

Cookie Booth Etiquette and Tips

In the interest of providing a quality program, ensuring safety and providing the assurance of future cookie booths for our Girl Scouts, the following procedures, etiquette and tips have been developed.

1. Prior to booth sales, have the girls go over their Cookie Booth Etiquette contract.
2. To participate in this opportunity, girls must be identifiable as Girl Scouts by wearing either their Girl Scout t-shirt or uniform.
3. Girls and adults must be clean, neat, brushed hair and tied shoes.
4. It is strongly recommended that there be two adults at cookie booths. It is required that one adult be present at all times and no more than two adults.
5. The recommended number of girls at a booth sale is two to three girls with a maximum of four. This ensures that each girl plays an important role in the cookie booth and keeps girls from getting bored. Adults are partners with girls at the cookie booths. Please be a good role model! Reading, sewing, gossiping, smoking or other activities that diminish your ability to be alert to the girl's surroundings are not allowed. Help your troop's sales by making eye contact with customers, smiling and encouraging your Girl Scouts.
6. Siblings (including babies), friends, unscheduled troop members, other extra people, or pets are not allowed at Cookie Booths.
7. Arrive no more than 15 minutes before your scheduled time. The troop scheduled before you is scheduled until the end of their time frame. Please be courteous and not infringe on their time.
8. Take the Cookie Booth Confirmation with you as the "ticket to your location, date and time."
9. Ask the store manager or service desk personnel if there is a specific location he/she would like you to set up your booth sale (only if you are the first one to arrive). All cookie booths are to be set up **OUTSIDE** unless the store manager tells you that you may set up inside. Do not ask to set up inside! Make sure girls and adults in charge bring extra gloves, headwear, etc. (indicative of the inclement weather).
10. If two troops should show up at a cookie booth at the same time, the following conflict resolution steps shall be followed:
 - Both troops will check their Cookie Booth Confirmation completely to verify date, time and address. If one troop has read its confirmation incorrectly or did not bring a confirmation, that troop will leave.
 - In the unlikely event of a double booking, please call 800.849.4475 X 3333.
 - If someone can't be reached at that number, the troop with the lower troop number will remain at the location and the other troop will leave. Juliettes will defer to troops.
 - Regardless of the outcome, **DO NOT MAKE A SCENE!** Adults and/or girls will not make comments to customers or managers and will politely leave. In the event a store manager gets involved, the troop involving him/her will not be allowed to do any further booth sales during the current year and may jeopardize the troop's booth sale participation in future years. If a troop is required to leave, that troop should contact the 800.849.4475 X 3333 with the details. Someone will get back to you with an alternative plan.
11. Locate and show the girls where the restrooms are.
12. Girls will always take an adult when taking a bathroom break, getting cookies from the car, etc.
13. If girls or adults need a food or drink break, they must eat and drink discreetly behind the cookie booth. Food, drink or other items are not allowed on the booth sales display. Only display cookies may be on top of the table. There will be no smoking by anyone near the cookie booth.
14. Begin selling at your scheduled time and not before.
15. Set up your *Cookies for Soldiers* box with signs on it. Do not block *Cookies for Soldiers* box.
16. Remember to abide by any specific requirements the store manager has given.
17. Girl will not stand more than five feet away from the cookie booth. They will not block doorways. They will only ask customers about buying cookies when the customers are on their way out of the store. Girl Scouts may not follow customers into the parking lot. **DO NOT STAND BETWEEN AUTOMATIC "IN" AND "OUT" DOORS OF STORES THAT HAVE THEM.**
18. Girl Scouts should always behave in a manner appropriate to a public place. This includes, but is not limited to, no roughhousing, no running, no inappropriate language or loud voices, no gymnastics, no arguing and no singing.
19. Adults are responsible for their actions and the actions of their girls. Keep in mind that girls who are not willing to follow procedures and etiquette should not be at cookie booths. You know your girls best. Cookie booths may not be for all girls.
20. Be aware of scheduled length of the cookie booth and turn over the location promptly to the next scheduled troop. Girl Scouts may not sell past their scheduled time.
21. Quietly pack up all items, clean up any and all trash, and completely leave the area. All empty cases must be taken with you and not disposed of in the store's trash container. Think Recycle!
22. If you arrive to find a mess left from the previous troop, please contact the 800.849.4475, X 3333 with the information of what store, date, and time. Also please take with you all of the mess. Thank you for your help.
23. Girls may not wait for customers to leave the store who have 'promised' to buy them on their way out. The sale goes to the troop scheduled there when the customer leaves the store.
24. Be sure to have all adults supervising a cookie booth read, understand and agree to abide by all procedures and etiquette as stated here.
25. Be sure all adults understand that we have assured the location managers of all stores we coordinate with that these rules will be followed. Also be sure they realize that failure to comply with these rules may jeopardize the troop's or Juliette's permission to do any future cookie booth. Location managers have the right to ask anyone doing booth sales to leave. Troop/Juliettes are to leave without comment if asked to do so.
26. Remember to go to the Cookie Kiosk if you must cancel a council-wide booth sale!