

Cookie Etiquette Tip Sheet

Girls/adults will...

- Be honest and fair, friendly, and helpful, considerate and caring, respectful of others, and a sister to every Girl Scout

- Serve as Girl Scout representatives, their behavior is a reflection of our organization

- Wear Girl Scout uniforms, T-shirts or other identifiable clothing, and appear clean and tidy

- Be knowledgeable about the cookie program and cookie goals

- Abide by all GSSD cookie program standards and guidelines explained in the Participation Agreement and Family Cookie Guide

- Say “thank you” to all, even if someone says “no”

- Respect authority and abide by all requests from security and law enforcement

- Leave an area cleaner than you found it

Girls/adults will not...

- Yell, talk loudly, or harass customers

- Treat neighborhoods and booth locations as a playground

- Block doorways, driveways, sidewalks, or other pathways

- Approach a house or enter a neighborhood community that has no soliciting signs

- Set up a booth or standabout in a public area (e.g., park, beach, college/university campus)

- Eat, smoke, or chew gum (water bottles are okay)

- Set up a cookie booth at a non-approved location

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:

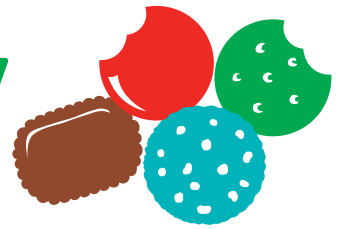
- Arrive no earlier than 10 minutes before your shift; do not start until your shift begins.
- Start packing up 10-15 minutes before your shift ends; order taking ends when your shift ends.
- Have documentation about your booth sign-up-sheet (booth confirmation) on hand at all times.

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:
 - o Arguing in front of girls—this is not the example we want to set for them.
 - o Causing a scene in front of customers—you are a representation of a mission and movement larger than yourself...and your girls are watching.
 - o Involving store management.



Customers' Frequently Asked Questions



A customer asks for a receipt for an Operation Thin MintSM (OTM) donation...

- 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 when the location is approved.

A customer asks if their business can display/sell cookies on behalf of a Girl Scout...

- No, businesses cannot display or sell cookies on behalf of a girl.

A customer asks if a girl can take credit card payments...

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

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 like camping with troop in the mountains, 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 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 questions regarding reproductive issues...

- Internet rumors suggest that Girl Scouts support Planned Parenthood. Girl Scouts, locally and nationally, do not have, nor have ever had, a relationship with Planned Parenthood. Girl Scouts believes that reproductive issues are deeply private matters best left to the families.
- Invite your customers to call Girl Scout San Diego headquarters in Balboa Park if they would like more information (619-298-8391).