



Cookie Booth Etiquette Tip Sheet

Cookie Booth Code of Behavior:

When attending cookie booths, it is important for both girls and adults to remember that these booths are a privilege granted by local merchants. Each venue reserves the right to cancel a booth at any time. To ensure a positive experience, please follow all guidelines mentioned below, as well as these booth-specific requirements:

- Arrive 10 minutes before your shift and only begin once your shift starts.
- Start packing up 5-10 minutes before your shift ends; be prepared for a quick turn around time.
- Have your Booth Agreement available.
 - [Click here for a step-by-step guide to obtain Booth Agreement.](#)
- A registered, background-checked adult must be at each booth.
- Troop Number must be visible.
- The price of cookies must be displayed.
- Cookie Share donations should be promoted.
- If a Troop cannot make a previously reserved cookie booth, please reach out to your TPM to cancel Cookie Booth in Smart Cookie system.

Girls/adults should...

- Act with honesty, fairness, kindness, and respect, and be a sister to all Girl Scouts.
- Wear your Girl Scout uniform, T-shirt, or other identifiable clothing, and always look clean and tidy.
- Be knowledgeable about the cookie program and your cookie goals.
- Follow all GSGC cookie program standards as outlined in the Participation Agreement and Family Cookie Guide.
- Always say "thank you," even if someone declines to purchase.
- Respect authority and comply with any requests from security or law enforcement.
- Leave the booth area cleaner than you found it. Take all empty cases with you; do not dispose of them in the booth's trash.

Girls/adults should not...

- Shout, speak loudly, or pressure customers.
- Treat neighborhoods or booth locations as play areas.
- Block doorways, driveways, sidewalks, or other pathways.
- Eat, smoke, or chew gum (water bottles are allowed).
- Set up a cookie booth at an unapproved location.

Security & Safety

- Girls should never be left alone or unsupervised at a cookie booth. An adult must always be present and actively engaged.
- Keep a close watch on the money box. While girls are encouraged to manage payments and make changes, adults should oversee all financial transactions.
- If anyone questions the Cookie Program or Girl Scouting, adults should avoid engaging in debate. Instead, refer the individual to our council customer care line 877-764-5237.

Questions?

Contact your local Community Product Manager or Customer Care at customercare@gsgateway.org or 877-764-5237.

