



# Jobber Manual

## WELCOME!

**T**hanks for joining the Odd Jobs Squad, a program of YES' BizVenture business adventure series for teens and young adults ages 13-22! We'll advertise your services in the very next OJS directory we publish, circulate it around town, and post it on our website. You can help by spreading the word to friends, neighbors and family.

**T**his manual contains a few "odd jobbing" tips and tools to help you make the most of OJS. Most of them come from members like yourself — so feel free to share your suggestions with us so we can pass them along.

**B**e sure to let us know how OJS's working (or not working) for you. We're here to help, so contact us with your questions!

**Good luck and happy jobbing!**

### The OJS Team

(978) 544-1869 / oddjobs@yes-inc.org

**P.S. Let us know if you stop offering or change your services or contact info!** (This helps us keep the services directory up to date.)



#### About

Odd Jobs Squad was created in 1998 by the Young Entrepreneurs Society, Inc. — young people unlocking our potential through entrepreneurship, job readiness, finance and technology. This manual was made possible with support from the Community Foundation of Western Massachusetts.



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## AS ODD JOBBERS WE PLEDGE TO ...

### BE ON TIME

It shows you're responsible and really want the job. If you know you'll be late or unable to keep an appointment, call your customer immediately. Apologize. Let them know your new arrival time or ask to reschedule.

# 1

### ARRIVE PREPARED

Find out as much as you can about each job in advance. Think about how you'll get there, how long the job will take, what you need to wear, what tools or equipment you'll need, and if you have other commitments to schedule around.

# 2

### STAY ON TASK

Stay focused on the job. Finish what you start. If you don't finish, schedule a time to finish. Put away tools and clean up after yourself before you leave a job site.

# 3

### BE COURTEOUS

Smile. Shake hands. Be polite. Respect your customers. Never promise more than you can deliver.

# 4

### DO QUALITY WORK

Customers expect quality work. Make every effort to do your best! Your performance becomes your reputation (and ours)!

# 5

### CHARGE A FAIR PRICE

Estimate how long a job will take and what's involved. Name a price for the whole job or propose an hourly rate. Don't be afraid to negotiate!

# 6

## KEEP IMPROVING!

**B**e sure to give your customers a feedback card to complete and return to you. This will add shine to your reputation. If you like, send it along to your OJS coordinator and they can help you improve your services.

You can download more cards at [www.yes-inc.org/oddjobs/ojs.html](http://www.yes-inc.org/oddjobs/ojs.html)

Dear Customer,

Thanks for hiring me to help you with your odd jobs! To help me improve my service, I'd appreciate your feedback. Please use this postcard to rate my performance on a scale from 5 to 1 (5 being the best) and OJS will give you 10% off your next job!

OJS Member Jane Dough

<b>On Time:</b> Did I arrive on time?	5 4 3 2 1
<b>Prepared:</b> Did I arrive prepared and ready to work?	5 4 3 2 1
<b>On Task:</b> Did I follow instructions and complete tasks?	5 4 3 2 1
<b>Courteous:</b> Was I agreeable, honest and respectful?	5 4 3 2 1
<b>Quality Work:</b> Did I provide quality service?	5 4 3 2 1
<b>Fair Price:</b> Was my fee reasonable?	5 4 3 2 1

Date of Job: 7/19/03 Service Provided: babysitting

No. Hours Worked: 4 Fee Paid: \$ 20 Customer Initials: C.B.

Need Odd Jobs Done?

**HIRE A TEEN!**



*Jane Dough*

Member

413-777-1111

Phone

## GET MORE JOBS!

**G**ive your OJS business cards to customers so they can hire you again or refer you to friends and neighbors. You can download more cards at [www.yes-inc.org/oddjobs/ojs.html](http://www.yes-inc.org/oddjobs/ojs.html)

Also, volunteer to distribute OJS directories in your town.

## KEEP GOOD RECORDS!

**U**se a notebook to record your income and expenses and information about your customers. Here's an example ➔

Date	Description	To/From	Credit	Debit	Balance
2/1	Beginning balance	allowance	10.00		10.00
7/3	Lawn mowing, 2 hours	Mr. Slavin, 33 Elm St.	12.00		22.00
7/10	Rake	Joe's Hardware		15.00	7.00
7/12	Raking, 5 hours	Ms. Seymour, 2 Mead St.	30.00		37.00
7/10	Mileage to Ms. Seymour's	mom		2.50	34.50



## BANK YOUR DOUGH!

**O**pen a savings or checking account just for your odd jobs business. Accounts are free to youth under 18. To open one, you need your social security number, an ID, a parental signature, and some cash.

## BE SAFE!

**Y**ou break a customer's window. A customer's unhappy with your work. If you're at fault, take responsibility and apologize. Work out the problem together with a parent if necessary. If you get hurt or treated poorly by a customer, get a parent involved before doing anything! Also, be sure to give a parent full details about your jobs before you begin, such your customer's name, phone number, address, and job start and finish times.



## SHARE THE LOVE — FILE YOUR TAXES

**T**o us, you're an odd jobber. To the IRS (Internal Revenue Service), you're an "independent contractor". If you earn over \$400.00 a year (after expenses), the IRS says you owe them a tax return. So, be sure to keep receipts of your expenses and records of your income. It's a snap. Chances are you won't owe taxes, and you'll rest easy knowing you're legit. If you have questions, call the IRS at (800) 829-3676 or visit [www.irs.gov](http://www.irs.gov)

## BANK YOUR EXPERIENCE!

**P**ut your OJS membership and experience on your resume and job applications. Ask customers for job references. If you're in school, talk to guidance or student services staff and see if you can get academic credit or satisfy school-to-work requirements through your odd jobs business.