

2010 Girl Scout Cookie Booth FAQs
NNRV Service Unit
Virginia Skyline Council

What are Cookie Booth Sales?

Cookie Booth Sales are a terrific way for troops to experience selling Girl Scout Cookies, in person, to customers of local businesses by setting up a booth.

When are they?

Cookie Booth Sales run Saturday, February 6th through Sunday, March 28th. Cookie Booth Sales are generally scheduled Monday through Friday between 4 and 8 p.m. and Saturdays and Sundays, between 9 a.m. and 7 p.m.

Where are they?

Cookie Booth Sales that are scheduled by the Service Unit will be listed on NNRV ListServ as well as the yahoo calendar. These Cookie Booth Sales are typically at retail stores. Troops are encouraged to also schedule Cookie Booth Sales at locations not being scheduled by the Service Unit. Possible locations are businesses, schools, and churches.

I want to arrange a Booth Cookie Sale at a business not listed on the ListServ?

Troops scheduling their own Cookie Booth Sales will need to fill out an 'Application for Troop/Group Cookie Booth' and have it approved by the SU Product Manager.

Who can participate?

Girl Scouting is a progressive program. Girl Scout Brownies, Juniors, Cadettes, Seniors and Ambassadors are eligible to sign up for Cookie Booth Sales. All the girls in the troop should be given the opportunity to participate! This is a troop activity. Individual Girl Scouts members may participate as a group.

How can we sign up?

Cookie Booth Sales are a girl/adult partnership activity. Girls should be included in the planning and decision-making process. After discussing the opportunity with the girls in your troop, and reviewing the list of locations available, make the decision together. Discuss times and locations with the girls and their parents.

Do I have to take training?

Yes, and you are responsible for making sure that all girls and adults in your troop know the guidelines before they participate. Please share the information in this guide. Businesses are providing a valuable service to Girl Scouts by allowing Cookie Booth Sales. It is a privilege that can be taken away if the manager feels that your group's behavior (this includes girls and adults) is not appropriate. If the troop is asked to leave a location, the troop is still responsible for all cookies and the troop's future participation in Cookie Booth Sales may be restricted.



Before the Sale

What are some public relation tips that I can share with the girls?

Please keep in mind that you are representing the ENTIRE Girl Scout organization. People will form opinions about all Girl Scouts from their perception of YOU. **Girl Scout uniforms are recommended.** Please wear your membership pin. Your vest or sash is fine over a plain shirt. AVOID T-shirts that reflect music groups, church, school and professional sports teams or that advertise a product. Neat and clean school attire, with no rips or holes, is acceptable. Discuss appropriate behavior. Talk about addressing customers and emphasize that girls should wait until the customer comes to the table. Do not approach customers. Let them come to you. As customers pass your booth, girls should smile and say "hello," "how are you," etc. Girls may initiate conversation with people about cookies once they approach the booth and show an interest in cookies and Girl Scouts. Opening lines could be, "Have you tried a lemonade? ... which cookie is your favorite?"

When customers show interest, the girls may ask, "would you like to buy cookies today?" and "how many boxes would you like?" Remember that many customers will not buy unless they are asked.

Acknowledge ALL CUSTOMERS each time they pass your booth. A smile or "hello" can do wonders for your sales. Girl Scouts are always friendly, respectful, quiet and polite . . . and leave a place better than they found it. **ALWAYS say "thank you" whether the customer buys cookies or not.**



What are the business guidelines that we should follow?

ALWAYS check in with the manager on duty before you set up, even if you sold there the day before. If the management asks you to set up in a place other than where you want, please **DO NOT** argue with their request. The manager does have the option to ask you to leave. Please eat **BEFORE** you arrive. Food and drinks may not be consumed at your Cookie Booth Sales location. Please take any breaks off-site; your vehicle is a great possibility. It is **ESSENTIAL** that Cookie Booth Sales do not interfere with the store's business activity, including its flow of customers. Stay within the area specified by the management. Don't browse or shop during this time.

SMILE, SMILE, SMILE!... you can't sell without one!

Please do not leave your booth unattended. In most cases, one adult should accompany any girl who needs to use the restroom. Dress for the weather. Some locations are outside or near an entrance. Do not count on being inside. Managers may request that troops set up outside at anytime during the sale.

Remind girls and adults that siblings and friends should not be brought to the Cookie Booth Sales sale. Remind adults that their attention should be on the girls, not on phone calls or other activities. Schedule girls, especially younger girls and those with short attention spans, in short shifts (1/2 to 1 hour) instead of two-hour shifts. This will help to keep the girls focused and help prevent behavior problems.

How many boxes of cookies should I order?

For a two-hour time slot (at the beginning of Cookie Booth Sales and assuming you are scheduled for more than two hours) you should probably have at least 100 boxes of cookies. Most troops order for the first part of their sales. If you are working 10 hours you might want to order for only three to four hours. For more hours, do not double all of the figures below - just order more of the favorites - Thin Mints, Caramel deLites Peanut Butter Patties, and Peanut Butter Sandwiches.

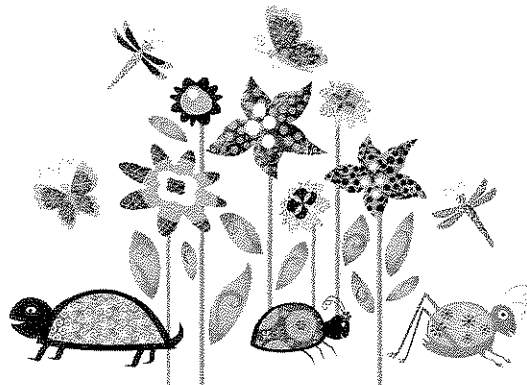
REMINDER: The troop is responsible for all cookies ordered.

Where do I get the cookies?

There are several sources for cookies: Troops can order cookies on their initial order. However, the troop is responsible for all cookies ordered, so it is recommended you wait until you receive confirmation of your locations and times. Order cookies from a cookie cupboard. Please order your cookies by the Wednesday before your weekend sales. Just let the cupboard know that you are doing Cookie Booth Sales and when you will pick them up. Get cookies from other troops who have extras. Don't forget your troop will have extras from the initial order, and others will too. Check with your service unit cookie manager. Other troops are also a good source the last weekend of the sale. Help another troop by taking their extras or trade for the varieties needed.

Suggestions for Ordering:

Thin Mints	26 boxes
Caramel deLites.....	18 boxes
Peanut Butter Patties	14 boxes
Peanut Butter Sandwich	14 boxes
Lemonades.....	9 boxes
Shortbread	9 boxes
Thanks-A-Lot	5 boxes
Daisy Go-Rounds	5 boxes



During the Sale What time should we arrive at the Booth Cookie Sale?

Arrive at your sale location on time, but not more than five minutes early with everything

you need. If a troop is already there selling let them know you are there. Work together to make sure the transition is smooth. Do not argue about a few minutes of time or sales during this time.

How many girls should be at a Cookie Booth Sales location?

You should schedule at least two girls and two adults at each Cookie Booth Sales location. No more than four girls and two adults should ever be scheduled at one time.

What is the adult role at the Cookie Booth Sales?

Cookie Booth Sales are a troop activity with close adult supervision. The adults supervise the activities of the girls, and ensure their safety. They are also responsible for following guidelines, helping the girls make change, making sure the area is left neat and clean, and responsible for the cookies and money. Girls sell cookies; not adults.

What should we take to the Booth Cookie Sale?

- Card table or other small table
- Two Chairs for the adults only
- Posters, banners, signs and masking tape
- Money bag or box with change (Approx. \$50.00 - including quarters)
- Worksheet to track sales
- Permission Slips
- Girl Scout Authorization Forms
- First Aid Kit
- Cookie Sharing Receipts
- COOKIES, GIRLS and ADULTS...of course!

What other tips do you have for me?

Designate a “runner” for the troop. A “runner” is an adult who is available to get cookies for the troop while they are at a Booth Cookie Sale. This allows the two adults helping at Cookie Booth Sales to stay with the girls while another adult brings them more cookies. Make safety a priority. Always have two adults at the booth. Girls should never be left alone. When leaving the store, leave as a group. Have the girls and parents help load the car and then make sure that each girl is picked up by her parent or guardian. Safeguard the money. Use a hip pack, moneybox or bag and keep it out of customers’ reach. Adults should always watch as the girls receive money and give out change. Keep money at a minimum at each site. Set up procedures so that frequent deposits can be made. Do an inventory of cookies and money before and after each sale and/or when adults change during a shift.

After the Sale

What do I do with leftover boxes?

Determine with the girls how you will sell them. Discuss options before you order. You may schedule additional Cookie Booth Sales, take the cookies door-to-door or check with other troops. **Remember:** Cookie Booth Sales are a risk, and most troops do have some cookies left over.

How do I credit girls for Cookie Booth Sales?

This needs to be discussed with the girls and parents before Cookie Booth Sales begin. There are several ways to give credit to the girls. Your troop needs to agree together on the method that will work for best for the troop. You could total the boxes sold and divide by the number of girls participating. Credit each girl with the resulting number.

Example: troop sells 200 boxes with 10 girls participating. Each girl receives 20 boxes. Or, you could total the boxes sold and divide by the number of girl hours worked. Girls are then given credit for the number of hours they worked.

Example: troop sells 200 boxes in 28 hours (eight girls worked three hours each and two girls worked two hours each). The boxes sold per hour are approximately 7 (200 divided by 28). The girls working three hours would be credited 21 boxes each and the others would receive 14 boxes. The remainder could be given to someone who was near a goal.

Whatever method is chosen, please keep in mind that location may play a factor in the sales, and it is not fair for girls who worked locations that did poorly to receive less credit. In some cases it is the only time available for the troop or girl. That is why averaging Cookie Booth Sales are recommended.



Parent Cookie Booth Etiquette

The Girl Scouts Skyline Council troops in the Northern New River Valley Service Unit have been given the opportunity to sell Girl Scout Cookies at many of our surrounding businesses. **This is a privilege** that we are fortunate to have but run the risk of losing because of inappropriate behavior at past booths. In an effort to keep our positive relationship continuing with these businesses, a list of Do's and Don'ts that need to be followed by all girls and any adults that accompany them to a cookie booth has been created. It is our intention to keep these opportunities open and provide each Girl Scout with the chance to take advantage of them.

DO

- ☺ Remember that we are all volunteers doing the best job that we possibly can. We ask for your support and patience.
- ☺ Remember Girl Scouts from the entire NNRV Service Unit share these booths, as well as the Christiansburg Service Unit for the Wal-Mart and Mall locations. This means that we have many girls who all want great booths. Each Service Unit booth coordinator is doing their best to insure that each troop gets their chance at the good booths.
- ☺ Remember it is a privilege to be allowed to sell cookies at our local businesses. They are doing us a favor and we should not complain about their rules and where they ask us to set up.
- ☺ **Have the girls write a "Thank You" note after each booth assignment. On the note should be the troop number and the Service Unit.**
- ☺ Check the Service Unit Master Schedule for the correct date/time for your assigned cookie booth.
- ☺ Do your best to work out any conflicts peacefully.
- ☺ Contact your troop cookie booth coordinator if you need help to resolve any conflicts. Your last contact should be the Service unit booth coordinator.
- ☺ Be ready to leave a cookie booth at the assigned time. *Do not stay in anticipation of promised sales.*
- ☺ Bring proper change.
- ☺ Have at least two adults at the booth at all times.
- ☺ Do **NOT** bring siblings or friends to cookie booth sales.

DON'T

- ☹ Use the Store's Trash Cans. Break down the cookie boxes and take them home with you.
- ☹ Park your car directly in front of the door. If you need to unload near the front door, please do so quickly and move your vehicle immediately.
- ☹ Sell the cookies from your car.
- ☹ Ask merchants to help solve your conflicts. Remember you are representing ALL Girl Scouts.
- ☹ Leave the girls unattended by an adult in charge at any time.
- ☹ Cancel your booth assignment. If this is unavoidable, please contact your troop booth coordinator ASAP so that this booth can be reassigned. Empty booth represents a lost opportunity to the many girls who are selling cookies.
- ☹ Sell cookies for the Girl Scout. This is an activity for the girls only.

IF YOU VIOLATE ANY OF THE ABOVE RULES, YOUR GIRL SCOUT MAY BE RISKING ANY FURTHER BOOTH ASSIGNMENTS FOR THE DURATION OF THE COOKIE SALE!

Thank you for volunteering. We appreciate your effort to make this cookie sale successful!

Girl Scout Cookie Booth Etiquette

Do's

- ☺ **ONLY ASK PEOPLE IF THEY WOULD LIKE TO BUY COOKIES WHEN THEY ARE LEAVING THE STORE.**
- ☺ Smile and be polite.
- ☺ Say "Thank You for Supporting Girl Scouts"
- ☺ Say "Have a Good Day" Remember a little sugar goes a long way in sales
- ☺ Hold the door for customers who need it.
- ☺ Wear your uniform, vest or sash. If you do not have these items, wear your pins.
- ☺ Know your product. Be able to give information about the cookies and help your customers with their buying decisions.
- ☺ Be on time.
- ☺ Leave when your assigned time is over.
- ☺ Take all of your trash with you.
- ☺ **WRITE A "THANK YOU" NOTE TO THE MERCHANT AFTER EACH BOOTH ASSIGNMENT.** Please do your best to make sure our area business will continue to sponsor cookie booth locations in the years to come!
- ☺ Remember to be considerate. You represent yourself, but also your troop, your service unit, your council and your Girl Scout sisters everywhere!
- ☺ Use your best manners.
- ☺ Have fun.

Don'ts

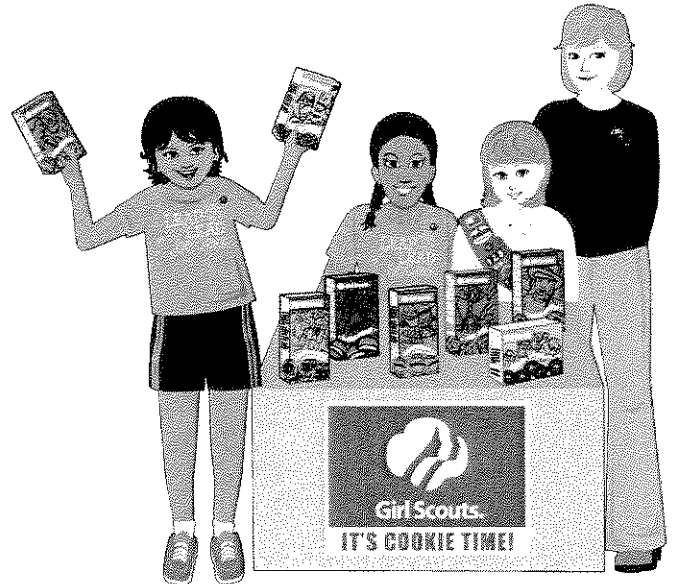
- ☹ Don't block the doorway.
- ☹ Don't harass the customers.
- ☹ Don't play with the doors.
- ☹ Don't hold the doors open too long, especially if it chimes.
- ☹ Don't eat at the booth site. You cannot talk to customers while you are chewing.
- ☹ **Don't approach people in their cars.**
- ☹ Don't bring friends or pets with you to the booth.
- ☹ Don't use store trash cans, either inside or outside.
- ☹ Don't Horseplay, play games, read books, do homework, etc.

Cookie Booth Etiquette Contract

On My honor, I, _____, will follow the rules listed below while working at my troop's cookie booth.

I will:

- ❖ Be polite and friendly
- ❖ Remember that my behavior reflects on all Girl Scouts
- ❖ Obey the booth sales starting date
- ❖ Arrive and leave on time
- ❖ Wear my uniform, vest or sash, or my pins to identify me as a Girl Scout
- ❖ Not block the entrances to stores
- ❖ Keep table and area neat
- ❖ Say THANK YOU to all approached
- ❖ Remove empty boxes and recycle if possible



I will NOT:

- ❖ Get in the way of customers
- ❖ Ask a customer twice to buy cookies
- ❖ Go into the store while working at the cookie booth
- ❖ Talk loudly, run around or play while selling at a cookie booth
- ❖ Eat, drink or chew gum while at the cookie booth

Girl Scout Signature _____ Date: _____
Parent Signature _____ Date: _____

Any girl participating in the Cookie Booth Sale must follow procedures of Safety Wise and have a signed Permission slip available from your Troop Leader.

Please Remember:

Booth sales give girls the opportunity to learn new skills, to promote Girl Scouting, live the Girl Scout Promise and Law, and to sell more cookies. With this opportunity comes the responsibility to follow safety, public relations and business guidelines.

Please keep in mind that selling Girl Scout Cookies at booth sales is a privilege granted to us by local businesses. This privilege, if abused even unintentionally, could cause all Girl Scouts to lose the opportunity for additional sales at these places of business. Please be considerate of the business' customers and property. If complaints arise you may be asked to leave.

Cookie Booth "Etiquette" Behavior Contract

Please each have each member of you Troop/Group complete

On My Honor,

I _____,
will follow the rules listed below while working
at our troop's cookie booth.

I will:

- Dress neatly and for the weather
- Be polite
- Talk and engage with others
- Stay out of peoples walkway
- Follow any rules the store requires
- Say THANK YOU!

Signed: _____

Date: _____

Cookie Booth Parent Permission Form

Please each have each member of you Troop/Group complete

My daughter _____ has permission
to participate in the troop cookie booth sale on _____.

During the booth sale I can be reached at:

Phone number: _____

Cell number: _____

If I cannot be reached in the event of an emergency,
_____ is authorized to act
on my behalf.

Relationship to participant: _____

Phone number: _____

Physicians name: _____

Phone number: _____

Additional remarks:

Signature of Parent
