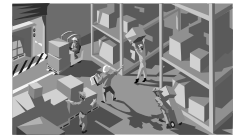




Warehouse

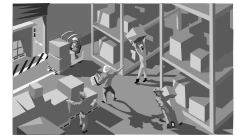


Welcome to Your Volunteer Day at JA BizTown in the Warehouse!

We appreciate all your assistance today in making this an outstanding learning experience for the students employees in the Warehouse. 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

- The Warehouse is a business that sells supplies to JA BizTown businesses, operates the mail system, delivers merchandise sold on-line and processed through MasterCard Worldwide, delivers the newspaper, and does retail sales of Candy Grams and stamps.
- 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**
 - The **CEO** generates invoices, receives on-line orders to be filled, gives a speech, handles several business matters, and substitutes wherever necessary.
 - The **Stock Managers** will deliver business supplies in the red and blue baskets, deliver invoices and collect payment for supplies. They will also fill and deliver on-line orders as directed by the CEO.
 - The **CFO** handles the payroll and pays all bills. The CFO also makes business deposits, so the Warehouse can repay its loan.
 - The **Mail Carrier** should pick up, sort, and deliver mail during the day and deliver JA Biztown Gazette and collect the check for the Gazette.
- This Volunteer Guide breaks out the day into its main parts:
 - **Business Start-up** – pages 2-8 (You will not cover most of these pages until all business supplies have been delivered.)
 - **First Work/Break Rotation** – page 9
 - **Staff Meeting** – page 10
 - **Second Work/Break Rotation** – page 11
- Some general information is located on page 12.

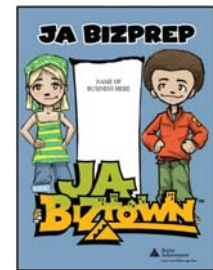


VOLUNTEER GUIDE TO START-UP BUSINESS MEETING

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

1. Point out the Warehouse aprons 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 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).

Category	Amount	Notes
CEO	\$100	\$ 100
CFO	\$100	\$ 100
Stock Manager 1	\$100	\$ 100
Stock Manager 2	\$100	\$ 100
Stock Manager 3	\$100	\$ 100
Stock Manager 4	\$100	\$ 100
Stock Manager 5	\$100	\$ 100
Stock Manager 6	\$100	\$ 100
Stock Manager 7	\$100	\$ 100
Stock Manager 8	\$100	\$ 100
Stock Manager 9	\$100	\$ 100
Stock Manager 10	\$100	\$ 100
Stock Manager 11	\$100	\$ 100
Stock Manager 12	\$100	\$ 100
Stock Manager 13	\$100	\$ 100
Stock Manager 14	\$100	\$ 100
Stock Manager 15	\$100	\$ 100
Stock Manager 16	\$100	\$ 100
Stock Manager 17	\$100	\$ 100
Stock Manager 18	\$100	\$ 100
Stock Manager 19	\$100	\$ 100
Stock Manager 20	\$100	\$ 100
Stock Manager 21	\$100	\$ 100
Stock Manager 22	\$100	\$ 100
Stock Manager 23	\$100	\$ 100
Stock Manager 24	\$100	\$ 100
Stock Manager 25	\$100	\$ 100
Stock Manager 26	\$100	\$ 100
Stock Manager 27	\$100	\$ 100
Stock Manager 28	\$100	\$ 100
Stock Manager 29	\$100	\$ 100
Stock Manager 30	\$100	\$ 100
Stock Manager 31	\$100	\$ 100
Stock Manager 32	\$100	\$ 100
Stock Manager 33	\$100	\$ 100
Stock Manager 34	\$100	\$ 100
Stock Manager 35	\$100	\$ 100
Stock Manager 36	\$100	\$ 100
Stock Manager 37	\$100	\$ 100
Stock Manager 38	\$100	\$ 100
Stock Manager 39	\$100	\$ 100
Stock Manager 40	\$100	\$ 100
Stock Manager 41	\$100	\$ 100
Stock Manager 42	\$100	\$ 100
Stock Manager 43	\$100	\$ 100
Stock Manager 44	\$100	\$ 100
Stock Manager 45	\$100	\$ 100
Stock Manager 46	\$100	\$ 100
Stock Manager 47	\$100	\$ 100
Stock Manager 48	\$100	\$ 100
Stock Manager 49	\$100	\$ 100
Stock Manager 50	\$100	\$ 100

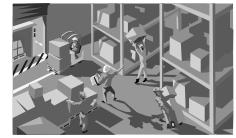
6. Tell the CFO to go to the computer and begin processing the payroll, following the instructions in the CFO Employee Manual.
 - a. The CFO will print payroll checks for first pay period and second pay period, which the CEO will sign.
 - b. The CEO will hand out the first pay period checks. The CFO will file the second pay period checks.
7. Have stock managers deliver business supplies.
8. After all baskets have been delivered, 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.)



Warehouse




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.

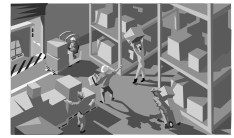
Acct.# _____

first paycheck amount

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



Warehouse



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

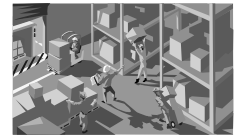
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Stock Manager
Mail Carrier

Go to next page.



Warehouse



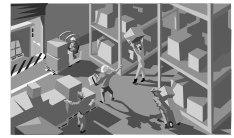
Checkbook Register

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

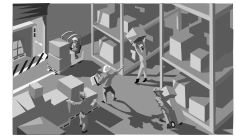


Employees must endorse their paychecks!

- *Go to next page.*

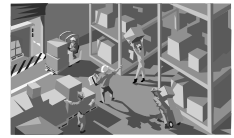


Warehouse



9. 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!
10. Have employees begin their tasks according to their job descriptions.
 - The **CEO** will sign paychecks during Business Start-up and prepare and practice the Opening Town Meeting Speech, and begin work on invoices.
 - 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 **Mail Carrier** will organize the mail center. The JA Biztown Gazette to be delivered (one per citizen) is in the black rolling container. The **Junior Achievement** checks for CFOs should be added to the mail center for delivery.
 - The **Stock Managers** should read their manuals and become familiar with the process for filling/delivering on-line orders and sales of candy grams and stamps.
11. After delivering supply baskets, all Warehouse 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.

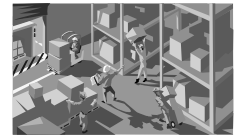


GUIDE TO THE FIRST WORK/BREAK ROTATION

- The **CEO** will receive on-line merchandise orders and send them to the Stock Managers to be filled and delivered. The CEO will also handle several business papers and sign checks. The CEO may help with sales of candy grams and stamps when the Mail Carrier is out of the business. Stamps are 25¢ and candy grams are \$1.00 – cash only.
- The **CFO** will continue paying bills and filing checks for supplies. Later, after paying all bills, the CFO will track which checks have been received using the yellow Accounts Payable/Receivable Checklist.
- The **Stock managers** will deliver invoices and collect payment for supplies. Checks should be placed in the box on the CFO's desk.
- The **Stock Managers** will also retrieve the empty supply baskets previously delivered, and use the Warehouse Inventory Sheets to restock the baskets for the next day.
- The **Stock Managers** will also accept on-line merchandise orders from the CEO to be filled and delivered.
- The **Mail Carrier** will manage the mail system. The Mail Carrier will also pick up, sort, and deliver mail according to his/her employee manual, and will manage the sales of stamps and candy grams. May begin delivery of JA Biztown Gazette to all citizens.



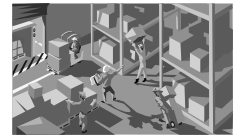
Warehouse



VOLUNTEER GUIDE TO STAFF MEETING

1. This meeting occurs between the two work/break rotations.
2. All business stops. All employees should be in the Warehouse.
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

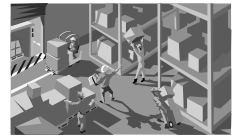
- The **CEO** should use the yellow Accounts Payable/Receivable Checklist to see if all businesses have paid for supplies. If any checks have not been received, the CEO can go to the businesses for the check.
- The **CFO** must track incoming checks on the yellow Accounts Payable/Receivable Checklist. In addition to payment for business supplies and the JA BizTown Gazette, the Warehouse will receive a check from Junior Achievement for delivery of on-line sales merchandise.
- The **CFO** must enter all incoming checks into the computer and generate deposit tickets. Deposit tickets and the corresponding checks must be taken to the bank. Up to eight (8) checks can be listed on one deposit ticket. For deposits containing cash from the sale of stamps and Candy Grams, the City Hall Security Specialist may be called for an escort 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 **Stock Managers** will continue to receive on-line merchandise orders from the CEO, fill the orders and deliver merchandise to customers.
- The **Mail Carrier** must be sure to get the **Junior Achievement Checks** and all other mail delivered. Several businesses must receive mailed checks to make a profit. Finish delivering JA Biztown Gazette and collecting the check for the Gazette from each business.

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 all **job buttons** and return them to the Volunteer Information bin.
- Accept basket of remaining merchandise from the Security Specialist.
- 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!



Warehouse



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.