



Volunteer
Training Guide

www.jascpa.org

Volunteer Training

ROLE OF THE VOLUNTEER

IMPORTANT POINTS TO REMEMBER

- Provide guidance and assistance to students.
- Conduct (3) scheduled staff meetings.
- Please use and follow the directions as given in the yellow Volunteer Simulation Manual.
- Be certain break and lunch schedules are followed.
- Remind students to go to the Bank first at the beginning of each of their breaks.
- The first break is their lunch break. The second break is their final shopping break.

LOCATION OF IMPORTANT INFORMATION

- Emergency dismissal information will be shared with all students and adults during the Welcome/Orientation.
- Complete student job responsibilities are found in the yellow Volunteer Simulation Manuals. Try to read each job position to become familiar with what the student's responsibilities will be.
- Questions that you cannot answer or concerns should be referred to a *JA BizTown* staff member. Use the Question Mark sign, located in the front pocket of the yellow volunteer manual, and hang on your business door frame informing a staff member know you need assistance.

PERSONAL INFORMATION

- We invite you to enjoy lunch with your son or daughter. On their scheduled break, you are free to leave the business. Advise a *JA BizTown* staff member so your shop can be monitored while you're gone.
- Adults have an open "charge account" in the Restaurant. Feel free to order beverages and snacks. The business receives income for your purchases.
- Please wear your nametag which will be provided to you when you check in the morning of the visit.
- At the end of the day, return the yellow Volunteer Manuals and Student Simulation Folders to the location where you found them at the beginning of the day.
- This is a smoke-free facility. Please do not smoke on the property.
- Please refrain from using cell phones while in *JA BizTown*. If you must make/receive a call, step into the hallway or outside.

STUDENT EXPECTATIONS

- Students must remain inside the *JA BizTown*™ area for the entire day.
- Food and drinks must remain in the Restaurant eating area. We ask that adults do so too, as well.
- Chewing gum is not allowed in *JA BizTown*.

PARKING INFORMATION

- There are several parking locations available when visiting *JA BizTown*. Parking is available on North George Street at any time (no meters), in the church parking lot at the end of West Boundary Avenue off of Cleveland Avenue (behind the Wellspan building/parking lot), anywhere along Cleveland Avenue or in our front parking lot by the garage doors. **NOTE: Our main entrance is on West Boundary Avenue**



Sample Daily Schedule (5 hour day)

- 15 Minutes **Student Welcome/Orientation**
- 45 Minutes **Business Start-Up**
- Staff meeting #1
 - Business supplies purchased from Distribution & Delivery Center
 - Students read/review job responsibilities
 - The Pledge of Allegiance
 - Business loans processed at bank
 - Price-setting
 - Production of products and services begins
- 20 Minutes **Opening Town Meeting**
- Introduction of Mayor and his/her speech highlighting importance of voting and Citizen of the Day Awards
 - Retail and manufacturing CEOs present brief description of products
- 90 Minutes **Employee Work/Lunch Rotations (three sessions/30 minutes each)**
- First employee bank deposit
 - Employee opens savings account
 - Employee lunch session
 - Retail businesses open for sales
 - Employees begin to shop
- 15 Minutes **Uninterrupted Staff Meeting #2 (at each business)**
- Receive second payroll check
 - Complete deposit ticket
- 75 Minutes **Employee Work/Shopping Rotations (three sessions/25 minutes each)**
- Second employee bank deposit
 - Employee shopping continues
- 10 Minutes **Business Clean-Up**
- Business restored to original set-up
 - Remaining inventory organized
 - Students prepare for final staff meeting
- 10 Minutes **Final Staff Meeting (at each business)**
- Volunteers review observations/learning opportunities of day
- 20 Minutes **Closing Town Meeting**
- Mayor speaks
 - Citizen of the Day Awards presented
 - Voting results reported
 - End-of-Day Reports: various businesses report pertinent information



FAQ's

When should I arrive at *JA BizTown*™?

- Arrive at *JA BizTown* about 20 minutes before students are scheduled to arrive if you have attended the Monday evening volunteer training at *JA BizTown* and 45 minutes before the students if you did the On-Line Training. We'll have a brief review...and the coffee will be on!

Where should I park?

- There are several parking locations. Parking is available on North George Street at any time (no meters), in the church parking lot at the end of West Boundary Avenue off of Cleveland Avenue (behind the Wellspan building/ parking lot), anywhere along Cleveland Avenue, or in our front parking lot by the garage doors. Please note that our main entrance is on West Boundary Avenue.

Do I need to bring anything?

- Please bring a packed lunch that does NOT require refrigeration or a microwave.

How long will I be at *JA BizTown*?

- You will be at *JA BizTown* about 5 and a half hours: 5 hours with students and 20-45 minutes prior to the students' arrival.

What should I wear as a volunteer?

- Wear comfortable clothes and shoes. You may be sitting on the floor with students and on your feet much of the day.

Can I take pictures at *JA BizTown*?

- You may take pictures or video. However, please do not photograph any student with an orange dot on his/her name tag. These students do not have parental permission to be photographed.

If my child came on a bus, may I take him/her home with me in the car?

- This is determined by school policy. If you wish to take your child home with you, please make arrangements in advance with your child's teacher.

2011-2012 JA BizTown™ Products & Services

Each business has a means of earning income...

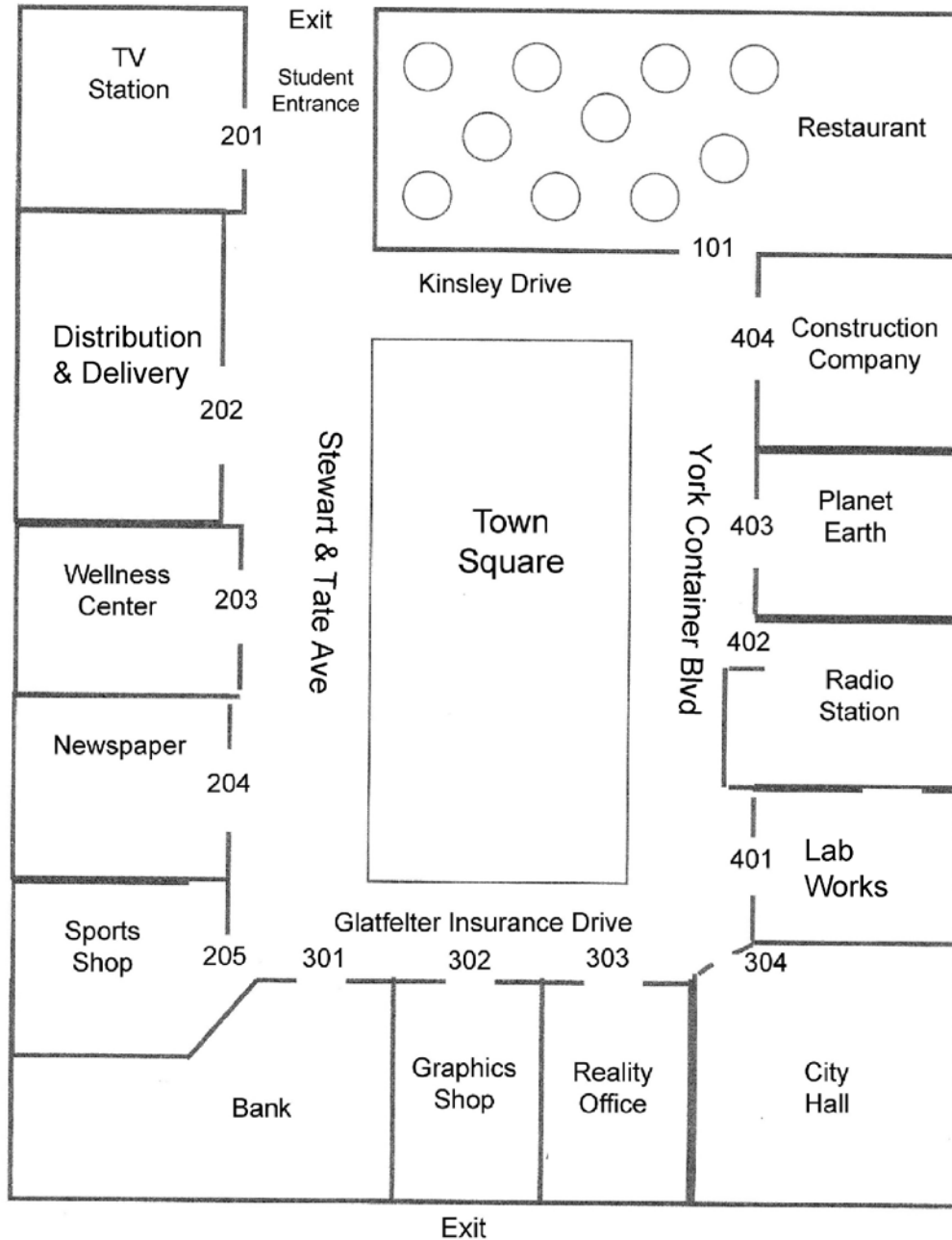
1. **Bank** – Does not have a loan to pay off. Earns income by charging interest on business loans; monitors loans; handles citizen checking accounts, savings accounts and deposits. This business focuses on giving the best customer service.
2. **City Hall** – Provides City services. Bills businesses for property taxes and collects payroll taxes. Handles legal matters and philanthropy. Citizens vote at City Hall.
3. **Construction Company** – Business is contracted by City Hall to construct an item, such as park bench, and is paid for this product and other production work by the JA BizTown staff. This item is donated to the participating school. Helps redesign and remodel designated businesses.
4. **Distribution & Delivery Center** – Supplies and sells materials to the JA BizTown businesses. Collects, processes and delivers mail/packages. Is responsible for keeping a careful inventory of products available.
5. **Graphics Shop** – Makes and sells signs for each shop. Produces and sells retail products, such as photo ID's, photo souvenirs, JA BizTown buttons, greeting cards.
6. **Lab Works** – A manufacturing business that will make, promote, price and sell cool items for the citizens of JA BizTown. Perform a fun foaming experiment.
7. **Newspaper** – Sells newspaper advertisements to businesses and plans special consumer promotions. Produces a daily newspaper and sells copies of the newspaper to citizens.
8. **Planet Earth** – Create items to be sold from some of earths hidden treasures. Also, discover how an object can be melted and transformed and sold into a new product.
9. **Radio Station** – Sells radio advertising to other businesses in JA BizTown. Sells dedications and requests for music to citizens, as well as special promotions.
10. **Realty Office** – Provides appraisal, rental and utility services for all businesses. Bills businesses for rent. Reads the utility meters and produces utility bills.
11. **Restaurant** – Sells refreshments...popcorn and drinks to JA BizTown citizens and visiting adults. Accepts cash only. Adults have an open charge account for purchases in this business.
12. **Sports Shop** – Sells retail products with a sports theme, such as Harley tattoos, team logoed merchandise and sports specialty items.
13. **TV Station** – Sells TV advertising services to all JA BizTown businesses. Produces a JA BizTown TV Show including advertising, interviews and weather forecasts.
14. **Wellness Center** – Promotes healthy lifestyles through education, and retail sales. Conducts research and investigations on the importance of exercise. Bills businesses for Health Insurance.
15. **International Shop** (open only for groups of 120 citizens or more) – Sells retail products from around the world, such as charm bracelet, sombrero, surfer necklace.



JA BizTown™ Visit Information

Facility Layout

JA BizTown Facility Layout



This facility layout shows the 14 businesses that comprise JA BizTown. It includes the street address of each business. When the International Shop is used, the business is set up as a "mall kiosk" and the address is "Town Square".