



Comcast 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

Suggested Retail Price	Item Description	Quantity	Total Price	Sales Price	Item Reorder Price
\$0.00	~ Items followed with ** are paperwork ~	1			\$0.00
\$0.00	Comcast Internet Modems	19			\$0.00
\$0.00	Comcast Invoice Pack**	1			\$0.00
\$0.00	Comcast Phone Handsets	19			\$0.00
\$3.95	Comcast Service Pack	6			\$0.00

- Students should confirm that all items are included in the inventory shipment.
- Other items needed for business are provided by other businesses (phones, bank bags, etc.)



Comcast 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. Comcast will borrow money from KeyBank. After the National Anthem, the CEO will take the **Loan Application** and **Promissory Note** to KeyBank, and the Installation Specialist will take a \$5.00 payment check to UPS to purchase supplies.
2. The CEO 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. The Installation Specialist will be connecting telephones and internet modems in each business by installing telephone handsets, dropping off wireless modems, as well as connecting all lines (simulated) back in the Comcast business office.
4. JA Staff will come and turn on the 2nd TV in your business after the Opening Town Hall meeting. Please be sure the students in your business do not get too distracted from the TVs.
5. The Sales and Service Consultant will be selling Comcast products to individuals. He/she should read and follow the Point of Sales computer directions carefully. They will also share about Comcast's community investment initiative – the Internet Essentials program. Internet Essentials is a program to help low-income families and individuals get connected to the Internet at an affordable price, have the option to purchase a computer for under \$150 and gain access to digital literacy training.
6. At the end of the day, be certain that all student Simulation Folders and Volunteer Manuals remain in the business.



Comcast 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 CEO?*

SAY: *You are responsible for the smooth operation of Comcast. You will make business operational decisions and supervise employees. You will also give a speech at the Opening Town Hall meeting to tell citizens what they can expect from Comcast. Be certain all employees are familiar with their responsibilities and are courteous to customers.*

ASK: *Who are the Installation Specialists?*

SAY: *You are responsible for purchasing supplies from UPS, as well as installing telephone handsets and Internet modems in each business. You will also deliver the bills and collect payments.*

ASK: *Who are the Sales and Service Consultants?*

SAY: *You are responsible for providing a great in-store experience while informing customers about the technology and services Comcast offers as well as informing CEOs of your Comcast Business products. Please use the equipment and demo areas safely to educate customers.*

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
CEO	\$9.00	\$8.82
CFO	\$8.50	\$8.33
Sales and Service Consultant, Installation Specialist	\$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: Have we sold any service plans to our customers?

ASK: Are we making good progress toward installing all the phones and internet modems?

ASK: Have we delivered all of the bills?

ASK: Have we begun to collect the payments for phone and internet service?

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!!!



Comcast Volunteer Checklist

Before National Anthem

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

After National Anthem - before Opening Town Hall Meeting

- ✧ CEO
 - Take loan papers to KeyBank
 - Practice or assign Opening Town Hall Meeting speech
- ✧ CFO
 - Print UPS check
 - Print checks as invoices are received
- ✧ Installation Specialist
 - Pick up supplies from UPS
 - Begin delivering/installing telephones and modems, phone directories and invoices to each business
- ✧ Sales and Service Consultant
 - Divide stock into 3 break bins
 - Turn on iPads, and ensure Streaming app is working and on KidZone
 - Begin going to each business to speak to the CEOs about Comcast Business Products

During 1st break rotation

- ✧ CEO
 - Assist the Sales & Service consultant in entering any residential customer sales into the computer, if any
 - Pick up health vouchers from Community Wellness Center
- ✧ CFO
 - Print checks as invoices are received
 - Batch business deposits as payment checks are received
- ✧ Installation Specialist
 - Begin collecting payments from businesses
- ✧ Sales and Service Consultant
 - Once JA Staff turns on TV, use voice remote to set it up
 - Finish speaking to all CEOs about Comcast Business products
 - Begin selling Xfinity products and demo items to Customers
 - Inform Customers about Comcast's community investment initiative: Internet Essentials

During 2nd Staff Meeting

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



During 2nd break rotation

- ✧ CEO
 - Make sure CFO is making business deposits at KeyBank
 - Help enter any Xfinity sales in to the computer
- ✧ CFO
 - Print checks as invoices are received
 - Batch business deposits as payment checks are received
- ✧ Installation Specialist
 - Complete pick-up of business payments
 - During 2nd Green break pickup phone receivers, modems and phone directories
- ✧ Sales and Service Consultant
 - Continue selling Xfinity products and demo items to Customers
 - Continue to tell Customers about Comcast's community investment initiative: Internet Essentials

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

- ✧ Hold 3rd 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