



Virginia Garcia 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
Virginia Garcia Roll of Tickets (Health Vouchers)	1	\$0.00
Virginia Garcia Backpacks	48	\$0.00
Virginia Garcia Handouts/Flyers	48	\$0.00
Virginia Garcia Pedometers	48	\$0.00
Virginia Garcia Floss	48	\$0.00
Virginia Garcia Mirrors	48	\$0.00
Virginia Garcia Capsule Pen	48	\$0.00
Virginia Garcia Today's Orders	1	\$0.00
Virginia Garcia Health Assessment	48	\$0.00



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



Virginia Garcia 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. Virginia Garcia will borrow money from OnPoint. After the National Anthem, the Clinic Manager will take the **Loan Application** and **Promissory Note** (located in their BizPrep Packet) to OnPoint and will also pick up supplies from The UPS Store.
2. The Clinic Manager 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. Everyone should begin familiarizing themselves with the equipment during business start-up time. All giveaways will come in their UPS Store order.
4. Read and become familiar with the Virginia Garcia Safety Sheet and Medical Equipment Directions. You will be showing the team how to use them.
5. All business CEOs will pick up Wellness Vouchers for their employees from your Clinic Manager and/or other team members following the National Anthem. The vouchers are a roll of tickets. The number of Vouchers (tickets) picked up by the Clinic Manager should be recorded on the **Virginia Garcia Registration Checklist**.
6. Citizens will bring their Wellness Vouchers (a ticket) to the Virginia Garcia for a check-up during their breaks. The Clinic Manager should check off the job title of each citizen visiting Virginia Garcia on the **Virginia Garcia Registration Checklist**.
7. Uniforms, if available, may be worn and should be folded neatly during clean-up.
8. At the end of the day, be certain that all Student and Volunteer Manuals remain in the business.



Virginia Garcia 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 to the front 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 Bookkeeper should already be at their desk working. As you identify which students are doing the different jobs, be sure to pass out the employee lanyards to each employee. Their job title will be listed on the lanyard. Their break color is also on the lanyard. They should wear the lanyard all day.**

ASK: *Who is the Clinic Manager?*

SAY: *You are responsible for the smooth operation of Virginia Garcia. You will make business operational decisions, supervise employees, and give a speech at the Opening Town Hall meeting to tell citizens about Virginia Garcia. You are responsible for picking up the supplies from The UPS Store if we don't have a Pharmacy Technician. You will also assist your teammates when necessary. Be certain all employees are familiar with their responsibilities and are courteous to customers.*

ASK: *Who is the Medical Assistant?*

SAY: *You are in charge of the Medical area. You will conduct health assessments for JA BizTown citizens. You will need to inform customers about healthy living habits. Be certain to provide customers with excellent and courteous service.*

ASK: *Who is the Dental Hygienist?*

SAY: *You are in charge of the Dental area. You will conduct dental assessments for JA BizTown citizens and show good teeth care using the puppet and big tooth brush. Your role is important to the wellness of our community. Make sure to treat each patient with kindness and respect!*

ASK: *Who is the Pharmacy Technician?*

SAY: *You are in charge of the Pharmacy area. You will fill daily prescriptions and filling backpacks with Virginia Garcia flyers. You will need to inform customers about healthy living habits. Be certain to provide customers with excellent and courteous service.*

ASK: *Who is the Outreach and Communication Manager?*

SAY: *You are you are responsible for promoting Virginia Garcia throughout JA BizTown and will assist with other team members' stations as needed.*

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 OnPoint. 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
Bookkeeper	\$8.50	\$8.33
Medical Assistant, Dental Hygienist, Pharmacy Technician, Outreach & Communication 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 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 OnPoint. Have you written your \$1.50 check to OnPoint 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 Bookkeeper and endorse it. Then you'll need to take your paycheck, your completed deposit ticket, your \$1.50 check written to OnPoint, and your completed checkbook register to OnPoint.*

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 OnPoint 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 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 OnPoint 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 2nd 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 2nd paycheck amount. (Either \$8.82, \$8.33 or \$7.84). Add this amount to your balance.

*SAY: Does anyone want more cash for your 2nd 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 familiar with all of our equipment and able to demonstrate it to our customers?*

ASK: *Are we doing a good job of informing our customers about healthy habits?*

ASK: *Are we receiving the payments due to us?*

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 OnPoint 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 Bookkeeper to give a brief report about loan repayment if necessary. If the OnPoint loan was repaid, discuss how that repayment spelled success and review the term "profit." If the OnPoint 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 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 Clinic Manager 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!!!



Virginia Garcia Volunteer Checklist

Before National Anthem

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

After National Anthem - before Opening Town Hall Meeting

- ✧ Clinic Manager
 - Pick up supplies from The UPS Store and take loan papers to OnPoint
 - Begin cutting Intake Forms
 - Practice or assign Opening Town Hall Meeting speech
- ✧ Bookkeeper
 - Pays bills as they are received
- ✧ Medical Assistant
 - Become familiar with medical equipment instructions
- ✧ Dental Hygienist
 - Become familiar with dental equipment instructions
- ✧ Pharmacy Tech
 - Become familiar with pharmacy area
 - Begin filling backpacks with flyers and give to Clinic Manager
- ✧ Outreach & Communication Manager
 - Become familiar with the different areas

During 1st break rotation

- ✧ Clinic Manager
 - Using the checklist, track businesses as they pick up vouchers
 - Welcome Patients as they arrive, complete intake form and give out backpack
 - Assist Staff when they are on break
 - Practice or assign Opening Town Hall Meeting speech
- ✧ Bookkeeper
 - Pay bills as they are received
 - Repay loan as e-payments are received
- ✧ Medical Assistant
 - Conduct Medical Exam and give out pedometer
- ✧ Dental Hygienist
 - Go over dental health and give out tool mirror and floss
- ✧ Pharmacy Tech
 - Fill Backpacks with flyers and give to Clinic Manager
 - Fill Today's orders
 - Give out Capsule Pen
- ✧ Outreach & Communication Manager
 - Visit businesses to promote Virginia Garcia
 - Fill in where needed

During 2nd Staff Meeting

- ✧ Bookkeeper activates direct deposit for second payroll check
- ✧ Help students complete second payroll deposit and write check for Cash (if needed)



During 2nd break rotation

- ✧ Clinic Manager
 - Make sure Bookkeeper is paying back loan
 - Welcome Patients as they arrive, complete intake form and give out backpack
 - Assist Staff when they are on break
- ✧ Bookkeeper
 - Pay bills as they are received
 - Repay loan as e-payments are received
- ✧ Medical Assistant
 - Conduct Medical Exam and give out pedometer
- ✧ Dental Hygienist
 - Go over dental health and give out tool mirror and floss
- ✧ Pharmacy Tech
 - Give out Capsule Pen
- ✧ Outreach & Communication Manager
 - Fill in where needed

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

- ✧ Hold 3rd & final staff meeting
- ✧ Bookkeeper 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
- ✧ Return Virginia Garcia uniforms to original location
- ✧ Collect personal belongings, and attend Closing Town Hall Meeting when announced