



Welcome to Your Volunteer Day at JA BizTown in Mastercard!

We appreciate all your assistance today in making this an outstanding learning experience for the employees in Mastercard. 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

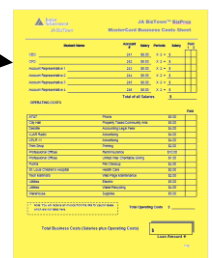
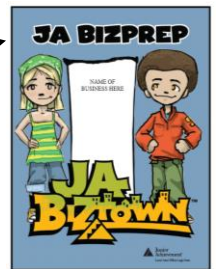
- Mastercard provides debit card processing to numerous JA BizTown businesses. Mastercard Account Representatives will also assist JA BizTown citizens with on-line purchases.
- When the citizens arrive, they will be seated in the common area. We encourage you to listen to the orientation that they receive. It will have many reminders for you.
- 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. 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.
3. 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**.
4. Instruct the **CFO** to go to the computer and begin processing the payroll, following the instructions on the computer. They will print the payroll checks, which the **CEO** will sign.
5. All Mastercard employees remain in the business until it is time for the **Opening Town Meeting**. (They may go to the restroom.)



(Go to next page)



6. Have employees begin their tasks according to their job descriptions.

- The **CEO** will distribute direct deposit applications and collect when finished. After collecting the direct deposit application forms, place in the blue bank bag, along with the loan application and promissory note. They will practice the Opening Town Meeting Speech and interview script.
- The **Account Representatives** will become familiar with the location of the debit cards in Mastercard. They will be handing the card that matches the citizen's account number to students during the first set of breaks. They will follow instructions to set up a Point of Sale on their computer and learn how to make a sale and process online orders.

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



GUIDE TO THE FIRST WORK/BREAK ROTATION

- The **CEO** will ask each employee to make their Pledge to United Way and list it on the Pledge Card. A United Way employee will collect later. They will begin the billing process, using the Billing Standard section on their computer. Once printed, they will deliver invoices. They should also look over their STEM interview speech and props.
- The **CFO** will continue paying bills when invoices arrive.
- The **Account Reps** will hand out debit cards to citizens and help them with on-line purchases as needed. The Account Rep must process the sale on the Point-of-Sale computer, then send the purchase information to the Warehouse on the excel spreadsheet computer. Customers should not leave Mastercard until the Point-of-Sale computer transaction is complete.



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 are welcome to have lunch 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 the 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 assist the Account Reps during sales.
- The **CFO** will continue to make deposits to pay back their loan and earn income. They will also prepare a Business Profit/Loss Report to read at the Closing Town Meeting.
- The **Account Reps** will continue to assist customers. On-line sales should stop 10 minutes before the end of the business day to allow for delivery time.



END OF DAY – CLEAN UP

- 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 file folders and place in the recycle bin.
- Any papers that are written on should be placed in recycle bin.
- All employee manuals are placed in appropriate black bins.
- Pencils and scissors are in holders.
- Make sure one sample for each item sold is on the shelf.
- Check to see that the debit card bins are in number order according to color.

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!