



Cookie Booth Rules, Etiquette & Tips

All girls attending booth sales must read and sign this agreement.

In the interest of providing a quality program, ensuring safety and securing the assurance of future booth sales for Girl Scouts, the following procedures 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, rules and etiquette stated here.

- Booth sales are conducted by Troops or Groups. Individual girls and families do not conduct booth sales.
- Always have your booth sale pre-approved by either your PPC or council. Booth sale request outside your service unit must be requested and approved by the areas PPC where you want to hold your booth sale.
- If two troops show up to the same location, please work it out with each other. Either split the time, sell at different doors, or one troop gives up the date. Do not involve store management, as this could possibly jeopardize future booth opportunities.
- 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 the girls. Keep in mind that girls and adults 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 two registered adults present and engaged.
- Make sure the money is in a secure location and is being always monitored. Girls should be encouraged to accept payment and make change; an adult should be carefully watching all financial transactions.
- If someone takes money or cookies, DO NOT attempt to physically retrieve the stolen items and DO NOT allow the girls to do so. Instead, get a good description of the offender(s), call 911 and alert store security (if available). Make sure the girls know what to do in the case of theft. Keep the girls in a safe location until parents/guardians pick them up.
- If approached by individual challenging the Cookie Program, or Girl Scouting in general, adults are asked to not engage in debate. Refer the individual to contact council, (401-331-4500, customercare@gssne.org.) to discuss the matter further.
- In the case of an incident where you or your girls feel threatened, or money/ product is stolen, call 911 immediately, then call the council crisis number 401-603-8429. After the incident, file out the Confidential Crisis Report located on our website under FORMS.

Standards:

- There must be two registered adults always present. There should be a minimum of two Girl Scouts, and we recommend a maximum of four Girl Scouts present at a booth sale at any given time. All adults and Girl Scouts must be registered for the current Girl Scout year to participate in the Girl Scout Cookie Sale Program and booth sales.

- For larger troops, schedule Girl Scouts to participate for shorter periods of times so that everyone can participate. Troop member's friends, acquaintances, family, siblings (including infants) and pets are not permitted or appropriate at cookie booths.
- At a Booth Sale, members should be identifiable as Girl Scouts by wearing membership pins, uniform, sash or vest, or other Girl Scout clothing. Keep in mind that appearances make a lasting impression and when participating in Girl Scout activities, we represent Girl Scouts. Everyone should dress professional as representatives of the organization.
- Be sure all adults understand that store managers expect the behavior and etiquette guidelines to be always adhered to. Failure to do so may jeopardize the troop's ability to participate in future booth sales. Location managers have the right to ask anyone participating in a booth sale to leave. Troops are to leave without comment if asked to do so. Adults will immediately report the incident to their Product Program Coordinator, who will in-turn contact to the Product Program Staff at GSSNE.
- If you are the first to arrive at a booth site, introduce yourself to management and if you are unsure as to where you are to set up, ask the store manager or service desk personnel if there is a specific location you should set up. Do not ask for special set up locations. It is expected that all booth sales are to be set up OUTSIDE unless the store manager tells you that you may set up inside. Make sure the girls and adults in charge dress for the weather.
- Arrive no more than 10 minutes before your shift. The troop scheduled before you is allowed to sell until the end of their time slot. You are not to start selling before the beginning of your time slot. Manage the transition of troops quietly and efficiently. If the troop following your time slot have not arrived on time, you may sell until they arrive, but no longer.
- Locate and show the Girl Scouts where the restrooms are. Some locations do not have or do not allow public use of the restroom. Do not ask for exceptions. Girl Scouts should always use the buddy system when taking a bathroom break, getting cookies from the car etc.
- If anyone needs a food or drink break, they must eat and drink discreetly away from the booth sale. Food, drink, and other items are not allowed on the booth sale display. Smoking is not permitted anywhere near a cookie booth.
- Canning for tips and donations for your troop treasury is not permitted. You may have a donation jar clearly labeled for the cookie share program. You may not collect money or donations for any other organizations. All donations made at a booth sale are exclusively for the cookie share program.
- When your booth sale and/or time slot is over, be sure to quietly pack up your things, pick up after yourselves, remove all trash and take home any empty cases. Empty cases may not be left at the store location or disposed of in their trash containers. Think Recycle... Think Green!
- Lastly, thank the store manager when you leave. A thank you note goes a long way!

Remember, we are all responsible for the reputation of Girl Scouts of Southeastern New England. Protect that reputation and our relationships with the businesses that support us with booth sale opportunities.

Booth Questions: Contact your Service Unit Product Program Coordinator, or our Customer Care Specialists at (401) 331-4500 or customercare@gssne.org.

Signed _____

Name/Date/Troop Number