

JA City Volunteer Guide

Welcome to Junior Achievement City! We appreciate your help in making this a special day for our students. Our hope is that this becomes the very best day of the school year for them and has a positive impact on their life. Thank you for making a difference!

Purpose of JA City

JA City was built for students to learn by experience and discovery. Each student that enters the city will transform into a successful and confident adult. Throughout the day students will learn concepts like responsibility, money management, professionalism, teamwork and real-world economics.

Consider This:

What concepts would you like the students to learn while at JA City?

How can this experience change how the students feel about themselves?

Your Role as a Volunteer:

- **Encourage and support** students in their roles as JA City citizens.
- **Help** students understand their job responsibilities.
- **Teach** real-world concepts. Look at each part of the day as an opportunity to teach.
- **Lead** staff meetings.
- **Allow** the students to take control and ownership of their businesses.
- **Ask** questions that promote critical thinking and problem solving.

Your Role is Not:

- **To do the students' job** for them.
- **To make** sure the business runs perfectly. JA City is a safe place for students to make and learn from mistakes.
- **To worry** about failing. You will be great!

First Staff Meeting

(35 Minutes)

JA City Street Smart (JA Tips)

Ask questions:

Asking questions is one of the best ways to teach and learn. Questions encourage active learning. If a student asks you a question, try asking them what they think about the problem before giving your answer. Here are some sample questions to get you started.

- **How is our business making money today?**
- **Who are our customers?**
- **What are your top two individual responsibilities?**
- **What can we do to make a special experience for our customers?**
- **How are we going to get customers excited about our service or product?**

At the beginning of the day, your group will have approximately 35 minutes to get the business ready to open. Help the students in your assigned business accomplish the following tasks during the first staff meeting.

Goals of the first staff meeting:

1. Students gather to watch introduction video on CFO computer.
2. Have the CFO Place Order on their computer.
3. Have students study their job tasks at their workstation.
4. Lead a group discussion.
5. Get a loan from the bank.
6. Help the CEO prepare an exciting speech.
7. CFO verifies employee information and prints first payroll checks.
8. Sales Training for retail stores.
9. Check student's checkbooks.

1. Have the students watch the introduction video on the CFO's computer.

2. Have the students study their job tasks at their workstation.

(On computer, tablet, or manual) Students should refer to their job tasks throughout the day.

The Students will be divided into different break rotations—[Red](#), [Yellow](#) or [Blue](#). This ensures that your business will have someone working at all times during the day. Each student will receive a colored lanyard with a debit card attached. Please be sure lanyards are returned at the end of the day.

3. Lead a group discussion.

Take a few minutes as a group to discuss the function, goals, and purpose of their business. It will be helpful for the students to understand each person's role. Ask the questions in the "JA City Street Smart" column to the left to get the discussion rolling. (They should have learned most of the answers by studying their manuals.)

First Staff Meeting

(35 Minutes)

4. Place order (after group discussion)

The CFO needs to click on the “Place Order” button on their computer before they can receive supplies from US Synthetic.

5. Get a loan from the bank.

The **CFO** enters the loan information (from the business cost sheet in their BizPrep packet) into the system and submits it to the bank. The **CEO** will then take the Loan Application to their assigned bank for approval. Be sure your CEO picks up your business’s Discover Debit Cards at the Discover Kiosk after visiting the bank. **Your business’s goal for today is to pay off \$100 of the loan amount.**

6. Help the CEO prepare an exciting speech.

Check with the CEO to see if he/she has an Opening or Closing Town Meeting speech. (It will say in their instructions.) CEO’s can use the laminated pre-written speech provided or write their own speech. See “JA City Street Smart” to the right for speech tips.

7. The CFO verifies employee information and prints first payroll checks.

Under the payroll tab, the CFO will verify employee information that was entered back at school. If employee information was not entered back at school, you will need to be sure the CFO enters the information for each employee using the “Add Student” button.

8. Sales Training for Retail Stores

Sales Managers will need to set up the sales computer. Retail stores make money by selling products to individuals on break. Help the students price the items for sale. **They should price items high enough so that if each item were sold, your business could pay back the loan amount.** The order form shows suggested prices. To ensure each break rotation has a fair chance to buy the same items from your store - **Please divide the items into three groups and reserve items for each break.**

9. Check student checkbooks.

The students should have prepared their checkbooks prior to arriving at JA City. The check

JA City Street Smart

Speech Tips:

The CEO speech is a fun way to get people excited about your business. The CEOs can bring up their staff and do a jingle, skit, or rap. They could bring up props or items they will be selling. The CEO will want to practice a few times before the big meeting!

Sales Training:

Some businesses sell items to citizens. Some businesses sell items to businesses. Sales Managers should make sure that all customers are treated kindly. There are some employees whose primary responsibility is helping customers with purchases, but all employees may need to help sometimes.

Breaks and Business

JA City Street Smart

Deposit and Shopping:

After students deposit their payroll check, they are free to go shopping. Each retail store accepts one of the two methods of payment: check or debit card. Help the students understand the difference between the two. Inform the students of the Discover kiosk where they can check their account balance.

Running a business:

Coach students on good customer service. Help them be creative and proactive to market their service or product. Students should be constantly engaged in promoting their business.

Second Staff Meeting:

Encourage students to vote, do the scavenger hunt and donate their time and extra money to United Way on their next break.

register should match the amount of the students' first paycheck. Please help the students if this has not been completed.

After the Opening Town Meeting, all stores open for business and the red break begins. The JA Staff will announce the changes in breaks (**Red**, **Yellow**, or **Blue**). All students who are not on break should be working on their assigned job tasks. Though each student has specific tasks, students should work together as a team to accomplish business needs and goals.

Goals during breaks and business:

1. Make sure each child goes on assigned break.
2. Help students as needed throughout the day.
3. Be sure each student takes their break, eats lunch, and purchases an item or two.
4. Look for opportunities to teach and guide students.
5. Encourage them to complete their objectives.

First Break

Students should deposit their paycheck at the bank, eat lunch, and explore the city while on break. Ensure each student goes on his or her assigned break.

Second Staff Meeting

Businesses will close for 5 to 10 minutes after the first round of breaks. Students return to their business for a brief staff meeting. Talk about how the business is running and make a plan to pay back the business loan.

During the second staff meeting, students should:

1. Discuss some of the improvements they feel they should make for the 2nd half of the day.
2. CFO processes 2nd payroll (Direct Deposit).
3. Employees should update their checkbook register to include any purchases made previously and their 2nd payroll deposit.

Final Staff Meeting

(10 Minutes)

Second Break

This is the last chance for students to go shopping and explore the city!
Please ensure that each student in your business purchases at least one or two items to take home. They will want to spend their hard-earned money.

Final Staff Meeting/Clean Up

After the last round of breaks, all businesses close for the day. Since the final staff meeting is short, all students must return quickly to their businesses. All transactions and sales need to stop at this time. Refer to the Street Smart questions provided to the right to encourage discussion.

Congratulate students on their hard work and success!

Encourage students to make their business cleaner than how they found it.

- **Return lanyards to the hook in the business and leave unsold goods and uniforms on a desk inside the business.**
- Students should clean their workstations.
- Place student checkbooks and important papers (i.e. awards and ads) in the white envelope and give it to a teacher. Throw any other papers in the recycle bin.
- Students should take all personal items with them to the closing town meeting.

Volunteers,

Thank you again for joining us today! We truly appreciate your time and efforts in helping these students achieve success.

Junior Achievement of Utah & Idaho

If you're having fun today, we encourage you to share your photos and videos on social media and tag us at [#jaofutah](https://twitter.com/jaofutah).

JA City Street Smart

Final Staff Meeting:

Congratulate students on their successes. Help them consider what lessons they learned during the experience. Ask the students some of these questions.

- What did you like most about being an adult?
- What was the most important thing you learned?
- What will you remember about today when you are an adult?
- What was your biggest challenge? What did you do to overcome it?