



Water Partners 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 and 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 in JA BizTown.

ITEMS INCLUDED IN UPS INVENTORY

Product Name	Quantity	Suggested Retail Price
Water Partners Philanthropy Certificates	17	\$0.00
Water Partners Donation Stickers	50	\$0.00
Water Partners Retail Item 1	9	\$4.50
Water Partners Retail Item 2	9	\$4.50
Water Partners Water Faucet Aerator	3	\$9.00

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



Water Partners 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. The Water Partners is a non-profit organization. It teaches students about how communities can come together to help solve problems by contributing their time, money, and effort. The Water Partners will also send bills for water usage to the businesses in JA BizTown.
2. The Water Partners will borrow money from Umpqua Bank. After the National Anthem, the Executive Director will take the **Loan Application** and **Promissory Note** (from the BizPrep Packet) to Umpqua Bank, and the Water Conservationist will go to The UPS Store to pick up the supplies, which will include an assortment of retail items to be sold to JA BizTown citizens. Remind the students that *only* the items received from The UPS Store are for sale today.
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. The Executive Director should sign all checks. If they are not available, the Finance Director may sign in their absence. The Finance Director should only pay bills as they receive them from other businesses. The Executive Director will also apply for a grant from Umpqua.
5. The Water Conservationist is in charge of setting up the POS (Point of Sale) Computer. There is also detailed instructions in the Water Conservationist manuals. Assist the students if needed.
6. During the 45 minute start-up time, assist the Systems Operator as they read the "How to Read a Water Meter" part in their manual and completes the practice sheet.
7. The Systems Operator will be reading all the water meters and will be invoicing all JA BizTown businesses for their water usage from their tablet. They will also be conducting water testing on two samples they will collect within JA BizTown.
8. The Finance Director will also be invoicing all the businesses for Philanthropy support and the Executive Director will give Philanthropy Certificates to all participating businesses.
9. Refer to your "Systems Operator Answer Key" to check for accuracy of meter readings.
10. Uniforms, if available, may be worn and should be folded neatly during clean-up.
11. At the end of the day, be certain that all Student and Volunteer Manuals remain in the business.

Water Partners

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 CFO 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 Executive Director?*

SAY: *You are responsible for applying for a grant to support your water conservation efforts. You will also collect the Philanthropy Support Pledge from each business and talk to both businesses and individuals about donating. You will make business operational decisions and supervise team members. Be certain all team members are familiar with their responsibilities and are courteous to customers.*

ASK: *Who is the Systems Operator(s)?*

SAY: *You are responsible for reading water meters in each JA BizTown business and sending out water bills to each company. You will also collect water samples from within JA BizTown and conduct water quality tests.*

ASK: *Who is the Water Conservationist(s)?*

SAY: *You are responsible for picking up today's supplies from The UPS Store. You will work with the Executive Director to set our water conservation fundraising goal today, and will set up our Point of Sale system so that we can collect donations and sell our retail items.*

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.)

Job Title	Gross Pay	Net Pay
Executive Director	\$9.00	\$8.82
Finance Director	\$8.50	\$8.33
Water Conservationist	\$8.00	\$7.84
Systems Operator	\$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 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 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 break schedule 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 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 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.)*

SAY: *Remember customers are only coming to the bank on this break to withdrawal cash. Be sure to reread your manuals and ask questions if you need help.*

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

ASK: *Are we courteous to all of our customers?*

ASK: *How are retail sales going? (remember once we sell the designated number, we are sold out for that break color)*

ASK: *Have we visited each business and collected their philanthropy support?*

ASK: *Have we talked with citizens about the opportunity to donate and support our water conservation efforts?*

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 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 loan was repaid, discuss how that repayment spelled success and review the term “profit.” If the Umpqua 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 The UPS Store 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 ability, 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!!!



Water Partners Volunteer Checklist

Before National Anthem

- ✧ Hold 1st Staff Meeting
- ✧ All students need to read their simulation manuals
- ✧ Finance Director enters loan amount and all employees in the computer, completes all payroll checks, and submits order to The UPS Store.
- ✧ Executive Director sets fundraising goal with Water Conservationist, signs all paychecks and distributes them to all team members

After National Anthem - before Opening Town Hall Meeting

- ✧ Executive Director
 - Take loan papers to Umpqua
 - Works with Water Conservationist to set fundraising goal and set up POS
- ✧ Finance Director
 - Pay bills as they are received
- ✧ Water Conservationist
 - Pick up supplies at The UPS Store
 - Divide retail items into 3 groups with equal number in each group
 - Setup Point-of-Sale (POS) Computer (add both pets and donations)
- ✧ Systems Operator
 - Complete Meter Reading Practice sheet
 - Begin visiting each business to collect water meter readings

During 1st break rotation

- ✧ Executive Director
 - Pick up health vouchers from Virginia Garcia
 - Request 501(c) 3 application from the IRS Agent in City Hall
 - Visit each business and begin to collect Philanthropy Pledge Sheets
 - Apply for grant from Umpqua
- ✧ Finance Director
 - Pay bills as they are received
 - Process POS Deposits and repay loan as e-payments are received
- ✧ Water Conservationist
 - Pick up supplies at The UPS Store
 - Divide retail items into 3 groups with equal number in each group
 - Setup Point-of-Sale (POS) Computer (add both items and donations)
 - Conduct Water Conservation Survey
- ✧ Systems Operator
 - Continue visiting each business to collect water meter readings
 - Send out water usage bills

During 2nd Staff Meeting

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



During 2nd break rotation

- ✧ Executive Director
 - Make sure Finance Director is paying back loan
 - Continue to pick up Philanthropy Pledge Sheets
 - Complete Philanthropy Certificates for each business
 - Practice or assign Closing Town Hall Meeting Speech (Use Finance Director Check Register Screen to identify dollars raised)
- ✧ Finance Director
 - Pay bills as they are received
 - Process POS Deposits and repay loan as e-payments are received
- ✧ Water Conservationist
 - Continue to sell retail items and collect donations
 - Continue to collect survey responses, share results with Executive Dir.
- ✧ Systems Operator
 - Finish billing each business
 - Conduct water tests

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

- ✧ Hold 3rd & final staff meeting
- ✧ Finance Director should make final loan repayment (if needed)
- ✧ Return uniforms to original location
- ✧ 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



Water Partners Water Meter Answer Key

Business	Yesterday's Meter Reading	Today's Meter Reading	Water Meter Number
Alaska	028,405,389	028,405,415	1820549251
Chick-fil-A	019,078,001	019,078,052	1550118808
City Hall	071,943,399	071,943,436	1820545629
Columbia*	003210	003744	95866700
Comcast	014,991,879	014,991,898	1570143648
Emerick Construction	019,571,210	019,571,233	1564668228
iHeartRadio*	9999167	9999260	1835930
Intel	086,708,999	086,709,080	1820528127
JA BizTown Realty	206,221,126	206,221,332	1820549332
OnPoint	174,078,487	174,078,421	1820536471
Pacific Office Automation	201,123,427	201,123,656	1820534714
PGE	230,754,167	230,754,292	1820530429
The Mercantile*	9999013	9999610	1310
The UPS Store	085,573,427	085,573,794	1820538666
Umpqua Bank	000,094,986	000,095,328	1572541774
Virginia Garcia	322,866,391	322,866,682	1820446560
Walmart	000,980,895	000,981,365	1850103313
Water Partners	129,893,356	129,893,952	1820545540

*Analog Water Meter, Not Digital Water Meter – No Flashlight Needed