



## Cookie Booth Etiquette & Tips

(Please review with girls and adults participating in booth sales)

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

### Basics:

- Be sure to have all adults supervising a booth sale read, understand and agree to abide by all procedures and etiquette as stated here.
- Booth sales are conducted by troops. Individual girls and families do not conduct booth sales.
- When conducting a council booth sale, print a copy of the signup confirmation and take it with you as the permit to your location, date and time. If two troops should show up at a cookie booth at the same time, please work it out as sisters to every Girl Scout. The contact person for that location is on your print out. DO NOT involve store management.
- Girl Scouts should always behave in a manner appropriate to a public place. Adults are responsible for the actions of themselves and the actions of their girls. Keep in mind that girls who are not willing to follow procedures and etiquette should not be permitted to participate in cookie booths.

### Security:

- Never leave girls alone and unsupervised at a booth sale. There ALWAYS needs to be an adult present and engaged.
- Keep a careful eye on the money box. Whereas girls should be encouraged to accept payment and make change, an adult should be carefully watching all financial transactions.
- In the case of an incident where you or your Girl Scouts feel threatened, call 911 immediately and then the council at 563-823-9940 during office hours or the emergency number 309-764-8833 after business hours.

### Standards:

- There must be two adults present at all booth sales. There should be a minimum of two girls and a maximum of four girls present at a booth sale at any given time (maximums may vary per location). For larger troops, schedule girls to participate for shorter shifts so that every girl has the opportunity to participate. Troop member's friends, acquaintances, siblings (including infants) and pets are not permitted or appropriate at cookie booths.
- At a booth sale, girls should be identifiable as Girl Scouts by wearing a membership pin, uniform, sash or vest, or other Girl Scout clothing. Keep in mind that appearance makes a lasting impression and when participating in Girl Scout activities, we represent Girl Scouts. Girls and adults should dress as if they are "going to work". This is your business, represent it well.
- Remember to abide by any specific requirements identified on your sign-up print out specific to the booth sale location. Be sure all adults understand that we have assured the location managers of all stores we coordinate with that these guidelines will be followed. Reports of a troop's failure to comply with these guidelines may jeopardize future opportunities. Location managers have the right to ask anyone participating in booth sales to leave. Troops are to leave without comment if asked to do so.
- If you are the first troop to arrive at a booth site and are unsure of where to set up, ask the store manager or service desk personnel if there is a specific location for set up. Do not ask for special set up locations. All booth sales are to be set up OUTSIDE unless the store manager tells you that you may set up inside. Make sure girls and adults in charge dress for the weather.
- Arrive no more than 10 minutes before your scheduled time. The troop scheduled before you is scheduled until the end of their time slot and you may not sell cookies before the beginning of your time slot. Manage the transition with the previous troop without argument, please. However, 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 and remove 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! If you are the last slot on the schedule, leave on time.
- Locate and show the girls where the restrooms are. Some locations do not have or do not allow public use of the rest room. Do not ask for exceptions. Girls should always use the buddy system when taking a bathroom break, getting cookies from the car, etc. But there should ALWAYS be girls at the booth site.
- If girls or adults need a food or drink break, they should eat and drink discreetly away from the booth sale. Food, drink or other items are should not be on the booth sales display. There will be no smoking anywhere near a cookie booth. Remember, we are all responsible for the reputation that Girl Scouts hold in the Girl Scout Council Eastern Iowa and Western Illinois.