



## Qwest 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. Qwest will borrow money from KeyBank. The CEO will take the **Loan Application** and **Promissory Note** to KeyBank after the National Anthem.
2. The CEO should sign all checks. If they are not available the CFO may sign in their absence.
3. The CFO should only print checks as they receive invoices from other businesses.
4. After the National Anthem, the Installation Specialist will go to UPS with the check for supplies.
5. The Installation Specialist will be connecting telephones in each business by installing telephone handsets as well as connecting all lines (simulated) back in the Qwest business office.
6. The Web Designer will be using the computer to make web pages. He/she should read and follow computer directions carefully.
7. At the end of the day, be certain that all student Simulation Folders and Volunteer Manuals remain in the business.



## Qwest 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 Qwest. You will make business operational decisions and supervise employees. You will give a speech at the opening town hall meeting to tell citizens what they can expect from Qwest. Be certain all employees are familiar with their responsibilities and are courteous to customers.*

ASK: *Who are the Installation Specialists?*

SAY: *You are responsible for purchasing supplies from UPS as well as installing telephone handsets in each business. You will deliver the bills and collect payments.*

ASK: *Who are the Web Designers?*

**SAY:** *You are responsible for collecting web page ads from businesses and creating ad text, graphics, and design for the Business Web Pages. Be careful with your work as we want accurate spelling and neat pages.*

**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.)*

<b>Job Title</b>	<b>Gross Pay</b>	<b>Net Pay</b>
CEO	\$9.00	\$8.82
CFO	\$8.50	\$8.33
Web Designer, Installation Specialist	\$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 you 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 making good progress toward installing all the phones and designing the web pages?*

**ASK:** *Have we delivered all of the bills?*

ASK: *Have we begun to collect the payments for phone service and advertising?*

### **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!!!**



## Qwest Volunteer Checklist

### Before National Anthem

- ✧ Hold 1<sup>st</sup> Staff Meeting
- ✧ All students need to read their simulation guide
- ✧ CFO enters loan amount, 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
  - Take loan papers to KeyBank
  - Practice or assign Opening Town Hall Meeting speech
- ✧ CFO
  - Print UPS check
  - Print checks as invoices are received
- ✧ Installation Specialist
  - Pick up supplies from UPS
  - Begin delivering/installing telephones phonebooks & invoices to each business
- ✧ Web Designer
  - Pick up web-ad design papers from each business and enter ads in computer

### During 1<sup>st</sup> break rotation

- ✧ CEO
  - Assist the Web Designer in entering web ads into the computer
  - Pick up health vouchers from Community Wellness Center
- ✧ CFO
  - Print checks as invoices are received
  - Batch business deposits as payment checks are received
- ✧ Installation Specialist
  - Begin collecting payments from businesses
- ✧ Web Designer
  - Continue entering ads in the computer

### During 2<sup>nd</sup> Staff Meeting

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

### During 2<sup>nd</sup> break rotation

- ✧ CEO
  - Make sure CFO is making business deposits at KeyBank
  - Help enter web ads in to the computer
- ✧ CFO
  - Print checks as invoices are received
  - Batch business deposits as payment checks are received
- ✧ Installation Specialist
  - Complete pick up of business payments
- ✧ Web Designer
  - Complete entering all web ads into the computer

### After 2<sup>nd</sup> set of breaks – before Closing Town Hall Meeting

- ✧ Hold 3<sup>rd</sup> staff meeting
- ✧ CFO should make final business deposit
- ✧ Collect any unused cash or coin from students to return to JA BizTown staff
- ✧ Return all simulation guides to black holder
- ✧ Return Qwest uniforms, vests, and hard-hats to original location
- ✧ Collect personal belongings, attend Closing Town Hall Meeting when announced