

How to get Multi-Service in Business

Exchange City staff will be visiting all the shops periodically throughout the day. Please be patient and wait for them to arrive.

Students have not worked with the computer software or paperwork prior to their Exchange City visit. Please be patient with them as they use and learn the materials.

Remind employees that the Multi-Service Center goal for today is to pay off the loan. All will need to work together to accomplish this goal.

The Accountant has important work to do keeping up with bills and loan deposits. It is a big help to them if you can assist with organizing their desk.

Starting the Day

- Gather employees around the bulletin board and introduce yourself. Let them know you are here as a guide and to give advice but ultimately, this is their company. They must work together to make it a success.
- Take nametags out of the packet the school has brought with it and make sure all employees wear them. On the bulletin board you will find colored stickers (dots). These should be affixed to the nametags. All Multi-Service Center employees go to break at the same time on the Blue dot break.
- Read aloud the job responsibilities of each employee from the sheet attached to the bulletin board.

Job Responsibilities

Owner

- Take the Loan Application to the bank for approval by the Bank President. When the loan contract is received from the Bank President, it can be displayed on the bulletin board.
- Take sign design and white board (hanging from mailbox) to the Sign Shop.
- Complete Morning Presentation Guide in preparation for town meeting.
- Take advertisements to the Newspaper and Broadcasting Center and web page text to the Technology Shop.
- Assist and manage other employees as needed.

Data Manager(s)

- Data Managers will work closely together all day to enter information about each citizen in preparation for printing paychecks. It is important that all citizens are entered. Have students check off the names on the Employee Information Sheets for each company as they enter them in.
- Remind Data Manager(s) to be VERY accurate and to stay on task. Each time they complete an Employee Information Sheet from a shop, they should file it in a bin so it's out of the way and they don't try to reenter it.
- When Data Manger(s) have all citizens entered, have them find an Exchange City staff person. The Exchange City staff person will show them how to print out paychecks. Paychecks should be placed in the folders labeled for the corresponding businesses. **Paychecks do not get delivered until Team Meeting I.**

Utility Service Agent(s)

- Have Agent(s) go around to all shops and collect an "Application for Utilities" from each.
- Show the Agent(s) the "Utilities Master Record".
- Instruct Agent(s) how to find each shop's name and address on the sheet tacked to the bulletin board.
- Show Agent(s) how to read the meter and then record the number on the "Utilities Master Meter Record" form.
- Have Utility Service Agent(s) visit each shop one time to record the first meter reading.
- Instruct the Agent(s) to transfer the first meter reading from the "Utilities Master Meter Record" to the "Utility Billing Statements".

Accountant

- Have Accountant begin computer accounting using the "Computer Accounting Sheet". They should enter "Beginning Balance" in the first screen and **save it**. (The Beginning Balance is the amount they have been granted for a loan, not the amount with interest.) They should click on the next tab for "Payroll" and enter the total net pay for all employees for the day and **save it**. Let Accountant know they cannot write checks until they have been approved for a loan.
- Multi-Service will be billing every other business \$10 for payroll services. Accountant should fill out Bills (found on their desk) to each business and deliver them to the Accountants of those businesses.

- Accountant should check mailbox for bills delivered from City Hall and Distribution. All other bills will be delivered directly from Accountants of other businesses.
- Accountants should not write checks to other companies until they receive a bill from that company. When writing a check, make sure Accountant **saves it** then prints it, otherwise the check will not print.
- When sending a check to another business, write check, save and print. Cut off bottom portion of Bill, make sure it is filled out properly and hand deliver the check and Bill stub to the accountant of the business to which it is directed. Save top portion of Bill for your records. Accountants should check off the businesses they have already paid on the “Accountant’s Checklist” found on their desk.
- As money comes in to the business, the Accountant should keep it in one pile. The blue forms on the desk entitled “Loan Payment Coupon” are then used to deposit this money. Accountant should fill out what the business owes minus the amount of the deposit and do the math to get the amount they will then owe. Take blue form and all the money to the Bank President for deposit. Keep stub for own records. When the deposit is made, it will appear on the “Loan Status” page on the Wellness Center computer. The Accountant does not enter this money from their own computer.

***Note*-All money coming into the business is deposited against the loan. Money cannot be added to the business “Check Register” until the loan is paid off.**

Town Meeting/Morning Presentation

Owner will stand and read the Morning Presentation Guide (or prewritten speech) to inform other citizens about the Multi-Service Center’s services.

Team Meeting I

ALL MULTI-SERVICE CENTER EMPLOYEES SHOULD DELIVER PAYCHECKS TO ALL SHOPS! Make sure they bring back folders to Multi-Service Center.

The volunteer leads this meeting. You should have employees sit or gather around you.

- Make sure all students have a deposit slip filled out from the back of their checkbooks. They should subtract \$2 as they will be receiving that amount in cash from the bank.
- When checks are printed, the Owner should sign the front of each one and distribute to employees. Employees should endorse the back.
- Review break schedule. All Multi-Service Center employees go to break on the Blue dot break. Remind students that Exchange City staff will be announcing the breaks. They should pay attention to announcements.
- Make sure everyone knows that all money coming in should be given to the Accountant.

Red, Blue and Green Lunch Breaks (announced by Exchange City staff)

- You can attend lunch at any of the breaks. Please notify Exchange City staff when you are leaving.
- Citizens can only go to the bank and then lunch when their colored dot is announced.
- All employees should continue their job responsibilities through the lunch breaks.
- Remind employees that they should remain in the shop for customers unless they are on break or conducting business at other businesses.
- Accountant should make loan deposits as money comes in. They do not need to fill out a blue coupon for every check. They should add a bunch together on a single coupon.
- Data Mangers should print the second set of paychecks when they return from lunch. Do not have them deliver checks until Team Meeting II.
- Utility Service Agent(s) should visit each business for a second meter reading.

Team Meeting II

ALL MULTI-SERVICE CENTER EMPLOYEES SHOULD DELIVER PAYCHECKS TO ALL SHOPS! Make sure they bring back folders to Multi-Service Center.

The volunteer leads this meeting. You should have employees sit or gather around you.

- Owner signs the front of the checks. Make sure all students have a deposit slip filled out from the back of their checkbooks. This time they will not receive \$2 back at the bank so they should simply deposit their entire check.
- Afternoon breaks will be the same as the lunch breaks. Employees should still be attentive to their responsibilities.
- Attention should be brought to the current status of the loan. (How much money has been paid back to the bank? Have all the other businesses paid for their payroll services or do we need to go around and collect it?)
- At the start of the next set of breaks, meters should be read for a third and final time. Utility Service Agents should calculate and bill all businesses for their electricity use using the Utility Bill instead of the generic Bill on the Accountant's desk.
- Encourage employees to spend their money when it is their scheduled break.

Red, Blue and Green Afternoon Breaks (announced by Exchange City staff)

- Citizens can only go to the bank and break when their colored dot is announced. All Multi-Service employees go to break on the Blue dot break.
- Agents should be out collecting any outstanding bills. If businesses cannot or will not pay, agents may turn off the lights in that business.
- Remind employees that money coming in should immediately go to the Accountant.
- Remind employees that they should remain in the shop for customers unless they are on break or conducting business at other businesses.

- Accountant should make loan deposits as money comes in. They do not need to fill out a blue coupon for every check. They should add a bunch together on a single coupon.

Clean up (announced by Exchange City staff)

The city is now closed. All buying of products should now cease. Accountants should take any more money to the bank for deposit. Owner should assist Accountant with organizing paperwork and money.

All employees should straighten up all unused materials and throw away trash.

Town Meeting/Wrap up

Students will be gathered on “lawn”, awards are handed out, raffles are drawn, etc. Students are dismissed by a teacher.

Thank you SO MUCH for your help today. Exchange City would not run as smoothly if it weren't for volunteers like yourself.