



# **VOLUNTEER TRAINING GUIDE**

Junior Achievement of Oregon & SW Washington  
(503) 238-6430 <https://jaorswwa.org>

SE Portland Location: 7830 SE Foster Road, Portland, OR 97206  
Hillsboro Location: 120 E Main St, Hillsboro, OR 97123

## Role of the Volunteer

### You can be prepared for the day by:

- Watching the on-line training video and completing the online volunteer registration
- Arrive one hour before student arrival time. Your teacher will give you this info.
- Park in designated area:
  - SE Foster Rd location: Back parking lot behind building
  - Hillsboro location: Parking garage at corner of S 1<sup>st</sup> Ave and SW Washington St, level four ("Park and Ride" level)
- Our facilities are smoke-free. Please do not smoke on the property.
- Please make sure you bring a lunch that does not need to be kept cool or heated. Please make sure to bring all necessary utensils. Soda and some limited snacks will be available for purchase at JA BizTown, however, you will not have time to leave the facility during the simulation. Please take your break during student breaks!

### When you arrive, please:

- Sign in on the sign in-sheet on the front counter
- Hang your coat on the coat rack if you wish, and put on a blue smock and a nametag. Please wear these all day so our students know you are a volunteer.
- Head to your business and review the orange volunteer manual. You can also look through the student manuals to familiarize yourself with their jobs.
- JA BizTown team members will provide business trainings where necessary. There will also be a group orientation prior to the student's arrival.

### When the students arrive:

- Provide guidance and assistance to the students, but remember that you don't work at JA BizTown: the students do! Offer support but please do not do their jobs for them.
- Actively listen to instructions given on the microphone. Please remain silent and still during announcements and encourage students to do the same.
- You are in charge of 3 staff meetings. We have provided a script for you to follow for each meeting and will remind you when it is time for each meeting. Please do not begin a staff meeting until asked to do so.
- The CFO (or CFO type position) will begin work first. Please give them their green manual and BizPrep packet (packets will be handed out by a JA team member after the students arrive). Then direct them to their computer and help them begin work.

### When questions arise:

- If a student has a question, these can usually be answered by the student's manual. Your manual will also provide you with hints and cheat sheets.
- We don't expect you to know everything! If you're stumped, send the student out to talk to a JA BizTown team member.

**Remember: mistakes may happen, and that's okay! Students are here to learn. Sit back, relax, and remember to have fun!**

# Checkbook Cheat Sheet

Job Role	Gross Pay	Net Pay
CEO (or similar role)	\$9.00	\$8.82
CFO (or similar role)	\$8.50	\$8.33
All Other Roles	\$8.00	\$7.84

## DEPOSIT TICKET

<p>NAME <u>Barb Smith</u></p> <p>DATE <u>April 3</u> 20<u>24</u> <small>DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL</small></p> <p><u>Barb Smith</u> <small>SIGN HERE FOR CASH RECEIVED (IF REQUIRED)</small></p> <p>JA BizTown® Bank</p> <p>ROUTING # _____ ACCT.# <u>148</u></p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>CASH ▶</td><td style="border: 1px solid black; width: 50px; height: 20px;"></td><td style="border: 1px solid black; width: 50px; height: 20px;"></td></tr> <tr><td>COIN ▶</td><td style="border: 1px solid black; width: 50px; height: 20px;"></td><td style="border: 1px solid black; width: 50px; height: 20px;"></td></tr> <tr><td><u>Check 1</u> ▶</td><td style="border: 1px solid black; width: 50px; height: 20px; text-align: center;">8.82</td><td style="border: 1px solid black; width: 50px; height: 20px;"></td></tr> <tr><td>▶</td><td style="border: 1px solid black; width: 50px; height: 20px;"></td><td style="border: 1px solid black; width: 50px; height: 20px;"></td></tr> <tr><td>▶</td><td style="border: 1px solid black; width: 50px; height: 20px;"></td><td style="border: 1px solid black; width: 50px; height: 20px;"></td></tr> <tr><td>SUBTOTAL ▶</td><td style="border: 1px solid black; width: 50px; height: 20px;"></td><td style="border: 1px solid black; width: 50px; height: 20px;"></td></tr> <tr><td>LESS CASH RECEIVED ▶</td><td style="border: 1px solid black; width: 50px; height: 20px; text-align: center;">2.00</td><td style="border: 1px solid black; width: 50px; height: 20px;"></td></tr> <tr><td><b>NET DEPOSIT \$</b></td><td style="border: 1px solid black; width: 50px; height: 20px; text-align: center;"><b>6.82</b></td><td style="border: 1px solid black; width: 50px; height: 20px;"></td></tr> </table>	CASH ▶			COIN ▶			<u>Check 1</u> ▶	8.82		▶			▶			SUBTOTAL ▶			LESS CASH RECEIVED ▶	2.00		<b>NET DEPOSIT \$</b>	<b>6.82</b>	
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NAME <u>Barb Smith</u>	Check No. <b>001</b>
	DATE <u>April 3</u> 20 <u>24</u>
PAY TO THE ORDER OF: <u>[Student's Bank Name]</u>	\$ <span style="border: 1px solid black; padding: 2px 10px;">1.50</span>
<u>One Dollar and 50/100</u>	DOLLARS
MEMO <u>Savings</u>	<u>Barb Smith</u>
JA BizTown® Bank	
ROUTING # _____	ACCT.# <u>148</u>

**Record All Charges or Credits That Affect Your Account.**

DATE	DESCRIPTION	WITHDRAWAL (-)	DEPOSIT (+)	BALANCE (=)
4-3	Paycheck Deposit		8.82	
				8.82
4-3	Cash Back	-2.00		
				6.82
4-3	Savings Account	-1.50		
				5.32
<b>Ending Balance</b>				

**OR** the checkbook register could look like this, depending on how students were instructed. Both are correct 😊

**Record All Charges or Credits That Affect Your Account.**

DATE	DESCRIPTION	WITHDRAWAL (-)	DEPOSIT (+)	BALANCE (=)
4-3	Deposit		6.82	
				6.82
4-3	Savings Account	-1.50		
				5.32
<b>Ending Balance</b>				

# Example Business

## Daily Schedule

**Orientation**

**Business Start-Up: Staff Meeting**

**National Anthem**

**Business Start-Up/JA BizTown Open**

**Opening Town Meeting**

First  
Break  
Rotation

Red Group

CFO

On-Air Host

Yellow Group

CEO

Ad Executive #2

Camera Operator #2

CFO #2

Green Group

Ad Executive #1

Camera Operator #1

On-Air Meteorologist

**Second Staff Meeting**

Second  
Break  
Rotation

Red Group

CFO

On-Air Host

Yellow Group

CEO

Ad Executive #2

Camera Operator #2

CFO #2

Green Group

Ad Executive #1

Camera Operator #1

On-Air Meteorologist

**Final Staff Meeting and Clean-Up**

**Closing Town Meeting**

## Volunteer Training Video Quiz

1. How many staff meetings will the volunteer facilitators lead?
  - a. One
  - b. Two
  - c. Three
  - d. Five
2. Besides the break schedule in every business, where else can a student's break color be found?
  - a. On their checkbooks
  - b. On their lanyards
  - c. In their manual
  - d. In the volunteer manual
3. What color are the volunteer manuals?
  - a. Orange
  - b. Blue
  - c. Green
  - d. Black
4. When do volunteers need to arrive on site the day of simulation?
  - a. Thirty minutes before the students arrive
  - b. Two hours before the students arrive
  - c. When the students arrive
  - d. One hour before the students arrive
5. Where do you park if you are coming to our Portland site?
6. Where do you park if you are coming to our Hillsboro site?
7. What color lanyard will a student be wearing if they cannot be photographed or recorded?
  - a. Blue
  - b. Black
  - c. Red
  - d. Green
8. Who is the first person to get to work on the business team?
  - a. The CFO
  - b. The CEO
  - c. The entire team starts work together
  - d. Any sales associates

9. How many breaks does each student get in JA BizTown?
- Three
  - One
  - Two
  - Four
10. What items do students need when they go to the bank or credit union during their first break?
- Their checkbook and their savings check for \$1.50
  - Just their first paycheck
  - Their paycheck, their deposit ticket and their checkbook
  - Their paycheck, their deposit ticket, their savings check for \$1.50 and their checkbook
11. If a student has a questions, what is the first thing they do?
- Find a JA Staff member
  - Ask you!
  - Refer to their manual
  - Ask their teacher
12. How many times do students get paid during their visit to JA BizTown?
- Once
  - Three times
  - Five times
  - Twice

Answer Key:  
1: C 2: B 3: A 4: D  
5: Back lot off of Harold and 79<sup>th</sup>.  
6: Parking garage on corner of 1<sup>st</sup> and  
Washington, on Park & Ride levels  
7: C 8: A 9: C 10: D 11: C 12: D