girl scouts of san gorgonio

2021 Cookie Program

Cookie Booth Training

Training Instructions

- The following pages **contain important information, rules, tips and guidelines** for running a successful cookie booth!
- Please review the information in its entirety and **follow the link at the end to take a short quiz online.**
- After you **complete the quiz**, you will receive an email that you can forward or print and turn in to your troop leader/cookie coordinator to confirm successful completion of the Booth Training.

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Subject to Change - Based on Current Guidance

2021 COVID-19 Cookie Booth Rules and Procedures*

- **SCHEDULING** - Available Locations/Shifts are Limited
  - Troops may have a max of 5 *active* booths on their schedule (*Virtual Booth pick-up events not Included*)
  - Troops may not schedule more than one shift at the same location per day during FIRST PICKS Period
  - All Shifts are 2 Hours ONLY
  - Booths are allowed ONLY at Council secured locations and during the dates/times as available in Smart Cookies Booth Scheduler
- **BOOTH STAFFING RESTRICTIONS**
  - Adult in charge of the booth (girls/money/inventory) must be a registered member and Booth Trained
  - Review the location notes for specific staffing limits and set-up instructions. (*2 Girls & 2 Adults is the default staffing requirement*)
  - No Buddy Booths - Same troop cohort only (Same Family Household is the ONLY exception)
  - Girls may ONLY work ONE shift per day (*GrubHub Shifts DO NOT count as a Booth Shift*)
  - All Girls must be in Uniform (*At least Vest/Sash*)
  - 1:1 Booths Suspended - 2:1 for Seniors and Ambassadors is OK
  - Arrive AND Leave on time - DO NOT wait for next troop to arrive
  - Maintain Social Distance and Wait for the previous troop to vacate before setting up
  - **ANY Council or Location specific staffing requirement violations will result in immediate loss of booth privileges**
- **SAFETY PROTOCOLS**
  - Table with Barrier is REQUIRED
  - Masks or Face Shields MUST be worn at all times
  - Troop must have hand sanitizer available on the table
  - Wipe down/disinfect frequently touched surfaces
  - Use touchless transaction procedures whenever possible.
  - Cash can be accepted using a tray or other receptacle
  - **ANY safety protocol violations will result in immediate loss of booth privileges**
- **CANCELLATIONS/NO SHOWS**
  - Booths must be canceled a minimum of 12 hours in advance
  - You MUST contact your Regional Team if you need to cancel outside of the 12 hour window
  - **ANY no shows/ghosting will result in immediate loss of booth privileges**

The Cookie Program

- A well known component of Girl Scouting is the Cookie Program. It's the largest girl-run business in the world.
- Once a year, Girl Scouts around the country venture into the entrepreneurial world to learn business and financial skills and earn money to fund their Girl Scouting goals.
- Girl Scouting aims to empower girls through **The FIVE Essential skills:**

Cookie Booths

Why do we do them?

- The Girl Scout Cookie Program gives girls the opportunity to set up, run, and manage their own booth sales.
- They select times and locations for their booth sale, conduct buying/selling transactions, handle money, build their presentation and conversation skills, keep records, set up product displays, manage inventory, and much more!

COVID-19 and Sanitizing

- Make your Booth attractive, but keep it simple!
- ONLY plastic/disposable tablecloths
- Limit decorations/displays
- All surfaces must be able to be wiped/disinfected
- Have sanitizer and gloves available
- Use bins/trays to pass money/product between girls and customers

Weather Proof Your Booth
in case of rain, sun, snow and wind..

- Clear Bins/Drawers
- Tarps/Clear Shower Curtains
- Ponchos – see through for over uniforms
- Personal Umbrella's
- Rain boots

PROP 65

WARNING: Consuming these products can expose you to chemicals including acrylamide, which are known to the State of California to cause cancer and birth defects or other reproductive harm.
For more information go to www.P65Warnings.ca.gov/food

What is Proposition 65?

Proposition 65 entitles California consumers to special warnings for certain products that contain "chemicals known to the State to cause cancer or reproductive harm." Proposition 65 was enacted in California by ballot initiative in 1986. Since its passage, tens of thousands of products – ranging from laundry detergent to fresh fish to even some shoes and clothing – have been required to carry Proposition 65 warning labels.

Where is acrylamide found?

Acrylamide has been found in many plant-based foods, such as roasted asparagus, canned sweet potatoes and pumpkin, canned black olives, roasted nuts, coffee, roasted grain-based coffee substitutes, prune juice, breakfast cereals, crackers, some cookies, bread crusts, french fries, potato chips and other fried and baked snack foods.

How will this affect my physical health and what can I do to protect myself?

The FDA encourages the adoption of a healthy diet and does not recommend that consumers stop eating foods that are fried, roasted or baked. Acrylamide is found naturally in foods at a low dose and consumed regularly by millions of Americans without any negative effects. However, consumption of extremely high doses has been linked to cancer in laboratory animals.

Why now and why am I seeing this warning label in states other than California?

Acrylamide is listed as a chemical that is known to cause cancer under Proposition 65. Thus, the State of California requires products that contain acrylamide to provide a warning label about potential consequences.

A Prop 65 flyer or "table tent" must be displayed at EVERY BOOTH SALE!

The table tent can be found on our website
www.gssgc.org

WARNING: Consuming these products can expose you to chemicals including acrylamide, which are known to the State of California to cause cancer and birth defects or other reproductive harm.
For more information go to www.P65Warnings.ca.gov/food

Fold here, and place on the table at your booth.

During Your Booth

- Bring your own equipment and supplies:

  Table to display your cookies.

  Marketing publicity posters, troop banners, etc, for your display.

  Inventory always try to have every flavor available so you don't lose sales.

- Always keep boxes/cases off the ground, even when setting up or breaking down your booth.

  Utilize **wagons, crates, *or* other platforms**.
  Empty cases may not be used as decoration or a base. It cannot be verified that they are empty.

  DO NOT use the location's shopping carts to store inventory or booth items during the booth.

- **NEVER** GIVE COOKIE SAMPLES to customers.

  It is against California Health Department regulations.

- Girls AND adults should wear Girl Scout appropriate attire.

  Uniform/ Troop t-shirt preferable.

  Girl Scout membership pins should always be worn.

- **Siblings and pets MUST be left at home.**

  Tag-a-longs are not allowed at a booth sales.

- Girls should take their breaks away from the booth and **NEVER** eat at a booth.

Booth Sale Report

Complete a Booth Sale Report for every Booth and return to the leader/coordinator

girl scouts of san gorgonio

Troop Booth Sale Report

Troop #: _____

Trained Adult Name: _____ Phone: _____

Booth Location: _____ Booth Date: _____

Start Time/ End Time: _____ # of Girls: _____

Remember, Girl Permission Slips are required

Cookies	Started With	Ended With	Sold
Toast Yay!			
S'mores			
Lemonades			
Shortbread			
Thin Mints			
Peanut Butter Patties			
Caramel deLites			
Peanut Butter Sandwich			
Gluten Free			
		Total Boxes Sold	

Girl(s) attending booth sale:

1. _____ 2. _____

3. _____ 4. _____

Starting Bank

Ones: _____ x $1 = _____

Fives: _____ x $5 = _____

Tens: _____ x $10 = _____

Twenties: _____ x $20 = _____

Total Starting Bank: $_____

Ending Bank

Ones: _____ x $1 = _____

Fives: _____ x $5 = _____

Tens: _____ x $10 = _____

Twenties: _____ x $20 = _____

Credit Card Sales Total: _____

Total Ending Bank: $_____

- NEVER accept checks at booth sales.
- NEVER accept bills over $20.00.

Balance Formula

Total Ending Bank: $_____

Less Total Starting Bank: $_____

Total Monies Collected: $_____ *Both of these totals should match*
(includes cash & credit)

Total Sold _____ x $ 5.00 = $_____
Total Sold (GF) _____ x $ 6.00 = $_____
TOTAL = $_____

Booth Details

Were posters/ marketing supplies used to attract attentions? (please explain)

_____

Weather Comments: _____

General Comments: _____

_____

Girl Scouts of San Gorgonio Council, 1751 Plum Lane, Redlands, CA 92374 • 800-400-GIRL • www.gssgc.org
S/Product Sales/Forms/Cookie Program Troop Booth Sale Report 2018 6502

Selling Strategies at Booths

1. Smile and say thank you to all customers, whether they buy or not.
2. Be prepared to answer questions such as “What is your favorite cookie?” or “Which cookies have nuts or other allergens?”
3. Have an order card handy to reference nutritional information and ingredient lists.
4. Be sure that girls are the ones sharing information at all times.
5. Have girls practice their “elevator speech” together.

BE ALERT!!

- Watch the girls, money, and cookies, carefully.
- Watch for anyone loitering in the area.
- Notify security guards or leave if you feel the location is not safe.
- Always use good judgment, if you don’t feel safe, pack up the booth and leave. *Call your leader and/or the team and we will find you another place to go.*

You CANNOT offer Sales, Discounts, or Raffles

- The price of Girl Scout Cookies is non-negotiable.
  - They are $5.00 per box, period ($6.00 for Gluten Free).
- Troops cannot offer their own special promotions.
  - The only special promotions allowed will be those that are offered Council-wide.
- Offering special promotions such as: buy one/ get one, half-price, discounts, etc., are **NOT** allowed.
- Raffles and opportunity drawings (buy XXX and get a chance to win XXX) are also **NOT** allowed.

Collecting Payment at Booths

- Use touchless transaction procedures whenever possible
  - You can accept booth credit card payments in Smart Cookies
- Have change available.
  - **Never** ask the host business for change.
- Do not leave cash visible to customers.
- Only adults should handle the cash box.
  - Girls can give change
- If displaying an I Care donation container, empty it on a regular basis to prevent theft.
- Do not accept bills larger than $20.00.
- Do not accept checks

Counterfeit Money

Be cautious when accepting cash.

- Council will only accept bad debt for counterfeits of $20 bills and less. We will not accept $50's or $100's as bad debt. We suggest you do not take $50's and $100's, as such you take these at your own risk.
- A bad debt form must be filled out for the counterfeit bill waiving the troop's responsibility for that dollar amount.
- Counterfeit bills are either turned into the police department or seized by the bank. In either case a receipt is given to the troop leader in exchange for the bad bill.
- Do not confront a customer when suspect a counterfeit if you do not feel safe

*This receipt must be attached to the bad debt form

THE I CARE PROGRAM

I Care cookies are purchased and donated to the military or our regional partners, like food banks and homeless shelters.

This is an excellent way to have your customers participate in doing a good deed through buying Girl Scout Cookies.

“If you can’t eat them, treat them.”

girl scouts cookie program

Cookie Booth Essentials

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

Cookie booths are the perfect place for girls to leverage their cookie smarts and unleash their entrepreneurial spirit. But along with that excitement comes some important responsibilities.

Be sure to follow all the guidelines that your council sets in terms of designated and approved booth locations, as well as the requirements for setting up, running, and taking down a booth.

Use this flyer as a reminder for how to talk to customers about the cookie program and how to navigate difficult scenarios that may come up.

Booth Requirements

- While at a cookie booth, make sure girls 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 girls. Ensure that pedestrians, bikes, and cars can safely pass by.
- Always have a first-aid kit available at the booth.
- Have volunteers/adults present at a booth at all times.

Tips for Safeguarding Cookie Money

- After receiving cash and making change, girls 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 boxes.
- 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

1

What if you're approached by an irate customer(s)?

- 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.

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

2

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

- Girl Scouts and Boy Scouts are two completely different organizations.
- Girl Scouts leadership experience is designed with, by, and for girls–every G.I.R.L.! And research shows there's no better place for her to discover her 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!

3

What if someone makes you feel uncomfortable at the cookie booth?

- Depending on the circumstances, we want you to feel empowered to capture these individuals with your smartphone's video, photo, or audio recording capabilities to provide evidence to police or security.
- Please try to remain calm and respectful at all times, even when it might be difficult to do so.

PRO TIP: Don't engage with the person(s) or use hostile language. Try to keep your cool and stay neutral.

4

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.

5

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 the troop and the girls' success as they grow into strong leaders.

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

IMPORTANT:

- Do not set up a booth sale in a non approved locations. Only set up where your troop has been scheduled to sell, through Smart Cookies.
- Booth sale locations are arranged and contracted by trained volunteers ONLY.
- Do NOT approach store managers of potential booth locations on your own. If you see a location we do not currently have available, notify your regional cookie team, and they will see if it is a viable location to add to the booth scheduler in SNAP
- If you own a business and would like to have a booth sale there, your regional team must approve it and complete the necessary paperwork. Standard booth guidelines will still apply. You may not sell cookies from the counter at your business.

SERIOUS NO-NO'S, DON'T DO THIS EVER!!!!!!

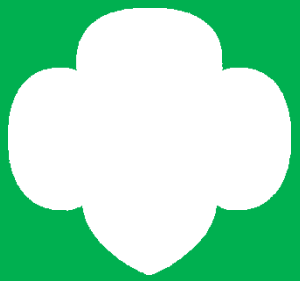
- **Do NOT sell cookies from another council, EVER!!!!!!**
- **Do NOT sell cookies for more or less than they cost.**
- **Do NOT sell expired cookies – duh!**
- **Do NOT sample cookies – ever!**
- **Do Not fight with store managers or other parents!!!!**

If you do, or one of your families does, what happens???

- Immediate loss of Booth privileges
- Loss of troop proceeds
- Can be removed from leadership position
- State board of health can fine you

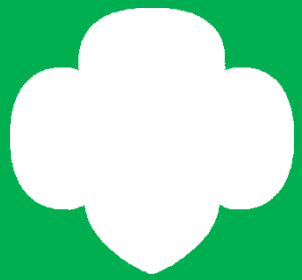
The Booth Sale Adult and Girl Scout Pledge

- We will set up our booth sale in the area stores have designated and not in any other areas.
- We will not complain about any of the rules that Council set and we promise to follow them.
- We will not block the entrance and we will only address customers as they are leaving the business.
- We will be identifiable as a Girl Scout and MUST wear our Girl Scout Uniform and Membership Pin, and have a neat and clean appearance.



Pledge cont…

- Adults will be present with us at all times and we will resolve our own conflicts peacefully.
- We will bring our own change and not ask stores for change during our sale.
- We will have a good attitude, smile, and say thank you even if a customer does not buy.
- We will bring our own table and hang our signs on our table, not on booth location property.
- We will clean up after our booth sale and take our trash with us.
- We will park away from the front of business and not take up good parking spaces.
- We will notify our leader if we need to cancel.



Pledge cont…

- Adults will be representatives of Girl Scouts and will remember…
  - NO Smoking at a booth
  - NO Drinking or having alcohol at a booth
  - NO tag-a-longs or pets to a booth; this means no Non-Registered Girl Scouts
  - I Will use good mentoring language not harsh foul language
  - I Will speak to fellow leaders, parents, council staff in a civil manner
  - I Will remember that Girl Scouts are looking up to me for guidance
  - I Will Not act in a way that will adversely effect the Girl Scouts, i.e. shop lifting at the store where your girls are working
  - I Will remember that I am helping my Girl Scouts reach a goal and my behavior helps them learn about work ethic and working for what they want to earn. I will be a good role model! – this is not just words rather a trust that you will act in this manner.
- We will complete a booth sale report with inventory and cash on hand.

Review of Training

1. I took a pledge, I will abide by it.
2. I understand that booth sales are leadership activities and the Girl Scouts I work with at my booth are being guided by my deeds and my actions.
3. I understand that I represent Girl Scouts whenever I am at a cookie booth, and will be courteous, honest and fair.
4. I will help my Girl Scouts with their booth sale by being the best that I can be.
5. I will assist with marketing, customer service and above all, safety.
6. I will follow all booth sale rules

TOGETHER
We Achieve More!

Take the quiz

Follow this link:

https://girlscoutsgssgc.wufoo.com/forms/p3e2xhx173ei1s/

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- Girls who get assistance, support, and encouragement from their families always have more success than girls who don't.
- Thank you for being a part of your Girl Scout's success!