

Cookie Booth Etiquette and Tips

-Brought to you by our Council's Volunteer Booth Committee

Participation in Booth Sites provides girls with many experiences in a safe and fun environment! Cookie booths provide girls opportunities to develop the **5 Life Skills** such as **People Skills**, as they work with customers, and **Money Management** as they collect payment and make change, as well as **Goal Setting**, **Decision Making** and **Business Ethics**. Booth Sites also help girls reach their goals. Girls can include plans to participate in cookie booths as they prepare for their Girl Scout year.

Girls, parents and other volunteers are reminded that participation in a Booth Site is a privilege provided to them by merchants and business owners. Everyone who participates is representing **Girl Scouts of Greater Chicago and Northwest Indiana**. Everyone must display proper manners, exceptional behavior and always follow all merchant and council rules.

All booth sites should be put into eBudde. After you sign up for a booth site in eBudde:

Basics:

- √ All adults supervising a booth site must abide by all procedures of Girl Scouting and are responsible for the actions of themselves and their girls. All adults must be a current registered member of Girl Scouts of Greater Chicago and Northwest Indiana.
- √ If you must cancel your booth, remove your troop from that booth slot in eBudde, or find a replacement troop. Booth sites are uploaded into the 'Cookie Booth Locator' for customers looking to purchase cookies. We don't want to disappoint them!
- √ Cookie booths must be a safe distance from high traffic areas.
- √ Girls must remain close to their booths; no running or approaching people inside/outside the business.
- √ For a council booth site, print the signup confirmation in eBudde to take with you as authorization for your troop to be at that location, date and time. If two troops show up at the same time, the troop that is in eBudde gets to stay. If both troops are in eBudde, work it out as sister to every Girl Scout. DO NOT involve the store management or store employees.
- √ Let the business manager know when you are leaving. Thank them for allowing your troop to set up a booth at their site. Consider donating a box of cookies—a thank you note is always appropriate.
- √ We suggest not accepting currency larger than a twenty-dollar bill. You may want to invest in a counterfeit detection pen available at most office supply stores. Think about accepting credit cards and if you do, be sure there is a sign prominently displayed.
- √ Bring a startup bank with plenty of fives and tens to make change. Bring along a lock box to be held by an adult or a fanny pack that an adult is wearing to secure the bank.



Security:

- √ Safety First...ALWAYS!
- √ Never leave a girl alone or unsupervised at a booth site. An adult must always be present.
- √ Girls are encouraged to accept payment/make change with an adult supervising the financial transaction.
- √ If confronted by an individual about Girl Scouts/Cookie Program, do not engage in debate. Refer the individual to our product program team at 855-456-8347 ext. 6722 (855-ILOVEGS ext. 6722) or at productprogram@girlscoutsgcnwi.org.
- √ In an incident where you or your Girl Scouts feel threatened, call 911 immediately and then the council emergency number (after hours: 877-870-5823/during business hours: 855-456-8347, press zero).

Standards:

- √ Two adults are required at all booth sites. A minimum of two girls and a maximum of four girls are required at booth sites. (Maximums may vary by location. Larger troops can schedule girls for shorter shifts, so every girl has an opportunity to participate.) Troop member's friends, siblings (including infants) and pets are not appropriate at booth sites.
- √ Girls should be identifiable as Girl Scouts by wearing a membership pin, uniform, sash, vest or other Girl Scout clothing. Girls/adults should dress for the weather in layers.
- √ Troops must abide by all requirements identified on your booth sign up slot. Troops failing to comply may jeopardize future opportunities. Location managers have the right to ask you to leave; if asked to do so leave without comment.
- √ Troops that are unsure of where to set up their booth should ask the store manager/service desk personnel. All booth sites are to be set up OUTSIDE unless the instructions in eBudde and/or the store manager tells you otherwise.
- √ Arrive no more than 10 minutes before your scheduled time. The troop before you is scheduled until the end of their time slot; you cannot sell cookies before the beginning of your time slot. Manage the transition with the previous troop without argument/incident. If the troop following you has not shown up, you can continue to sell until they arrive. At the end of your shift, quietly pack up all items, clean up, take all trash with you and leave the area. If you are the last booth slot leave on time.
- √ Locate and show the girls where the restrooms are. Some locations do not have or do not allow public use of their restroom. Girls should always use the buddy system when taking a bathroom break, getting cookies from the car, etc.
- √ Girls/adults should eat and drink away from the booth site. No food or drinks should be on the booth site display. No smoking by adults/girls anywhere near a cookie booth.
- √ Remember, we are all responsible for the reputation of Girl Scouts of Greater Chicago and Northwest Indiana. Protect that reputation and our relationships with the businesses that support us with booth site opportunities.

Fun Tips:

- √ Think about accepting credit cards and display a sign that says, "We accept Credit Cards!"
- √ If it's really cold weather, flatten an empty case and stand on it to keep your feet off the cold ground.
- √ Bring hand warmers.
- √ Bring a clear shower curtain with you in case it snows or rains so customers can still see your product!
- √ Bring a cart along with you to carry cookies from your car to the site.
- √ Bring a table if allowed. Chairs should only be used by those unable to stand.
- √ Check out badge requirements and put cookies into your everyday program with your girls.
- √ Bring recycled bags from home to use for customers who purchase larger orders.
- √ Girls should be prepared to share with customers what they are going to do with their proceeds.
- √ Bling your booth! Decorate your booth with fun posters, your goal chart, and be creative!
- √ Wear a cookie costume! Contact your Gathering Place to get details on how to reserve one.
- √ Take a picture at your booth and tag us @girlscoutsgcnwi.org

Questions? Please contact your Service Unit Booth Coordinator, your Service Unit Cookie Manager, your Service Unit Manager or your product program team at 855-ILOVEGS- ext. 6722 or at productprogram@girlscoutsgcnwi.org.

