



## The Mercantile

### Volunteer's Role

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 Student Manual for their next steps.

#### IMPORTANT POINTS TO REMEMBER

- Provide guidance and assistance to students.
- Use the Staff Meeting Script in this Manual, which can be read word for word to the students.
- Make sure students pay attention to announcements and break schedules.
- Assist students as needed, but remember, it is up to them to get everything done. Please do not tell them what to do nor do it for them.
- 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 only one of the goals for the day.
- Take your breaks as needed.
- Please do not eat or drink inside of your business.
- Please wear your nametag.
- This is a smoke-free facility. Please do not smoke on the property.

#### Helpful Hints

1. The Mercantile will borrow money from Unitus Community Credit Union. After the National Anthem, the Store Manager will take the **Loan Application** and **Promissory Note** (located in their BizPrep Packet) to, Unitus Community Credit Union and UPS will deliver your supplies.
2. The Store 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. 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 items in the business when the students arrive are NOT for sale. All of the items on the floor will be "restocked" by the students after Staff Meeting #1. Your store will receive a shipment from UPS with the inventory the students will sell and a list indicating the items' names and prices. They **MUST** use the listed price.
5. Additional items needed for business operation will be provided by other businesses (phones, bank bags, etc.).
6. The students will need to set up the POS (Point of Sale) Computer. 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.
7. The students also need to create a **Pricing Sheet**. They should grab a blank piece of paper from the printer to create this. They should list the name of each item and the price. Once it is completed they should display the pricing sheet in the sign holder on the display case
8. **The Mercantile only accepts debit card for purchase of items.**
9. Encourage students to use creative advertising to draw customers into their business.
10. When the Sales Manager goes on break, if another Sales Manager is not available, the Store Manager should take over to assist customers.



# The Mercantile Staff Meetings & 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 Store Manager?*

SAY: *You are responsible for the smooth operation of The Mercantile. You will make a speech at the Opening Town Hall meeting to let citizens know what The Mercantile 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, working with the Store Manager setting up the Point of Sale (POS) computer. 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 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 Unitus Community Credit Union. 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, 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 Unitus Community Credit Union. Have you written your \$1.50 check to Unitus Community Credit Union 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 Unitus Community Credit Union, and your completed checkbook register to Unitus Community Credit Union.*

**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 Unitus Community Credit Union 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 Unitus Community Credit Union 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. **No telephones should be used during these 10 minutes.**

### 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 creating attractive displays to advertise our products?*

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

## 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 Unitus Community Credit Union 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 a 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 Unitus Community Credit Union loan was repaid, discuss how that repayment spelled success and review the term "profit." If the Unitus Community Credit Union 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!!!**



## The Mercantile Volunteer Checklist

### Before National Anthem

- ✧ Hold 1<sup>st</sup> 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 submits order to UPS
- ✧ Store Manager signs all paychecks and distributes them to all team members

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

- ✧ Store Manager
  - Takes loan papers to Unitus Community Credit Union
  - Prices Inventory
  - Practices or assigns Opening Town Hall Meeting Speech
- ✧ CFO
  - Pays bills as they are received
- ✧ Sales Manager
  - Accepts UPS order and divides stock into 3 break bins
  - Prices inventory
  - Sets up Point-of-Sale (POS) computer

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

- ✧ Store Manager
  - Picks up health vouchers from Community Wellness Center
  - Greets customers and makes sales
- ✧ CFO
  - Pays bills as they are received
  - Repays loan as purchases are made
- ✧ Sales Manager
  - Assists customers as they purchase items

### 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

- ✧ Store Manager
  - Greets customers and makes sales
  - Makes sure CFO is paying back loan
- ✧ CFO
  - Pays bills as they are received
  - Repays loan as purchases are made
- ✧ Sales Manager
  - Assists customers as they purchase items

### 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