

Welcome to Your Volunteer Day at JA BizTown in AT&T

We appreciate all your assistance today in making this an outstanding learning experience for the employees at AT&T. 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.

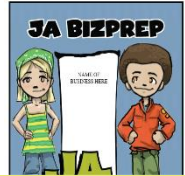
Your Day

- AT&T provides phone service in all businesses, internet capability at different levels, in addition to selling some AT&T related products.
- 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

VOLUNTEER GUIDE TO START-UP BUSINESS MEETING

During your business start-up meeting with the students after the orientation, **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** using the Business Costs Sheet. Please ensure that the appropriate neck wallet is given to each student based on the specific job title that was assigned (e.g., Sales Associate 1, 2 etc.). When you're finished, give the yellow sheet to the CFO.
4. Tell the **CFO** to go to the computer and begin processing the payroll, following the instructions on the computer.
 - a. The **CFO** will print payroll checks, which the **CEO** will sign.
 - b. The **CEO** will hand out the first pay period checks.
5. If the students arrived **without banking completed**, go over the students' personal JA BizTown **checkbooks** (see the Banking section in this manual). Otherwise, go to step 7.



 A yellow spreadsheet titled "JA BizTown® BizPrep 2017 Business Costs Sheet". It contains columns for "Business Name", "Amount", "Date", "Check", "Check #", and "Pay". Below the main table, there are sections for "OPERATING COSTS" and "Total Business Costs (Includes your Operating Costs)".

(Go to next page.)

6. Explain that all workers should now read their **job tasks** either on their desk or on the computer. Make sure that they understand their jobs before the day begins. This is very important!
7. Have employees begin their tasks according to their job descriptions.
 - The **CFO** will print the paychecks.
 - The **CEO** will distribute direct deposit applications, telling employees to complete them for their second paycheck deposit.
 - The **CEO** will prepare a speech for the Opening Town Meeting and practice the interview script during Business Start-up.
 - The **CEO** will ask each employee to make their pledge to JA Charitable Giving. They will complete the bright green pledge sheet.
 - The **Installation Technician** should read and follow instructions on laminated sheet. They should familiarize themselves with their assignments for the business day and review the STEM interview for JABT Live.
 - The **Call Center Agent** needs to read all instructions for Business Start-up, including familiarizing themselves with the types of issues customers may have throughout the day. This way they will be prepared with a solution.
 - The **Sales Associate** should read all instructions for their job on the laminated sheet on their desk. They will need to follow instructions to set up their computer to be a POS for sales throughout the day. They will need to familiarize themselves with the various internet upgrade levels offered.
9. All AT&T employees remain in the business during Business Start-up. They will be reviewing their jobs 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 collect direct deposit applications. These will be taken to Central Bank along with the loan application and promissory note inside the bank bag on your desk.
- The **CFO** will process invoice payments as they arrive.
- The **CEO** will follow instructions to create and send invoices to all businesses in BizTown.
- The **CFO** will continue paying bills and begin to deposit business income.
- The **Installation Technician** will follow instructions for installing AT&T equipment in all businesses. They will also collect later in the day and deliver invoices and collect payments.
- The **Sales Associate** will work with the CEO to determine product prices, greet customers, and assist with sales. They can also prepare flyers for product advertising.
- The **Call Center Agent** will inform businesses of their internet speed and sell upgraded bundles of internet plus phone service.

Mid-Day 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** in The JA Café, where they will use JA BizTown cash to purchase a drink. (You may have your lunch as well.)
- **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 assist Analyst in collecting payments from businesses if needed.
- The **CFO** will continue to make deposits to pay back their loan and earn income.
- The **CFO** must prepare the Business Profit/Loss Report to read at the Closing Town Hall Meeting. This is done as soon as all deposits have been made.
- The **Instillation Technician** will continue to collect payments and then equipment from business customers.
- The **Sales Associate** will continue with helping customers with purchases and replenishing supplies as needed.
- The **Call Center Agent** will be responsible for collecting their payment. They can also help the Sales Associate out when needed.

END OF DAY – CLEAN

- Employees should make their workstations look like they did at the beginning of the day.
- Business papers should be placed in the Biz Prep envelope for the CEO to return to school.
- All Employee instruction sheets must remain at JA BizTown. Please collect the **job neck wallets**, empty them, and return to the original place.
- The CFO should remove all papers from folders and place them in the recycle bin.
- Any papers that are written on should be placed in the recycle bin.
- All employee instruction sheets are placed in appropriate black holders on their desks.
- Pencils and scissors should be placed in holders.

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! We can't do it without you!