



Cookie Booth Rules & Code of Conduct

Girls and adults should have a positive understanding of the cookie booth rules and code of conduct prior to participating in any cookie booth.

Adults will:

- Follow *Volunteer Essentials* guidelines for adult-to-girl ratios when participating at cookie booths and transporting girls to and from cookies booths.
- Have at least two (2) unrelated adults, one of whom is registered and one who is female, present to supervise the booth at all times. Confirm a minimum of three (3) but not more than five (5) girls that are currently registered members of the troop are in the booth(s) at all times. Older girl troops (Cadettes, Seniors and Ambassadors) may have a minimum of two (2) girls.
- Make sure Tagalongs (brothers, sisters and friends) and other persons are not present at the booth. *As a reminder, non-registered individuals are not covered by Girl Scout insurance.*
- Never leave girls alone at a cookie booth.
- Dress in a manner appropriate for a Girl Scout function.
- Be prepared for the weather, protect the product, and ensure the girls are dressed accordingly.
- Have a positive attitude and speak positive, encouraging words to girls.
- Stand quietly and let girls talk to the customers.
- Encourage girls to tell customers about their goals.
- Make sure only one girl approaches a customer at a time (avoid overwhelming customers with a large group of girls).
- Have an Order Card handy to reference nutritional information and ingredient lists.
- Help ensure the safety of the girls and money collected.
- Make sure moneybox is under adult supervision and out of public sight (*keep it hidden*).
- Confirm all participating girls, and adults handling money, are registered Girl Scouts.
- **NOT** allow tip/donation jars/containers at cookie booths.
- Report to the store manager when arriving and leaving the store. Comply to store rules and requirements (set-up, tear down of your booth and any special instructions).
- Make sure the booth does not block a business entrance or exit.
- Not fight, smoke, carry firearms, or use profanity in the presence of girls or at a cookie booth.
- Report any suspicious people in the area to local security (*if applicable*).
- Be considerate of the troop scheduled before and after you. Do not arrive more than 5 minutes before your scheduled time nor stay after the time you are scheduled.
- NOT start/continue selling cookies in the parking lot, from the back/trunk of any vehicle.
- Leave the site clean by taking our empty cardboard cases/packages with us. Do not leave them at the business or in the business' trash cans. Remember, Girl Scouts Leave No Trace!
- Always say, "Thank you!" and thank the business manager when the troop leaves.

Girl Scouts will:

- Show that I am a Girl Scout.
- Dress neatly and appropriately for the weather.
- Always smile, be polite and have a positive attitude.
- Always say, "Thank you!" (*regardless if the person purchased cookies or not*)
- Stand quietly (unless I am speaking with a customer).
- Stand up when talking to customers.
- Use a soft-sell approach.
- Tell customers about my goals.
- Be prepared to answer questions such as "What are your favorite cookies?" or "Which cookies have nuts or other allergens?"
- Be gracious when someone is not interested in buying cookies.
- Take breaks away from the booth and not eat or drink in front of customers.
- Stay out of the store's walkway and not block customer's entrance or exit from the store.
- Not confront or engage an irate customer.
- Not argue who gets to assist customer and collect money.
- Not roam around the business or parking lot during booth sales.
- Not play radios and loud stereos at cookie booths.
- Not text or use the internet while working a cookie booth.
- Follow any rules the troop, volunteers, and stores/businesses require.
- Help set-up, re-stock and tear-down the booth.