



Biz Mart Volunteer's Role

IMPORTANT POINTS TO REMEMBER

- Provide guidance and assistance to students.
- Use the Staff Meeting Script in this Manual
- All directions in the Volunteer Manual Staff Meeting Script can be read to students word for word.
- Make sure students pay attention to announcements and break schedules.
- Remind students to use time wisely during their breaks.

LOCATION OF IMPORTANT INFORMATION

- Complete student job responsibilities are found in the Simulation Folders. Using the checklist in this manual, refer students to their own manuals to get detailed directions for tasks.
- Unanswerable questions or concerns should be referred to a JA BizTown™ staff member.

PERSONAL INFORMATION

- Your breaks may be scheduled according to need.
- Please wear your nametag.
- At the end of the day, return the Volunteer Manuals and Student Simulation Folders to where you found them at the beginning of the day.
- This is a smoke-free facility. Please do not smoke on the property.

STUDENT EXPECTATIONS

- Students must remain inside the *JA BizTown* area for the entire day.
- Food and drinks must remain in the eating area. This also applies to adults.
- No gum is allowed in *JA BizTown*.

ITEMS INCLUDED IN UPS INVENTORY

- Students should confirm that all items listed on the UPS inventory sheet are in the order.
- Additional items needed for business operation will be provided by other businesses (phones, bank bags, etc.).



Biz Mart Helpful Hints

Thank you for volunteering to assist the students at *JA BizTown*. The job you have here today is very important. Please read and use the helpful hints listed below as you work with this business. If you have any questions or concerns, please ask a *JA BizTown* staff member. As students ask for help during the day, remind them to check their simulation guide for their next steps.

1. Biz Mart will borrow money from KeyBank. After the National Anthem, the Store Manager will take the **Loan Application** and **Promissory Note** to KeyBank, and UPS will deliver your supplies and collect a \$5.00 check for payment.
2. The Store Manager should sign all checks. If they are not available, the CFO may sign in their absence. The CFO should only print checks as they receive invoices from other businesses.
3. Instruct employees to follow all equipment directions carefully and ask for assistance from the *JA BizTown* staff if anything is unclear or not working. **Don't try to fix it yourself!**
4. As students begin to **price products**, give guidance and reminders through the following pricing techniques:
 - Know the amount of money needed, with interest, to pay off the KeyBank loan.
 - Divide the loan amount by the total number of products to get an average price.
 - Set prices. Nothing should be priced under the suggested retail price.
 - The total of all item prices must be enough to pay off the loan.
 - Do not open for business until pricing is completed.
 - Do not allow students to lower prices at anytime.
5. As the students price products, have the Store Manager write the prices on the UPS **Inventory Sheet** that comes from UPS and calculate the total possible income. Compare the total possible income with the loan amount. Be certain prices are high enough to pay off KeyBank loan. Be patient as most sales will take place later in the day.
6. **Only accept checks for purchase of items.**
7. Encourage students to use creative advertising to draw customers into their business.
8. During the second round of breaks, students have an opportunity to make some additional business income. They may ask a JA Staff person to set up *Whack a Troll* on the Wii. The games can be sold for a minimum of \$1.00 per game.
9. When the Sales Manager goes on break, if another Sales Manager is not available, the Store Manager should take over to assist customers.
10. At the end of the day, be certain that all student Simulation Folders and Volunteer Manuals remain in the business.



Biz Mart

Volunteer Facilitator Directions

START-UP TIME

(45 minutes)

- Start with 20 minutes of uninterrupted time for Staff Meeting #1. No Student should leave the business during this time unless they need to use the restroom. This meeting allows time for the discussion listed below and for students to read their own Job Simulations.
- At the end of these 20 minutes, the National Anthem will be played. At this time, only students whose jobs take them out into *JA BizTown* may begin to perform their tasks. All other employees will remain in their business to continue with Start-Up tasks.
- At the end of the 45 minute start-up period, a *JA BizTown* staff member will call all employees out of their business for the Opening Town Meeting.

Staff Meeting #1

- 1. Gather your employees into a small group. This is a time when you take charge of the group. Introduce yourself, greet the students, and review employee responsibilities. The CFO should already be at their desk working. As you identify which students are doing the different jobs, be sure to place their names on the break schedule. This will show which break period each student is on.**

ASK: Who is the Store Manager?

SAY: You are responsible for the smooth operation of Biz Mart. You will make a speech at the Opening Town Hall meeting to let citizens know what Best Buy has to offer. Be certain all employees are familiar with their responsibilities and are courteous to customers.

ASK: Who are the Sales Managers?

SAY: You are responsible for receiving supplies from UPS as well as working with the Store Manager to determine prices for the products to be sold. Create attractive product displays and assist customers with sales. Be certain to provide customers with excellent and courteous service.

SAY: Each of you need to read your Simulation Guide frequently to make sure you are handling all of your responsibilities correctly. After the Opening Town Meeting, our breaks will start. Let's make sure our paperwork will be ready for making personal deposits at KeyBank. Please find your first deposit ticket in your checkbook. Is it completed? Let's check to make sure that you have entered the correct amount on your deposit ticket. (Refer to the Gross/Net Pay Chart following.)

Job Title	Gross Pay	Net Pay
Store Manager	\$9.00	\$8.82
CFO	\$8.50	\$8.33
Sales Manager	\$8.00	\$7.84

*ASK: Have you decided how much cash you will be requesting at the bank?
(Be sure each student has completely filled out a deposit ticket and has not asked for more than \$2.00 in cash. Remember, cash can only be used for purchases at the Café, the Business Journal, or for personal philanthropy donations at the Humane Society.)*

*SAY: Has your first deposit been entered into your checkbook register?
(Students have been taught to use a double entry system for recording entries in the checkbook register. Be sure students enter the net deposit, which is the bottom number on the deposit ticket, in the deposit column as well as in the balance column of their checkbook register. Have them add to get a new balance.)*

SAY: Next, we need to be sure you are ready to open your savings account when you go to KeyBank. Have you written your \$1.50 check to KeyBank for opening your savings account and recorded your check in the payment/debit column and in the balance column? After you have completed that, subtract and put the answer on the gray line.

SAY: When it's time for your break, you will get your paycheck from the CFO and endorse it. Then you'll need to take your paycheck, your completed deposit ticket, your \$1.50 check written to KeyBank, and your completed checkbook register to KeyBank.

SAY: Now, before each of you begin reading your Simulation Guide, let's quickly talk about our business goals for the day. What do you think some of our goals should be?

(Students should discuss teamwork, customer service, cooperation, repayment of KeyBank loan, and making a profit.)

SAY: Now you need to go to your work area, read your Simulation Guide, become familiar with your job responsibilities, and begin to work. Remember, you may not leave our business. Once the National Anthem plays, the employees who need to work outside of the business can leave.

Opening Town Meeting

JA BizTown staff will instruct students to sit in the middle of the Town Square. Please remind students to be seated quickly and quietly.

Break Rotation #1

Students are divided into three groups and will rotate to take breaks. Refer to your break schedule to see which rotation students are on. While one group is at break, the other two groups should be working. Remind students to check with their boss before leaving for break or work-related duties. Also, remind students starting their break to eat lunch and go to KeyBank to deposit their paychecks.

Staff Meeting # 2

(10 minutes at the conclusion of Break Rotation #1)

Have the students bring their checkbooks and pencils to meet with you in a group. This is again a time when you must take charge of the group. Please use the entire 10 minutes to discuss the two scripted point below to assure that you complete all necessary tasks. **No telephones should be used during these 10 minutes.**

1. Prepare for second and final break:

SAY: Please turn to your next deposit ticket and let's complete it.

(Be sure each student completely fills out a deposit ticket and has not asked for more than \$2.00 in cash. Be sure students enter the net deposit [the bottom number from the deposit ticket] in the deposit column as well as the balance column of their checkbook register. Have them add to get a new balance.)

SAY: Did anyone make any purchases on the last break? Did you record the checks you wrote in your checkbook register?

(Compare registers with purchased items to be certain that employees are recording each purchase. If not, bring the registers up-to-date.)

SAY: This next break is your last chance to go shopping, so use your time carefully. Spend your money wisely, but spend it before leaving JA BizTown; you cannot take it with you. (Be sure students know what time they are to be back from break and how much money they need to spend during this final break.)

2. Discuss the first production period by asking the following questions:

ASK: Are we courteous to all of our customers?

ASK: Are we creating attractive displays to advertise our products?

ASK: Do our products seem to be priced properly to attract customers?

ASK: Are we using good sales techniques to persuade customers to buy?

ASK Would we like to sell games of Whack a Troll on the Wii during this second round of breaks to make more business income?

Break Rotation #2

Remind students to check in with their boss before leaving for break or work-related duties. Also, remind students starting their break that they must first go to KeyBank to deposit their paychecks.

Closing Staff Meeting and Clean Up

(20 minutes)

Have the students bring their checkbooks and pencils to again meet with you in a group. Remember, this is the final business staff meeting of the day. Please use this entire 20 minute period to clean up and hold the Closing Staff Meeting in the manner most suitable for your business. All business production is over, and it is time to reflect on the day and discuss whether the business was successful.

1. Reflection

ASK: *How many of you remember what our business goal was today at JA BizTown?*
(Review with students that paying off the business bank loan was the business measure of success for the day.)

ASK: *Did we meet that business goal?*
(Ask the CFO to give a brief report about loan repayment if necessary. If the KeyBank loan was repaid, discuss how that repayment spelled success and review the term “profit.” If the KeyBank loan was not repaid, discuss why and what could have been done differently to ensure business success.)

ASK: *What are some things that you learned today about how a business becomes successful?*
(Briefly review and discuss how the success of a business relies on teamwork, individual job responsibility, proper pricing, advertising, etc.)

ASK: *How many of you feel that you were personally successful today? Why or why not?*
(Discuss the importance of being an effective business team member, and help them to recall and review the importance of circular flow.)

SAY: *Name some of the challenges/benefits of keeping a personal checkbook register.*

ASK: *Why is it important that we each lend a hand to clean up our JA BizTown business before we attend the Closing Town Meeting?*
(Discuss what needs to be done to effectively clean up the business and oversee clean-up completion by the students.)

2. Clean-Up

- Put all supplies and materials, including the Simulation Guides and Volunteer Manuals, back in the original location. If you have extra inventory, place it back in the UPS supply box for *JA BizTown* staff to pick up later.
- Pick up everything on the floor.
- **Do not** turn off the computers.
- Teachers may be interested in taking completed business paperwork back to school for follow-up, especially student checkbooks. Collect these items and place them back into the manila envelope the students brought from school and give it to the CEO to take back to school.

3. Money Collection

- Collect all *JA BizTown* coins, dollar bills, and any other *JA BizTown* reusable materials from students and adults. Give them to a *JA BizTown* staff member or leave them in the business.

SAY: *When you feel our business is cleaned to our best, please gather your personal materials and stand by the doorway until we are called by the JA BizTown staff to attend the Closing Town Meeting.*

(Be certain that students leave no personal items behind. Replace all uniforms or materials belonging to *JA BizTown*.)

Closing Town Meeting

Have students wait in their business until the announcement for the Closing Town Meeting. *JA BizTown* staff will instruct students where to sit for this meeting. Please remind students to be seated quickly and quietly.

Dismissal

As you leave, please fill out a Facilitator Comment Card located on the counter next to the girls' restroom.

Thank you for your assistance today. We couldn't have operated without you!!!



Biz Mart Volunteer Checklist

Before National Anthem

- ✧ Hold 1st Staff Meeting
- ✧ All students need to read their simulation guides
- ✧ CFO enters loan amount and all employees in the computer, completes all payroll checks, and passes out first payroll check to employees

After National Anthem - before Opening Town Hall Meeting

- ✧ Store Manager
 - Take loan papers to KeyBank
 - Practice or assign Opening Town Hall Meeting Speech
- ✧ CFO
 - Print UPS check
 - Print checks as invoices arrive
- ✧ Sales Manager
 - Divide stock into 3 break bins
 - Price inventory

During 1st break rotation

- ✧ Store Manager
 - Pick up health vouchers from Community Wellness Center
 - Greet customers and make sales
- ✧ CFO
 - Print checks as invoices are received
 - Batch business deposits as purchases are made
- ✧ Sales Manager
 - Assist customers as they purchase items

During 2nd Staff Meeting

- ✧ CFO should pass out second payroll check
- ✧ Help students complete second payroll deposit

During 2nd break rotation

- ✧ Store Manager
 - Greet customers and make sales
 - Make sure CFO makes business deposits
 - Ask JA Staff to set up Whack a Troll on the Wii for extra income
- ✧ CFO
 - Print checks as invoices are received
 - Batch business deposits as purchases are made
- ✧ Sales Manager
 - Assist customers as they purchase items

After 2nd set of breaks – before Closing Town Hall Meeting

- ✧ Hold 3rd & final staff meeting
- ✧ CFO should make final business deposit
- ✧ Collect any unused cash or coins from students to return to *JA BizTown* staff
- ✧ Return all simulation guides to black holder
- ✧ Collect personal belongings, and attend Closing Town Hall Meeting when announced