



# It's Cookie Time!

## Booth Sales & Etiquette

Booth Sales are stationary cookie sales where customers approach the seller. ALL booth sales must be approved by the SU Booth Sale Coordinator.

Booth Sales are a fun learning experience for girls and adults. The most important thing is to prepare them for the experience before their first sale. Here are some helpful tips:

### **Before the Sale:**

- Booth sales must be coordinated with your SU Cookie Manager or SU Booth Coordinator. They will provide instructions applicable to your service unit. Local ordinances related to children involved in non-profit product sales activities must be observed.
- Train the girls on what to expect at a booth before their first sale. Roleplay different situations, explaining what products you are selling, what the troop's goals are, how to collect money and make change, how to promote Gifts of Caring, and thanking customers (or people who didn't buy anything).
- Instruct the girls on what to wear and expected behavior. Since public sales are when Girl Scouts are most visible to the community, girls should wear Girl Scout uniforms, clothing, or at least a pin.
- Ask the girls to eat before coming to the booth sale—they shouldn't eat while selling. Ask them to bring water bottles.
- Have the girls determine (before the sale) how to divide the credit for items sold at the booth sales (divide total sales among the whole troop, divide each sale among the girls who worked at that booth, etc.)
- Booths must have 2 adults who will supervise girls at booth sales and at least one adult at the booth must be registered and have completed the volunteer screening process. It is recommended that all adults present complete these processes. The only exception to the 2 adult policy is when a girl is hosting a booth alone with her parent/guardian.

### **Things to Bring:**

- Cookie Sale: Confirmation page from eBudde Booth tab. Fall Sale: Confirmation from SU Booth Coordinator.
- The troop provides its own cash for making change—be sure to have enough. Write a receipt for all “start up” money. Have 2 adults count and sign. Using a cash box is NOT recommended for safety reasons, instead adults should wear “fanny packs” to hold money.
- Be sure to have a copy of each girl's Health History Form (in a sealed envelope for privacy) and a first aid kit at each booth.
- Have an extra Girl Scout pin in case anyone forgets to wear one.
- A table and chairs.
- Gift of Caring receipts and pens
- Consider a money marker to check for counterfeit bills.
- Credit card reader device, if troop has an account.





### Setting Up:

- If you are the first troop to arrive at a booth sale location, please check-in with the manager or appropriate person. Follow the store manager's additional instructions, if any. Selling in front of a business is a privilege, we want to be able to return next year!
- Adults should assess the safety of the area.
- Two adults must be present at the booth sale, one of whom must be a woman. Adults are to set the behavior example. Adults are not allowed to conduct booth sales without a girl member present.
- There should be no more than four girls at one booth sale.
- Do not accept bills larger than \$20.

### During the Sale:

- It is alright to let the girls handle money, under supervision. If they are old enough, teach them how to count change back to the customer.
- Ask the customer to buy products when they are coming out of the business only. Use only one entrance to each business/store. There may be an exception for large stores with various entrances, both doors may be utilized with management approval. Do not block the entrance or exit of the establishment.
- If another organization is also soliciting, take the opposite entrance to the business if possible. If not, allow each group space to operate without interfering with each other.
- Always have a good attitude, do not act disappointed if the customer says no. Always thank or acknowledge people, whether they buy or not.
- Refrain from using electronic devices. Extended phone calls and texting are not acceptable for girls or adults. Remember, the girls are running a business.
- If you are selling for longer than two hours, have another adult come and take away extra cash.
- Customers may ask about how their daughter might join Girl Scouts. Refer them to the nearest council office, our website, or they can call 1-800-447-4475.

### After the Sale:

- Clean up the area and take any empty cases with you (to recycle); do not throw them away at the selling location.
- Have two adults verify the count of both money and products before leaving and sign a receipt for the totals.
- Always use a receipt when the cookies and money are returned to the Troop Cookie Manager after the booth sale.

