



## Cookie Squad Investigator

The GSGMS Cookie Investigator Squad is ready and waiting to visit cookie booths. It takes a lot of training to become part of the Cookie Investigator Squad, so visits are rare and special.

A CSI team member is a community business partner volunteer who wants to help Girl Scouts develop an entrepreneurial mindset and recognize the business behind the cookie program. When visiting booths these shoppers are prepared to reward girls who demonstrate knowledge of the cookie program and the Girl Scout Promise and Law with a special patch.

How it works:

Troops host a cookie booth that has been entered in cookie locator

Follow and practice booth etiquette guidelines and Safety Activity Checkpoints. See the guidelines that CSI's are following to be extra prepared!

**CSI's will look for the 5 key business skills:**

**Decision Making:** Girls should wear their sash or vest when selling Girl Scout cookies. Acceptable attire is a Troop Shirt, but girls must be clearly identifiable as a Girl Scout. What marketing tools did you use to attract customers?

**Goal Setting:** Girls should display goals and talk to customers about those goals. Girls should also remind them about the Cookies for Heroes program.

**People Skills:** Girls should say hello and be friendly to potential customers even if they do not buy cookies.

**Money Management:** Are the girls handling the business transaction. Who is adding up the boxes and providing a total, and handling the money. Are they using Digital Cookie? Girls should also thank customers and the manager or owner of the booth location.

**Business Ethics:** Girls should treat store employees, customers and the property with respect and leave the space better than when they arrived.

The CSI will also test your Girl Scouts on product knowledge: Girls should be prepared to display a knowledge of the product they are selling and be prepared to answer customer questions in accordance with their age level.