

# JA BizTown Frequently Asked Questions

## Volunteer Training

**Is volunteer training mandatory?** Yes, JA BizTown is a complex simulation of the real world. Training will provide important information about your role and responsibilities during the day. Training will make your day easier and more fun!

**Must I attend the training at the Junior Achievement facility in Chesterfield Valley?** Not absolutely, however, training makes more sense when you see JA BizTown. Online training is available for those unable to attend at the scheduled times.

**May I come to JA for training at any time?** No, a specific date and times have been assigned to your school. Your school personnel will tell you those times.

**How long does the training take?** The on-site training takes about 1½ hours. JA offers morning and evening sessions to accommodate different schedules. The online training time varies according to user.

**Where is JA BizTown?** Click on Directions on the volunteer web page for more information.

**Must I learn how to do all the jobs in my business?** Your role as a volunteer is to serve as an overall guide to ensure that key business items are occurring throughout the visit day, assisting the CFO with business banking and making sure that things are moving in the right direction. You should not “do” the work for a student. Please allow students to try to do as much as possible on their own. Remember, you’ve already completed 5<sup>th</sup>/6<sup>th</sup> grade!

## Visit Day

**Will I be in the same business as my child?** Don’t be alarmed if you are not working in the same business as your student. Volunteer assignments are random and are assigned by JA. It has been our experience that students do their best work when they are not working the same shop as a mom or dad. You will have plenty of time to see your child on the visit day.

**Will I be assigned to a business related my real-world job?** Volunteer assignments are random and assigned by JA. We do not know your profession. Although JA BizTown gives a simulated “real-world” experience, you will find that the jobs are not close replicates of real life because they are designed for fifth and sixth graders.

**How many kids will be in my business?** The number of employees varies among the businesses. It may be as few as four or as many as ten.

**What happens if an employee is not doing his or her job?** We don't expect perfection from the students. We want the visit day to be a day of learning and fun. If you are having a problem with a student or a student is struggling and needs one-on-one help, inform a JA staff member. We will arrange assistance with the teacher.

**How many volunteers are assigned to my business?** Most businesses have one volunteer; however, some are better with 2-3 volunteers. Bank of America, City Hall, Print Shop, and AT&T often have 2 volunteers, if your school has enough parent volunteer help.

**Can students keep what they purchase?** Yes, with three exceptions: drinks and food are consumed in the restaurant, the Build-A-Bear Workshop bears are donated to a kid-related charity, and the cell phones are rented (not purchased).

**What if an employee has a problem with his or her checking account?** Please tell the student to see a JA staff member. We have a master computer that tracks all financials, so we are able to correct any banking errors.

**When should I arrive?** You should arrive no later than 30 minutes before the school buses are scheduled to arrive at JA. JA staff will provide additional training specific to your business during these 30 minutes. If you are not here, then you may not receive this training, which may make the day more challenging.

**What should I wear?** We encourage volunteers to wear comfortable shoes and clothing. You will stand most of the day, and our floors are concrete!

**May I take pictures during the day?** Yes, but you are not allowed to take a picture of a student who has an \* on the name tag.

**May I have lunch with my child?** Absolutely! Lunch normally occurs during the second set of breaks, and your business should be running smoothly by that time. You may feel free to leave for a while. Bring a cold, brown-bag lunch.

**May I buy a drink at lunch?** It's not necessary. The workers in The Smokehouse Market know that you should receive free drinks. All drinks must be consumed in the restaurant. The single exception is that volunteers may have bottled water in the business. Students are not allowed to purchase food or drink to take home.

**What about cell phones?** We prefer that you turn off your cell phone during the day. Please do not sit and text either. You have volunteered to assist the kids, and they need your attention. Please consider the kids.

**What if my business would like to become a sponsor in JA BizTown?** Please speak with a JA staff member. We can send a prospectus to your business.

**What if I can't afford a sponsorship but would like to help in other ways?**

- We are always looking for give-aways for the radio station and for items to sell in the stores. We appreciate your gifts that are appropriate for 5<sup>th</sup> and 6<sup>th</sup> graders! Please call Jenny Eickhorst at (636) 728-0707 or send an email to [jeickhorst@jastl.org](mailto:jeickhorst@jastl.org) to make arrangements
- If you'd like to sponsor a school that wants to participate but can't afford the student fees, please call Jenny Eickhorst at the above information. The cost is approximately \$2,000.

You haven't answered my question. What do I do? Please call Jenny Eickhorst at (636) 728-0707 or send an email to [jeickhorst@jastl.org](mailto:jeickhorst@jastl.org), who will be happy to answer them.