

Cookie Seller FAQ

Answers to common questions encountered during the cookie season and tips for navigating difficult conversations at your booth sales.

Prepare for in-person interactions with these go-to answers and sample scenarios.

I'm on a diet, why do Girl Scouts sell unhealthy snacks?/We don't eat sugar.

It's fun to have a tasty treat every now and then, but you can also donate boxes that we will distribute to our Hometown Hero if you'd rather not buy packages for yourself.

Girls can join Scouts BSA, why can't boys join Girl Scouts?

Research shows that a girl learns best in an all-girl, girl-led, and girl-friendly environment. Our programs are designed specifically for girls at their various developmental stages through youth.

When a customer asks why we use palm oil in Girl Scout Cookies

One of the primary goals of our Girl Scout Cookie bakers is to create the best-tasting cookies possible using the best ingredients available. Palm oil is an ingredient found in many baked snacks and numerous food and beauty products; it is the most widely used vegetable oil in the world. Palm oil is used in our cookies because of its unique ability to provide volume and texture, without adding trans fats. Additionally, growing palm oil requires less land in comparison to other vegetable oils and supports the livelihoods of more than 4 million farmers globally.

Whoa, \$6 a box, that's crazy, why should I pay that?/When I sold cookies when I was kid and it was like \$3 a box! Why are they so expensive now?

Everything seems to be more expensive now. The baker sets the prices and cocoa and sugar are more expensive now, but when you buy a box of cookies you help us change the world!

Do you have anything healthy?

Do Si Dos have oatmeal and peanut butter, Trefoils are a simple shortbread cookie, or you can donate cookies to my Hometown Hero. I'm donating cookies to [fill in with your Hometown Hero].

You should be in Boy Scouts, they do more outdoor programs.

Starting in kindergarten, Girl Scouts earn badges in outdoor skills, camping, and high adventure. Girl Scouts can attend camp programs at a younger age than their Boy Scout counterparts. Both organizations offer similar outdoor experiences and high-adventure opportunities, but only Girl Scouts delivers a girl-centered, girl-led environment. (You can also list your own Girl Scout outdoor adventure experience.)

If prices have gone up how much does your troop get?

So, good news! The amount we get from each box has gone up too! When you buy our cookies, you're helping fund all our super fun adventures. And guess what? 100% of the money stays right here in Colorado to support Girl Scouts like us!

How to ask a customer to move along.

Sometimes customers linger at the booth wanting to ask questions outside of the realm of your cookie business. It's okay to let a customer know you need to assist other people, or for you or an adult to thank the customer for their interest or purchase but let them know you need to get back to work. Most customers will take the hint, but if you ever feel unsafe be sure to report the incident to the store manager or leave the booth, if needed.

Is Girl Scouts political?

No. Girl Scouts is non-partisan and non-political. In recent years it's become increasingly difficult to appear so in our divided political environment. Our organization aims to serve all girls and support the issues and causes important to them.

Aren't you too old to be a Girl Scout?

Nope! You can never be too old to have adventures and build strong friendships! Not to mention we have the chance to change the world through Bronze, Silver, and Gold Award projects! Girl Scouts is open to youth in Kindergarten through 12th grade.

If a customer is surprised that you are still an active Girl Scout, use this as an opportunity to share some of the other opportunities you have been able to participate in outside of the cookie sale (for example, completing a highest awards project, travel, service or learning projects, etc.).

Pro Tip: Practice ahead of time, like an elevator pitch, to be able to respond with confidence.

You can find an extensive list of FAQs on the GSUSA website:

<https://www.girlscouts.org/en/cookies/how-to-buy-cookies/cookies-frequently-asked-questions.html>

