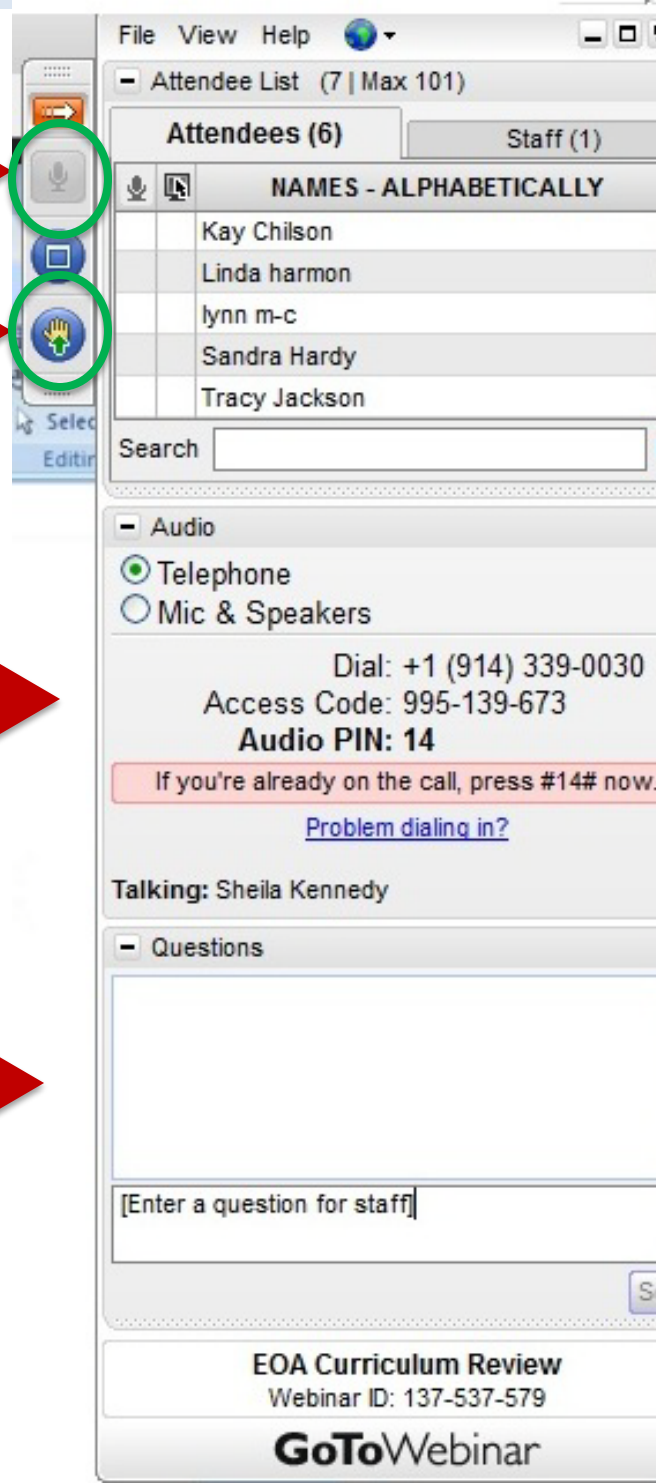


Service Unit Cookie Program Chair Orientation



Webinar How To:



The screenshot shows the GoToWebinar interface. On the left, a vertical toolbar contains several icons. Three red arrows point to the microphone icon, the video icon, and the hand icon, which are each circled in green. The main window displays the 'Attendee List (7 | Max 101)' with a tab for 'Attendees (6)'. Below this is a table of attendees' names, sorted alphabetically. The 'Audio' section shows 'Telephone' selected as the audio method, with dialing instructions and an audio PIN. The 'Questions' section is at the bottom, with a text input field and a search button.

File View Help

Attendee List (7 | Max 101)

Attendees (6) Staff (1)

NAMES - ALPHABETICALLY

	Kay Chilson
	Linda harmon
	lynn m-c
	Sandra Hardy
	Tracy Jackson

Search

Audio

☒ Telephone

☐ Mic & Speakers

Dial: +1 (914) 339-0030

Access Code: 995-139-673

Audio PIN: 14

If you're already on the call, press #14# now.

[Problem dialing in?](#)

Talking: Sheila Kennedy

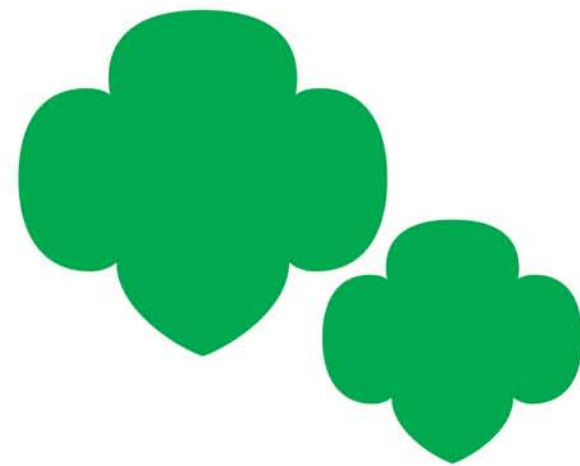
Questions

[Enter a question for staff]

EOA Curriculum Review

Webinar ID: 137-537-579

GoToWebinar



Special Thank You to the Cookie Program
Support Go Team:

- Ann Sera
- Ashley Abdalla
- Carol Fairshter
- Carolyn Libuser
- Cassandra Alexander
- Danelle Jiron
- Debbie Fountain
- Gloria Halfacre
- Helen McNamee
- Laurel Pavone
- Linda Otto
- Lisa Fay
- Lynn Mack-Costello
- Marisa Gallo
- Teri Knerr
- Teri Proffitt
- Tina Galindo
- Yolanda Evans



Service Unit Cookie Program Chair



Welcome to the Girl Scouts of Greater Los Angeles Service Unit Cookie Program Chair Orientation. This orientation prepares a Girl Scout volunteer to lead the Service Unit Cookie Program.

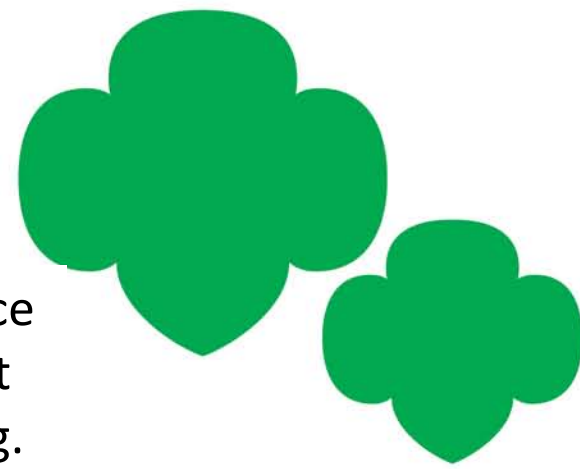
For this orientation, you will need to print the *Service Unit Cookie* manual.

When finished, you will be able to:

- Understand the purpose of a Service Unit
- Learn techniques to effectively communicate throughout the cookie program
- Describe the responsibilities of a Service Unit Cookie Program Chair
- Explain the roles of each Service Unit Cookie Team member
- Identify strategies for leading a successful Service Unit Cookie Program



Service Unit Responsibilities and Functions

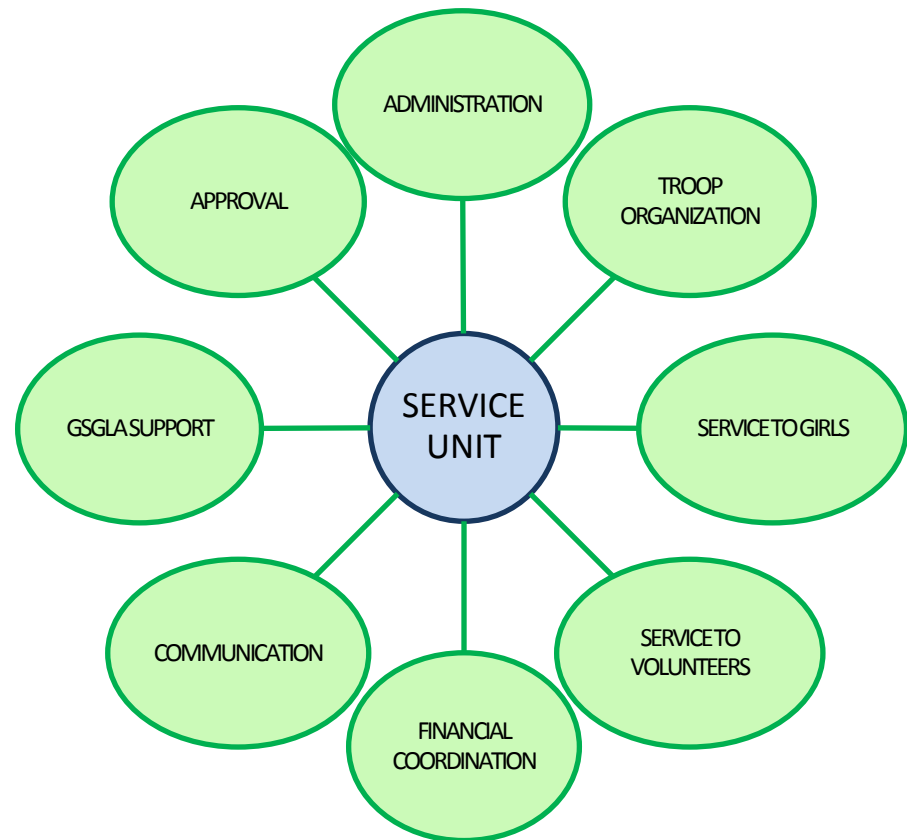


The Service Unit is delegated responsibility to organize and service Girl Scout troops/groups and girls within its boundary. Girl Scout *Pathways* are the way girls and adults participate in Girl Scouting.

Girl Scout Pathways

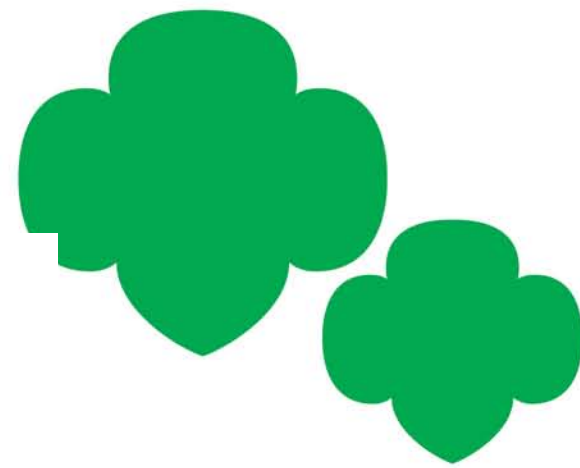


Service Unit Responsibilities and Functions



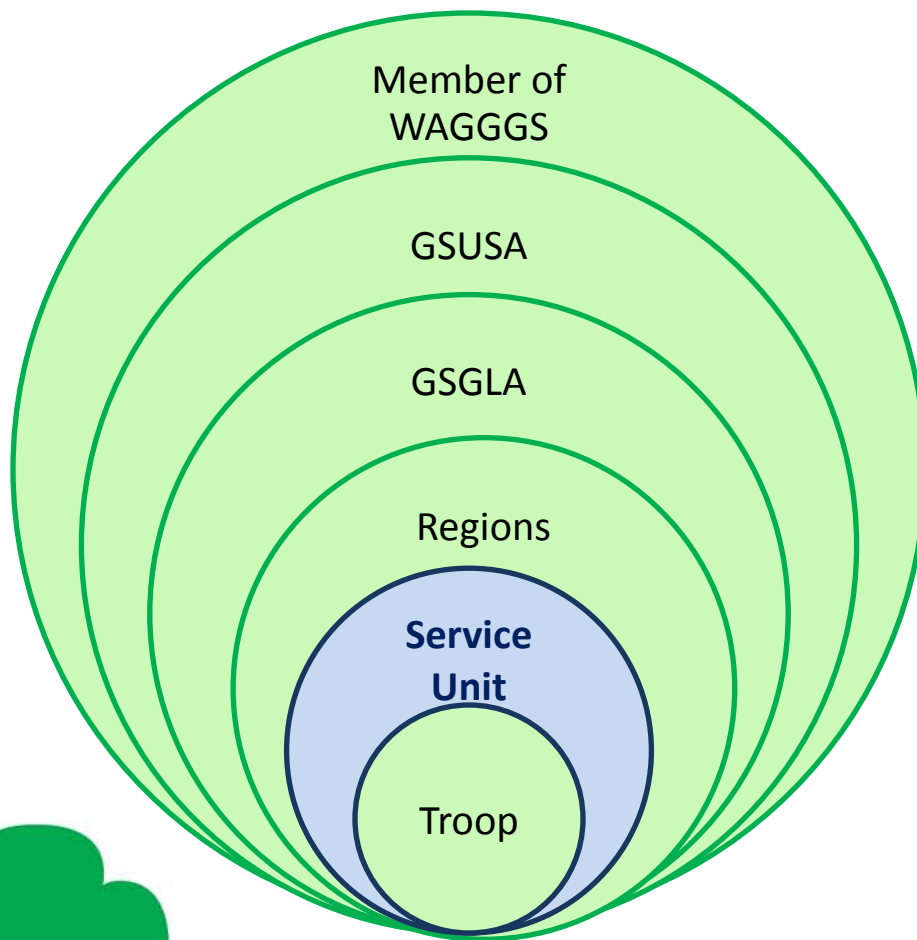
Service Unit

When you first joined Girl Scouts, you were welcomed by a team of volunteers and became a part of a Service Unit. The Service Unit is an important link between the Council and troops.



The role of the Service Unit is to:

- Form troops, recruit and place girls and adults
- Support volunteers in the on-boarding process
- Provide on going assistance to existing troops and other pathways.
- Celebrate and recognize volunteers



Service Unit Cookie Program Chair Best Practices...

You will set the atmosphere of the Service Unit Cookie Program. You will work with the Service Unit Team, leaders, and other volunteers in planning, directing, and organizing the work the Service Unit Cookie Program.

Share...

your knowledge and past experiences with the TCCs

Encourage...

volunteers when they have moments of doubt

Guide...

volunteers in promoting a high-quality Girl Scout cookie program in a safe setting

Create...

a friendly, welcoming atmosphere for your Service Unit TCCs and Team Members

Challenge...

volunteers to identify their strengths and interests to help girls lead and reach their goals

Inspire...

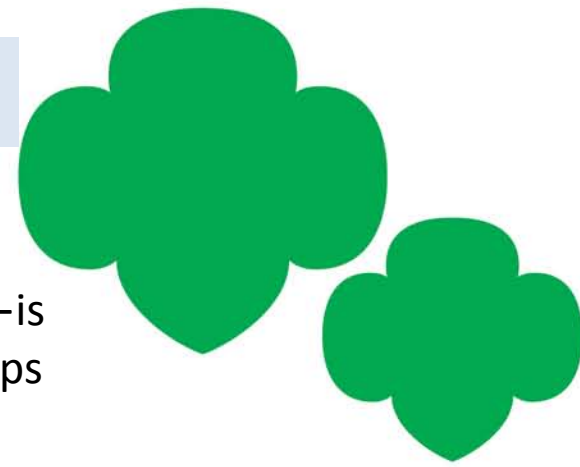
volunteers to become successful in the cookie program

Take Action...

with your Service Unit Cookie Team

Promoting the Girl Scout Leadership Experience

Everything we do is aimed at helping each girl develop her own unique leadership skills. The Girl Scout program—what girls do in Girl Scouting—is based on the Girl Scout Leadership Experience, a national model that helps girls become leaders in their own lives and as they grow.



The Cookie program is the best means of putting these skills into action.

- Using the Girl Scout Leadership Experience as our guide:
 - Activities are designed to give girls the opportunity to **DISCOVER** themselves, **CONNECT** with others, and **TAKE ACTION** to make the world a better place.
 - Activities are **GIRL-LED**, which give the girls the opportunity to **LEARN BY DOING** in a **COOPERATIVE LEARNING** environment.

The cookie program is no exception. Explain to leaders and volunteers the importance of allowing girls to embark upon the Girl Scout Leadership Experience.



The 5 Skills: Shaping A Girl's Future



The benefits of the Girl Scout Leadership Experience will enhance lifelong skills.



GOAL SETTING

DECISION MAKING

MONEY MANAGEMENT

PEOPLE SKILLS

BUSINESS ETHICS



Refer to manual page(s): Page 10-11



The 5 Skills: Shaping A Girl's Future



Why do they matter?

Because when a Girl Scout has learned these skills, she'll be poised for success in her career. Think about it:

When employers interview job candidates, they all look for the same things. This is true whether the employer is a bank, high-tech company, university, hospital, publishing house, car dealership, accounting firm—or even the local pet store. They want:

Someone who can set goals and meet deadlines.

Someone who works well with others.

Someone who understands customers.

Someone who can influence others.

Someone who is honest, trustworthy, and reliable.



Refer to manual page(s): Page 10-11



Service Unit Cookie Program Chair Position Description

SERVICE UNIT COOKIE PROGRAM CHAIR RESPONSIBILITIES

Duties and Responsibilities:

- Attend Cookie Program and eBudde software trainings provided by GSGLA
- Provide Cookie Program training for TCCs and/or Troop Leaders in the service Unit including GSUSA safety guidelines, Council procedures, program activities, goal setting, customer service, courtesy and respect for customers and each other
- Distribute and collect signed Troop Cookie chair agreements and ACH Debit Authorization forms from TCCs *prior to distributing the Girl Order Cards to troops and turn in to Council PSM* by the specified date (see timeline)
- Distribute Cookie Program materials to Troop Cookie Chairs
- Maintain close contact with TCCs and offer support throughout the program; mentor new TCCs as necessary
- Check all troop orders for accuracy using eBudde
- Coordinate boothing program in accordance with GSGLA
- Identify and secure area boothing sites, defining dates and times for each boothing slots, trouble shoot with troops and booth location to resolve issues, visit booth sites to ensure boothing guidelines are being followed during boothing periods (may appoint Boothing Chair)
- Arrange product delivery with Council PSM and schedule troop pick-ups. Count, sign and retain receipts for all transactions including delivery and pick-ups (may appoint Delivery Chair)
- Coordinate acceptance and delivery of girl rewards to troop chairs (may appoint Reward Chair)
- Mentor new troops, independent girls, and struggling troops through a successful product sales program. Call troops that do not submit an initial order to query the reason, call mid-boothing to encourage troops to reach the next reward level for the troop determine with Product Sales Manager who is best to make these calls (may appoint Cookie Mentor or designee)

Service Unit Cookie Program Chair Position Description

Summary: Overseeing and managing Troop Cookie Chairs

Term: October 1 through September 30

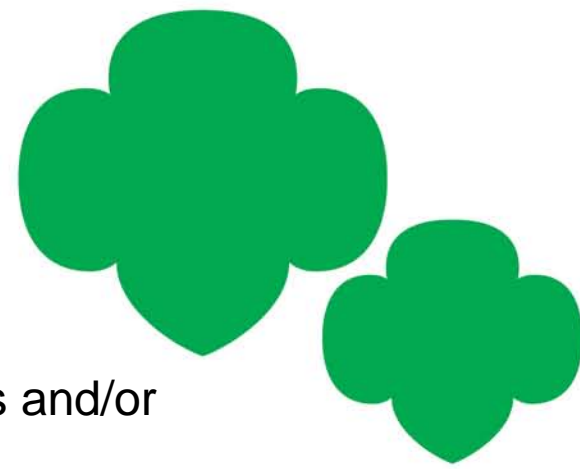
Accountable to: Service Unit Manager and Membership Specialist

CORE COMPETENCIES

- Girl Focused
- Demonstrates personal integrity
- Demonstrates adaptability
- Demonstrates effective oral communication
- Fosters Diversity
- Demonstrates adequate computer skills
- Additional requirements
 - Good standing with GSGLA
 - Belief in the purpose of Girl Scouting
 - Knowledge of goals, objectives, policies of GSGLA
 - Familiar with service unit
 - Team player
 - Communicate effectively
 - Respect decisions made
 - Commitment and time
 - Planning, organizing, supervisory skills



As a Service Unit Cookie Program Chair – Interaction with Council

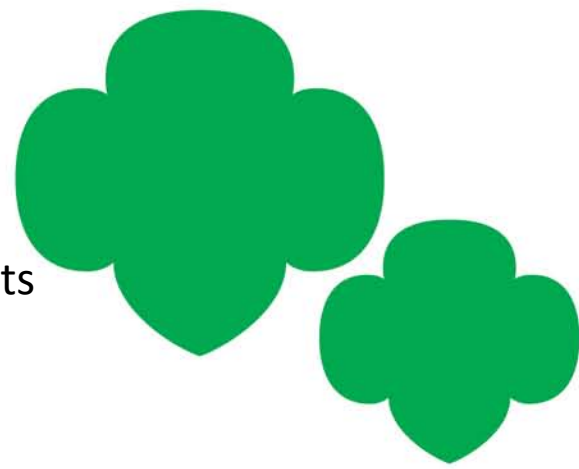


- Keep Product Sales Manager (PSM) abreast of any issues and/or concerns within the Service Unit.
- Provide the following to Council by the deadline:
 - Agreements signed by SUCPC, Cookie Team Members, and TCCs
 - ACH Debit Forms with voided checks
 - Service Unit Cookie Chair List
 - Boothing Location Spreadsheet
- Coordinate the delivery date for initial orders.
- Coordinate the receipt of rewards.
- If there are restrictions on your availability during the cookie program, please advise the PSM.



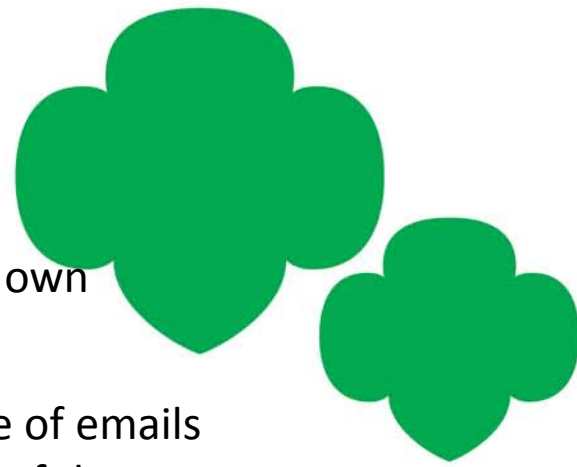
As a Service Unit Cookie Program Chair – General Responsibilities

- Review Initial Orders (I/Os) inputted into eBudde, glancing for amounts that are excessive.
- Ensure troops have rounded-up, if needed.
- Send email reminders about important activities within 48 hours of the event.
- Ensure the Delivery Chair has inputted the initial order pick-up times and location in eBudde.
- Periodically review eBudde to determine if the Boothing Chair has approved or denied special booth requests.
- Ensure troops have allocated all product to girls and submitted their final rewards order.
- Work with the Rewards Chair to coordinate the distribution of rewards by Troop.

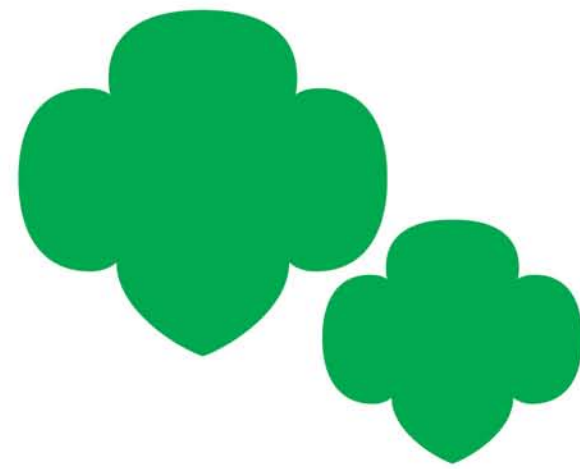


As a Service Unit Cookie Program Chair – Helpful Hints

- Create a separate email account for cookies aside from your own personal email.
- Inform TCCs to include their troop number in the subject line of emails they send and provide their contact information in the body of the email.
- Establish a policy for responding to emails and/or questions.
- Refer troops to the Cookie and Nuts tab on the GSGLA website for all Cookie Program resources: Training links, forms, boothing, cupboard info, and more)
- Ensure your TCCs have your email address and phone number for questions.
- Stress to TCCs and your Cookie Team the importance of receipting and counting the product as well as depositing funds promptly and frequently.
- Be prepared to share best practices and helpful hints in having a great cookie season.
- “Like” GSGLA Cookie and Nut friends on Facebook for breaking cookie news and fun updates throughout the program!



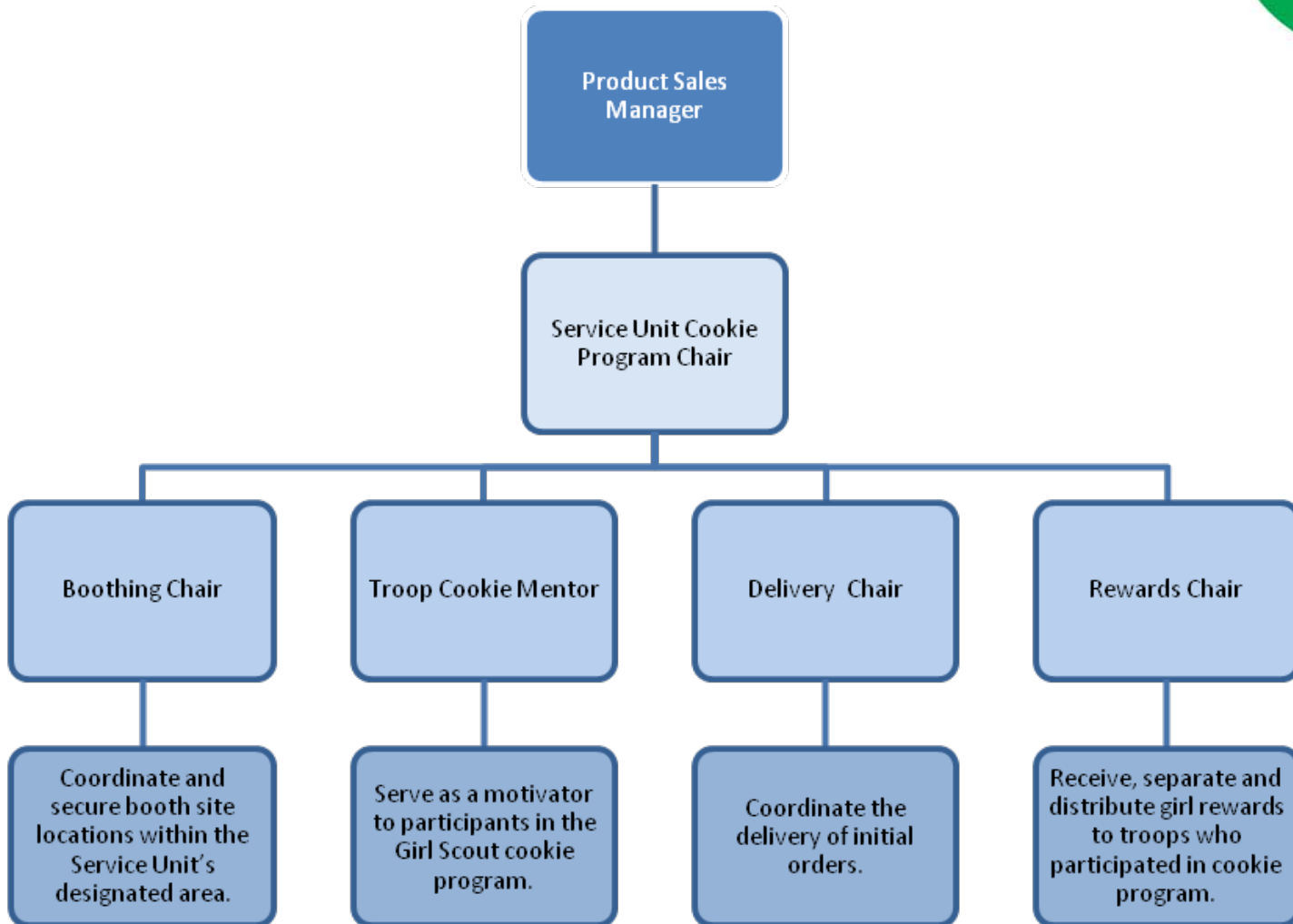
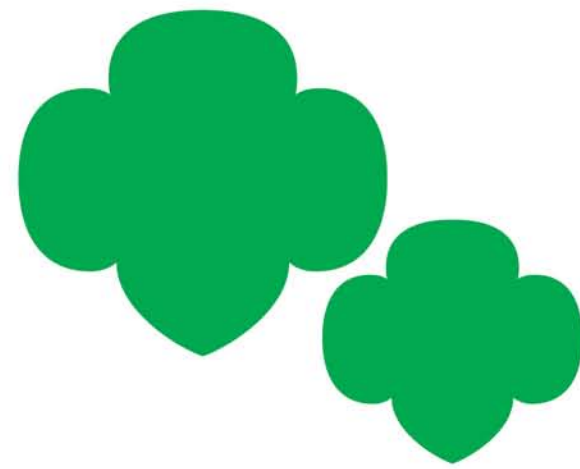
As a Service Unit Cookie Program Chair – What You Need To Do



- Be flexible, courteous, organized, and have supervisory skills.
- Train new and experienced Troop Cookie Chairs (TCCs).
- Ensure troops are provided the materials needed to run a successful cookie business.
- Provide support and guidance to TCCs throughout the cookie program.
- Act as the liaison between Council and TCCs.
- Be familiar with and serve in the capacity of any Service Unit Cookie Team member.
- Make sure Service Unit Cookie Team members are abreast of what is needed to perform their duties.
- Be computer savvy with a definite skill set to work within eBudde.
- Review reports generated from eBudde.
- Update the Service Unit Manager and Product Sales Manager of any potential issues or concerns.
- Reach out for assistance when needed. You are not alone. This is a partnership; you have a team supporting YOU.



As a Troop Cookie Mentor – The Cookie Team



Recommended Positions



As a Service Unit Cookie Program Chair

One of the very first things that you will do is conduct a Troop Cookie Training. *Do you remember what it was like when you attended your first troop cookie training?* Wouldn't it have been easier if there was someone there you knew who could introduce you and explain the ins and outs? As the Service Unit Cookie Program Chair, you set the atmosphere for the Service Unit cookie training and program.

- Go to the Service Unit Meetings to find out the latest happenings.
- Pay close attention to all the information you receive from GSGLA e-newsletter. It has helpful information to share.
- Finally, make sure you attend GSGLA Cookie Training to learn pertinent information about the cookie program.

Providing a Welcoming Troop Cookie Chair Training

Dear Service Unit,

It amuses me to think that your organization spends so much time looking for new members when I was there all the time. Do you remember me?

I'm the person who came to every meeting, but nobody paid any attention to me. I tried several times to be friendly, but everyone seemed to have her own friends to talk to and sit with. I sat down among some unfamiliar faces several times, but they didn't pay much attention to me. I hoped someone would ask me to join one of the committees or somehow participate and contribute – but no one did.

Finally, because of illness, I missed a meeting. The next month, no one asked me where I had been. I guess it didn't matter very much whether I was there or not. On the next meeting date, I decided to stay home and watch a good television program. When I attended the next meeting, no one asked me where I was the month before.

You might say that I'm a good person. I have a good family and love my community. You know who else I am?

I'm the volunteer who never came back.

Communication starts with being approachable. Make sure you establish a welcoming environment when you talk and meet with cookie participants

Resources

A very important part of what you can do is to help leaders with resources and learning opportunities. Many TCCs will look to you for Girl Scout information. Become very familiar with everything on our website. Here are some links to get you started:

Website:

Cookies & Nuts
Adult Learning
Become a Leader or Volunteer
Cool Tools
Family Partnership
Forms
On-line Event Calendar
eBiz
Pixie List – GSGLA classifieds
Registration information
Safety Activity Checkpoints
Volunteer Essentials
Volunteer of The Month

Your most important resources:

Volunteer Essentials

- Troop finance information
- Activities needing approval
- Council Policies
- Adult Learning requirements
- Journeys and badges
- Planning a girl-led environment

Safety Activity Checkpoints

When preparing for any activity with girls, leaders should always begin with Girl Scout Safety Activity Checkpoints written about that particular activity.

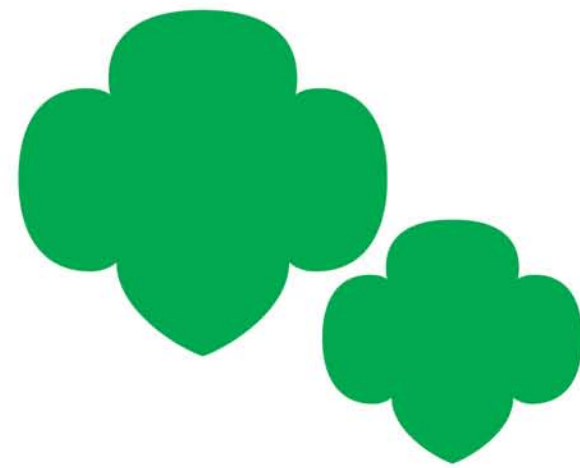
As a Service Unit Cookie Program Chair – Troop Cookie Guide



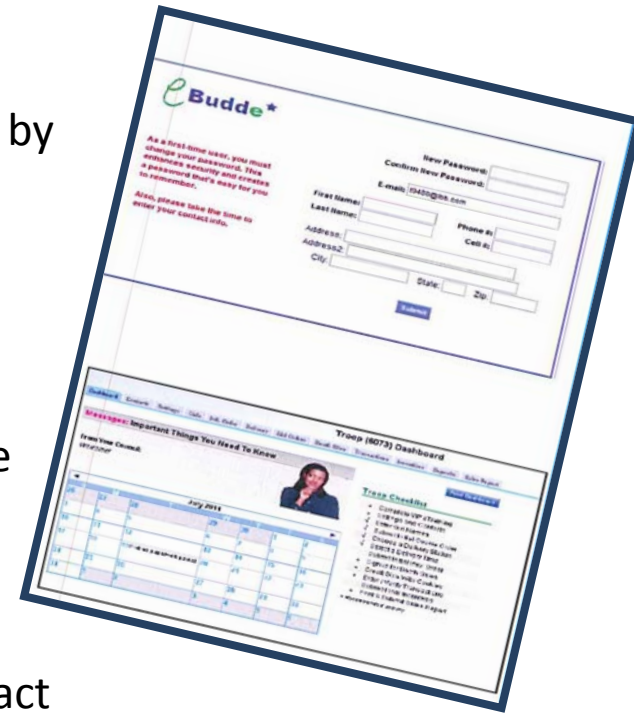
- One of the primary resources that you will refer to often is the Troop Cookie Guide.
- The guide will be distributed to TCC at your training.
- The guide for the 2014 cookie season will:
 - List important dates and activities.
 - Progress you through the cookie program from beginning to end while providing detailed steps.
 - Provide a reference list at the end of the book.
 - Include necessary forms to be used during the cookie program.
 - Include step-by-step instructions on providing eBudde transactions.
- Several reference materials will be provided to ensure a successful cookie business for all participants.



As a Service Unit Cookie Program Chair – Service Unit Cookie Program Chair Guide



- Basically, anything that is needed at the Service Unit level is included in the SUCPC Guide.
- The guide for the SUCPC does not include the components that are printed in the TCC Guide.
- The SUCPC Guide only pertains to information that is needed by the SUCPC. It includes:
 - Instructions for documentation needed by Council.
 - eBudde instructions for generating needed reports.
 - Tips for conducting the TCC training as well as appropriate outlines for each level.
 - Tips for securing booth site locations.
- If a question or concern comes up which is not covered, contact your local PSM.



Communication

Now, the training is done and the questions start coming. It's important for the Troop Cookie Chairs to know how you will communicate with them during the cookie program. Everyone is different ~ establishing how to communicate with Troop Cookie Chairs from the beginning will prevent problems in the future.

Do you know how each generation communicates?

Generations	Communications	Messages that Motivate
<i>The Greatest Generation</i> Prior to 1945	Formal - written	Your experience is respected
<i>Boomers</i> 1946 - 1964	In person	You are valued, you are needed
<i>Gen X</i> 1965 - 1980	Direct and immediate E-mail Voice Mail	Forget the rules. Do it your way.
<i>Nexters – Gen Y</i> 1980 - 2000	Text messaging Twitter Facebook	You will work with other bright, creative people.

Communication

The term “social media” refers to tools that allow the sharing of information and creation of communities through networks or people. It is a method to have two way conversations online. Some of the most common types of social media include:

- Networking sites (Facebook)
- Microblogging sites (Twitter)
- Forums (Shutterfly, Google group)
- Blogs
- Content-sharing service (YouTube)

Determine the method and frequency of communication most appropriate for your Service Unit and advise the Troop Cookie Chairs!

Consistent communication with leaders and volunteers is just one way you will be successful. Here are others:

- Understand and support the Girl Scout mission, vision, and values
- Promote the Girl Scout Leadership Experience
- Provide timely and effective feedback
- Provide guidance; not directive.
- Be open to new ideas and ways of thinking
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Maintain confidences

As a Service Unit Cookie Program Chair - Your Support Team

- Your Service Unit Manager and Product Sales Manager are available to help you run a smooth and productive cookie program.
- This is a partnership which you are entering into which means you are not alone.
- Work closely with your Service Unit Manager and the Product Sales Manager to recruit your Service Unit Cookie Team members.
- Identify and understand the positions held by your Service Unit Cookie Team
- Select Service Unit Cookie Team Members who will promote healthy communication and will be a role model to troop leaders, TCCs, and girls.



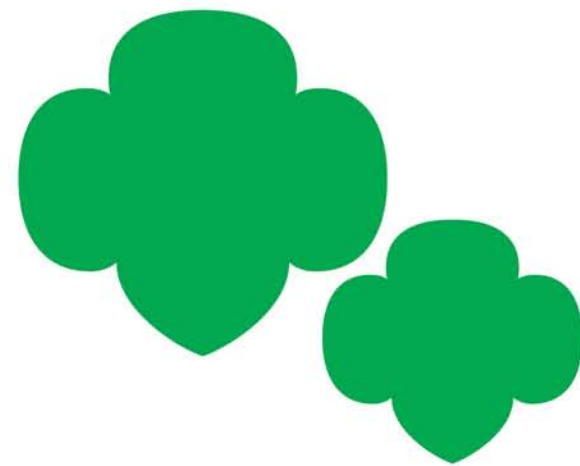
As a Troop Cookie Mentor – GSGLA'S Website

GSGLA's Website (<http://girlscoutsla.org>) will provide you with a lot of information regarding the cookie program.

- 5 Skills for Girls
- Important Dates
- Forms
- eBudde Information
- Manuals & Guides
- Product List
- Boothng Tips & Information
- Gift of Caring Program & Partners
- Rewards
- GSGLA's Contact Information

You can always **LIKE** us on Facebook
for more up to date information.

As a Service Unit Cookie Program Chair – Important Dates



SUCPC training is scheduled for December 7-17, 2013

TCC Training Mid December - Mid January

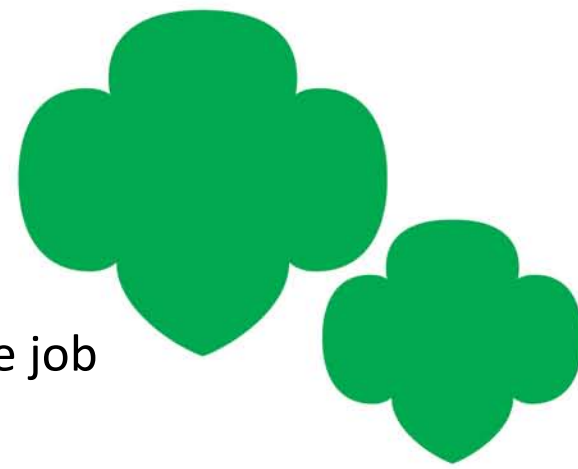
2014 Cookie Season will begin January 24, 2014.

Delivery will occur February 20-23, 2014.

Boothing will begin February 25, 2014.

Important Dates	
Wednesday, December 18 – Monday, January 20	Attend Service Unit Cookie Training. Date determined by Service Unit.
Saturday, January 11	National Girl Scout Sleepover.
Wednesday, January 22 – Thursday, January 23	TCCs receive ebuddy invitation access from SUCC.
Friday, January 24	Initial Order taking begins. See p. ____.
Monday, January 27	Deadline to test ebuddy log in and report problems to SUCC.
Wednesday, January 29	TCCs visit http://xpetraining.littechonline.com to complete ebuddy and other training online.
Sunday, February 2	ebuddy Booth Scheduler opens. See p. ____.
Friday, February 2	Initial Orders due to Troop Chair. See instructions, p. ____.
Sunday, February 9	Last day for TCCs to enter Initial Orders into ebuddy – 11:30PM.
Thursday, February 20 – Monday, February 23	Initial Order cookie delivery to Service Units. Delivery dates and locations will vary.
Tuesday, February 25	Cupboards open. Troops pick up in whole case quantity until March 4.
Thursday, February 27	Boothing begins.
Friday, February 28	Cookie Mobile contest submissions due.
Sunday, March 2	Last day for Troops to deposit funds to cover first ACH debit.
Tuesday, March 4 – Tuesday, March 18	Exchanges accepted at designated cupboards. Troops may pick up in box quantities until the close of the program.
Wednesday, March 5	First ACH debit by Council for 50% of Initial Order.
Sunday, March 23	Cookie Program ends.
Saturday, March 29	Last day for TCCs to enter all gift of Caring boxes, troop transfers and complete girl allocations in ebuddy.
Tuesday, April 1	Troops deposit all remaining funds to cover 2nd ACH debit.
Friday, April 11	Final ACH debit. Discrepancy Reports due to PSM.

As a Service Unit Cookie Program Chair – What Can You Do Now!



Yes, there seems to be a lot to do. However, if you start now, the job will not be so daunting.

REMEMBER: You are not alone!! You have a Support Team!

What can you do now:

- Discuss expectations with your PSM
- Find out from your PSM when the SUCPC training will be held
- Recruit your Cookie Team
- Have Team Members Sign Agreements
- Help Boothing Chair find new sites
- Determine your training location, date(s) and time(s)
- Start thinking about the delivery location for initial orders



As a Service Unit Cookie Program Chair - Recognitions

Help recognize your fellow volunteers for outstanding contributions to the Service Unit and Council during the cookie program.

Council level award nominations are due to Council the second Friday in January.



Recognizing Adults

GSGLA holds a recognition ceremony in conjunction with the annual meeting

***GSGLA Go Teams
in Cooperation With Council Staff
Invite Service Unit Team Members to:***

**Service Unit Team
Position Orientations**

All position orientations will run 6:30 p.m. to 8:30 p.m.

Sept. 10: Service Unit Recruiter

Sept. 12: Service Unit Troop Consultant

Sept. 17: Service Unit Registrar

Sept. 19: Service Unit Treasurer

Oct. 1: Service Unit Cookie Program Chair

Oct. 3: Service Unit Cookie Mentor

Oct. 8: Mediator Squad Rep (Dispute Resolution Team Member)

To view recorded trainings visit the website here:

http://www.girlscoutsla.org/pages/for_volunteers/training_information.html

Go Teams

goteams@girlscoutsla.org

Adult
Recognitions

Kristine Wiscarson

Girlltopia
Volunteers

Communications
Cindy Bernsdorf

Dispute
Resolution
Kristine Wiscarson

Travel
Tammie Scott

Gold Award
Lynn Mack Costello

Special Events &
Troop Money Earning
Debie Wakeland

Troop
Support

Service Unit
Support

Product Sales
(Cookie Program)
Teri Proffitt

Environment
and Outdoor
Adventure
**Sandra
Hardy**

Wellness and
Healthy
Living (1st
Aid/CPR)
Julie Miller

Adult Educator Support
Lynn Mack Costello

Curriculum
Linda Harmon

Congratulations!

You have completed

Service Unit Cookie Program Chair
Orientation

