



Welcome to Your Volunteer Day at JA BizTown in St. Louis Children's Hospital!

We appreciate all your assistance today in making this an outstanding learning experience for the students employees in St. Louis Children's Hospital. Please dispose 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

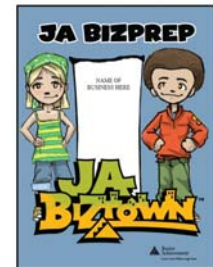
- St. Louis Children's Hospital provides wellness checks for infants.
- Before the JA BizTown "citizens" arrive, a JA staff member will greet you and provide some hints for the day.
- When the citizens arrive, they will be seated in the common area. We encourage you to listen to the orientation that 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**
 - No one, except the Pediatric Nurse Practitioner, leaves the business until the Opening Town Meeting.
 - The Pediatric Nurse Practitioner will need to pick up printed checks, invoices and deposit tickets from the Print Shop through out the day.
 - The Receptionist and Pediatric Nurse Practitioners should be aware of the wellness check-up procedure used with customers.
 - Pediatric Nurse Practitioners should never have ink pens. Infants never leave St. Louis Children's Hospital. Infants are never undressed. Only volunteers get the infants from the cabinet.
 - The CFO handles the payroll and pays all bills. The CFO also makes business deposits, so St. Louis Children's Hospital can repay its loan.
 - The CEO signs checks, gives a speech, prepares invoices, and helps other employees when necessary.
- 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, **please be sure to complete the following.**

1. Point out the St. Louis Children's Hospital smocks. 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 the 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/Service	Amount	Sales	Profit	Total
CEO
Business Performance 1
Business Performance 2
Business Performance 3
Business Performance 4
Business Performance 5
Business Performance 6
Business Performance 7
Business Performance 8
Business Performance 9
Business Performance 10
Business Performance 11
Business Performance 12
Business Performance 13
Business Performance 14
Business Performance 15
Business Performance 16
Business Performance 17
Business Performance 18
Business Performance 19
Business Performance 20
Business Performance 21
Business Performance 22
Business Performance 23
Business Performance 24
Business Performance 25
Business Performance 26
Business Performance 27
Business Performance 28
Business Performance 29
Business Performance 30
Business Performance 31
Business Performance 32
Business Performance 33
Business Performance 34
Business Performance 35
Business Performance 36
Business Performance 37
Business Performance 38
Business Performance 39
Business Performance 40
Business Performance 41
Business Performance 42
Business Performance 43
Business Performance 44
Business Performance 45
Business Performance 46
Business Performance 47
Business Performance 48
Business Performance 49
Business Performance 50

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

8 82

signature

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.# _____

**Receptionist
Pediatric Nurse Practitioner**

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. Have employees begin their tasks according to their job descriptions.
 - The **CEO** will sign paychecks during Business Start-up, practice the Opening Town Meeting Speech, and learn how to conduct wellness checks.
 - The **CFO** will print paychecks for pay period one and pay period two. When finished, the CFO can start paying bills using the yellow Accounts Payable/ Receivable checklist for information.
 - The **Receptionist** will learn how to sign-in customers and accept co-pays.
 - The **Pediatric Nurse Practitioner** will learn how to conduct a wellness check on infants and pick up printed material from the Print Shop.
10. All St. Louis Children's Hospital employees remain in the business until it is time for the **Opening Town Meeting**. (They may go to the restroom.)
11. **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 handle banking and complete other documents.
- The **CEO** will interrupt the CFO to print invoices (using the CFO's computer). This works best on the yellow break because the CFO will be on break.
- The **CFO** will continue paying bills (allowing CEO to print invoices).
- The **Receptionist** will check-off the job title of each visitor to the hospital and accept the 25¢ co-pay. The Receptionist gives a clipboard and pencil to each visitor with a Health Assessment Survey and Health Assessment, giving the visitors information about completing the form. (**NOTE:** If the receptionist runs out of coins for change, send an employee to the bank with dollar bills to exchange for coins.)
- The **Pediatric Nurse Practitioner** will conduct a wellness check (health assessment) on the infant of each visitor, using the form completed by visitor.
- The **Pediatric Nurse Practitioner** will give a “goody bag” to each customer when the wellness check-up is finished.
- The **Pediatric Nurse Practitioner** and **Receptionist** will help the CEO deliver invoices as needed. The invoices must go out in a timely manner so that businesses receive them and mail their payments to St. Louis Children's Hospital.
- The **Pediatric Nurse Practitioner** will also pick up printed checks and invoices from the Print Shop.

VOLUNTEER GUIDE TO STAFF MEETING

1. This meeting occurs between the two work/break rotations.
2. All business stops. All employees should be in St. Louis Children's Hospital.
3. Have them sit on the floor.
4. The CEO should distribute the second set of 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 continue with St. Louis Children's Hospital business.
- The **CFO** must track incoming business payments on the yellow Accounts Payable/Receivable checklist. In addition to income from JA BizTown businesses, St. Louis Children's Hospital will receive a check from Junior Achievement for emergency services. All checks must be entered into the computer to generate deposit tickets. Deposits must be taken to the bank. Up to eight (8) checks can be put on one deposit ticket. For deposits of cash co-pays, the City Hall Security Specialist can be called for an escort to the bank.
- If the mail carrier has not delivered payments, go to the Warehouse to speak with the mail carrier. Some businesses may hand deliver the payments.
- 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 **Receptionist** will continue to process visitors for health assessments.
- The **Pediatric Nurse Practitioners** will continue conducting wellness exams and picking up printed deposit tickets from the Print Shop.
- Employees should make their workstations look like they did at the beginning of the day.

END OF DAY – CLEAN UP

- All smocks should be folded neatly and placed where they were found. The examination tables should be set up neatly as they were found. All infants and blankets should be in the cabinet.
- Business papers should be placed in the JA BizPrep envelope (especially the printed Accounting Report) for the CEO to return to school.

(continued on next page)



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- Employees should make their workstations look like they did at the beginning of the day.
 - The Employee Manuals remain at JA BizTown. Collect all job buttons and place with the Volunteer Information.
 - 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!



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.