

Frequently Asked Questions

Where can we sell cookies?

Girl Scouts should sell cookies within their own region of the council. No girl or troop has exclusive rights to any neighborhood, town or street.

Can we accept checks?

Yes, but girls should only accept checks from customers they know. Make sure all contact information is correct and there is a phone number on the check. Checks should be made payable to GSHOM.

Can we get more Cookies ?

Yes. Troop Cookie Managers are able to get more cookies until the end of the sale. They must order and pick up extra cookies from a Cookie Cupboard, so please give your Troop Cookie Manager plenty of time to get your extra cookies.

I am helping my girl set a goal, how many packages does the average girl sell?

Girls should set a goal based on what rewards she wants and how her troop wants to spend their proceeds. Based on last year's sales, the average girl in GSHOM sold 140 packages of cookies. This year our council goal is 150 packages per girl.

What happens if my family can't sell the cookies we ordered?

Each family is obligated to pay for all the cookies ordered by their Girl Scout by the payment deadline. If for some reason you are unable to sell cookies as planned, immediately contact the Troop Cookie Manager to see if other girls in the troop need extra cookies. If this is not an option, you must pay for the cookies to avoid collection procedures.

Can we return or exchange cookies?

No, once cookies have been delivered and signed for by a family, they can't be returned or exchanged.

Girl Rewards

Girl Rewards are cumulative, meaning girls can earn all of the rewards offered up to and including the highest level.

See the cookie order card to see all of the 2014 Girl Rewards.

Cookie Cash

Girls earn **\$5** in Cookie Cash for every **100** packages of cookies sold.

Cookie Cash can be used for GSHOM:
Day Camp & Resident Camp Program Events
Shop Merchandise
Annual Membership Dues
Approved Girl Scout Silver & Gold Award Projects

Cookie Cash does expire one year from the date issued.

500 Club & 1000 Club Events

Girls that sell 500+ packages of cookies become a member of the 500 Club and can choose to attend a special program at one of our GSHOM facilities.

Examples of past events include:

Tubing Down the River
Survivor Adventure
Caribbean Cuisine
Pool Party
Spa Day
Arts Galore

Girls that sell 1000+ packages of cookies become a member of the 1000 Cookie Club and get to participate in an exclusive event.

1000 Cookie Club members voted and this year's event will be in Muskegon, Michigan.

Watch for more details about the 2014 events!



2013-2014 Cookie Program Family Guide

Girl Scout Cookies

build leaders

You know that Girl Scouting provides your girl with precious lifelong experiences and values that are important to your family. The Girl Scout Cookie Program is a key part of her experience.

Much more than a way to raise money, the Cookie Program is a hands-on leadership and entrepreneurial program. Girls learn, not from a book, but from real-life experiences. These are skills that last far beyond Cookie Season. Many successful business women and community leaders say they got their start selling Girl Scout Cookies.

Of course, the Cookie Program funds your girl's program activities. And it helps support Girl Scouts Heart of Michigan and its program events, educational opportunities, and facilities that benefit all girls. All proceeds stay in the local community.

Best of all, girls love the Cookie Program and look forward to it each year. They enjoy the fun activities, exciting opportunities ... and the chance to take charge!

Share your business expertise and how cookies relate to the real world. Most of all, enjoy the Cookie Season with your Girl Scout!

The Girl Scout Cookie Program helps a girl develop five key business and leadership skills that last a lifetime:

- 1. Goal Setting**—as she sets cookie sales goals individually and with her troop, creates a plan to reach them, and develops Cooperation and Team Building skills all along the way.
- 2. Decision-Making**—as she helps decide how her troop will spend their cookie money, furthering Critical Thinking and Problem Solving Skills that will help her throughout life.
- 3. Money Management**—as she takes cookie orders, handles customers' money and gains valuable and Practical Life Skills around financial literacy.
- 4. People Skills**—as she learns how to talk to, listen to and work with all kinds of people while selling cookies. These experiences help her develop Healthy Relationship and Conflict Resolution skills she can use throughout her life.
- 5. Business Ethics**—as she is honest and responsible at every step of the cookie sale. Her business ethics here reinforce the Positive Values she is developing as a Girl Scout.



Thin Mints

Crisp wafers covered in chocolaty coating. Made with natural oil of peppermint.



Samoas

Caramel mixed in copper kettles, crunchy toasted coconut and a premium dark chocolaty coating.



Do-Si-Dos

Crunchy oatmeal sandwich cookies made with baby rolled oats and creamy peanut butter filling.



Savannah Smiles

Crisp, zesty lemon wedge cookies dusted with powdered sugar.



Tagalongs

Special blend of creamy peanut butter enrobed in milk-chocolaty coating.



Thank U Berry Munch*

Premium cranberries and creamy white-fudge chips.



Dulce de Leche*

Milk-caramel chips and Latin-American inspiration.

***Will only be available during initial order taking.**


girl scouts
heart of michigan

Important Dates:

Start Date: _____

Delivery Date: _____

Booth Date: _____

Payment Date: _____

Troop Cookie Manager:

Name: _____

Phone: _____

Email: _____

Top 5 Ways

your family can support your Girl Scout

Families are an important part of the tradition, values and fun of Cookie Season. Here is how you can support your Girl Scout and help her get the most of the experience.

Encourage goal-setting

Goal-setting is an important life skill. She'll go far if she knows how to set a goal and reach it. Ask about her troop's goals and help her set personal goals. Help her fill her goals in on her order card and encourage her to talk about goals with customers.

Support her sales

She needs you to be on her side as she develops the confidence to ask people for orders. Listen to her practice her sales message, arrange booth site sales at work, places of worship or other locations frequented by people who love Girl Scout Cookies. Go with her to deliver cookies.

Volunteer

Her troop is sure to need volunteers willing to chaperone booth sales, pick up cookies and help sort cookies and rewards when they arrive.

Sign her up for Cookie Club

Cookie Club is a safe website where girls can send emails requesting online orders from family and friends. She can learn about goals and track her progress. By sharing your email contacts, you can help her reach her goals in a way that is faster and more efficient for the whole family. Customers order nearly twice as many cookies online. Ask your Troop Cookie Manager for sign-up details. (Girls still must deliver cookies and collect payment in person.)

Practice Safety

Be a good role model for safety and good decision-making. Help your girl understand the Girl Scout safety rules.

Strive for Five

5 packages for only \$20

Strive for Five is a contest designed to increase your girl's cookie sales. Ask customers who plan to only order two or three packages of cookies to purchase **5 for \$20** and get a chance to win five cases. That's 60 packages of cookies!

Gift of Caring

Hometown Heroes

Gift of Caring—Hometown Heroes is a Girl Scouts Heart of Michigan council-wide community service project! For various reasons, some customers do not want to buy cookies for themselves, or they have only a limited need. With Gift of Caring—Hometown Heroes, they have a chance to give to others while supporting Girl Scouting at the same time.



Girl Scout Safety Rules

- **Show you're a Girl Scout**—wear the Girl Scout membership pin and/or Girl Scout clothing to identify yourself as a Girl Scout
- **Buddy up**—always use the buddy system. It's not just safe, it's more fun.
- **Be streetwise**—become familiar with the areas and neighborhoods where you will be selling Girl Scout Cookies.
- **Partner with adults**—adults must monitor, supervise and guide girls when they are taking orders, selling and delivering product.
- **Plan ahead**—always have a plan for safeguarding money, avoid walking around with large amounts of it or keeping it at home or school.
- **Do not enter**—never enter the home or vehicle of a person when you are selling or making deliveries.
- **Protect privacy**—girls' names, addresses or email address should never be given out to customers.
- **Be safe on the road**—always follow safe pedestrian practices, especially when crossing roadways. Be aware of traffic when unloading product and passengers from vehicles.
- **Be net wise**—take the GSUSA Internet Safety Pledge before going online and follow the specific guidelines related to marketing online. Girl Scouts cannot collect money online.

Cookie Time

is family time!

Cookie Season is an exciting time for the whole family. Here are some tips for getting the whole family involved:

- Have a Girl Scout cookie craft night and work on some fun girl activities. A younger sibling may also want to get in on the fun.
- Siblings and friends might form a "brigade" to bring in the cookies from the car. Oh, what they'll do for a Girl Scout Cookie!
- Your family may post a goal tracker in a central place so everyone can see how sales are stacking up. Praise her often!
- Grandparents and extended family may spread the word "It's Cookie Season" to their friends, expanding her circle of contacts.
- She might set up a cookie booth in your front yard and invite family to help.
- Plan to celebrate when she reaches her goals—it's an important last step in learning the rewards of goal-setting.
- When she brings home the patches that she earned while selling cookies, help her iron them on her uniform.

Cookies 101

what every family must know!

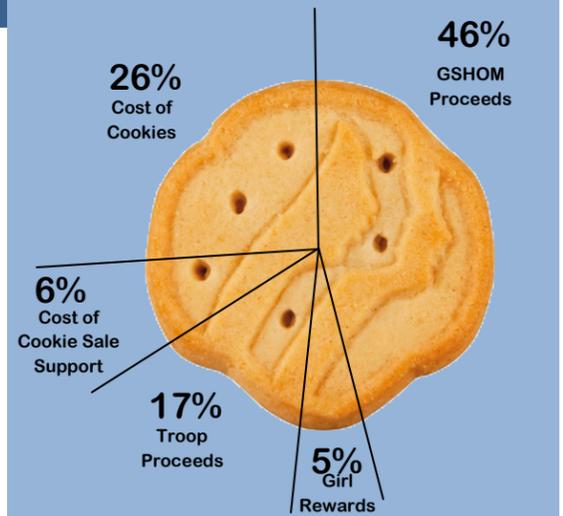
Girls must be registered Girl Scouts in order to sell cookies.

1. **Her first cookie meeting:** To kick off the Cookie Season, she will meet with her troop to set cookie goals and to learn all of the cookie basics for a successful season.
2. **Plan to attend the family meeting:** To learn about the troop's cookie plans, sign the Parent/Guardian Permission Slip, and stay involved throughout the season to help her reach her goals.
3. **Taking cookie orders:** She will take orders for cookies, writing them on her order card or tracking them in Cookie Club. Customers will pay for cookies when she delivers them. She will turn in her cookie orders to her Troop Cookie Manager by the deadline set by the troop. She will continue to take orders with her Goal Getter card, which will be filled when cookies arrive. Families are responsible for all cookies ordered.
4. **Cookies are here:** The cookies are delivered to a central location for pickup. Check and count your cookies carefully, you are financially responsible for them. Help your girl deliver cookies as soon as she receives them, collect money and submit money to the Troop Cookie Manager by the deadline. Never accept cookies or turn in money without receiving a receipt.
5. **Selling direct:** In this phase of the sale, girls sell cookies in hand, rather than taking orders. They may have a cookie booth, which might be a table in front of a store or in another high-traffic area. Girls also might load up wagons or parents cars and sell in the neighborhood or at community events.
6. **Celebrating success:** When she reaches her goal, remember to celebrate.

Note: Know your Girl Scout's troop number and the name and contact information of the Troop Cookie Manager.

How the Cookie Crumbles

\$4.00 per package



All cookie proceeds stay in Girl Scouts Heart of Michigan to support Girl Scouting in your area. Including: financial assistance, program events, trainings, and maintenance and enhancement of GSHOM camps and properties.