



Build-A-Bear Workshop



Welcome to Your Volunteer Day at JA BizTown Build-A-Bear Workshop

We appreciate all your assistance today in making this an outstanding learning experience for the students employees in Build-A-Bear Workshop. Please dispose any coffee, juice, or soda in The Smokehouse Market **BEFORE** students arrive. You may have bottled water in your business all day.

Your Day

- Build-A-Bear Workshop sells customer-created stuffed animals and other items. Customers will donate the stuffed animals to a charity, but may keep the other items they purchase.
- 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.
- 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**
 - A Sales Associate will pick up all printed material at the Print Shop.
 - No other employee may leave the business during Business Start-Up.
 - The CEO will sign all checks.
 - The CFO handles the payroll and pays all bills. The CFO also makes business deposits, so Build-A-Bear Workshop can repay its loan.
 - Bear Builder Associates will help customers with the bear-building process after checking to see if the customer has sufficient funds.
- 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 Build-A-Bear Workshop shirts hanging on the wall. 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).

Item	Amount	Balance
Initial Cash	100	100
...

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.)



Build-A-Bear Workshop




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	first paycheck amount
		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.# _____

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



Build-A-Bear Workshop



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.# _____

Bear Builder Associate

Go to next page.




Build-A-Bear Workshop



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	
		number	
		Acct.#	

- 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.*



Build-A-Bear Workshop



Checkbook Register

NUMBER	DATE	TRANSACTION DESCRIPTION	PAYMENT/DEBIT (-)	✓	FEE (F 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 (F 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 (F 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.*



Build-A-Bear Workshop



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, hold a meeting to set prices for sales items (other than stuffed animals), and sign paychecks.
 - The **CFO** will print pay period one and pay period two paychecks.
 - **Bear Builder Associates** will learn how to conduct sales, and one **Associate** will pick up printed checks from the Print Shop.
 - **Bear Builder Associates** will set up the displays for the day and price items delivered from the Warehouse. Donated bears/stuffed animals are priced at \$7.00
14. The **CEO** will attend a brief meeting at MasterCard Worldwide to learn about the debit process. All other Build-A-Bear Workshop employees must remain in the business until it is time for the **Opening Town Meeting**. (They may go to the restroom.)
15. **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.



Build-A-Bear Workshop



GUIDE TO THE FIRST WORK/BREAK ROTATION

- The CEO will use the CEO Checklist to document each business CEO's name and give them a coupon to make a free bear.
- The CEO will also greet and meet with business representatives that come to the business.
- The CEO will sign all checks and assist the Bear Builder Associates, when necessary.
- The CFO will continue paying bills. Checks will print to the Print Shop and the CFO should ask a Bear Associate to pick them up.
- Some business CEOs will arrive to build a bear for charity with their \$7 coupon.
- Customers' checking accounts should be checked for sufficient funds before a sale is made.
- A JA staff member must operate the stuffing machine.
- If all items are sold, no more are available from the Warehouse. Prices should be set high enough (\$4.00 at a minimum) so that everything is not sold early. It is also helpful to put a limited amount of merchandise on display for each of the breaks during the first break rotation.
- Bear Builder Associates may not set items aside to purchase. They must wait until their break to purchase any items in Build-A-Bear Workshop, like other customers.



Build-A-Bear Workshop



VOLUNTEER GUIDE TO STAFF MEETING

1. This meeting occurs between the two work/break rotations.
2. All business stops. All employees should be in Build-A-Bear Workshop.
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.



Build-A-Bear Workshop



GUIDE TO THE SECOND WORK/BREAK ROTATION

- The CEO will assist with sales, if necessary, and meet and greet business representatives
- The CFO will enter the total amount from Debit Card Sales Register(s) into the computer to generate a deposit ticket. All deposit tickets will print at the Print Shop and a Bear Associate should be sent to pick it up. The register and the deposit ticket must be taken to the bank.
- In addition to customer debit payments, Build-a-Bear Workshop will receive a Junior Achievement check to reimburse for the cost of CEO coupons for donated bears. The CFO must enter this check into the computer and generate a deposit ticket. The deposit slip and check 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 retail sales are completed and the Junior Achievement deposit has been made. The blue report is located in the CFO employee manual. Instructions are located on the report.
- Bear Builder Associates will facilitate sales, checking customers' accounts to make sure that they have sufficient funds.
- A JA staff member must operate the stuffing machine.

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!



Build-A-Bear Workshop



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.