



## Helpful Hints

**Thank you** for volunteering to assist the students at *JA BizTown*. The job you have 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.

1. Before the Pledge of Allegiance, the Advertising Executive will go to the Distribution & Delivery Center with the \$5.00 check to purchase supplies.
2. After entering the Loan Amount from the **Business Costs Sheet**, the CFO should print a \$5.00 check to the Distribution & Delivery Center for Supplies, then enter the employee information and print payroll checks for Pay Period 1 and Pay Period 2 before the Opening Town Meeting.
3. Other checks to pay bills should be printed **only** after the CFO receives an invoice and the payment should be checked off the **Accounts Payable Checklist**. All payments will be mailed (accept the utilities bill) using the self addressed envelope which will be provided with the invoice. The envelopes will then be placed in the Brown box in town square.
4. The Radio Station will borrow money from the Bank. The CEO will take the **Loan Application** and **Promissory Note** to the Bank after the Pledge of Allegiance.
5. *JA BizTown* personnel will assist you, at the beginning of the day, with the operation of the broadcast equipment. Continue to monitor and assist DJs all day, as needed, with any problems related to the use of the equipment.
6. Instruct employees to follow all equipment directions carefully and ask for assistance from the *JA BizTown* staff, if anything is unclear or not working. **DO NOT TRY TO FIX IT YOURSELF!**
7. The **Broadcast Log** should be reviewed and discussed before DJs go on the air, this will give them an idea of the flow of the day.
8. No one should be in the Broadcast Booth except the DJ or the CEO.
9. The CEO and the DJ's will work together to create the "Top 20" list. This list will be written on the white board and this will be the list that the citizens will choose their requests and dedications.



## **Volunteer Manual Radio Station**

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10. Encourage DJs to plan ahead so as to avoid “dead-air” during the day. Remind them to announce song titles before or after a song.
11. Be certain that the Advertising Executive delivers the advertising payments with a self addressed envelope to the businesses after the advertisements have been collected.
12. The Advertising Executive and CEO will sell song requests and dedications.
13. Only trained employees should use the sales computer.
14. To help increase sales, GUEST DJ’s will be sold as a Promotional item. This is a promotional “scarce” item and the Radio Station will only receive 15 spots to sell throughout the day. (Forms will come with the first order of business materials from the Distribution Center). Guest DJ’s will use the “prompt” card to announce a song.
15. Assist the Reporter, if necessary, by providing guidance for interviewing citizens and writing news stories.
16. When the CFO takes a business deposit to the Bank, the deposit will consist of a business deposit ticket stapled to the multiple checks making up the total deposit.
17. At the end of the day, be certain that all student Simulation Folders and Volunteer Manuals remain in the business and are returned to the original location at the start of the day.



## Facilitator Directions

### **START-UP TIME**

(45 minutes)

Start-Up Time lasts a total of 45 minutes. This Start-Up time involves:

- **First 10-15 minutes is uninterrupted time for Staff Meeting #1.** This meeting allows time for the discussion listed below and time for students to read their own Job Simulation Folders.
- At the conclusion of this uninterrupted time, the Pledge of Allegiance signals that those students whose jobs take them out into *JA BizTown* may begin to perform their tasks. (Note: the only student who will be allowed to leave the business before the Pledge of Allegiance is the Ad Executive. This person will go to the Distribution & Delivery Center with a \$5.00 check from the CFO to purchase supplies.)
- All employees remain in their business to continue with Start-Up tasks unless their job requires them to leave.
- At the conclusion of the 45 minutes, a *JA BizTown* staff member will request all employees to sit in front of their business for the Opening Town Meeting.

### **Staff Meeting #1**

Gather your employees around you. Spend about 10 minutes to complete the following:

#### **Introduce yourself and meet the business employees.**

Ask the CEO to hand out each employee's name tag and personal checkbook, which are located in the white BizPrep Envelope they brought from school.

Ask students to introduce themselves and state their job title. Using the **Break Schedule Chart** on the shop bulletin board, give each employee the correct colored dot (red, yellow or green) to place on their name tag.

#### **Assist students to prepare their checkbooks for the first trip to the Bank:**

Ask students to open their checkbooks. Review their deposit ticket, \$1.50 check payable to the Bank for their savings account, and the entries written in the check register. There is no money in their account until they actually deposit the check.



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The first deposit ticket should show their net pay (see chart below) and \$2.00 cash back. The amount of the net deposit (net pay minus \$2.00 cash back) should be written on the first line of their check register.

**Use this chart to confirm each employee's net pay.**

Job Title	Gross Pay	Net Pay
CEO	\$9.00	\$8.82
CFO	\$8.50	\$8.33
Ad Executive, Reporter, DJ	\$8.00	\$7.84

If these steps have not been completed at school, help the student complete these tasks now. (Refer to the "Check It Out" Poster on the bulletin board.)

Advise employees that they will receive a **Debit card** from the Bank this morning. When it is time for their break, they will need to deposit their paycheck and receive their cash back before going to lunch.

Ask the employees to get their yellow **Job Simulation Folder** from the wall pocket and begin reading the information to become familiar with their job responsibilities.

Have the CFO begin working as soon as possible. Check with the CFO to be sure he/she has printed a \$5.00 check for business supplies and has begun entering the employee names and payroll information into the computer. Payroll checks for Pay Period #1 and Pay Period #2 should be printed and signed before the Opening Town Meeting.

All employees should begin working, but remind them that they may not leave the business until after the Pledge of Allegiance.

### Opening Town Meeting

*JA BizTown* staff will instruct students to sit in front of their business for this meeting. Please remind students to be seated quickly and quietly.

### Break Rotation #1

Students are divided into three groups and will rotate to take breaks. While one group is at break, the other two groups are to continue working. Remind students to check in with their boss (the CEO) before leaving for break or work-related duties. Also, remind students going to break that they must go to the Bank to deposit their paychecks, open their savings accounts and eat lunch, before doing other activities.



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### **Staff Meeting # 2**

(10 minutes at the conclusion of Break Rotation #1)

Have the students meet with you in a group and **bring their checkbooks and pencils**. Please use the entire 10 minutes and these pointers to assure that you complete all necessary tasks.

#### **Prepare for the second and final break:**

Ask students to open their checkbooks and complete a new deposit ticket. (Be sure each student has not asked for more than \$2.00 in cash. Be sure students enter the net deposit, which is the bottom number on the deposit ticket, in their checkbook register. Have them add to get a new balance. Refer to the “Check It Out” Poster on the bulletin board.)

Check each employee’s check register to make sure he/she has opened their savings account. Any checks he/she wrote while on break should also be entered and subtracted from their balance.

Remind employees that this is their last chance to go shopping. Remind them to spend their money wisely...but to be sure to spend it, since they can’t take it with them. Be sure each employee knows how much money they have available.

#### **If time allows, discuss the day so far by asking the following questions:**

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

ASK: *Are we scheduling our broadcasts with music and advertisements?*

ASK: *Have we collected all business advertising payments?*

ASK: *Are we selling requests and dedications to citizens?*

ASK: *Are we interviewing JA BizTown citizens and writing news stories?*

ASK: *Is each one of us doing our job?*

### **Break Rotation #2**

Students are divided into three groups and will rotate to take breaks. While one group is at break, the other two groups are to continue working. Remind students to check in with their boss (the CEO) before leaving for break or work-related duties. Also remind students going to break that they must go to the Bank to deposit their paychecks before going shopping.



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**Businesses are officially closed when Green Shopping Break is over.**

### **Closing Staff Meeting and Clean-Up** (20 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. The time allotted for this Closing Staff Meeting and Clean-Up period is 20 minutes. All business activity is over, and it is time to reflect on the day.

#### **Reflection**

- Review with the students what they felt went well and what they believe they could have done better as a business team.
- Ask the students to share some of the things that they learned today, both as part of the business team and individually.
- Ask students to name some of the challenges they had today and what solutions they found successful.

#### **Clean-Up – Have all employees do the following:**

- Put all materials and supplies back in the original location.
- Pick-up everything on the floor.
- Check to make sure **all** student job folders and Volunteer Manuals are returned.
- **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 in the Biz Prep Envelope. Give this envelope to a teacher.

#### **Money Collection**

- Collect **all** *JA BizTown* coins, dollar bills, and any other *JA BizTown* re-usable student materials from students and adults. Give them to a *JA BizTown* staff member or to a Bank employee when he/she come to collect them.

#### **Closing Town Meeting**

Have students wait in their business until the announcement for the Closing Town Meeting. *JA BizTown* staff will instruct students to sit in front of their shop for this meeting. Please remind students to be seated quickly and quietly.

#### **Dismissal**

As you leave, please return the Facilitator Comment Form to the *JA BizTown* staff or leave it on the counter in your business.

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



## On-Task Checklist for Volunteers

\*This check list is to help guide you throughout the day. A more detailed description of each item will be on the Citizen's **Detailed Job Instructions** (found in the job folders in your business and a copy of each are in the back of this manual). Please refer to those instructions to help guide the citizens further.

### During Business Set-up:

#### **All Employees**

- Reading the information in their yellow Job Simulation Folder
- Working together to complete the **Pricing Worksheet**

#### **CEO**

- Taking out **Business Costs Sheet** and giving to the CFO
- Signing the Distribution Center check printed by the CFO
- After the Pledge of Allegiance, taking **Loan Application** and **Promissory Note** to Bank CEO
- Signing all payroll checks printed by CFO
- Completing the **Opening Town Meeting Speech** and practicing w/Adult Volunteer
- Distributing **Bank Debit Cards** to each employee after the Bank Tellers deliver them

#### **CFO**

- Entering loan amount in the computer first
- Printing a \$5 Distribution Center check
- Entering Payroll information
- Printing Payroll checks for Pay Period #1 and Pay Period #2

#### **Advertising Executive**

- Taking the \$5 check to the Distribution Center for supplies
- Using the **Ad Executive's Checklist**, filling out an **Advertising Invoice** and creating a self addressed envelope for each business
- After the Pledge of Allegiance, collecting the **Radio Ad** and delivering an **invoice** with an envelope to the CFO in each business (*follow directions provided*)

#### **DJs**

- Reading **Information for DJs** (*No equipment is touched until a JA staff member trains him/her.*)
- Reviewing the **Radio Music Library**
- Preparing the **Radio Play List**
- Reviewing the **Broadcast Log**

#### **Reporter**

- Reading and using the **Reporter's Guidelines** to prepare story and interview ideas
- Using the **Reporter's Article Form**, writing brief stories for the DJs to read on-the-air



## Volunteer Manual Radio Station/Studio

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### At some point in the day:

#### **CEO**

- Signing the Rental Agreement when Leasing Agent brings it
- Having the Philanthropy Pledge Sheet, Newspaper Ad, and TV Ad ready when someone from that business comes to collect them
- Allow the Meteorologist to read the weather report "On-Air".

### During First Break Rotation: (Lunch)

#### **CEO**

- Making sure that employees know how to use the "Point of Sale" Computer.
- Proofreading news stories given to him/her by reporter
- Substituting for the Ad Executive when needed

#### **CFO**

- Printing checks to pay bills only as bills come due. (*Bills are due when the CFO receives an invoice.*)
- Using the **CFO Accounts Payable Checklist** to keep track of which bills have been paid
- Making Business Deposits on computer and taking checks and Deposit Ticket to Bank CEO (*can enter 8 deposits into the computer at a time. Do not just enter one check for a Business Deposit.*)
- Using the **Accounts Payable Checklist** to keep track of which businesses have paid their invoice

#### **Advertising Executive**

- Using the **Ad Executive's Checklist**, continuing to collect Radio ads and delivering invoices and envelopes.
- Checking if ads are legible and giving to the DJ to be read on-the-air

#### **DJs**

- Putting song requests into the schedule as he/she is receiving them
- Reading news items and business commercials in between playing music

#### **Reporter**

- Using the **Reporters Guidelines** to prepare and write brief stories for the DJs to read on-the-air
- Writing stories on the **Reporter's Article Form**
- Returning completed stories to the CEO for review
- Giving approved stories to the DJ for reading o-the-air

### During Second Break Rotation: (Shopping)

#### **CEO**

- Selling song requests, dedications, and Guest DJ promotions. Using the Point of Sale Computer
- Proofreading news stories given to him/her by reporter
- Substituting for the Ad Executive when needed



## Volunteer Manual Radio Station/Studio

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### CFO

- Printing checks to pay bills only as bills come due. (*Bills are due when the CFO receives an invoice.*)
- Using the blue **Payments Received Checklist** to keep track of which businesses have paid their advertising invoice
- Making Business Deposits on computer and taking checks and Deposit Ticket to Bank CEO (*can enter 8 deposits into the computer at a time. Do not just enter one check for a Business Deposit.*)
- Using the **Accounts Payable Checklist** to keep track of which businesses have paid their invoice
- Taking deposits to the bank at least once per break

### Advertising Executive

- Collecting payment from each business for the Radio Ad , 3-4 at a time
- Checking off payment on **Advertising Exec. Checklist** as payment is collected
- Giving payments to the CFO
- Taking and processing song requests from citizens

### DJs

- Making sure each business has had their ad announced on the radio
- Putting song requests into the schedule as he/she is receiving them

### Reporter

- Returning completed stories to the CEO for review
- Giving approved stories to the DJ for reading o-the-air

### End of Day (Business Clean Up):

#### All Employees

- Assisting with clean-up as needed

### CFO

- Making final business deposit and taking it to the Bank CEO
- Printing **Business Accounting Report** and placing it in the BizPrep Envelope

### Adult Volunteer Facilitator(s)

- Gathering all of the paperwork and checkbooks for the day and placing them in the BizPrep Envelope to be returned to school.
- Checking to make sure students are **NOT** taking home any JA BizTown money or coins.
- Assuring that citizens take home the products they bought while on their breaks.
- Filling out a Volunteer evaluation when a JA BizTown Staff Member brings one by. Return it to a Staff member or leave it on a counter in your business.



**Job Descriptions**

<p style="text-align: center;"><b>CEO</b></p> <ol style="list-style-type: none"> <li>1. Obtains bank loan.</li> <li>2. Signs Rental Agreement for business space.</li> <li>3. Supervises employees and oversees business operations.</li> <li>4. Signs all business payroll and expense checks.</li> <li>5. Assists with all business duties when employees are on break.</li> </ol>	<p style="text-align: center;"><b>CFO</b></p> <ol style="list-style-type: none"> <li>1. Inputs employee payroll information.</li> <li>2. Prints and distributes employee payroll checks.</li> <li>3. Prints and distributes business expense checks.</li> <li>4. Keeps all records of business expenses and payments.</li> <li>5. Makes business deposits at Bank.</li> <li>6. Signs business checks if CEO is not available.</li> </ol>
<p style="text-align: center;"><b>AD EXECUTIVE</b></p> <ol style="list-style-type: none"> <li>1. Purchases business supplies from the Distribution &amp; Delivery Center.</li> <li>2. Collects ads and delivers invoices to each <i>JA BizTown</i> business.</li> <li>3. Reviews and edits ads to be read on the air.</li> <li>4. Forwards ads to the DJ for scheduling and reading.</li> <li>5. Helps create and sell special promotions.</li> </ol>	<p style="text-align: center;"><b>REPORTER</b></p> <ol style="list-style-type: none"> <li>1. Interviews <i>JA BizTown</i> citizens for news stories.</li> <li>2. Writes news stories utilizing Reporter Guideline.</li> <li>3. Forwards copy of news reports to be read on air.</li> <li>4. Works in close partnership with the CEO and DJ.</li> <li>5. Forwards news flashes and articles to CEO for review/approval.</li> </ol>
<p style="text-align: center;"><b>DJ</b></p> <ol style="list-style-type: none"> <li>1. Learns to operate sound equipment.</li> <li>2. Selects music for airtime.</li> <li>3. Completes scheduling of on-air Play List.</li> <li>4. Introduces the recording artist and title of each song and plays the music.</li> <li>5. Reads news items, ads, announcements, weather, etc. over the air.</li> </ol>	

# JA BizTown™

## Radio Station Advertising Executive

You are responsible for the collection of business advertisements and delivering invoices for the Radio Station. You will also take customer requests for songs & dedications, as well as Guest DJ promotions. You should interact with your customers in a friendly, courteous manner.

1. Remain in your business until after the Pledge of Allegiance to help with business start-up. Your business needs everyone's help before it opens.
2. Attend any meetings called by the CEO.
3. Get the check for the Distribution & Delivery Center from the CEO. Take it to the Distribution & Delivery Center and purchase supplies for the Radio Station.
4. Review the **Advertising Executive's Checklist**. You will visit each business to request their radio ad. With your volunteer facilitator's assistance, practice approaching business CEOs to request the **Radio Advertisement**. Practice speaking to them politely and be sure to tell them exactly why you are visiting and what you need to collect. Thank them for their assistance.
5. After the Pledge of Allegiance, begin to collect Radio Ads. As you collect each advertisement, check it off on the correct column of the **Advertising Executive's Checklist** (Ad Received) for that business.
  - a. Collect the ads from the first 2 or 3 businesses on your checklist; then return to the Radio Station.
  - b. Review the ads you collected to be certain that they are legible. Give the ads to the On-Air Personality/DJ to be read on-the-air.
  - c. Continuing to use the **Advertising Executive's Checklist**, collect the next 2 or 3 ads from the businesses on your list as in (a) and (b) above. Continue until all ads have been collected.
6. Complete the Radio Station invoices (in folder). Using the Radio Station address stamp, and ink pad, stamp the center of each of the (13) envelopes provided to you. Postage is already on the envelope. Put the completed invoices and envelopes in the green "**Completed Invoices and Envelopes**" folder.
7. As you visit each business, give the invoice to the CFO and inform him/her the invoice is for their Radio advertisement. The payment should be mailed back using the envelope provided and placing it in the Brown box in town square. Check off the correct column (Invoice and Envelope delivered) for that business on the **Advertising Executive's Checklist**. Continue until all invoices have been delivered.

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8. Throughout the day, take customer orders for requests/dedications and Guest DJ promotions.
  - a. Complete a **Song Request Form** from each customer.
  - b. Give the **Song Request Form** to the DJ for broadcast.
  - c. A **Guest DJ's** is a promotional "scarce" item and should be priced accordingly. You will only receive 15 forms (with your first order of supplies) to sell for the entire day. Complete the **Guest DJ Form** from each customer. If there is a person already scheduled, the person will have to come back in 5 minutes. **Only ONE guest DJ may be in the booth at a time.** Make sure they read the card (with the rules on it) that is provided to them.
  - d. Except only CHECKS for payment. Use the POS computer to verify the customer's funds, and then give the check to the CFO for a deposit.
  
9. Assist with business clean-up at the end of the day.

# INVOICE

**FROM: Radio Station**  
402 York Container Blvd.  
JA BizTown, PA 17401

**TO:** \_\_\_\_\_  
**(Name of Business)**

**If you have any questions about your bill, please contact customer service.**

Service Period: 30 Days

## Account Summary

<i>Description</i>	<i>Amount</i>
Previous Balance	\$6.00
Totals Payments Received	\$6.00
<hr/>	
<b>Total Amount Past Due</b>	<b>\$0.00</b>

## Current Charges

<i>Description</i>	<i>Amount</i>
<i>Radio Advertising</i>	\$6.00
<hr/>	
<b>Total Amount Due</b>	<b>\$6.00</b>

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(Detach this portion and attach it to your payment)

Date: \_\_\_\_\_

Customer: \_\_\_\_\_  
(Name of Business)

**Total Amount Due**

**\$6.00**

*Please pay the Total Amount Due*

Please make your check payable to:  
**Radio Station**  
Thank you for your business.

# JA BizTown™

## Radio Station Reporter

As a reporter in *JA BizTown*, you will need to keep your eyes and ears open for news stories. You may write articles on anything happening in *JA BizTown* or report about an upcoming event back at school. You should write neatly, and each report should take no more than 30 seconds to read aloud.

1. Remain in your business until after the Pledge of Allegiance to help with business start-up. Your business needs everyone's help before it opens.
2. Locate your **Press Pass** (you will receive with supplies from Distribution & Delivery Center) and remember to wear it on official business when you are out in *JA BizTown*.
3. Practice interviewing techniques with the volunteer facilitator in your business. Be certain to practice looking directly at your interviewee and speaking clearly. Try to make that person feel very comfortable while you are interviewing him/her. Be certain to record his/her answers for use when writing your articles after returning to the radio station.
4. Review the **Reporter's Guidelines** for an outline to help you write news articles. Write your article on the **Reporter's Article Form**. The articles do not have to be long; short news "bites" is acceptable. Just be sure to get the facts right!
  - a. You will want to speak with Town leaders such as the Mayor and CEOs of *JA BizTown* businesses as well as the volunteer facilitators and other Town citizens.
  - b. Suggestions for interview questions include:
    - What do you like best about your job today?
    - What has been the most difficult task that you have had to perform on the job?
    - What do you think you are learning at *JA BizTown*?
    - What has been your favorite activity at *JA BizTown*?
    - What is something that happened in *JA BizTown* that was funny, sad, or unusual?
5. Return to the Radio Station after completing each interview. Write your news story based upon the information you gathered in town.
6. Proofread your articles and give them to the CEO for review and approval.
7. Once approved, give the news stories to the DJ to be read during the radio broadcast.
8. Assist with business clean-up at the end of the day.

# JA BizTown™

## Radio Station On-Air Personality/DJ

You are responsible for following the Radio Station on-air schedule as outlined on the **Broadcast Log**. This **Broadcast Log** includes music, commercials, news, weather, sports, and editorials. The Radio Station equipment is very valuable. Please handle it in a responsible and careful manner.

1. Remain in your business until after the Pledge of Allegiance to help with business start-up. Your business needs everyone's help before it opens.
2. **Do not touch any equipment until a JA staff person trains you.** A *JA BizTown* staff member will discuss the instructions with you so that you will be ready when it is time to go on the air. Please follow these directions carefully, as this equipment is very valuable. If you have any further questions, see a *JA BizTown* staff member.
3. Review the **Radio Music Library** and prepare your **Radio Play-List** so you will be ready with selected music, and customers will have a song list from which they can make requests.  
**Note: From your Playlist, you must write at least 20 songs on the white board for customers to choose requests and dedications. These are considered your TOP 20 songs.**
4. Read the **Broadcast Log** so you can stay on task throughout the schedule of the day.
5. As you receive **Song Request Forms** from the Advertising Executive or CEO, schedule them into your broadcast. Use "chatter" anytime music is not playing to avoid "dead-air."
  - Note: Chatter includes talking about the Radio Station, your school, exciting activities at *JA BizTown*, your job, special promotions, Radio Station activities, sports, etc. Dead air is when there is silence on the Radio. Real-world radio stations avoid dead air because it gives listeners an opportunity to change the channel. Planning and preparation can help you avoid dead air.
6. Read news items and business commercials, as it states on the **Broadcast Log**. The CEO, Advertising Executive and Reporter will bring these items to you during the day. You should be reading the business commercials during each time period until they have been read **2** times. Remember that each business is paying for their commercial. Be interesting and read these with enthusiasm!
7. The Radio Station will be selling a promotional item to be a "Guest DJ". Please make sure the "Guest DJ" has read the Promotional card and understands the rules, while they are a guest in the booth.
8. Be certain that you are following the **Broadcast Log** throughout the day. Do not begin to read business commercials or play a song when it is time for *JA BizTown* to close for a Town Meeting or Staff Meeting.
9. Interview and allow the Meteorologist to announce the weather report when they come into the booth.
10. If at any time the equipment does not seem to be working properly, please see a *JA BizTown* staff person.

**IMPORTANT:** Keep talking anytime music is not playing. There should be very little silent time during the day.