



# Cookie Booth Rules, Etiquette & Tips

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

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 PSC or council. Booth sale request outside your service unit must be requested and approved by the area PSC where you want to hold your booth sale.
- ❖ If two troops show up to the same location, please work it out as sisters to every Girl Scout. 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 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.
- ❖ Be mindful of the money box. Whereas 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 Ginger Lallo, (401-331-4500, [glallo@gssne.org](mailto:glallo@gssne.org).) to discuss the matter further.
- ❖ In the case of an incident where you or your girls feel threatened, or money/ product are stolen, call 911 immediately and then call the council crisis number 401-603-8429.

## Standards:

- ❖ There must be two registered adults present at all times. There should be a minimum of two girls and a maximum of four girls present at a booth sale at any given time. All adults and girls must be registered for the 2015-2016 Girl Scout year to participate in the Girl Scout Cookie Sale Program and booth sales. For larger troops, schedule girls to participate for shorter



periods of times so that every girl has the opportunity to participate. Troop member's friends, acquaintances, family, siblings (including infants) and pets are not permitted or even appropriate at cookie booths.

- ❖ At a Booth Sale, girls 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. Girls and adults should dress as if they are "going to work". This is your business, represent it well.
- ❖ Be sure all adults understand that store managers expect the behavior and etiquette guidelines to be adhered to at all times. 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 Sales Coordinator, who will in-turn contact Ginger Lallo 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 and/or girls quietly and efficiently. If the troop/girls following your time slot have not arrived on time, you may sell until they arrive, but no longer.
- ❖ Locate and show the girls where the restrooms are. Some locations do not have or do not allow public use of the restroom. Do not ask for exceptions. Girls should always use the buddy system when taking a bathroom break, getting cookies from the car etc.
- ❖ If girls or adults need 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 by the girls or adults 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. Any and 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!

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 Sale Coordinator, or Roberta Dowding, Product Sales Associate at (401) 331-4500 x1301, [rdowding@gssne.org](mailto:rdowding@gssne.org)