



Cookie Etiquette Tip Sheet

Girls/adults will...	Girls/adults will not...
Be honest and fair, friendly, and helpful, considerate and caring, respectful of others, and a sister to every Girl Scout	Yell, talk loudly, or harass customers
Serve as Girl Scout representatives, their behavior is a reflection of our organization	Treat neighborhoods and booths locations as a playground
Wear Girl Scout uniforms, T-shirts or other identifiable clothing, and appear clean and tidy	Block doorways, driveways, sidewalks, or other pathways
Be knowledgeable about the cookie program and cookie goals	Approach a house or enter a neighborhood community that has no soliciting signs
Abide by all GSSD cookie program standards and guidelines explained in the Participation Agreement and <i>Family Cookie Guide</i>	Set up a booth or standabout in a public area (i.e., park, beach, college/university campus)
Say thank you to all, even if someone says “no”	Eat, smoke, or chew gum (water bottles are okay)
Respect authority and abide by all requests from security and law enforcement	Set up a cookie booth a non-approved location
Leave an area cleaner than you found it	

Cookie booth code of behavior:

When attending cookie booths, girls and adults must remember cookie booths are a privilege granted to Girl Scouts by local merchants; each venue has the right to cancel the booth at any time. Girls and accompanying adults should abide by all guidelines described above as well as the following booth requirements:

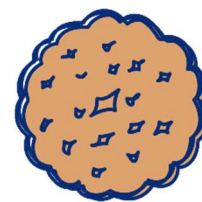
- Arrive no earlier than 10 minutes before your shift; do not start until your shift begins.
- Start packing up 10-15 minutes before your shift ends; order taking ends when your shift ends.
- Have documentation about your booth sign-up-sheet (booth confirmation) on hand at all times.

If another volunteer arrives at the same time and place:

- Compare the booth sign-up-sheet; the volunteer without confirmation should leave.
- Be respectful of all parties involved. Avoid:
 - Arguing in front of girls—this is not the example we want to set for them.
 - Causing a scene in front of customers—you are a representation of a mission and movement larger than yourself...and your girls are watching.
 - Involving store management.



Customer Talking Points and Frequently Asked Questions



A customer asks about girls joining Boy Scouts...

Boy Scouts is a completely different organization than Girl Scouts; GSSD staff, volunteers, and girls do not comment about other organizations.

If girls and adults spend a few moments in advance thinking about their favorite things about Girl Scouts, they'll be ready to answer this question with, I just know that Girl Scouts is the best place for me... because (for example): *I get to learn new things and have fun, or I know my troopmates will be my friends for life! or It helped me get over my shyness, or I love going on Girl Scout adventures!*

A customer asks questions regarding reproductive issues...

Girl Scouts doesn't tell its members how to think. Each family decides how it feels about reproductive issues. Internet rumors that Girl Scouts supports Planned Parenthood are false. Girl Scouts is not associated with the organization in San Diego or nationally.

Invite your customers to call Girl Scout San Diego headquarters in Balboa Park if they want more information (619-298-8391).

A customer asks questions regarding cookie booths at Marijuana dispensaries...

Cookie booths can be located only at safe and suitable locations. Does the business welcome children? If the answer is "no," it is not the right place for a booth.

A customer asks for a receipt for an Operation Thin MintSM donation. What can a girl give them?

- Donations under \$250: Adults can complete an online form, which sends an electronic receipt to the customer (link and QR code can be found on the OTM transaction log available at sdgirlscouts.org/cookieprogram; printable receipts are also available).
- Donations \$250 and over must be turned in to Girl Scouts San Diego and not deposited into the troop bank account. Girl Scouts San Diego will provide customers with a receipt.

A customer asks if a girl can have a cookie booth at their personal business?

Businesses can complete the online cookie booth request form at sdgirlscouts.org/cookiebooth; a product program representative will respond.

A customer asks if their business can display cookies on behalf of a Girl Scout?

No, businesses cannot have cookie packages for sale.

A customer asks if a girl takes credit card payments?

- Girls may use the Digital Cookie App to accept credit card payments.
- Ask your troop cookie manager in advance if the troop has decided to accept credit cards (using a swiper) at cookie booths. (Personal credit card processing accounts like PayPal, Venmo, Zelle, etc. are not allowed.)
- Accepting credit card payments online is only permitted through Digital Cookie.