



# girlscouts Delivery Service-Troop Resource

Welcome Junior, Cadette, Senior and Ambassador Girl Scouts,

As a Girl Scout Junior through Ambassador, you are beginning to set big goals for how you will team together to use your cookie money to do things like earn a Highest Award or take bigger trips which require more funds. These big goals require big action as you run your own Girl Scout Cookie business. When you have more ways to sell and learn, you have more ways to reach your goals.

This entrepreneurial experience is one piece of a bigger program and should never be the only way you are engaging in the Girl Scout Cookie Program. This delivery service experience will show you a window into another part of doing business, giving you the chance to build people skills by working together as a team, decision making by taking the lead in the business operations, and business ethics by making sure you are meeting customer needs and expectations.

This document will help you design, implement, and evaluate your experience.

## Important Information

**Delivery service experience location:** Commack & Camp Edey

**Arrival:** Arrive 15-20 minutes prior to the start of your shift.

**What to bring:** N/A

**Evaluation:** by agreeing to participate in this experience, you also agree to complete a survey at the end of your session. This feedback will help Girl Scouts decide if and how to run this program moving forward.

Activities/Processes	Who/how	Girls take the lead
<b>Orientation &amp; Preparation</b>		
1. Troop orientation and inventory management	Council orientation to troop	You and your troop will: <ul style="list-style-type: none"> <li>• Need a starting inventory. Council may assign starting inventory to you or you may be asked to bring your own inventory.</li> <li>• Learn about your responsibilities during a troop meeting in advance or during an orientation.</li> <li>• Be responsible for counting, tracking, and maintaining your inventory.</li> </ul>
2. Delivery service device orientation	Council orientation to troop	You will learn about the delivery service device either when you arrive for your shift or during a meeting sometime before your shift. This device is what the delivery service uses to send you orders.
3. Role assignment	Girls	You will work with your group to brainstorm your process and decide roles. Use these questions as thought starters to get started: <ul style="list-style-type: none"> <li>• Who will manage the delivery service device?</li> <li>• Who will pack the orders?</li> <li>• Who will check the orders for accuracy?</li> <li>• Who will manage and restock inventory?</li> <li>• Who will make sure customers are thanked?</li> <li>• Who will communicate with the delivery driver?</li> <li>• Are we missing any roles?</li> </ul>
<b>Execution</b>		

4. <b>Organizing / staging product</b>	Girls	<p>As a group, decide how best to manage your inventory to get the orders accurate and out on time. Use these questions to get started:</p> <ul style="list-style-type: none"> <li>• How will we organize our materials and products for efficient packing?</li> <li>• How will we label the orders?</li> <li>• How will we make sure the right orders are given to the right delivery drivers?</li> <li>• How will we use our downtime? (ex. Make thank you notes for customers or improve our process)</li> <li>• Now that we have thought through our process, do we need to change any roles?</li> </ul>
5. <b>Tracking and filling orders</b>	Girls	<p>Now, you are ready to decide how to track and fill your orders. Use these questions to get started:</p> <ul style="list-style-type: none"> <li>• How will the delivery service device manager communicate orders to the order packers?</li> <li>• How will we package the orders?</li> </ul> <p>Next, determine what information you would like to track so you can analyze your experience at the end, including things like:</p> <ul style="list-style-type: none"> <li>• What inventory did you start with? What did you end with?</li> <li>• What were the sales by variety?</li> <li>• What was the average number of packages per order?</li> </ul>
<b>Customer Service &amp; Quality Control</b>		
6. <b>Checking orders</b>	Girls	Design a process for checking your orders for accuracy
7. <b>Appreciation station</b>	Girls	Saying thank you to your customers is important, even when you can't see them face to face. Think of a way to say thanks.
8. <b>Passing orders to deliverer</b>	Girls	Set up your order pick-up zone! How will you label the orders clearly for the drivers?
9. <b>Restocking low inventory</b>	Girls	Have a restock plan. When will you restock?
<b>Reflection &amp; Business Analysis</b>		
10. <b>Closing out / cleaning up</b>	Girls	Take the lead in leaving your space better than you found it and ready for the next group to design their own experience.
11. <b>Allocate cookies</b>	Girls	Decide how you will assign credit to girls for the packages sold. Discuss what is fair. Were there limited spots available for this experience? This might determine if you divide the sales between the entire troop or just the girls who attended.
12. <b>Evaluate your experience and give feedback</b>	Girls	<p>Reflect on your experience as a group, count your inventory, and have each girl complete the evaluation survey. Use these questions to get your conversation started:</p> <ul style="list-style-type: none"> <li>• How many packages did we sell?</li> <li>• Does our inventory balance based on what we sold?</li> <li>• How did our sales compare to other ways of selling, like cookie booths or Digital Cookie/Smart Cookie?</li> <li>• What would we do differently next time?</li> <li>• What were the most interesting things we learned about managing an online business?</li> <li>• How will we share what we learned with other members of our troop?</li> <li>• How might we use what we learned with our own business idea?</li> </ul> <p><b>Girl survey link:</b> <a href="https://tinyurl.com/GirlCookieDeliverySurvey">https://tinyurl.com/GirlCookieDeliverySurvey</a>  <b>Volunteer survey link:</b> <a href="https://tinyurl.com/VolunteerCookieDeliverySurvey">https://tinyurl.com/VolunteerCookieDeliverySurvey</a></p>