



KeyBank Helpful Hints

Thank you for volunteering to assist the students at *JA BizTown*. The job you have here today is very important. Please read and use the helpful hints listed below as you work with this business. If you have any questions or concerns, please ask a *JA BizTown* staff member.

1. The CFO has instruction of how much to enter into their computer for the bank loan amount.
2. The CEO should sign all checks. If they are not available the CFO may sign in their absence. The CFO should only print checks as they receive invoices from other businesses.
3. After the National Anthem, the Savings officer will go to UPS with the check for supplies.
4. During business start-up, a *JA BizTown* staff member will teach tellers how to use the computers. Tellers should wait for this instruction before using the computers.
5. Business CEOs will bring their **Loan Applications** and **Promissory Notes** to the KeyBank CEO. The CEOs should return immediately to work and not wait to have the papers signed.
6. At the beginning of each break, KeyBank is very busy. Teachers will check citizens paperwork before sending them to a Teller:
 - a. The citizen has endorsed the back of his/her paycheck.
 - b. The deposit ticket is filled out correctly. Citizen should have the deposit ticket torn out of their checkbook. No more than \$2.00 cash can be taken out per deposit. This \$2.00 should be a combination of *JA BizTown* bills and coins.
 - c. The checkbook register is completed with the **Net Deposit** amount from the deposit ticket written in two places - the Transaction Column and the Balance Column.
7. Tellers going on break must stand in line with other customers to make their deposits.
8. All business deposits go to the Bank CEO, not to a Teller.
9. Business checks and business deposit tickets are not to be filed in the storage slots with personal deposit tickets and personal checks. Business checks and business deposits should be filed in the file drawer/folder labeled with each business name behind the CEO.
10. Students are required to open a savings account for \$1.50 during their first break.
11. If there is only one Savings Officer, a volunteer will need to work with him/her to facilitate the savings process.



KeyBank Volunteer Facilitator Directions

START-UP TIME

(45 minutes)

Start-Up Time lasts a total of 45 minutes. This Start-Up time involves:

- 20 minutes of uninterrupted time for Staff Meeting #1. No Student should leave the business unless they need to use the restroom during this time. This meeting allows time for the discussion listed below and time for students to read their own Job Simulations. At the conclusion of this 20 minute uninterrupted time, the National Anthem will be played signaling that those students whose jobs take them out into *JA BizTown* may begin to perform their tasks.
- All employees will remain in their business to continue with Start-Up tasks unless their job requires them to leave.
- At the conclusion of the 45 minutes, a *JA BizTown* staff member will call all employees out of their business for the Opening Town Meeting.

Staff Meeting #1

Gather your employees into a small group. This is a time when you take charge of the group. As employees are introduced, write their names on the Break Schedule on the line next to their job title. This will let you and the students know which break period they are on.

- 1. Introduce yourself, greet the students, and review employee responsibilities. The CFO should already be at their desk working. As you identify which students are doing the different jobs, be sure to place their names on the break schedule.**

ASK: *Who is the CEO?*

SAY: *You are responsible for the smooth operation of KeyBank. It is your job to issue loan contracts. You will be responsible for accepting all business deposits from business CFO's. You will give a speech at the closing town hall meeting to tell students about financial information your team collected during the day. Be certain all employees are familiar with their responsibilities and are courteous to customers.*

ASK: *Who are the Tellers?*

SAY: *You are responsible for accepting customer deposits and payroll checks as well as neatly organizing all paperwork to assist the File Clerks. Be certain to provide customers with excellent and courteous service.*

ASK: *Who are the File Clerk(s)?*

SAY: *You are responsible for handing out money to the tellers and for filing hundreds of deposit tickets and checks. It is very important that you keep all filing up to date.*

ASK: *Who is the Savings Officer?*

SAY: *You are responsible for purchasing supplies from UPS and for opening a savings account for each KeyBank customer today. Use your Savings Officer Checklist to be certain that every student's savings account has been highlighted.*

SAY: *Everyone needs to read your Simulation Guide frequently to make sure you are handling all of your responsibilities correctly. After the Opening Town Meeting, our breaks will start. Let's make sure our paperwork will be ready for making personal deposits at KeyBank. Please turn in your checkbook to your first deposit ticket. Is it completed? Let's check to be certain that you have entered the correct amount on your deposit ticket. (Refer to the Gross/Net Pay Chart below.)*

Job Title	Gross Pay	Net Pay
CEO	\$9.00	\$8.82
CFO	\$8.50	\$8.33
File Clerk, Teller, Savings Officer	\$8.00	\$7.84

ASK: *Have you decided how much cash you will be requesting?*
(Be sure each student has completely filled out a deposit ticket and has not asked for more than \$2.00 in cash. Remember, cash can only be used for purchases at the Café, the Business Journal, or for personal philanthropy donations at the Animal Shelter. All other businesses take checks only.)

SAY: *Has your first deposit been entered into your checkbook register?*
(Students have been taught to use a double entry system for recording entries in the checkbook register. Be sure students enter the net deposit, which is the bottom number on the deposit ticket, in the deposit column as well as in the balance column of their checkbook register. Have them add to get a new balance.)

SAY: *Next, we need to be certain you are ready to open your savings account when you go to KeyBank. Have your written your \$1.50 check to KeyBank for opening your savings account and recorded your check in the payment/debit column and in the balance column? After you have completed that, then subtract and put the answer on the gray line.*

SAY: *When it's time for your break, you will get your paycheck from the CFO and endorse it. Then you'll need to take it, your completed deposit ticket, your \$1.50 check written to KeyBank and your completed checkbook register to KeyBank.*

SAY: *Now, before each of you begin reading your Simulation Guide; let's quickly talk about our business goals for the day. What do you think some of our goals should be?*
(Students should discuss teamwork, customer service, cooperation, repayment of KeyBank loan and making a profit.)

SAY: *Now you need to go to your work area, read your Simulation Guide, become familiar with your job responsibilities, and begin to work. Remember, you may not leave our business until you hear the National Anthem.*

Opening Town Meeting

JA BizTown staff will instruct students to sit in the middle of the Town Square. Please remind students to be seated quickly and quietly.

Break Rotation #1

Students are divided into three groups and will rotate to take breaks. Refer to your break schedule to see which rotation students are on. While one group is at break, the other two groups should be working. Remind students to check with their boss before leaving for break or work-related duties. Also, remind students going to break that they must go to KeyBank to deposit their paychecks and eat lunch.

Staff Meeting # 2

(10 minutes at the conclusion of Break Rotation #1)

Have the students bring their checkbooks and pencils to meet with you in a group. This is again a time when you must take charge of the group. Please use the entire 10 minutes and use this script to assure that you complete all necessary tasks. **No telephones should be used during these 10 minutes.**

1. Prepare for second and final break:

SAY: *Please turn to your next deposit ticket and let's complete it.*

(Be sure each student completely fills out a deposit ticket and has not asked for more than \$2.00 in cash. Be sure students enter the net deposit, which is the bottom number from the deposit ticket. This net deposit should be entered in the deposit column as well as the balance column of their checkbook register. Have them add to get a new balance.)

SAY: *Did anyone make any purchases on the last break? Did you record the checks you wrote in your checkbook register?*

(Compare registers with purchased items to be certain that employees are recording each purchase. If not, bring the registers up-to-date.)

SAY: *This is your last chance to go shopping, so watch your time carefully. Spend your money wisely, but spend it before leaving JA BizTown, you cannot take it with you.*

(Be sure students know what time they are to be back from break and how much money they need to spend during this final break.)

2. Discuss the first production period by asking the following questions:

ASK: *Are we courteous to all of our customers?*

ASK: *Are we remembering to give no more than \$2.00 in cash?*

ASK: *Are Tellers checking deposit tickets and payroll checks for accuracy?*

ASK: *Is the File Clerk keeping up with the filing of deposit tickets?*

ASK: *Do we have too many customers standing in line? If so, how can we eliminate this problem?*

Break Rotation #2

Remind students to check in with their boss before leaving for break or work-related duties. Also, remind students going to break that they must go to KeyBank to deposit their paychecks.

Closing Staff Meeting and Clean Up

(20 minutes)

Have the students bring their checkbooks and pencils to again meet with you in a group. Remember, this is the final business staff meeting of the day. The time allotted for this Closing Staff Meeting and Clean-Up period is 20 minutes. Please use the entire 20 minutes to accomplish both goals in the manner most suitable for your business. All business production is over, and it is time to reflect on the day and discuss whether the business was successful.

1. Reflection

ASK: *How many of you remember what our business goal was today at JA BizTown?*
(Review with students that paying off the business bank loan was the business measure of success for the day.)

ASK: *Did we meet that business goal?*
(Ask the CFO to give a brief report about loan repayment if necessary. If KeyBank loan was repaid, discuss how that repayment spelled success and review the term profit. If KeyBank loan was not repaid, discuss why and what could have been done differently to insure business success.)

ASK: *What are some things that you learned today about how a business becomes successful?*
(Briefly review and discuss the importance of teamwork, individual job responsibility, proper pricing, advertising, etc. to the success of a business.)

ASK: *How many of you feel that you were personally successful today? Why or why not?*
(Discuss the importance of being an effective business team member and help them to recall and review the importance of circular flow.)

SAY: *Name some of the challenges of keeping a personal checkbook register. Name a benefit of keeping a checkbook register.*

ASK: *Why is it important that before we attend the Closing Town Meeting, we each lend a hand to clean-up our JA BizTown business?*
(Discuss what needs to be done to effectively clean-up the business and oversee clean-up completion by the students.)

2. Clean-Up

- Put all materials, including the Simulation Guides and Volunteer Manuals, and supplies back in the original location. If you have extra inventory place it back in the UPS supply box for *JA BizTown* staff to pick up later.
- Pick-up everything on the floor.
- **Do not** turn off the computers.
- Teachers may be interested in taking completed business paperwork back to school for follow-up, especially student checkbooks. Collect these items and place them back in to the manila envelope the students brought from school and give to the CEO to take back to school.

3. Money Collection

- Collect all *JA BizTown* coins, dollar bills, and any other *JA BizTown* re-usable materials from students and adults. Give them to a *JA BizTown* staff member or leave them in the business.

SAY: When you feel our business is cleaned to our best, please gather your personal materials and stand by the doorway until we are called by the JA staff to attend the Closing Town Meeting.

(Be certain that students leave no personal items behind. Replace all uniforms or materials belonging to *JA BizTown*.)

Closing Town Meeting

Have students wait in their business until the announcement for the Closing Town Meeting. *JA BizTown* staff will instruct students where to sit for this meeting. Please remind students to be seated quickly and quietly.

Dismissal

As you leave, please fill out a Facilitator Comment Card located on the counter next to the girl's restroom.

Thank you for your assistance today. We couldn't have operated without you!!!



KeyBank Volunteer Checklist

Before National Anthem

- ✧ Hold 1st Staff Meeting
- ✧ All students need to read their simulation guide
- ✧ CFO enters all employees in the computer, completes all payroll checks and passes out first payroll check to employees

After National Anthem - before Opening Town Hall Meeting

- ✧ CEO
 - Begin to approve business loans
 - Signs KeyBank charter
- ✧ CFO
 - Print UPS check
 - Pay invoices as they arrive
- ✧ Savings Officer
 - Pick up order from UPS
 - Deliver bank bag to every business
- ✧ Teller
 - Participate in training by JA BizTown staff
- ✧ File Clerk
 - Participate in training by JA BizTown staff and hand out money to tellers

During 1st break rotation

- ✧ CEO
 - Continue to approve business loans
 - Begin to accept business deposits
 - Pick up health vouchers at Community Wellness Center
 - Give specific promissory notes to Attorney
- ✧ CFO
 - Print checks as invoices are received
- ✧ Savings Officer
 - Pick up Savings Deposit checks from teller row and compare with account sheet
- ✧ Teller
 - Accept citizen deposits as they visit KeyBank
- ✧ File Clerk
 - File citizen deposit paperwork and fill in for tellers as needed
 - File business deposit paperwork for CEO

During 2nd Staff Meeting

- ✧ CFO should pass out second payroll check
- ✧ Help students complete second payroll deposit

During 2nd break rotation

- ✧ CEO
 - Continue to accept business deposits
 - Practice or assign Closing Town Hall Meeting speech
- ✧ CFO
 - Print checks as invoices are received
 - Assist CEO with business deposits
- ✧ Savings Officer
 - Finish collecting savings account checks
- ✧ Teller
 - Accept citizen deposits as they visit KeyBank
- ✧ File Clerk
 - File citizen deposit paperwork and fill in for teller as needed
 - File business deposit paperwork for CEO



(KeyBank Volunteer checklist continued)

After 2nd set of breaks – before Closing Town Hall Meeting

- ✧ Hold 3rd staff meeting
- ✧ Collect any unused cash or coin from students to return to JA BizTown staff
- ✧ Return all simulation guides to black holder
- ✧ Collect personal belongings, attend Closing Town Hall Meeting when announced