

Cookie Booth Prep Packet



Includes:

Cookie Booth Essentials: How to Maximize Your Booth Experience,
Interact with Customers, and Stay Safe

Cookie Booth Prep Sheet

Ideal Cookie Booth Diagram

Booth Inventory Sheet

Cookie Booth Rules and Etiquette

Gift of Caring Poster

Gift of Caring Donation Receipts



Cookie Booth Essentials

How to Maximize Your Booth Experience, Interact with Customers, and Stay Safe



Cookie booths are a great place for Girl Scouts to leverage and grow their entrepreneurial skills. This opportunity comes with some important responsibilities.



Remember to follow all guidelines that your council sets, like approved and designated booth locations, as well as requirements for setting up, running, and taking down a booth.



Use this flyer for helpful tips on how to talk to customers about the cookie program, and how to navigate difficult situations that may come up.

Booth Requirements

While at a cookie booth, make sure Girl Scouts wear their uniforms, other Girl Scout-branded clothing, or their membership pin to clearly identify themselves as Girl Scouts. It's a great way to show your Girl Scout pride!

- All booth sales must take place in a designated, council-approved area.
- Booths should not block a store entrance or exit.
- Make sure there is adequate space for a table for the cookies to be on display, and the participating Girl Scout. Ensure that pedestrians, bikes, and cars can safely pass by.
- Always have a first-aid kit available at the booth.
- Have approved volunteers/adults present at a booth at all times.



Tips for Safeguarding Cookie Money

- After receiving cash and making change, Girl Scouts should hand the money to a volunteer for safekeeping and to deposit into the cash box as soon as possible.
- Keep the cash box in a safe place or behind a barrier of cookie packages.
- Don't walk around with large amounts of money.
- Bank cookie money often and do not keep money at home or at school.
- Reduce cash transactions by offering credit card payment options whenever possible.

"What If?" Scenarios

What if someone asks you, "What's the difference between Girl Scouts and Boy Scouts?"

- Girl Scouts and Boy Scouts are two completely different organizations.
- Girl Scouts bring their dreams to life and work together to build a better world! And research shows there's no better place to discover their full potential.
- Talk to cookie customers about what the Girl Scout experience has been like for you and your troop.

PRO TIP: Stay positive. Don't put other organizations down. Just lift Girl Scouts up!

What if someone asks about a cookie we don't sell anymore?

- Thank them for loving Girl Scout cookies!
- Ask them what they loved about that cookie, was it chocolate? Was it fruit flavored? Based on their response, recommend a different cookie.
- Some cookies come and go based on their popularity, food trends and to make room for new and exciting flavors.

PRO TIP: If you have a Digital Cookie page, share it with customers. Explain that purchasing cookies either at a booth or online helps you reach your goals.

What if someone steals money or cookies from the booth?

- Try to get a good look at the offender so you can describe them to security or the police.
- Call 911, and alert security (if applicable).
- Report any incidents to your council according to its guidelines.

PRO TIP: Never attempt to physically recover stolen items or confront a suspect.

What if you're approached by an angry customer or someone makes you uncomfortable?

- Try to get a good look at the person in case you need to describe them to security or the police.
- If the situation calls for it, call 911 and alert security.
- If it feels safe to do so, we want you to feel empowered to capture the person with your smartphone's video, photo, or audio recording to provide evidence to police.

PRO TIP: Never argue or negatively engage with a customer. Try to stay calm.

What if someone asks why Girl Scouts use palm oil in their cookies?

- Palm oil is an ingredient found in most baked snacks sold in the U.S.
- Palm oil ensures shelf life and serves as an alternative to trans fats.
- We continue to explore alternatives, but there are no viable or readily available alternatives at this time.
- Girl Scouts of the USA is a member of RSPO (Roundtable on Sustainable Palm Oil) which supports efforts to promote the growth and use of sustainable palm oil products.

PRO TIP: If someone is asking questions that you can't answer, feel free to direct them to the Girl Scouts website for more info.

What if a customer complains about where the cookie proceeds go?

You can say, "Girl Scout Cookie proceeds stay local to power amazing adventures and life-changing opportunities for girls, such as STEM activities, trips, community projects, and charitable donations. The more cookies you buy, the more you help troops and Girl Scouts gain the skills needed to take on the world!"

PRO TIP: Always practice good listening skills before replying. Do not engage with someone if the situation escalates.

Girl Scout Cookie Program Cookie Booth Prep Sheet

Use this sheet to help you prepare for your upcoming Cookie Booth! Ensure you have the essentials outlined on the checklist, enough cookies (using the chart for reference), and you have reviewed the etiquette expectation with all booth participants.

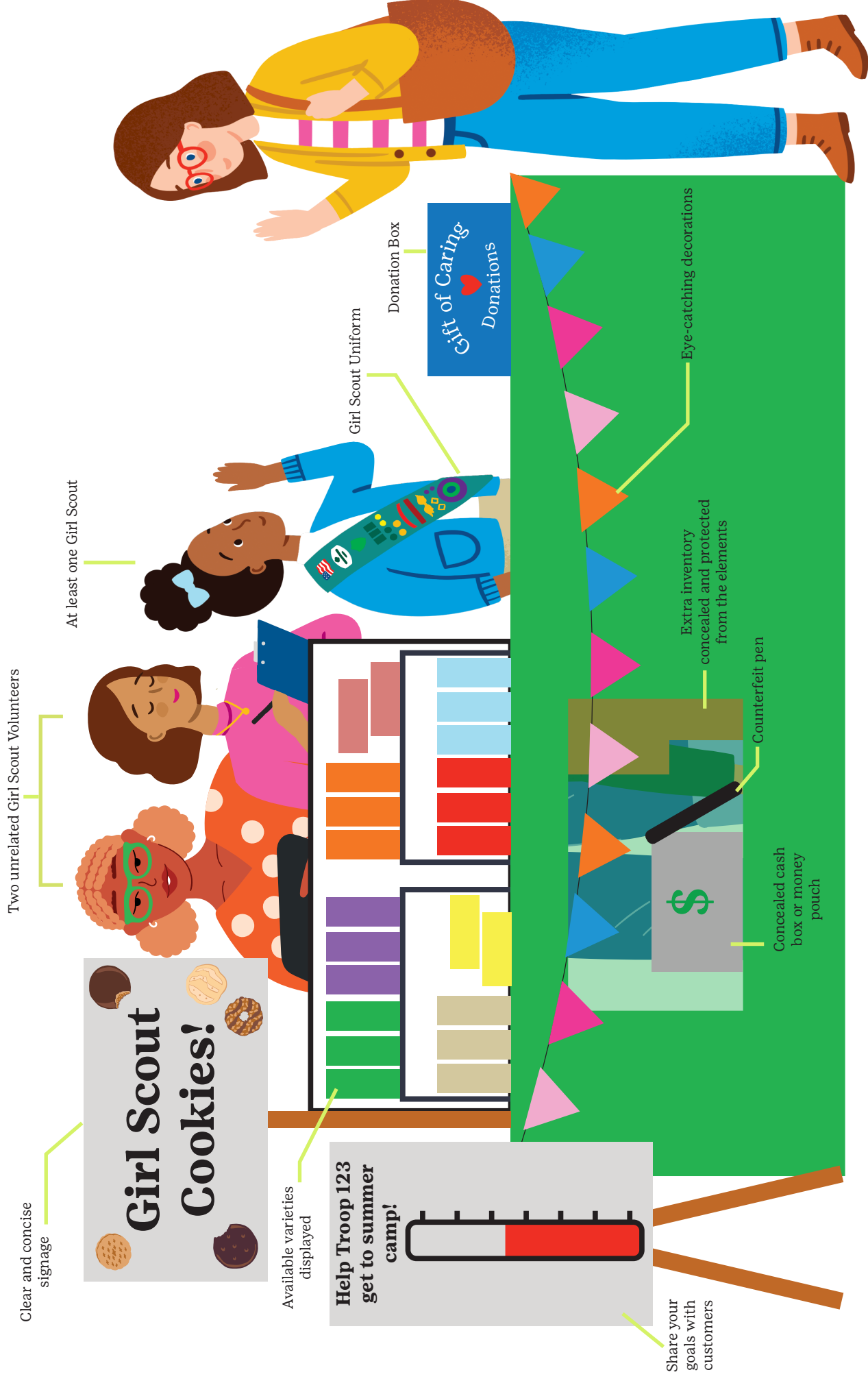
Booth Essentials Checklist	
	Cookie Inventory (and Cookie Booth Inventory Sheet)
	Table and chairs
	Cash box or hip bag/fanny pack
	Signs, posters, and/or banners
	At least one girl who is identifiable as a Girl Scout
	At least two unrelated adults who are identifiable as Girl Scout volunteers
	Pens/pencils, receipt booklet(s), and counterfeit tester pen(s)
	Operation Taste of Home information, drop box(es) and receipts
	A cellular device with the Digital Cookie app for taking credit card payments in-hand through the troop link.
	Change “bank”. GSCB recommends fifty \$1.00 bills, six \$5.00 bills, and two \$10.00 bills. You may need to adapt depending on the booth length and location traffic.
	Emergency cards or health forms for all participating girls, for use in the event of an emergency.

Recommended Cases			
	1 hour	2 hours	3+ hours
Adventurefuls	1	2	3
Lemon Ups	1	2	4
Trefoils	1	4	6
Do-Si-Dos	1	5	7
Samoas	2	8	14
Tagalongs	2	6	12
Thin Mints	2	8	15
Exploremores	1	2	4
Toffee-Tastic	1	1	2
Total	15	44	76

Cookie Booth Etiquette

- Maintain a minimum of at least 1 girl and 2 unrelated adults
- No siblings or tag-a-longs
- No eating, drinking, or cups on the table
- No smoking
- No chewing gum
- Be identifiable as Girl Scouts. Wear a uniform, Girl Scout apparel, or membership pins.
- Follow all requests from the booth location. Any pre-determined rules for the location should be available in the “booth notes” section, and on the booth schedule for your troop.

Girl Scout Cookie Booth Diagram



Booth Inventory Sheet

Booth Location: _____ Date: _____ Troop #: _____

	\$ _____ 	\$ _____ 	\$ _____ 	\$ _____ 	\$ _____ 	\$ _____ 	\$ _____ 	\$ _____ 	\$ _____ 
	Adventurefuls	Lemon-Ups	Trefoils	Do-si-dos	Samoas	Tagalongs	Thin Mints	Exploremores	Toffee-tastic
Starting Inventory									
Packages Sold*									
Donations*									
Ending Inventory									
Total Packages Sold									

*At booths, tally marks can be used for calculation.

Girl Scout On Duty	Start Time	End Time

Adult Supervisors

Ending Cash	
Starting Cash	-
Total Cash Collected	=
Credit cards, PayPal, Venmo	+
Checks	+
Total Collected	=

Notes:

Adult Signature: _____

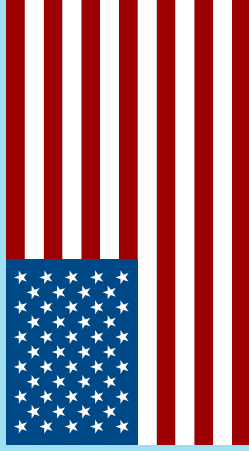
GSCB Cookie Booth Rules & Etiquette



- ▶ Girls and parents/families cannot set up Cookie Booths without the troop and without the knowledge of the Service Unit Booth Champion, who must enter the booth in eBudde.
 - *If a girl/caregiver has an idea or proposed location for a booth, they can bring it up to their Service Unit Booth Champion to review and potentially arrange. If a girl/caregiver would like to set up a [Cookie Stand](#) in their own neighborhood or development, they are welcome to arrange that on their own. However, both the Troop Cookie Champion and the Service Unit Booth Champion must be made aware of the details, including time and date, duration, location, and contact information in the event of an issue. These neighborhood booths will not be entered in eBudde and can be set up at any time throughout the Cookie Booth period, as long as these guidelines are followed.
- ▶ Troops need to have a minimum of at least 1 girl and 2 unrelated adults at all Cookie Booth shifts. GSCB recommends a maximum of 4 girls per shift. Please reference the notes section on the booth you are attending for more info.
- ▶ One of the two adults must be a GSCB registered and background checked volunteer.
- ▶ Girls should be present at a Cookie Booth at all times. They should not enter the business or wander away from the booth.
- ▶ No siblings or tag-a-longs, eating, drinking, smoking or chewing gum are allowed at booths.
- ▶ Girls and adults present at booths should be recognizable as Girl Scouts. Wear a uniform, vest/sash/tunic, Girl Scout t-shirt, sweatshirt or membership pins so you are identifiable.
- ▶ Follow all location/business specific requests and rules which should be available in the “booth notes” section, and on the booth schedule for your troop.
- ▶ Service Units CANNOT shut down booths unless there is a major safety issue.
- ▶ Cookie booths can be set up outside of establishments where liquor is served or sold including restaurants, wine and/or beer tasting venues or events, etc.
- ▶ Booths outside the Service Unit need to be set up through the GSCB Product Program team, who will act as a liaison between SUs. Details about the booth request should be shared with the Product Program team prior to SU Booth Champions’s submitting the booth spreadsheet.

Gift of Caring

50% goes to local charities and first-line organizations in the community.



50% goes to local military organizations and the USO.





**Girl Scout Cookie Program
Gift of Caring Donation**



Thank you for your donation.

_____ Valued at \$6.00 each to be given to those in need on
the Delmarva Peninsula and to the Armed Forces.

Total donation (total number of \$6 donations) = \$ _____

1051 Sharpless Rd. Hockessin, DE 19707
www.gsccb.org | 800-341-4007



**Girl Scout Cookie Program
Gift of Caring Donation**



Thank you for your donation.

_____ Valued at \$6.00 each to be given to those in need on
the Delmarva Peninsula and to the Armed Forces.

Total donation (total number of \$6 donations) = \$ _____

1051 Sharpless Rd. Hockessin, DE 19707
www.gsccb.org | 800-341-4007



**Girl Scout Cookie Program
Gift of Caring Donation**



Thank you for your donation.

_____ Valued at \$6.00 each to be given to those in need on
the Delmarva Peninsula and to the Armed Forces.

Total donation (total number of \$6 donations) = \$ _____

1051 Sharpless Rd. Hockessin, DE 19707
www.gsccb.org | 800-341-4007



**Girl Scout Cookie Program
Gift of Caring Donation**



Thank you for your donation.

_____ Valued at \$6.00 each to be given to those in need on
the Delmarva Peninsula and to the Armed Forces.

Total donation (total number of \$6 donations) = \$ _____

1051 Sharpless Rd. Hockessin, DE 19707
www.gsccb.org | 800-341-4007



**Girl Scout Cookie Program
Gift of Caring Donation**



Thank you for your donation.

_____ Valued at \$6.00 each to be given to those in need on
the Delmarva Peninsula and to the Armed Forces.

Total donation (total number of \$6 donations) = \$ _____

1051 Sharpless Rd. Hockessin, DE 19707
www.gsccb.org | 800-341-4007



**Girl Scout Cookie Program
Gift of Caring Donation**



Thank you for your donation.

_____ Valued at \$6.00 each to be given to those in need on
the Delmarva Peninsula and to the Armed Forces.

Total donation (total number of \$6 donations) = \$ _____

1051 Sharpless Rd. Hockessin, DE 19707
www.gsccb.org | 800-341-4007

