



# Chick-Fil-A Volunteer's Role

## IMPORTANT POINTS TO REMEMBER

- Provide guidance and assistance to students.
- Conduct scheduled Staff Meetings using the script in this manual - all directions for these meetings 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 and to eat and shop.
- Assist students as needed, but remember, it is their job to get everything done. Please do not tell them what to do.
- It is OK if students do not do everything right. They will learn from those mistakes.
- It is OK if the business does not pay off their loan. It is one of the goals for the day, but not the only goal.

## 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

- Take your breaks as needed.
- 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

Product Name	Quantity	Suggested Retail Price
Chick-Fil-A Fruit Snacks	9	\$1.50
Chick-Fil-A Rice Krispy Treats	9	\$1.50

- 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).

# Chick-Fil-A 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. Chick-Fil-A will borrow money from Umpqua Bank. After the National Anthem, the CEO will take the **Loan Application** and **Promissory Note** (located in their BizPrep Packet) to Umpqua Bank.
2. The CEO should sign all checks. If they are not available, the CFO may sign in their absence. The CFO should only pay bills as they receive bills from other businesses
3. Instruct employees to follow all equipment directions carefully and ask for assistance from the *JA BizTown* staff if anything concerning equipment is unclear or not working. **Don't try to fix it yourself!**
4. Chick-Fil-A accepts cash only for food or drinks. Do not accept any checks. Also, no refills.
5. The Sales Manager is in charge of setting up the POS (Point of Sale) Tablet. If you do not have one today, remind the CEO that it is their job to set it up. The only way they can deposit the money is if they run it through the tablet first. The *JA BizTown* Staff will show you how this works during your morning orientation. There is also detailed instructions in the Sales Managers manuals. Assist the students if needed.
6. Lunch should be eaten during the first break.
7. Remind the students to separate snack stock into three equal groups and place them in the color boxes. Only items in the appropriate color box are available during the corresponding break period.
8. Remind all employees that the total area (inside and out) should be kept clean and orderly. Everybody should work together to clean Chick-Fil-A continually, as needed. This includes the recycling/trash/compost station. Assist the food manager if needed.
  - a. Things that can be recycled – All metal cans, empty plastic containers, clean paper and paper bags, cardboard. **No stickers, plastic bags, popcorn bags, juice pouches – Capri Suns, wrappers or glass.**
  - b. Things that go in the Trash – Plastic lids, wrappers, utensils, popcorn bags, paper cups, straws, Capri Suns. **No recyclable or compostable items.**
9. At the end of the day, be certain that all Student and Volunteer Manuals and tablet remain in the business.

# Chick-Fil-A

## 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 Simulation Manuals.
- 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 team members 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 pass out the break schedule lanyards to each employee. Their job title will be listed on the lanyard. They should wear the lanyard where it is visible.**

ASK: *Who is the CEO?*

SAY: *You are responsible for the smooth operation of Chick-Fil-A. You will make business operational decisions and supervise employees. At the Opening Town Hall meeting, you will give a speech in order to let citizens know what Chick-Fil-A has to offer. Be certain all employees are familiar with their responsibilities and are courteous to customers.*

ASK: *Who are the Food Managers?*

SAY: *You are responsible for organizing food items to be sold. You will also need to assist with keeping equipment and food areas clean, this includes the recycling/trash/compost station. It is your responsibility to help customers put their leftover food and trash where it belongs. You should notify JA staff if any of the bins begin to fill up. Watch the food inventory; make sure that you have separated your snacks between all three breaks.*

ASK: *Who are the Beverage Managers?*

SAY: *You are responsible for setting up the equipment and being certain that the beverage supply is sufficient to serve our customers. Customers may only buy one drink per break, per person. There are no refills.*

ASK: *Who are the Sales Managers?*

**SAY:** *You are responsible for setting up the Point of Sale (POS) tablet. You will also be taking customer orders and accepting payment. Remember, we take cash only. Every sale needs to go through the POS tablet so that Chick-Fil-A can make a profit.*

**ASK:** *Who is the Food Safety Manager?*

**SAY:** *You are responsible for the health and safety rules in Chick-Fil-A. You will also assist with taking orders, receiving payments, and serving food. Become familiar with clean-up procedures, and use of equipment.*

**SAY:** *Each of you need to read your Simulation Manual 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 Umpqua Bank. 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.)*

<b>Job Title</b>	<b>Gross Pay</b>	<b>Net Pay</b>
CEO	\$9.00	\$8.82
CFO	\$8.50	\$8.33
Food Manager, Beverage Manager, Sales Manager, Food Safety 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 here at Chick-Fil-A or for personal philanthropy donations at the Water Partners.)

**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 Umpqua Bank. Have you written your \$1.50 check to Umpqua Bank 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 Umpqua Bank, and your completed checkbook register to Umpqua Bank.*

**SAY:** *Now, before each of you begin reading your Simulation Manual, 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 Umpqua Bank loan, and making a profit.)

**SAY:** *Now you need to go to your work area, read your Simulation Manual, 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 front of their business. Please remind students to be seated quickly and quietly. JA Staff will adjust students as needed so that all businesses can see.

### **Break Rotation #1**

Students are divided into three groups and will rotate to take breaks. Refer to your break schedule on the bulletin board and employee lanyards 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 Umpqua Bank 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 scripted points below to assure that you complete all necessary tasks.

#### **1. Prepare for second and final break:**

**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:** *Remember your 2<sup>nd</sup> paycheck is being directly deposited into your checking account. If you are not here already, please turn to your register in your checkbook and enter your 2<sup>nd</sup> paycheck amount. (Either \$8.82, \$8.33 or \$7.84). Add this amount to your balance.*

**SAY:** *Does anyone want more cash for your 2<sup>nd</sup> break? If you do, you will need to write a check out to **cash**. Turn to the next check in your checkbook and fill it out. Remember you cannot take out more than \$2.00 in cash.*

**SAY:** *Once you have completed the check for cash, you will need to subtract that dollar amount from your balance. You should now have your new balance.*

**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 their break color 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 keeping our service area clean and inviting?*

ASK: *Are we watching our food and beverage inventory sufficiently so that customers are not waiting for service?*

ASK: *Are we keeping our eating area clean?*

ASK: *Are we assisting customers with recycling and letting JA Staff know if any bins need to be replaced?*

### **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 Umpqua Bank to get cash back if they want cash to spend.

### **Closing Staff Meeting and Clean Up**

(10 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 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 Umpqua Bank loan was repaid, discuss how that repayment spelled success and review the term "profit." If the Umpqua Bank 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 and safely clean up the business and oversee clean-up completion by the students.)

## 2. Clean-Up

- Put all supplies and materials, including the Simulation Manuals 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, employee lanyards, bank bags and any other *JA BizTown* reusable materials from students and adults. Leave them in your 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**

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



## Chick-Fil-A Volunteer Checklist

### Before National Anthem

- ✧ Hold 1<sup>st</sup> Staff Meeting
- ✧ All students need to read their simulation manuals
- ✧ CFO enters loan amount and all employees in the computer, completes all payroll checks, submits order to The UPS Store
- ✧ CEO signs all paychecks and distributes them to all team members

### After National Anthem - before Opening Town Hall Meeting

- ✧ CEO
  - Take loan papers to Umpqua Bank
  - If no Sales Manager, set up Point-of-sale (POS) tablet
  - Practice or assign Opening Town Hall Meeting speech
- ✧ CFO
  - Pay bills as they are received
- ✧ Food Manager
  - Take Inventory of Food items
  - Price the food items for sale either with a sign or individually
  - Familiarize self with the recycling/trash/compost station
- ✧ Sales Manager
  - Set up Point-of-Sale (POS) tablet
  - Prepare Chick-Fil-A area for customers
  - Separate snacks into 3 groups
- ✧ Beverage Manager
  - Take Inventory of Beverage items
  - Prepare area for customers
- ✧ Food Safety Manager
  - Talk with team members about food handling and safety
  - Assist in set up of Chick-Fil-A area for customers

### During 1<sup>st</sup> break rotation

- ✧ CEO
  - Pick up health vouchers from Virginia Garcia
  - Locate the letter for the Attorney
  - Make sure sales are going through POS tablet
- ✧ CFO
  - Pays bills as they are received
  - Count cash after each break rotation (leave \$5 in cash box each time)
  - Process POS Deposits and repay loan as checks are received
- ✧ Food Manager
  - Assist customers as they purchase items
  - Keep area clean and watch over recycling/trash
- ✧ Sales Manager
  - Assist customers as they purchase items
  - Keep area clean
- ✧ Beverage Manager
  - Assist customers as they purchase items
  - Keep area clean
- ✧ Food Safety Manager
  - Assist customers as they purchase items
  - Keep area clean
- ✧ **During 2<sup>nd</sup> Staff Meeting**
- ✧ CFO activates direct deposit for second payroll check
- ✧ Help students complete second payroll deposit and write check for Cash (if needed)





### **During 2<sup>nd</sup> break rotation**

- ✧ CEO
  - Make sure sales are going through POS tablet
  - CFO is paying off loan
- ✧ CFO
  - Pays bills as they are received
  - Count cash after each break rotation (leave \$5 in cash box each time)
  - Process POS Deposits and repay loan as checks are received
- ✧ Food Manager
  - Assist customers as they purchase items
  - Keep area clean and watch over recycling/trash
- ✧ Sales Manager
  - Assist customers as they purchase items
  - Keep area clean
- ✧ Beverage Manager
  - Assist customers as they purchase items
  - Keep area clean
- ✧ Food Safety Manager
  - Assist customers as they purchase items
  - Keep area clean

### **After 2<sup>nd</sup> set of breaks – before Closing Town Hall Meeting**

- ✧ Hold 3<sup>rd</sup> & final staff meeting
- ✧ CFO should make final loan repayment (if needed)
- ✧ Collect any unused cash or coins and employee lanyards from students
- ✧ Return all simulation manuals to black holder
- ✧ Collect personal belongings, and attend Closing Town Hall Meeting when announced