

Welcome to Your Volunteer Day at JA BizTown in The JA Café!

We appreciate all your assistance today in making this an outstanding learning experience for the employees in The JA Café. Please dispose of any coffee, juice, or soda in The JA Café **BEFORE** students arrive. You may have bottled water in your business throughout the day.

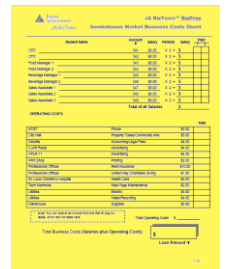
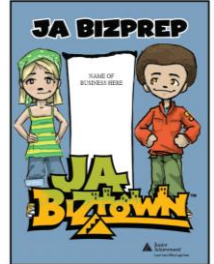
Your Day

- The JA Café is a retail store that sells soft drinks, popcorn, and cookies.
- Before the JA BizTown “citizens” arrive, a JA staff member will greet you and provide some hints for the day.
- When the citizens arrive, they will be seated in the common area.
- We encourage you to listen to the orientation that they receive.
- At the end of the orientation, the employees will report to you. Please hand out neck wallets and direct them to begin their work.
- This Volunteer Guide breaks out the day into its main parts:
 - **Business Start-up**
 - **First Work/Break Rotation**
 - **Mid-Day Banking Meeting & Reminders**
 - **Second Work/Break Rotation and Clean Up**
- Some general information is in the front pocket of this binder.

VOLUNTEER GUIDE TO START-UP BUSINESS MEETING

During your business start-up meeting with the students, **please be sure to complete the following.**

1. Introduce yourself and other volunteers.
2. Point out The JA Café chef jackets in the basket below the counter. Explain that they may wear these if they wish. It is optional.
3. Make sure that the **CEO** has the **JA BizPrep** envelope, containing work that the students completed at school. They will need these pages throughout the day.
4. Ask the **CEO** for the yellow **Business Costs Sheet**. Hand out **neck wallets** according to student job placement. Please double check that **First** and **Last** names are written on the Costs Sheet. When you're finished, give the yellow sheet to the **CFO**.
5. Instruct the **CFO** to go to the computer and begin processing the payroll, following the instructions on their computer. They will print payroll checks, which the **CEO** will sign and hand out.
6. Explain that all workers should now read their **job tasks** either on their desk or on their computer.



(Go to next page)

- The **CFO** will print paychecks for pay period one.
 - The **CEO** will pick up paychecks from the Print Shop and sign them during Business Start-up, help with café set-up, and prepare their Opening Town Meeting Speech. The CEO should hand out and then collect direct deposit application forms to be placed in the blue bag with loan application and promissory note.
 - The **Food Manager, Beverage Manager, and Sales Associates** will help set up the café.
 - The **Sales Associates** will learn how to sell products and operate the cash register.
 - The **Food Manager** will also begin baking cookies and practice the STEM interview script.
 - **Please make sure gloves are worn when food is being handled, and make sure oven mitts are used when operating cookie oven.**
7. When supplies come from the **Warehouse**, distribute them as follows.
- The **popcorn bags and napkins** go to the Sales Associates to place in proper bins.
 - The **cleaning towels** should go beneath the cash register to be used for cleaning work surfaces and tables.
10. All JA Café employees remain in the business until it is time for the **Opening Town Meeting**. (They may go to the restroom.)

You will use the next page for information on the first work/break rotation.

GUIDE TO THE FIRST WORK/BREAK ROTATION

- The **CEO** will deliver the blue bank bag to the Business Window at First Bank. They will ask each employee to make their pledge to United Way and list it on the Pledge Card. They will help with sales if needed.
- The **CFO** will process invoice payments as they arrive.
- The **Food Manager**, **Beverage Manager**, and **Sales Associates** will assist customers with sales. All sales are cash, no checks or debit cards accepted.
- The **Food Manager** will continue baking cookies and bagging popcorn as needed.
- The **Food Manager** will be interviewed by KPLR 11. Be sure they take all props with them when a KPLR 11 staff member comes to get them.
- Employees must make sure to keep the floor clean and wipe down tables. Spray cleaner is located under the sink, cleaning towels were delivered from the Warehouse.

Mid-Day Banking Meeting

All Citizens will be called to a meeting after all first break rotations are complete.

1. **Listen** for JA staff to direct all citizens to sit in front of the gazebo. Citizens should bring their personal checkbooks and a pencil.
2. After the meeting, citizens will return to their businesses and get ready for their final break.

Please Remind Students:

- **To eat their lunch** at The JA Café. (You may eat with your child when they go on their 2nd break).
- **Spend their money**, it will be their final opportunity to shop.
- **Return to work** at the end of their break.

Go to the next page for instructions on things to look for during the second work/break rotation.

GUIDE TO THE SECOND WORK/BREAK ROTATION

- The **CEO** will continue to sign checks and assist the Sales Associates. The **CEO** should get cash from the cash register and give it to the **CFO** to enter and deposit. They will also pick-up printed items from the Print Shop as needed.
- The **CFO** must make cash deposits for JA Café.
- The **CFO** must prepare a Business Profit/Loss Report to read at the Closing Town Meeting. This is done as soon as all deposits have been made. (Usually toward the last 10 minutes of second **green** break.)
- The **Beverage Manager** should be refilling the cooler as needed using drinks located in lower cabinets. Cooler should always be well stocked.
- The **Food Manager** will be finishing up cookie baking and cleaning up food preparation area.
- The **Sales Associates** will continue to assist customers. Begin cleanup towards the end of the second Green break.

END OF DAY – CLEAN UP

- Clean out popcorn machine. Empty extra popcorn into trash can.
- Employees should make their workstations look like they did at the beginning of the day.
- Please collect all **job neck wallets**, empty them, and return to the original place.
- CFO should remove all papers from folders and place in the recycle bin.
- Any papers that are written on should be placed in recycle bin.
- Pencils and scissors are in holders.
- Any clothing worn from the business has been folded and returned to its original location.
- For more details on business clean-up refer to set-up/clean up binder.
- Cooler has been filled by the beverage manager.

We will e-mail a survey so you may provide feedback to us about your day.

If you would like information on how to support our JA Programs, please see a staff member. We are always looking for volunteers or a donation to sponsor a student at JA BizTown for as little as \$25.00.

Thank you for your help today! We can't do it without you!