determines misconduct occurred, it will result in the immediate and permanent dismissal as a JA volunteer.

Any JA staff member or volunteer who reasonably suspects misconduct must report these suspicions immediately to the appropriate JA staff person with their JA Area.

-----**Sign and return**-----

I have received copies of Junior Achievement's Volunteer Conduct Standards and Social Media Policy and have read, understand, and will abide by these standards. Please return this form to your JA Area.

By signing this, I hereby certify that I have never been charged with violence, or any type of charge involving a child or young person, or, if I have, that I have fully disclosed in writing the facts regarding such a charge to my local JA Area.

Signature: _____ Date: _____

Name: _____

(please print)

CEO AND VOLUNTEER SCRIPT

INTRODUCTION

VOLUNTEER(S): Hello everyone! My/our name(s) are _____ and I/we are volunteering to help you in your business today. We will first have a staff meeting, led by your CEO, and then you will start your jobs.

CEO: Good morning and welcome to our first staff meeting! Our CFO is attending training, but they will join us in a few minutes. We will review our job responsibilities, pass out your break lanyards and review our checkbooks. After that, we will prepare our business to open today.

REVIEW OF JOB RESPONSIBILITIES

VOLUNTEER: *(As the CEO reviews each job, please pass out the correctly colored break lanyard and have students put their nametag inside the front plastic slot).*

Let's review what each of you will be doing today for your job with the **Jobs Overview Page**.

First, as your CEO, I will...*(read what you will do from the chart).*

Who is the.....?

You are responsible for...*(read each job summary from the chart).*

CHECKBOOK REVIEW

CEO: Each of us will get two breaks today. The CFO will give us a paycheck on our first break. Our second break pay will be added to our accounts by direct deposit, which means the money will go directly into our accounts from our business's account. Now our volunteer will help us make sure our deposit tickets and check registers are correct. I will pass out your checkbooks.

(Volunteer, use the Checkbook Key to assist students.)

VOLUNTEER: Please turn to the first deposit ticket near the back of your checkbook. On the left side, make sure you have written your name, account number, date and you need to sign it because you are getting cash back.

(Pause and assist as needed to let students fill in information.)

On the right side, check to make sure you have written the correct **net pay amount** on your deposit ticket. This is how much your paycheck is after taxes have been taken out of it. CEO, yours is \$8.82, CFO, yours is \$8.33, and everyone else is \$7.84.

(Pause and assist as needed to let students fill in information.)

VOLUNTEER: Everyone must request \$2.00 cash from their first paycheck. To receive this cash you must enter \$2.00 on the less cash received box on the deposit ticket, which is the 2nd box from the bottom.

(Pause and assist as needed to let students fill in information.)

VOLUNTEER: Now, let's do the math to determine the net deposit amount. Subtract \$2.00 from your net pay amount to figure out your net deposit. CEO, your net deposit is \$6.82, CFO, your net deposit is \$6.33, and all other employees have a net deposit of \$5.84.

(Pause and assist as needed to let students fill in information.)

VOLUNTEER: Let's make sure you have entered this amount into the check register at the front of your checkbook so you can keep track of how much money you have today. Please turn to the check register now.

VOLUNTEER: You are opening a new checking account today so we must start with \$0.00 where it says "Balance" on the top right. Then enter the net deposit amount from your deposit ticket in the white row of the "Deposit/Credit" column. Remember to place the dollar value and your decimal point. Carry the same amount over to the "Balance" column under the \$0.00 and add your net deposit to the \$0.00 balance.

(Pause and assist as needed to let students fill in information.)

VOLUNTEER: We all know it is important to save. At any time today you may choose to put some of the money you earn into your savings account. Savings deposits can be made by writing a check to US Bank or transferring funds from your checking account into your savings account. Either way, you must talk to a Personal Banker and let them know you want to put money into your savings account.

If you choose to save you must record the amount in your check register and subtract the amount from your account balance so you know how much money you have. Does anyone want to put money into your savings account on your first break?

(Pause to see if students have any questions about savings or need help.)

VOLUNTEER: Once you have completed these steps you are ready for your first break. CEO, what else do we need to discuss before everyone starts their jobs?

CEO: Before we begin working, let's talk about our business goals for the day. What do you think some of our goals should be?

(Allow co-workers discuss. Ideas include teamwork, customer service, cooperation, paying off the business loan and interest, and making a profit).

CEO: As your CEO, here is what I expect you to do today:

1. Follow any directions told to you by our volunteer, JA Staff, teachers and myself.
2. Work hard and complete all your job tasks to the best of your ability.
3. Be courteous and kind to customers and other citizens.
4. And go on your breaks on time and come back from your breaks on time.

Your job description might be on a clipboard, iPad, or a laptop. Now go find it, read through your job responsibilities and begin to work.

CEO AND VOLUNTEER SCRIPT

VOLUNTEER: Hello team! It's time for our Midday Staff Meeting. We will review your checkbook registers and discuss how our business is doing. This is a short meeting, so please pay attention so we can accomplish everything we need to prepare for the second half of our day.

CHECKBOOK REVIEW

VOLUNTEER: Let's compare our checkbook register entries with the items we have purchased to be certain that all check or debit card purchases have been recorded. Why would we want to do this? *(So we know how much money we have.)*

(Assist students to make sure they have recorded all purchases and subtracted from their account balances.)

VOLUNTEER: Did anyone transfer money to their savings account? If you did, did you remember to record this in your checkbook register and subtract this from your account?

(Work with your students to make sure they have recorded any savings.)

VOLUNTEER: Your next paycheck will be added to your account by direct deposit, so you will not need a deposit ticket. But, you will still need to record this deposit into your check register. Why do we want to do this? *(So we know how much money we have.)*

Your net pay amount is the same as your first paycheck. So CEO, your net pay is \$8.82, CFO, your net pay is \$8.33, and all other employees net pay is \$7.84.

Enter your net deposit amount into the "Deposit/Credit" column in your check register. Carry the deposit amount over to the "Balance" column add your net deposit to your current balance.

(Pause while students update their check register.)

VOLUNTEER: Remember, if you want to get any more cash out of your account, you can by filling in a Cash Out ticket and bringing it to a Personal Banker. You can get up to \$2.00 more out of your account.

VOLUNTEER: You all have one more break today. This is your last chance to go shopping, so spend your time carefully. You cannot take your JA BizTown money with you so go ahead and spend or save the rest of your money.

CEO, what do you think our business has done well this morning and is there anything we could improve for the second half of the day?

CEO: I think we have done these things well: _____.

I think we could work on: _____.

Questions to Think About for the CEO:

Are employees following directions?

Are employees working hard to complete their job instructions?

Are we courteous to our customers?

Did we come back from our breaks on time?

Do we have any business tasks that we need to focus on for the rest of the day?

CEO AND VOLUNTEER SCRIPT

All business function is over and it is time to reset your business, reflect on the day, and discuss whether or not the business was successful. The time allotted for clean-up and the Closing Staff Meeting is roughly 10 minutes.

CLEAN-UP:

- Clean off all laminated checklists, speeches, and worksheets and return them to their proper workstation clipboard
- Return all unsold inventory to the Distribution Center
- Return all clipboards to their **original workstation**
- Teachers may be interested in taking completed business and student paperwork back to their school. Please collect these items and give them to a teacher **if** directed to do so by JA BizTown Staff
- Collect all JA BizTown cash and give them to a JA BizTown Staff member
- Students may keep their debit cards and checkbooks unless otherwise directed by JA BizTown Staff

Closing Staff Meeting

(Have the students take out their checkbooks and pencils to again meet with you in a group.)

CEO: Why is it important that before we attend the Closing Town Meeting, we each lend a hand to clean-up our JA BizTown Business? (Discuss what needs to be done to clean your business.)

CEO: Does anyone remember our business goal for the day? (Remember that paying off the business loan was today's goal.)

CEO: Did we meet that business goal?

CEO: What are some things that you learned today about how a business becomes successful? (Lead the discussion with your volunteer to review and discuss the importance of teamwork, individual job responsibility, marketing, and customer service.)

VOLUNTEER: How many of you feel that you were personally successful today? Why or why not?

VOLUNTEER: What are the challenges of keeping an accurate personal transaction register?

CEO: Thank you for all of your hard work today. If our business is cleaned to the best of our ability, we may gather our personal belongings and any purchases we made and stand by the doorway until we are called by the JA BizTown Staff to attend the Closing Town Meeting. (Be certain that students have collected everything and that your shop is clean. **WAIT IN YOUR SHOP** to be called for the Closing Town Meeting.)