



Welcome to Your Volunteer Day at JA BizTown AT&T

We appreciate all your assistance today in making this an outstanding learning experience for the students employees in AT&T. Please dispose of any coffee, juice, or soda in The Smokehouse Market **BEFORE** students arrive. You may have bottled water in your business throughout the day.

Your Day

- AT&T provides phone service, designs an application for iPhones, sells Hi-Flyer balls, and rents cell phones.
- Before the JA BizTown “citizens” arrive, a JA staff member will greet you and provide some hints for the day.
- When the citizens arrive, they will be seated in the common area. We encourage you to listen to the orientation that they receive. It will have many reminders for you.
- At the end of the orientation, the employees will report to you and you will cover all the points on pages 2-8. Then they will begin their work.
- **Important employee tasks to double-check**
 - The CEO will attend a brief meeting at MasterCard Worldwide to learn about the debit process. All other employees must remain in the business until the Opening Town Meeting.
 - The CEO prints invoices for business phone service and designs an application for an Iphone with the help of the Sales Manager.
 - The CFO handles the payroll and pays all bills. The CFO also makes business deposits, so AT&T can repay its loan.
 - There are strict rules about cell phone rentals. All personnel (other than CFO) must learn the complete process.
- This Volunteer Guide breaks out the day into its main parts:
 - **Business Start-up** – pages 2-8
 - **First Work/Break Rotation** – page 9
 - **Staff Meeting** – page 10
 - **Second Work/Break Rotation** – page 11
- Some general information is located on page 12.

VOLUNTEER GUIDE TO START-UP BUSINESS MEETING

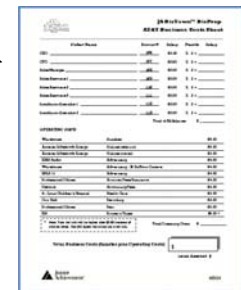
During your business start-up meeting with the students after the orientation, **please be sure to complete the following.**

1. Point out the AT&T T-shirts and hard hats hanging on the wall display. Explain that they may wear these if they wish. It is optional.
2. Have the students sit on the floor around you, and introduce yourself and other volunteers.
3. Give students the appropriate **job button** to wear, found with the Volunteer Information in your business.

4. Make sure that you have the **JA BizPrep** envelope, containing work that the students completed at school. They will need these pages throughout the day.



5. Tell the CEO to give the **Business Costs Sheet** to the CFO (located in the JA BizPrep envelope).



6. Tell the CFO to go to the computer and begin processing the payroll, following the instructions in the CFO Employee Manual.
 - a. The CFO will print payroll checks for first pay period and second pay period, which the CEO will sign.
 - b. The CEO will hand out the first pay period checks. The CFO will file the second pay period checks.
7. Go over the students' personal JA BizTown **checkbooks**.

Explain that, when they go to the bank, they must have the following done or they will not be permitted to proceed to a teller.

PLEASE check their work. This is very important! (Go to next page.)




Deposit Ticket

(All workers should complete the following. They should have done this at school, but please check.)

- Name and account number should be on each deposit ticket.
- The first deposit ticket should have been completed at school. Students know how much they will be paid (*located on the Business Costs Sheet in the JA BizPrep envelope*). A payroll tax of 2% is deducted, so their paycheck will be 98% of their salary.
- If they want cash back (\$2.00 maximum per pay period), they must subtract \$2.00 from the paycheck amount. The “net deposit” will be the amount that is deposited in the bank. For example, if a worker is paid \$8.82 and wants \$2.00 in cash, the net deposit is \$6.82. They must sign the deposit ticket for cash back.
- They should **tear out** the deposit ticket BEFORE going to the bank.
- **They should have the deposit entered in their checkbook registers.**

DEPOSIT TICKET

Name _____



CASH	CURRENCY	COIN
		.
LIST CHECKS SINGLY		
	8	82
SUBTOTAL		
	8	82
LESS CASH RECEIVED		
	2	00
NET DEPOSIT \$		
	6	82

Date _____ 20____
Deposits may not be available for immediate withdrawal.

signature
Signature required for cash received.

Acct.# _____

first paycheck amount

Go to next page to see deposit ticket answers for each job.



Deposit Ticket Answers for All Jobs

CASH	CURRENCY		.
	COIN		.
LIST CHECKS SINGLY			8.82
			.
			.
SUBTOTAL			8.82
LESS CASH RECEIVED			2.00
NET DEPOSIT \$			6.82

Acct.# _____

CEO

CASH	CURRENCY		.
	COIN		.
LIST CHECKS SINGLY			8.33
			.
			.
SUBTOTAL			8.33
LESS CASH RECEIVED			2.00
NET DEPOSIT \$			6.33

Acct.# _____

CFO

CASH	CURRENCY		.
	COIN		.
LIST CHECKS SINGLY			7.84
			.
			.
SUBTOTAL			7.84
LESS CASH RECEIVED			2.00
NET DEPOSIT \$			5.84

Acct.# _____

Installation Specialist

Sales Manager

Sales Associate

Go to next page.




Check to Bank of America

- Each worker should have a \$1.50 check written to Bank of America to open a savings account.

Name student name date 20

PAY TO THE ORDER OF Bank of America \$ 1.50

One and 50/100 Dollars



Memo open savings account signature

Acct.# number

- You may need to explain that they do NOT endorse this check.
- Make sure that students enter and subtract \$1.50 to Bank of America for saving in their checkbook registers.
- Remind them to go to the bank savings officer, after making their first deposit, to present the check and pick up a savings certificate.
- There is only one saving transaction, and it occurs during the first break.
- Encourage students to take their savings certificates to Wells Fargo Advisors to **purchase stock** at any time during the day.
- *Go to next page.*



Checkbook Register

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (IF ANY)	DEPOSIT/CREDIT (+)	\$	BALANCE
		deposit				6 82		+ 6 82
								6 82
001		Bank of America	1 50					- 1 50
								5 32

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (IF ANY)	DEPOSIT/CREDIT (+)	\$	BALANCE
		deposit				6 33		+ 6 33
								6 33
001		Bank of America	1 50					- 1 50
								4 83

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (IF ANY)	DEPOSIT/CREDIT (+)	\$	BALANCE
		deposit				5 84		+ 5 84
								5 84
001		Bank of America	1 50					- 1 50
								4 34

- Is correct **net** deposit entered?
- Is the check to Bank of America entered?
- Are new balances on the gray lines accurate?
- *Go to next page.*

Paycheck

- Have the CEO sign the first set of paychecks printed by the CFO.
- The pay stub should be cut from the paycheck.
- Tell the CEO to pass out the first-payroll checks to the employees.
- BEFORE GOING TO THE BANK, EMPLOYEES SHOULD:
 - **ENDORSE** their paychecks!
 - **TEAR OUT** the deposit ticket and \$1.50 check to Bank of America.
- AT THE BANK, EMPLOYEES WILL:
 - **TAKE** the endorsed paycheck, deposit ticket, and \$1.50 check to the Bank. (It is not necessary to bring the checkbook register and pay stub.)
 - **WAIT** in line for the next available teller.
 - **GIVE** their \$1.50 savings check to the Bank of America Savings Officer on the way out of the bank.
- AFTER VISITING THE BANK, EMPLOYEES SHOULD:
 - **VISIT** MasterCard Worldwide to pick up their debit card.



Employees must endorse their paychecks!

- *Go to next page.*



8. Explain that all workers should now read their **job descriptions** in their Employee Manuals. Make sure that they understand their jobs before the day begins. This is very important!
9. Explain that a JA staff member will arrive to conduct training. **(Please listen to the presentation to receive the training as well, so you may help the employees throughout the day.)**
10. Have employees begin their tasks according to their job descriptions.
 - The **CEO** will prepare a speech for the Opening Town Meeting and print, stamp and address invoices during Business Start-up.
 - The **CFO** will print the paychecks for first and second pay periods.
 - The **Installation Specialist** will make cross-connections on the display wall between each business and AT&T.
 - The **Sales Associates and Sales Manager** must set the price for cell phone rental (between \$7 and \$10) and learn the proper procedure for selling Hi-Flyer Balls and renting cell phones.
11. The CEO will attend a brief meeting at MasterCard Worldwide. All other AT&T employees remain in the business until it is time for the **Opening Town Meeting**. (They may go to the restroom.)
12. **Please Remember:** You will assist the employees during the day. You ensure that they do their jobs. You do not complete their tasks for them. Continually remind them to refer to their Employee Manuals to complete all work, using words such as “How are you coming on,” “Let’s look at your manual and check how you are doing,” or “Have you finished all these tasks? What’s on the next page?” (Note: If you ask them if they’re finished for the day, many employees will say yes, even though they are not. They may be unaware that there is more because they have quit looking at the manual or haven’t turned the page.)

You will use the next page for information on the first work/break rotation.

GUIDE TO THE FIRST WORK/BREAK ROTATION

- The **CEO** will continue printing invoices, if necessary. Then the CEO will design an application for an Iphone with the Sales Manager's assistance.
- The **CFO** will continue paying bills, and begin to deposit business income.
- The **Installation Specialist(s)** will deliver the handsets to businesses. The Specialist should start with KJAR Radio.
- The **Sales Manager** will assist the CEO with designing the Iphone application and surveying customers.
- The **Sales Associates** will assist customers with the purchase of Hi-Flyer Balls by (1) verifying and accepting debit card payments using the computer and (2) giving the customer a U.S. quarter to use in the machine. (JA BizTown quarters will not work in the machine and should not be used because they will jam the machine.)
- Make sure an adult records the name of each customer and gives the phone to the customer. The phone drawers are labeled according to break color. Only phones from the red drawer may be rented on red break, etc.
- Remind sales associates to review the cell rental process. This process must be followed.



VOLUNTEER GUIDE TO STAFF MEETING

1. This meeting occurs between the two work/break rotations.
2. All business stops. All employees should be in AT&T.
3. Have them sit on the floor.
4. The CEO should distribute signed, green paychecks to all employees (with the pay stub cut apart).
5. Each employee should:
 - a. **endorse** the paycheck,
 - b. **decide** if s/he wants any cash back,
 - c. **prepare** a second deposit ticket, and
 - d. **enter** the transaction into the checkbook register.
6. Check employee checkbook registers for accuracy for all transactions. Sometimes, employees think that they have more money in the bank than they do because they haven't entered all transactions into the checkbook register.
7. Remind employees that during the second break they:
 - a. have **30 minutes** for the break,
 - b. will **eat lunch** at The Smokehouse Market, where they will use JA BizTown cash to purchase a drink. (You may eat as well.)
 - c. will have their **final opportunity to spend** their money, and
 - d. must **return to work** at the end of the break.

Go to the next page for instructions on things to look for during the second work/break rotation.



GUIDE TO THE SECOND WORK/BREAK ROTATION

- The **CEO** will assist with the cell phone rentals, if necessary.
- The **CEO** should also make sure that the CFO receives all checks so that deposits may be made at the bank.
- The **CFO** must enter incoming business payments into the computer and generate deposit tickets. Deposits must be taken to the bank. Up to eight (8) items can be put on one deposit ticket.
- The **CFO** will also enter the total amount from Debit Card Sales Registers into the computer to generate deposit tickets. The register and deposit ticket must be taken to the bank.
- The **CFO** must prepare a Business Report to read at the Closing Town Meeting. This is done as soon as all deposits have been made. The blue report is located in the CFO employee manual. Instructions are located on the report.
- The **Sales Manager** and **Sales Associates** will use the cell rental process.
- **Sales Associates** should make sure that the customer has enough money in his/her checking account before any contract is completed.
- Later in the day, the **Installation Specialists** should pick up the phone handsets and cross-connections cords. They should NOT pick up a cord at any phone.



END OF DAY – CLEAN UP

- Business papers should be placed in the JA BizPrep envelope (especially the printed Accounting Report) for the CEO to return to school.
- Employees should make their workstations look like they did at the beginning of the day.
- The Employee Manuals remain at JA BizTown. Please collect the **job buttons** and return them to the Volunteer Information bin.
- Thank you once again for your help! We can't do it without you! We will e-mail a survey so you may provide feedback to us about your day.
- Thanks for making this day unforgettable for the kids!
- Cell phones should be turned **OFF** when returned at the end of the day.



JA BizTown Volunteer Basics

Student Illness: Please contact a JA staff member or a teacher, if a child should become ill. We have first-aid supplies and a private area where an ill child can rest. A JA staff member will work with classroom teachers to determine if parents need to be called. Band-aids may be obtained from a JA staff member.

Medication: Student medications must be administered by classroom teachers. Medicine needing refrigeration will be kept in the refrigerator in the training room, and it must be clearly marked for a specific child.

Dismissal: Students are dismissed immediately following the Closing Town Meeting.

Weather Emergency: In the event of a weather emergency, a JA staff member will provide immediate verbal directions to all students, teachers, and volunteers. If this should occur, please make sure all students are quiet in your business and are listening to evacuation instructions. Students will likely move to another location in the building, and you will need to assist in an organized evacuation.

Restrooms: Restrooms are located inside JA BizTown in the hallway between KPLR 11 and Bank of America. Please remind students that they should use these restrooms and must remain in JA BizTown at all times.

Student Photographs: If students have a symbol on their nametags (e.g. star), this means that those students are not allowed to be photographed or on TV.

Lost and Found: Please see a JA staff member, if a student is missing an item. We have a lost and found area, and a JA staff member will assist you.

Lost Lunch: If a student is missing or has forgotten a lunch, please see a JA staff member, and we will do our best to provide something for the student.