Role Playing Scenarios: Door-to-Door

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| You have a customer who does not want any cookies for herself, but wants to donate a box. What do you do?  --Also remind Scout to upsell additional boxes for donation | A customer says he’s a vegetarian and wants to know and wants to know which types of cookies he can eat. What do you do?  --S’mores, Lemonades, Thanks-A-Lots, Thin Mints, Peanut Butter Patties |
| You have a customer who is on a diet and does not want any cookies. What do you do? | You have a customer who already promised to buy cookies from another girl scout. What do you do? |
| You have a customer who wants to by <xx> number of boxes of cookies. What do you do?  Variations:  --Customer asks scout what’s her favorite.  --Customer wants to know more about the charitable organization.  --Customer wants to know what the troop proceeds will be used for. | You have a customer who can’t eat the cookies because of dietary restrictions. You talk them into buying a box for your troop to donate to the Cookie Share Program.  --Remember to talk about the charitable organization the troop is supporting. |
| Your customer asks you what kind of cookies you have and how much they cost. | Your customer asks you what you’re going to do with the money you make selling cookies. |
| One of your customers invites you to come into their house while they search for their money. What do you do? | A customer says she doesn’t have any cash but she can write you a check. What do you do?  --Make checks payable to Girl Scouts. |
| Your customer isn’t sure she needs any cookies. What is the best way to get people to buy cookies? | You’re going door-to-door selling cookies. It’s very cold outside and the woman who lives down the street invite you into her house. What do you do? |
| You have an angry customer, who is very rude when you ask them if they want to buy cookies. What do you do? | You have a customer who asks which cookies are Nut Free, what do you tell them.  --S’mores, Lemonades, Thanks-A-Lots, and then new GF cookie are nut free. |

Role Playing Scenarios: Cookie Booth

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| You have a customer who does not want any cookies for herself, but wants to donate a box. What do you do?  --Also remind Scout to upsell additional boxes for donation | A customer says he’s a vegetarian and wants to know and wants to know which types of cookies he can eat. What do you do?  --S’mores, Lemonades, Thanks-A-Lots, Thin Mints, Peanut Butter Patties |
| You have a customer who is on a diet and does not want any cookies. What do you do? | You have a customer who already promised to buy cookies from another troop. What do you do? |
| You have a customer who wants to by <xx> number of boxes of cookies. What do you do?  Variations:  --Customer asks scout what’s her favorite.  --Customer wants to know more about the charitable organization.  --Customer wants to know what the troop proceeds will be used for. | You have a customer who can’t eat the cookies because of dietary restrictions. What do you do?  --Talk them into buy a box to donate to the Cookie Share Program.  --Remember to talk about the charitable organization the troop is supporting. |
| Your customer asks you what kind of cookies you have and how much they cost. | Your customer asks you what you’re going to do with the money you make selling cookies. |
| A customer wants to buy cookies, but only has a credit/debit card. What do you do? | A customer says she doesn’t have any cash but she can write you a check. What do you do?  --Make checks payable to Girl Scouts. |
| Your customer isn’t sure she needs any cookies. What is the best way to get people to buy cookies? | You’re selling cookies at a Booth. People are walking by, but not buying anything. What do you do? |
| You have an angry customer, who is very rude when you ask them if they want to buy cookies. What do you do? | You have a customer who asks which cookies are Nut Free, what do you tell them.  --S’mores, Lemonades, Thanks-A-Lots, and then new GF cookie are nut free. |