

# BOOTH GUIDE



2021 COOKIE PROGRAM

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# Intro to Cookie Booths

## What is a Cookie Booth?

A Cookie Booth is a place where Girl Scouts sets up a table at a business or other approved public location to sell Girl Scout cookies. Only registered Girl Scouts are allowed to sell Girl Scout Cookies. Any resale or redistribution of Girl Scout Cookies is unauthorized.

## Why have a Cookie Booth?

- Girls and troops can sell a *lot* of cookies in a short period of time because they don't have to transport boxes to individual homes.
- Girls and troops can reach customers that may have been overlooked or were unreachable during door-to-door sales.
- Four out of five people will purchase Girl Scout cookies if asked, but nearly 35% of customers are never asked!
- Girls who are unable to sell door-to-door can participate in cookie booth sales.

## How do we have a successful Cookie Booth?

- Select a location with a lot of "foot traffic." Nights and weekends are generally the best times.
- Take an adequate supply of the best sellers — at least two or three cases each of Thin Mints, Caramel deLites, Peanut Butter Patties, and Lemonades plus 1 to 2 cases each of the other varieties.
- Make an attractive table display to invite customer interest. Balloons and cookie costumes are great.
- Prepare a troop goal poster and display it at your booth. Customers love to help girls reach their goals! Update the poster as boxes are sold.
- Have a donation jar for Operation Cookie Drop with our custom designed label you can download and print from our website.
- Make safety a priority at all booths; girls should stay away from street traffic and be dressed appropriately.

## Who to Contact?

**Girls & Parents:** Contact your Troop Cookie Coordinator and/or Leader

**Troops:** Contact your Area Cookie Coordinator or your Area Booth Coordinator

**Area Coordinators:** Contact Regional Cookie Managers or Council Staff

General Questions regarding Girl Scouts NC Coastal Pines  
1-800-284-4475 or [help@nccoastalpines.org](mailto:help@nccoastalpines.org)

# COVID Guidelines

## GSNCCP In-Person Activity Guidance

Girls and volunteers are not required to participate in any activity. It is the sole discretion of each individual family and their comfort level with the planned activity.

Please continue to refer to the GSNCCP In-Person Activity Guidance often. This document is updated frequently as local and state guidelines are continuously changing. This document is located on the GSNCCP website at [nccoastalpines.org](https://www.nccoastalpines.org)

Click the link or scan the QR code to access the Covid-19 information page and the Activity Guidance document.

<https://www.nccoastalpines.org/en/our-council/covid-19-information.html>



## Booth Sanitation and Cleanliness

- Each booth table will need to have sanitizer accessible to troop and customers
- Each booth table will need to have sanitization supplies to wipe down any touchpoints between customers
- If using a bin method, bins need to be sanitized between each customer
- Pens should be sanitized frequently
- Masks will need to be worn at all times at a booth
- Girls and adults should use hand sanitizer between each customer
- Girls and adults should not attend a booth if they are not comfortable being there or if they themselves do not feel well
- Troop members should practice social distancing with troop members while at a booth
- Urge customers to use card transactions whenever possible

## Additional Safety Measures

- Troops may build or buy a plastic barrier or sneeze guard to use at a booth. Instructions to build your own guard can be found at the end of this guide
- Girls and adults may make or buy face shields. Instructions on how to make your own face shield are at the end of this guide
- All troops must adhere to each location's specific COVID-19 protocol should they have specific requirements

# Important Dates

**JAN  
16**

*Troop Secured Cookie Booths* can begin **January 16, 2021** (no booths can be hosted prior to this date). Troops are allowed to secure cookie booths on their own.

**Troop Secured Booths and Council Secured Booths cannot be the same location. No exceptions.**

**JAN  
19-22**

Smart Cookies Booth Scheduler Lottery Selection. Troops should visit Smart Cookies **January 19-22** and select up to **15** booths. The lottery will be held at **10am on January 22** with each troop receiving up to **3** booths (which may include up to one Premium Booth) from their selection (troops have potential to receive up to 3 booths; however, if all 15 selections are the most popular booth opportunities, the troop has potential to receive less than 3 booths).

**The lottery is a chance and never a guarantee. Troops may not be rewarded their chosen booths in a lottery. If 3 Premium booths are chosen, troops may not receive a booth.**

**JAN  
22  
10AM**

Smart Cookies Booth Scheduler Lottery at 10am today. Troops will be notified by email what cookie booths they have received.

**The lottery is a chance and never a guarantee. Troops may not be rewarded their chosen booths in a lottery. If 3 Premium booths are chosen, troops may not receive a booth.**

**JAN  
22-25  
4PM**

At 4pm on January 22 the Smart Cookies Booth Scheduler will be open for troops to secure First Come First Serve cookie booths. For the first three days following the lottery, FCFS booths will be limited to 3 per day (up to one Premium Booth within those 3) will be awarded.

First Come First Serve will be available at 4pm each day from **January 22-25**.

**JAN  
25**

First Come First Serve will now be open to select up to 7 booths a day. Only book booths you have coverage for. "Holding" a FCFS booth is not permitted. All booths must be attended or canceled in Smart Cookies.

**JUN  
15**

Last day troops can host cookie booths for the 2021 Cookie Product Program.

# Smart Cookies

## Smart Cookies

Our web-based cookie platform is called Smart Cookies. Girls and troops will use Smart Cookies for all of their cookie program needs. All booths will be entered into Smart Cookies. Only registered members will receive access to this website. All invitations will be sent via email.

## Logging into Smart Cookies

All girls must be registered for the 2020-2021 membership year. The parent or guardian will receive an email invitation to set up the Smart Cookies Account.

Scan the QR Code or follow the link to watch a video tutorial on how to log in for the first time. <https://youtu.be/WtOKi7oW9lQ>



## Download the App!

Smart Cookies is available in the app store. Each year the app is new and improved so if you have the app from last year, delete the app and download the most recent app.



## Social Media

You may advertise your booth sale on your **personal** social media accounts. Posting on public sales sites such as Facebook Marketplace, Craigslist, Amazon and eBay are prohibited. Smart Cookies has the option to post directly to your personal Facebook page from the Smart Cookies site. Find the social media icons under the **Troop Reservations** tab in Smart Cookies.

Scan the QR code or click the link to see how to share booths on Social Media. [https://youtu.be/h6x5O\\_yJ1Uo](https://youtu.be/h6x5O_yJ1Uo)



# Cookie Link

This season each troop will have a Troop Cookie Booth Link that they can share throughout the cookie program to promote touchless ordering and curbside pickup of cookies. The cookies ordered using this link will post in the Smart Booth Divider and troops can divide the cookie packages between girls in the troop.

## How do troops find their Troop Cookie Booth Link?

Troop Cookie Booth Links are only offered by ABC, and troops will have two links on their [troop information page](#) in Smart Cookies:

### Direct Ship Troop Link:

This link is for direct ship and donation orders only. This is the same link that will appear in the Girl Scout Cookie Finder. It can also be shared by the troop if they wish for direct ship or donation orders to be divided between all girls in the troop.

### Troop Cookie Booth Link:

This link is only for local deliveries and donation orders. This link will not appear on the Girl Scout Cookie Finder.

\*The Troop Cookie Booth Link can be used to manage drive thru cookie booths or curbside pickups.

### Customer Tips:

- Give clear pick up locations when communicating or socializing drive thru or curbside locations.
- Approve orders promptly. Troop volunteer must approve order before transaction can be completed.
- Refunds can be issued per your Council's instructions if a consumer does not pick up their order.

## SAFETY:

- **A troop volunteer or girl must never deliver cookie orders coming in from the Troop Cookie Booth Link to the home of a person you do not know.**
- **A troop volunteer or girl must never decide to meet someone beyond your pre-established safe booth location to deliver cookies to someone you do not know. Simply reroute the customer order to a physical booth location or the troop Direct Ship Troop Link.**



Scan the QR code for a virtual link tutorial



# Lottery & FCFS Booths

## What is a Lottery Booth?

Booths are reserved in a few different ways. Council Booths, also called Lottery booths, are first offered in a “lottery” which gives troops a chance to win premium and high traffic locations. After the lottery, these booths become First Come First Serve (FCFS). The lottery will run on January 22nd at 10am. Troops are randomly selected through the lottery process in the Smart Cookies site. From their 15 booths selected, troops may or may not win booths. Troops may or may not win up to 1 Premium booth in a lottery. Troops will receive email confirmation to the email listed in their Smart Cookies account if they win a booth or booths. Refer to the **Important Dates** page for FCFS dates and times.

## Video Tutorial on Reserving Lottery Booths

Scan the QR Code or click the link to watch a video tutorial on how to reserve a Lottery Booth [https://youtu.be/aaaClqLs\\_8o](https://youtu.be/aaaClqLs_8o)



## First Come First Serve (FCFS) Booths

After the lottery, council secured booths are now considered First Come First Serve or FCFS. Once the lottery is complete, the Smart Cookies Booth Scheduler will be open for First Come, First Serve. Any booths not secured through the lottery will be available for troops to select on Friday, January 22 beginning at 4pm. From January 22-24, First Come, First Serve will be limited to 3 booths a day (up to one Premium Booth within those 3). Each new day will begin at 4pm. Beginning January 25, Troops may select up to 7 FCFS booths a day.

## Reserving a Council Secured FCFS booth

Scan the QR Code or click the link to see a tutorial on how to reserve a FCFS booths. <https://youtu.be/v4yqIZfx0ZA>





# Troop Secured Booths

## Troop Secured Booths

Troops are welcome and encouraged to set up Troop Secured Booths, but this needs to be approved by your Area Booth Coordinator. To do this, please enter your Troop Secured Booth into Smart Cookies for approval. The Area Booth Coordinator needs to confirm that the booth doesn't conflict with another approved booth, is an appropriate booth, and is not already listed in Smart Cookies. Please provide accurate information about the store and the location. Use Google Maps to confirm the location name and address. Area Booth Coordinators will review and approve or deny your booth within 72 hours.

- There is no limit to the number of Troop Secured Booths a troop can hold. Troops will receive a confirmation email once the booth has been approved or denied. Entering a booth into Smart Cookies does not confirm the booth reservation.
- Troops will not be able to accept credit card payments unless the booth is entered and approved in the Smart Cookies website.
- All booths entered and approved in Smart Cookies will be available in the Booth Finder, where customers can see when and where booths will be.

**Food Lion:** All Food Lion Stores are designated as Troop Secured. please visit [www.foodlion.com](http://www.foodlion.com) and click In Our Community and then Solicitation Policy. Following the instructions on this page to submit a request to host a booth at Food Lion. Our Tax ID # is **56-0791500**. Please also enter your request in Smart Cookies for approval.

## Reserving a Troop Secured Booth

Scan the QR Code or click the link to see a tutorial on how to enter a Troop Secured Booth into Smart Cookies. <https://youtu.be/qok5UeX-idg>

Troops may not secure booths at any Walmart, Sam's Club, Harris Teeter, and Lowes Foods. These are set up on a corporate level and are entered as Premium Lottery and First Come First Serve booths.



## Canceling Booths

Please cancel all booths you are not able to attend. This frees up this area and deletes it from the public Cookie Locator system.

# Location Restrictions

## Location Restrictions

Troops may not approach any of the following locations to set up a Troop Secured Booth:

**Harris Teeter**

**Lowes Foods**

**Dunkin' Donuts**

**GNC**

**Walmart**

**Sam's Club**

Harris Teeter, Lowes Foods, and GNC will be secured at a council level.

**Walmart** and **Sam's Club** do not have a GSUSA contact due to COVID-19. All booths requested at a Walmart or Sam's Club will be denied. Troops may contact nearby stores to Walmart and Sam's Club locations to take advantage of their customer volume.

## Locations with Non-Solicitation Policies\*

Publix

Wegman's

Barnes & Noble

Target

BJ's

Best Buy

Marshalls/TJ Maxx/Homegoods

PetSmart

Trader Joes

Whole Foods

\* Current policy at time of publication. It never hurts to reach out to a location with a non-solicitation policy. Policies and management are always changing and could allow booths at some point in the future.

# Location Restrictions

## Location Restrictions

In accordance with GSUSA Product Sales Guidelines, certain locations may be inappropriate for young girls based on the standards of your local community, may negatively impact the cookie program experience for girls, and/or may negatively impact our brand in your community.

For additional clarity, girls cannot sell in or in front of establishments that they themselves cannot legally patronize on their own.

This includes:

- Any location that is 18+ or 21+
- CBD, Marijuana, or Hemp dispensaries/pharmacies
- Gun stores
- Liquor stores
- Wineries, breweries, bars, and brewery food truck events
- Wine/beer/tobacco/firearm events
- Nightclubs
- Any location that advertises as a vineyard, winery or brewery will not be permitted. Safety comes first.



# Booth Setup Checklist

## Booth Checklist

- ▣ Count cookies and money before the booth begins
- ▣ Bring health history forms for all girls present
- ▣ Table & Chairs
- ▣ Tablecloth
- ▣ Booth tally sheet, pens & clipboard
- ▣ Cash box or waist pouch for adult to wear
- ▣ Cash for change
- ▣ Booth confirmation email from Smart Cookies (also on your app!)
- ▣ Keep track of cookies sold on tally sheet or in Smart Cookies App
- ▣ Calculator
- ▣ Goal Chart
- ▣ Operation Cookie Drop Sign and OCD Donation Jar (**donations for any other purposes, even for the troop, are not allowed**)
- ▣ Troop Number Displayed
- ▣ Girl Scout attire or cookie costumes
- ▣ Weather ready attire (ponchos, coats, hand warmers, hats, gloves, boots, tissues)
- ▣ First aid kit
- ▣ Wireless phone or device charger
- ▣ Count cookies at the end of booth for final count sold
- ▣ Personal Protective Equipment (masks, sanitizer, disinfectant, etc.)
- ▣ \_\_\_\_\_
- ▣ \_\_\_\_\_

# Booth Setup

## Where do we set up?

Booths should be set up 15 feet of the entrance of the store and out of vehicle and customer traffic. Store management may have specific setup instructions. Girls should stay within one foot of the booth throughout the duration of the booth sale.

## What goes on the Table?

- Tablecloth
- Each variety of cookie
- Goal Chart
- Troop Number
- Operation Cookie Drop donation bin and flyer
- Pens & Clipboard with tally sheet and extra blank paper
- Sanitizer
- Shield if preferred (DIY shield instructions at the end of this guide)

## What goes Under the Table?

- First Aid Kit
- Money box (if not on an adult in a waist pouch)
- Extra warming layers/ hand warmers/ inclement weather gear
- Beverages
- Extra Cookies
- Handbags, backpacks, personal items
- Empty cookie boxes

## Touch Free Ideas

- Menu board instead of cookies
- QR Codes displayed for nutritional information  
([www.the-qrcode-generator.com](http://www.the-qrcode-generator.com)). Scan QR code for generator site.  
Enter a URL and download the QR to place on your materials
- Money envelopes: to collect money & return change in new envelope
- Bin or basket to transfer cookies to customer touch free



# Golden Ticket

Earn a **GOLDEN TICKET** from one of our mystery volunteers, and maybe even local celebrities!



Each area will have numerous people with lots of tickets to give! The more tickets you earn, the more chances you have to win!

How to earn a **GOLDEN TICKET**:

- Having your OCD jar with OCD label
- Having your goal chart or goals displayed
- Troop number displayed
- Having appropriate girl to adult ratios
- Having girls wear Girl Scout attire or accessories
- Be following all booth rules and safety guidelines
- All booth participants wearing a mask
- Adhering to all current government and CDC COVID restrictions

**What you could win!**

Winning troops will receive registration for up to 12 girls in your troop! We will be doing 5 drawings, so that's 5 chances to win troop registration!

# Social Distancing

## How to conduct a socially distanced booth:

Please practice social distancing when interacting with customers. Please do not attend a booth if you are uncomfortable in doing so or if you do not feel well.

- Wear a mask
- Wash hands frequently with soap and water or use hand sanitizer when soap and water is unavailable
- Stay 6 feet away from customers
- Utilize credit card transactions as much as possible
- Follow your community's social distancing guidelines
- Avoid touching your face
- Bring masking tape, cones or some sort of line marker to show where customers should stand.
- Post appropriate signage at each booth to alert customers of social distancing instruction
- Post mask sign to alert customers that they must wear face coverings while at a booth
- If you have a rectangular table, consider using it lengthwise rather than horizontal (space permitting)



## Ratio

To maintain social distancing, it is recommended that there only be 2 adults and 2 girls at each booth table. No more than 4 girls should be at a booth. A business may request only a certain number of people at a booth. Troops should follow the location's guidance as long as it fits within the girl to adult minimum ratio for the age group.

Troops may rotate girls throughout their booth shift to give more girls an opportunity to attend a booth.

## Tools

Get creative. Use a box or bag system to hand off cookies and payment methods.

- Bag: Place cookies in bag and place on the table. Back away and let the customer collect the bag.
- Box: Place the cookies in a box or bin and let the customer pick up their cookies out of the box. You may also use a tool to slide the box toward the customer.



# No-Contact Deliveries

## No Contact Delivery Ideas:

- Communicate with your customer to determine where they would like their cookies dropped off
- Knock on the door and leave the cookies. Then back up 10 feet, have the customer take their cookies and leave payment. Collect payment no less than 6 ft away from customers
- Consider scheduling trunk pick-ups at a central location and scheduling customer pick-up times to minimize the number of people there at once
- Find a special way to say “thank you!” – whether through a thank you video or a personalized note, your girls will want to show their customers some appreciation!
- Always have an adult present with any delivery

## Prepay & Pickup Curbside:

- Secure your curbside booth location, such as your local library parking lot. Be creative considering locations and opt for customer convenience. Be sure to get permission from the location and enter the drive thru booth into Smart Cookies to be reviewed. All drive thru booths must be approved in Smart Cookies.
- Share the Troop Cookie Booth Link via text, email or online meeting.
- Review and approve orders, and pick up cookies from cupboards as needed
- The day before the booth, have girls work together to prepare the orders.
- Enclose a personal thank you note with each order.
- Consider sending email reminders to customers about booth location and hours.
- On the day of the event, stage the cookies for pick up, assign roles and responsibilities
- When customers arrive, verify orders and place cookies in cars—contact free
- Congratulate the girls on a job well done!

**NOTE:** You can use the Troop Cookie Booth Link to promote touchless transactions at your regular booths too! Share the link on-site by:

1. Texting or emailing it to customers
2. Posting it on a large sign at your booth
3. Creating a free QR code ([the-qrcode-generator.com](https://the-qrcode-generator.com)) and post the code for customers to scan

**Be sure to view the Troop Cookie Link tutorial on the Safety and Trainings tab in Smart Cookies. QR code is on page #7**

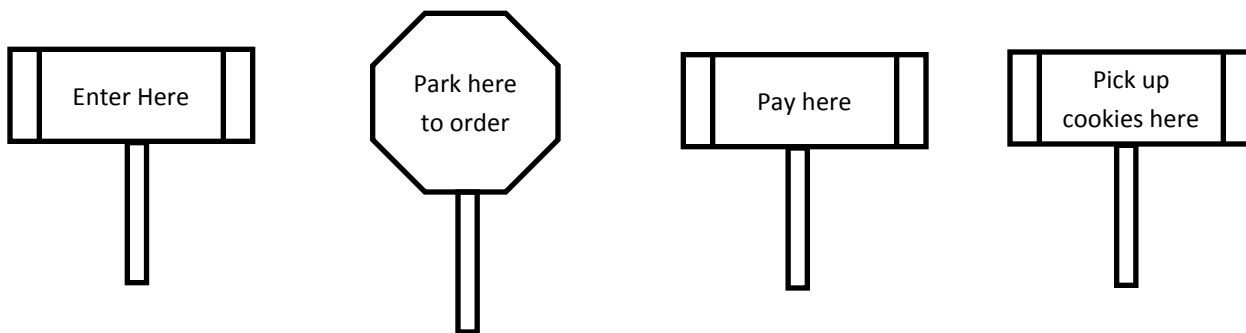
# Drive Thru Booths

## How to conduct a drive through booth:

Just like finding a troop secured location, you may find a location ideal for a drive through booth. This could be a business lot, an open lot or large location you could set up a driving path. Make sure it's easily accessible by car and that it can be seen from the road. This is also a great way to conduct a contact free booth. Just like a regular booth, you will need to get permission from the owner to be there, enter it into Smart Cookies and have the booth approved before conducting the booth.

## Setup:

Set up your booth and mark out an area where customers should drive up to or park. Make sure you have plenty of signs or even an extra adult to help direct customers where to go.



Consider using stations to limit exposure to customers and touchpoints. Utilize the digital payment feature on Smart Cookies.

## Ratio:

No more than 4 girls at drive thru booths. Girls may never approach a vehicle alone. Girls must stay behind their booth table or in a designated area away from moving vehicles. A minimum of 2 adults are required at every drive thru booth. Daisy and Brownie troops require an additional adult to stay with the girls in their designated area, while additional adults approach vehicles.

**All drive thru booths must be entered into Smart Cookies just like any other booth. Enter “Drive Thru” in the Location Information.**

Scan the QR code for an online video tutorial of drive thru booths



# Drive Thru Booths

## SAFETY

**Safety is our number one priority. During Drive Through Booths, safety measures must be increased. Please abide by the following rules. Failure to follow the rules below could result in an unsafe environment for girls.**

### Ratio:

- Drive through booths may need to have additional adults depending on booth setup
- No more than 4 girls are allowed to be at a drive through booth. Girls must stay behind the table, safely out of drive through traffic flow.
- Daisy and Brownie troops must have an additional adult that must remain at the table with girls throughout the duration of the booth, plus additional adults to approach vehicles.
- Additional adults should be present to take payment, distribute orders to pickup location, and to guide traffic.
- Should a girl need to leave their table for any reason, two girls (buddy system) and one adult must accompany girls.
- Junior to Ambassador may conduct a drive thru booth with 2 adults or more.

### Location Guidelines:

- Drive through sites must have adequate space for table setup and traffic flow.
- Drive through sites must not interfere with public traffic flow
- Drive through sites must not interfere with neighboring business parking

### Location Ideas:

- Mattress stores
- Paint stores
- Church parking lots
- Vacant store lots
- Outlying mall parking spaces

### Restrictions:

- Drive through booths cannot be held after dusk.
- Girls cannot approach a vehicle alone at any time regardless of age and drive thru setup

# Drive Thru Booths 1

## Straight Drive Thru Setup:



### Steps:

1. Cars enter lot—ensure ample space for cars waiting
2. Customer places order with adult.
3. Adult takes payment with Smart Cookies app
4. Adult tells girls what the order is—this is a great role for an additional adult. They can communicate orders with order fulfillment center
5. Girls fulfill order
6. Adult gathers order from fulfillment
7. Adult gives customer their order—this could be contact free in trunk or back seat. Or the adult can utilize the bin technique.

### Signage :

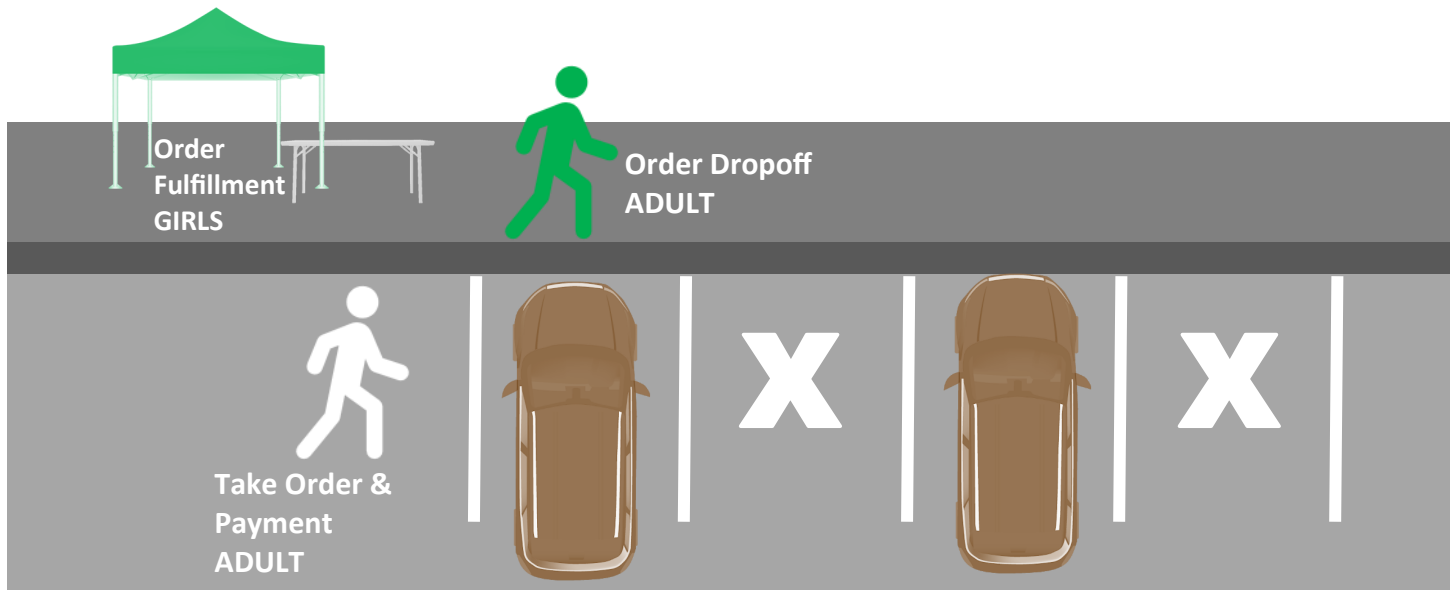
1. Enter
2. Stop (order placement)
3. Drive Forward
4. Stop (order pickup)
5. Exit
6. Thank You
7. Troop Sign
8. Safety cones or improvised barrier for traffic flow and to rope off girl area

### Safety:

- Girls must remain in fulfillment area throughout the duration of booth
- Only adults may approach vehicles
- Additional adults must be present for Daisy and Brownie booths. 1 Adult to stay with girls and 2 adults to approach cars
- Cars must never impede traffic or business parking

# Curbside Booth

## Curbside setup:



## Steps:

1. Cars enter parking spot
2. Adult takes order or takes name for pickup
3. Adult processes payment
4. Adult brings order to girls
5. Girls prepare order
6. Adult brings order to customer

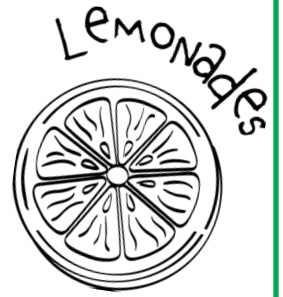
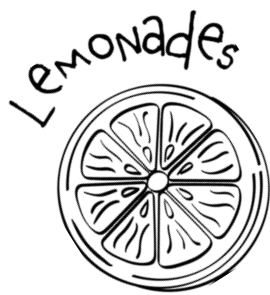
## Signage:

1. Enter
2. Park Here for Order Pickup
3. Park Here to Place Order
4. Thank You
5. Troop Sign
6. Safety cones or improvised barrier to rope off girl area

## Safety:

- Girls must remain in fulfillment area throughout the duration of booth
- Only adults may approach vehicles
- Additional adults must be present for Daisy and Brownie booths. 1 Adult to stay with girls and 2 adults to approach cars
- Cars must never impede traffic or business parking
- Mark off alternating parking spots to maintain social distancing while approaching vehicles

# Lemonade Stands



## What is a Lemonade Stand?

Lemonade style stands are small scale booths usually in your neighborhood. Neighborhood lemonade stands, like Walkabouts, can be held by one girl and one adult.

## Where can we set up a Lemonade Stand style booth?

Set up your lemonade stand in your front yard or a central location in your neighborhood and invite neighbors to drop by.

Share your “open” times and location with your community and on personal social media\*.

**Do not** enter your lemonade stand as a booth since that information is shared publicly. Lemonade stands should be for your neighborhood only. For safety and security, we want to keep all girls’ personal information like full name, address, phone and email anonymous.

Ensure you have proper permissions from your neighborhood or homeowner association prior to setting up any public booth.

\*Do not share on public social media. Do not share on social media if you are uncomfortable in sharing your personal information

# Safety & Etiquette

## Ratio & Booth Attendance

- There needs to be a minimum of 2 adults and 2 girls at every booth table. If a troop is at multiple entrances, each table must have a minimum of 2 girls and 2 adults.
- Never leave the booth unattended.
- Girls can never be left alone at a booth for any amount of time or for any reason.
- Use the buddy system when using restrooms.
- Only Girl Scouts and booth specific adults should be at the booth. Additional family members, friends and pets (unless it is a service animal) should not be at the booth with the girls. Non-Girl Scout attendees are not covered under our insurance and pose a safety risk to all participants at the booth.

## Booth Safety

- Cash is to be kept out of site at all times. Preferably on an adult in a zippered waist pouch. Adults should assist in handling cash transactions.
- Always have a first aid kit.
- Have a health history form for each girl present.
- If someone takes money or cookies, DO NOT attempt to physically retrieve the stolen items and DO NOT allow the girls to do so. Instead, get a good description of the offender(s), call 911 and alert store security (if available). Make sure the girls know what to do in the case of theft. Keep the girls in a safe location until parents/guardians pick them up.
- Girls should never give out their names, addresses, or telephone numbers to customers.
- Booths should not be set up on a busy street, intersection or curb.

## Etiquette

- Do not ask the store manager to mediate conflicts between troops; please contact your Area Booth Coordinator, ACC, or RCM if there is any confusion concerning the booth.
- Begin packing your booth up 15 minutes prior to your end time; never stay past your assigned booth time when another troop is waiting to set up.
- If two troops show up at the same booth, the troop with the approved booth email has priority. In the unlikely event that both troops have a report for the same booth (check to make sure date, time and location are correct) the troops should calmly work together to find a solution that is satisfactory with both troops. Notify the council if this occurs. [council@nccoastalpines.org](mailto:council@nccoastalpines.org)
- Be polite and friendly; Say THANK YOU to all customers.
- No running around or shouting at the booth.
- Remember to be considerate, caring, friendly and helpful to sister scouts, customers and businesses.
- No smoking or eating at booth
- Approach customers as they are exiting store.
- Always cancel a booth if you cannot attend. Customers get frustrated when they show up to a booth and there is not a booth present.



# Smart Divider

## Smart Cookies Smart Divider

The Smart Booth Divider is a great tool to help you transfer boxes sold at a cookie booth to the girls who participated at the booth. This is also great for transferring Operation Cookie Drop donations at cookie booths to the girls who participated in the booth.

Quick Tutorial:

- Log on to Smart Cookies
- From your troop dashboard, hover over **Booths** and select My **Reservations**.
- Select the booth that you would like to record sales for.
- Click the 3 dots to the right, and select **Smart Booth Divider**.

STATUS		QTY SOLD	TOTAL \$
AP	Booth Details	Smart Booth Divider	Remove Reservation

## Scan the QR Code or click the links to watch these very helpful Smart Divider tutorials:

Distribute Cookies for Each Booth with Smart Booth Divider (Option 1)

<https://youtu.be/ISAJ-byrjsY>



Distribute Cookies at End of Sale with Smart Booth Divider (Option 2)

<https://youtu.be/ycbIIXRJII0>



Smart Booth Divider-Editing or Deleting a Transaction

<https://youtu.be/lokmpCtqwM0>



# FAQ

## How do I log into Smart Cookies?

You will receive an email inviting you to log in to Smart Cookies. All Smart Cookies users must be a registered member of Girl Scouts NC Coastal Pines. Ensure you are registered for the 2020-2021 membership year. You may check your membership status by logging in to your MyGS account and viewing your registration. Double check the email in your MyGS account and the email you are checking for your access email. If you are a registered member, follow up with your leader or Area Cookie Coordinator who can follow up regarding your access email.

## How do I enter a booth?

Troop Cookie Coordinators can enter Troop Secured Booths by logging in to Smart Cookies. Hover over **Booths** and click **Troop Secured Booths** from the dropdown. Please refer to page 9 in this guide for more information or view the Safety & Training tab in Smart Cookies.

## A girl can purchase food or soda from a brewery location. Are we then able to host a booth at a brewery or vineyard?

No. For safety reasons, a troop may never host a booth at a brewery, vineyard, distillery, dispensary, or CBD pharmacy regardless if a girl is able to purchase a candy bar or soda from the establishment. These locations are not suitable for booths.

## When can we start having booths?

Troops can begin setting up booths on January 16th. These booths are considered Troop Secured where Troop Cookie Coordinators set up booth locations on their own. Please refer to the Important Dates and Troop Secured Booths pages for more information regarding Troop Secured Booths.

## What is the ratio for booths?

Safety is our number one priority. Daisy to Junior troops must have a 2:2 girl/adult ratio. Older troops, Cadette to Ambassador may have a 1:1 ratio, however a girl of any age can never be left alone at a booth for any amount of time. Adults must be with the girls at all times throughout the duration of the booth no more than 6ft from the girl. Daisy and Brownie drive thru booths require an additional adult to remain with the girls throughout the duration of the booth.

## Who to Contact?

**Girls & Parents:** Contact your Troop Cookie Coordinator and/or Leader

**Troops:** Contact your Area Cookie Coordinator or your Area Booth Coordinator

**Area Coordinators:** Contact Regional Cookie Managers or Council Staff

General Questions regarding Girl Scouts NC Coastal Pines  
1-800-284-4475 or [helpdesk@nccoastalpines.org](mailto:helpdesk@nccoastalpines.org)

# Glossary

**Council Secured:** Booths that council staff and Area Booth Coordinators secures at a corporate level . These booths are entered into the Lottery and then become First Come First Serve.

**FCFS:** First Come First Serve booths. First Come First Serve begins after the lottery.

**First Come First Serve:** First Come First Serve booths. First Come First Serve begins after the lottery.

**Troop Secured Booth:** Booths that troops are encouraged to set up on their own at locations they secure on their own.

**Location Restrictions:** Any location that is Council Secured. Also any Walmart, Sam's Club, Lowes Foods and Harris Teeter as these have been reserved on a corporate level.

**Etiquette:** Guidelines that allow us to have the best booth experience for girls, customers and businesses that are allowing booths.

**Smart Cookies:** The official platform for the Girl Scout Cookie Program powered by ABC Bakers.

**Smart Cookies App:** The official platform App available on for Android and iOS devices. Download the latest version from Google Play or the App Store.

**Booth Divider:** A section in Smart Cookies where you can assign girls certain quantities of cookies they sold at a booth sale.

**Area Booth Coordinator (ABC):** A volunteer that oversees Cookie Booths in a specific area. Each area has a Booth Coordinator. This volunteer is available to answer booth specific questions and will be reviewing all Troop Secured booth requests.

**Troop Cookie Coordinator (TCC):** A volunteer that manages all parts of the cookie program for a specific troop. This volunteer will be the one to ask about program materials, booked booths, financials and cookie program reports.

**My ABC is** \_\_\_\_\_

# DIY Tabletop Shield

## Easy DIY Sneeze Guard

### Supplies:

- Tri-Fold Presentation Board
- Clear Plastic Sheeting (plastic tablecloth, shower curtain, etc.)
- Duct tape
- Box cutter/mat knife
- Pencil
- Ruler
- Scissors
- Bricks (or any type of weighted objects)

### Instructions:

Measure out your windows. Create a box leaving at least 4 inches around the border on the front and on each side of the board. Have an adult cut the windows out of each panel of the tri-fold board.

Measure your plastic film. Make sure the film is larger than the opening. Cut out the film and tape to the inside of the board. Make sure to seal all edges.

Tape a weight to the bottom portion of the board to keep it from blowing over.



## Intermediate Sneeze Guard—Build your Own!

If you'd like to work on a building project AND have something for booths, check out this barrier made out of wood and plastic roofing! The instructions are linked below and via QR code:

<https://qrgo.page.link/XvEiC>



# DIY Face Shield

## Easy DIY Face Shield

### Supplies:

- Clear Acetate sheets (or Dura-Lar)
- [1" KNIT ELASTIC](#) (1" x 3yards)
- Scissors
- Ruler
- Stapler
- 1" Polyurethane Foam Strip

### Instructions:

1. Trace the template onto a sheet of plastic and cut out with scissors. To download a printable template, click [here](#) or scan the QR below. When you go to print, you may need to tile the image, then cut/piece together the template with tape as it is a little larger than most printers will allow.
2. Now, cut a 13" strip of elastic, then staple each end to the top, non-curved corner of the shield shape to form a head band.
3. Cut a 6" strip of polyurethane foam and attach across the, inside edge of the shield to cushion the forehead.

TIP: Be sure the foam covers all staples.







**My Troop Number is** \_\_\_\_\_

**My Area is** \_\_\_\_\_

**My Troop Cookie Coordinator is**

\_\_\_\_\_

**My Favorite Cookie is** \_\_\_\_\_







800.284.4475  
nccoastalpines.org  
council@nccoastalpines.org  
6901 Pinecrest Rd. Raleigh, NC 27613