

Cookie Snacktoids

Frequently Asked Questions

How to Answer Frequently Asked Questions

Why don't you have _____ cookie?

If we don't carry a certain cookie, it's likely because the bakery connected to our council does not produce that cookie (e.g., Lemonades, Thanks-a-Lot, and Trios come from the other Girl Scout Cookie baker).

Where do the cookie proceeds go?

Troops use their cookie money for activities, field trips, service projects, and program materials. A portion also goes back to Girl Scouts of Greater Los Angeles (a nonprofit) to support girl and volunteer programming.

Did the price go up? Why did it go up?

In 2015, the cost went from \$4 to \$5/box, the first increase since 2004. The primary reason was to keep up with rising inflation.

Do other counties sell their cookies at different prices?

Each Girl Scout council determines the price of their cookies. This year, all surrounding councils are selling cookies for \$5/box. Prices vary nationwide.

Why is the gluten-free cookie more expensive?

The gluten-free Toffee-tastic cookie is \$1 more due to the expensive nature of the ingredients, separate baking process, and additional distribution costs.

Can I just donate to Girl Scouts instead of buying cookies?

Yes! Through our Gift of Caring program, customers can donate cash to send cookies to soldiers overseas or to partner charities like the LA Regional Food Bank or Goodwill. Any size donation will go toward the Gift of Caring program. It does not need to be in \$5 increments.

Do you use palm oil or GMOs?

Our baker tells us it is necessary to use a small amount of palm oil in some cookies to ensure shelf life and quality, and serve as an alternative to trans fats. Our baker decides whether or not to use ingredients derived from genetically modified crops on a recipe-by-recipe basis to ensure compliance with national regulations, consumer preferences, and production factors.

Have the cookies gotten smaller?

No—Girl Scout Cookies have been the same size and weight per box for the last few years. The new box design that was implemented in 2014 may make them appear smaller, but the cookies themselves have not changed.

Are you selling cookies online this year?

GSGLA did not opt-in to the Digital Cookie online program this year. We believe the technology is still not developed to the point where it would help more than hinder the program.

How do I get my daughter into Girl Scouts?

Visit our website at www.girlscoutsla.org; call 213-213-0123; or email join@girlscoutsla.org.

What do you do with your leftover cookies?

Cookies that don't go to a customer are donated through the Gift of Caring program, or many troops give their extra boxes to local charities or their neighborhood police or fire stations.

Does Girl Scouts have a relationship with Boy Scouts?

Boy Scouts of America is a separate organization from Girl Scouts. While some troops share programming activities with local Boy Scouts, the two organizations are independent nonprofits and are governed separately.

Does Girl Scouts have a relationship with Planned Parenthood?

No. Girl Scouts of the USA—which includes Girl Scouts of Greater Los Angeles—does not have a relationship or partnership with Planned Parenthood.

Does Girl Scouts of Greater Los Angeles (GSGLA) allow transgender children to join Girl Scouts?

Girl Scouts values diversity and is an all-inclusive organization that welcomes girls of all religions, nationalities, and backgrounds who are in grades K–12. If we are approached by a parent/caregiver of a transgender child, the situation will be handled on a case-by-case basis with the welfare and best interests of the child and the members of the troop in question a top priority.

For questions that you do not feel prepared to answer, please refer customers to customercare@girlscoutsla.org.

Customers can call the 1-800 number on the cookie box to provide cookie feedback.

More resources at: www.girlscoutsla.org

Boothing tips



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Boothing Guidelines & Checklist

Boothing Guidelines Snapshot

Full guidelines found in the Cookie Program Troop Guide

Hours/Days

- Troops are limited to boothing between 8 a.m. and 8 p.m.
- Only Junior Girl Scouts and older may booth after 6 p.m.
- On weekdays, girls may only booth after regular school hours, after 2 p.m.
- Homeschooled or girls on a track schedule may booth before 2 p.m. provided they display a poster explaining why they are out of school legitimately.
- A Daisy Girl Scout should not booth for more than one hour at a time. These girls should rotate out every hour.

Safety

- At least two adults must be present at all times.
- Troops should have a plan for safeguarding money.
- Adults must handle ALL money for Daisy Girl Scouts.
- Girls should not follow customers into a store or parking lot.
- Never approach cars to make a sale.

Appearance

- Girls should be easily identifiable as Girl Scouts by wearing a membership pin and/or official uniform, tunic, sash, vest or other Girl Scout clothing.

Conduct

- Always arrive on time and stay until your shift is over.
- Upon arrival, always check in with the store/location manager.
- Always be polite and clean up after you are done.

Talk the Talk

Brush up on the following:

- Cookie descriptions and pricing (\$5 a box, 4 for \$20)
- How you will greet customers and keep them engaged
- How customers can donate through Gift of Caring instead of, or in addition to, purchasing cookies
- What your goal is and what you plan to do with proceeds
- Why you enjoy being a Girl Scout
- What skills you learn through the cookie program

Boothing Checklist

Full guidelines found in the Cookie Program Troop Guide

- ☐ Carry a copy of your troop booth sales report from eBudde as confirmation of your reservation.
- ☐ Bring a table, chairs, and a GS or green tablecloth.
- ☐ Place extra product and supplies under the table.
- ☐ Make a poster to display the troop's goal and plans for how they will use their proceeds.
- ☐ Display a 4 for \$20 sign and Gift of Caring sign.
- ☐ Always mention the Gift of Caring donation program for customers who may not want to purchase cookies.
- ☐ Create business cards so customers can order more from you later (samples enclosed).
- ☐ Have extra cash to make change for customers. Be careful if you use a cash box—it's a target for thieves.
- ☐ Recycle your grocery bags into shopping bags so multiple-item buyers can carry their purchases easily.
- ☐ Bring important telephone numbers: service unit (SU) boothing chair, SU cookie program chair, SU manager, and product sales manager.

What if another troop is in our spot when we arrive?

To avoid misunderstandings, print out a copy of your Booth Sales Report as confirmation of your reservation and bring it with you. The troop with the printed confirmation has the permission to be at the site. Adults should settle disputes courteously and model good behavior for girls.

Frequently asked questions →

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