

# TROOP TRAINING CHECKLIST

Training is mandatory for any girl (and parent/guardian/caregiver) who chooses to participate in the 2021 Cookie Program. Communicating with girls and their families is important and having a troop/family meeting is key, before the start of the program and after, with updates happening during the run of cookie season. If extra support is needed for training, contact the SUCM to find an experienced volunteer to help. You can also ask the SUCM for the link to the training video for families, along with a copy of the presentation. The average length of the meeting is one hour.



**You can also visit the GSCO Cookies Resources page on our website by using the QR code for information on virtual meetings, training tips, and the most up-to-date Cookie Program information.** With the possibility of changes due to COVID-19, it's best to check the Cookie Resources page frequently, for the most current information on virtual meetings, training tips, digital versions of the guides, delivery day, cookie cupboards, and the ways girls will sell during the Cookie Program.

- Every participating girl must turn in a signed caregiver/parent Permission and Financial Responsibility form before they are given cookie inventory and start selling.
  - Go over these documents with the families to ensure they understand their financial responsibility and other expectations.
- Explain the purpose of the program (i.e., the 5 Skills) and hand out program materials to girls.
- Explain the best method for parents/caregivers to communicate with you.
- Explain that no cookies may be sold until Go Day.
- Go over all the cookie due dates, including GSCO deadlines and troop deadlines.
- Explain the Initial Order (IO) that the troop will be submitting and discuss how it will be calculated.
- Explain the process for cookie distribution day.
- Explain that a complete and signed receipt is needed for every cookie and money transaction.
- Explain how often and when girls can get more cookies and the process to get them.
- Explain under what circumstances/time frames the girls can return and/or exchange cookies within the troop. No cookie returns are accepted by GSCO.
- Explain the money handling policy. This should include:
  - How often cookie money must be turned in;
  - How much inventory each girl will be allowed to have before she must turn in money;
  - The troop's policy about accepting checks and large bills (GSCO recommends not accepting checks or \$50 or \$100 bills);
  - When final payments for cookie inventory/sales are due - during close-out and before the GSCO ACH debit; and
  - The steps the troop is required to take when money is not turned in.
- Review safety guidelines.
- Explain booth policies and best practices, at in-person booths especially (if applicable for 2021 cookie season) and the guidelines for new selling options, such as virtual "booths" and/or other means of selling cookies without customer contact. These will be shared with TCMs and other volunteers during training.
  - Parents/caregivers need to understand the booth policies and procedures to ensure they know what is expected of them.
  - Parents do not inherently know how to manage a booth, so train them by modeling a perfect booth during the troop training.
- Explain how rewards are earned by the girls and get the girls' sizes and other reward choices.
- Discuss how the troop should celebrate its successful cookie season and talk about what the girls would like to do with the troop proceeds that they earn!

