



WELCOME
to the

SMART COOKIES in the Daisy Flower Garden



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IT was a bright September afternoon,
the kind everyone wishes would last forever.

The sun was a perfect warm, like a slice of fresh-baked pie just waiting to be eaten.

The air was crisp and cool, like ocean air.

But there was no ocean. Instead there was a big, beautiful garden.

A soft wind blew and the petals of Amazing Daisy and all her flower friends fluttered in the breeze.

Cora, Campbell, and Chandra sat on the grass with Daisy and three of her flower friends.

Sunny, the sunflower, lifted her face to the sky. She wanted to soak up every bit of sunshine. She's a sunflower, after all. The sun keeps her healthy and strong.

Mari, the little orange marigold, was right by her side. And their friend Lupe, the light blue lupine, sat with them, too.

"So, did you hear?" Cora asked the flowers. "We get to sell Girl Scout Cookies this year! That means we can earn the Cookie Activity Pin. I'm so excited!"

"Girl Scout Daisies selling cookies!" cried Daisy. "That is exciting!"

WORDS FOR THE WISE!

WHAT'S WARM?



WHAT'S COLD?



"I want to sell lots of peanut-butter-and-chocolate cookies," said Campbell. "They're my favorite!"

"Just remember," Daisy said, lifting her yellow face in a wise and knowing way, "your favorite cookie may not be everybody's favorite. There are so many cookies. Years ago, Girl Scouts sold cookies called Iced Ginger Daisies. Back then, those were my favorite. But now, I'm a Thin Mints girl."



Daisy let out a big laugh. All the flowers and all the girls laughed, too.

Then Daisy said, "My advice to you is this: Get to know all your cookies. You never know when someone will ask what a cookie tastes like—or what it's made of.

"A lot of flowers used to ask me what an Iced Ginger Daisy tasted like. They thought the cookie was named for me. I would explain that it was named for "Daisy" Gordon Low, a very special lady who started Girl Scouts. And then you know what I said?

" 'An Iced Ginger Daisy tastes just like a cozy gingerbread house on a snowy winter day!' "

"Daisy, that's such a yummy way to talk about a cookie," Sunny said. "You are so good with words!" The tall sunflower stretched her long stem even farther toward the sky and looked out at the edge of the garden. A tiny blue bird splashed in the bird bath.

Sunny turned back to the girls.

"Maybe you girls can work together to come up with some yummy ways to talk about all your cookies!"

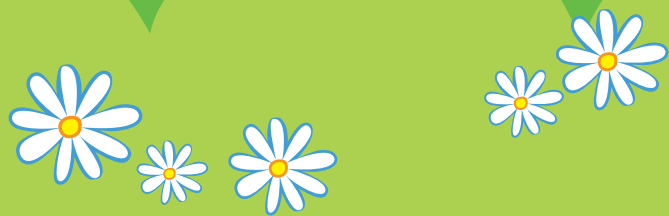
"Knowing a lot about what you sell is so important," said Daisy. "It's a big part of what people call 'customer service.'"

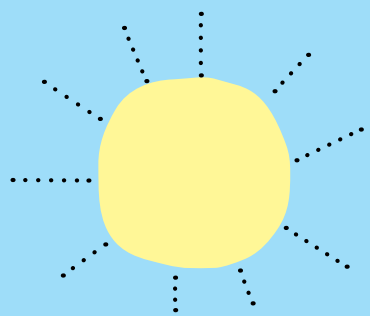
"And customer service is also about being friendly and helpful—like me!" said Sunny. "So be friendly to all your customers. And be helpful. If a customer asks a question, answer it right away—just like Daisy did when she was asked about Iced Ginger Daisies."

As Sunny talked, Lupe lifted her sunglasses a bit and then settled them back on her baby-blue face. "Sure, being friendly and helpful is super important," the long, lean flower said. "But customer service is also about being honest and fair—like me!"

"You want to be honest and fair when you take money from customers. And you want to be honest and fair when you give customers their cookies."

Just
Like
me!





"I'm going to be all those things," said Chandra. "Friendly and helpful, and honest and fair—that's living the Girl Scout Law. I try to do that every day. And I want to sell every kind of cookie! If I do, I'll sell lots of cookies! And if I sell lots of cookies, I get to count up lots of boxes and lots of sales. I just love counting."

"Maybe I should even count up how many cookies are in each box. Hmm. I better think about that for a minute," Chandra said. "I guess it wouldn't be good to open up the cookie boxes. I want to sell them, and people won't want open boxes. I hope to sell lots of boxes!"

"Well," Daisy said, lifting her yellow face again in her wise and knowing way, "As I always say, 'A hope is not a plan.' To sell a lot of cookies, you don't just hope. You plan! And you don't plan alone. You plan with your whole Girl Scout team."





"No, no, no," Daisy cried out. "Cora, Chandra, and Campbell don't have time to bake. They need to plan and get organized. That takes a lot of time. And baking cookies takes a lot of time, too. They don't have time for both."

"And besides," said Sunny, "Girl Scouts haven't baked their own cookies since . . ."

"1936!" said Daisy. "That's when Girl Scouts baked their famous shortbread butter cookies. Those were the days! If we started baking cookies now in our garden, health inspectors would stomp all over us."

WORDS FOR THE WISE!

An inspector looks at things very carefully.
A health inspector visits bakeries to make sure everything in them is clean and safe.

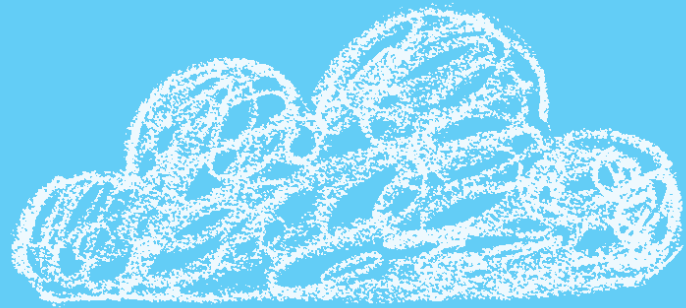
Stomp means to walk with a loud heavy step.

"We don't want any stomping in this beautiful garden!" cried Chandra.

"So let's please stop talking about baking," said Cora. "I want to hear more about customer service. My *abuelita*, my grandma, always says, "There's no such thing as customer service anymore!"

"I don't even know what customer service is," said Campbell.

"Well, when you get right down to it," said Daisy, "customer service is just giving customers what they want. You girls are Girl Scout Daisies. So you will sell cookies to your friends and families. They'll be perfect for practicing good customer service."



By now, Gloria, the morning glory, had joined the group. "Planning, sham-ming!" she cried out. "Can't we just make the cookies right here in the garden and skip all the planning? I can't stand paperwork! After all, cookies are made from flower, right? I'm a flower. Sunny's a flower. Daisy's a flower. We're all flowers."

"Gloria!" Campbell said with a laugh. "Cookies are not made from F-L-O-W-E-R. They're made from F-L-O-U-R!"

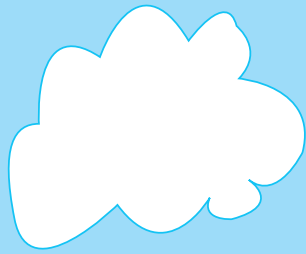
"And a whole lot of other stuff," said Daisy.

"Like chocolate!" Lupe cried out. "And vanilla! Gerri, the geranium, has some vanilla-scented cousins who could help. And Sunny has plenty of sunflower seeds we can use to decorate the cookies. And we've all got plenty of petals to spare."

And I
could
be
the
baker!



"And I could be the baker!" Gloria said excitedly. "Bakers get up really early, way before the sun comes up. They get up early so they can bake all their goodies in time for breakfast. I love to get up early. You know how early I get up to make my famous blueberry pancakes!"



Suddenly, Sunny the sunflower bent low to the ground and looked right at the girls. "By selling cookies, you'll learn plenty about customer service. But, as Daisy said, planning comes first. And don't forget to set some goals for yourself. There are so many things you can learn by selling Girl Scout Cookies."

"You know," said Daisy. "I have a Cookie Planner and Goal Chart that 'Daisy' Gordon Low gave me. Let's take a look. It's very old but very good."

"Gerri, you will like it because it has a cookie recipe on it."

"And Cora, you will really like it. The very last line asks, 'This year, how many boxes of cookies do you plan to sell?'"





Our Cookie Sales Plan

My Girl Scout Daisy group wants to sell cookies so we can _____

_____ with the money we earn.

Every Daisy in my group is going to sell cookies with an adult.

I'm going to sell with _____ .

We plan to sell _____ boxes of cookies.

That will help my Girl Scout group reach its sales goal of

_____ boxes.



We will sell to family and friends like these:

_____, _____, and

_____.

In my Daisy team, we also talked about _____



Getting Busy with Business

“Doing all of the things that you check off on this list means you are being responsible for what you say and do—just like me!”

While selling cookies, I want to learn . . .

- How to work with others to create a plan
- How to talk to new people—my customers!
- How to set goals and track my progress
- How to count up orders
- How to make change for customers

AND

How to be a Smart Cookie with Customers!

Sometimes customers ask a lot of questions. So be ready to answer!

Name three reasons why Girl Scouts sell cookies:

1. _____
2. _____
3. _____

Customers like to know what you do with our cookie sale money. Name three projects your Daisy group would like to do:

1. _____
2. _____
3. _____

It's also good to tell customers all about the cookies. What's your favorite thing to tell customers?



What's in a Cookie?

Cookies are made with lots of yummy things.

Bakers call these yummy things ingredients.

How many of these ingredients can you name?

What special ingredients do your favorite Girl Scout Cookies have?



Big Banks and Piggy Banks!

Playing It Safe with Money

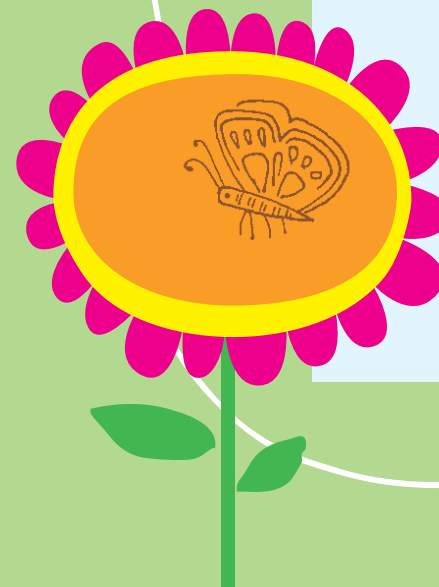
It's good to be safe with money.

It's smart to keep money in a safe place.

A lot of people keep their money in a bank. A bank is a big, safe place that holds money for lots of people.

Have you ever visited a bank?

Write or draw what you know about a bank:





This Little Piggy Saves Money

Piggy banks are small banks—small enough to hold in your hands. Lots of piggy banks are made of clay.

Long ago, clay was called *pygg*. People saved their money in jars made of *pygg*.

People started calling their *pygg* jars *pygg* banks. Then people started making *pygg* banks that looked just like pigs. They called them piggy banks.

Piggy banks are now made all around the world. But they don't always look like pigs.

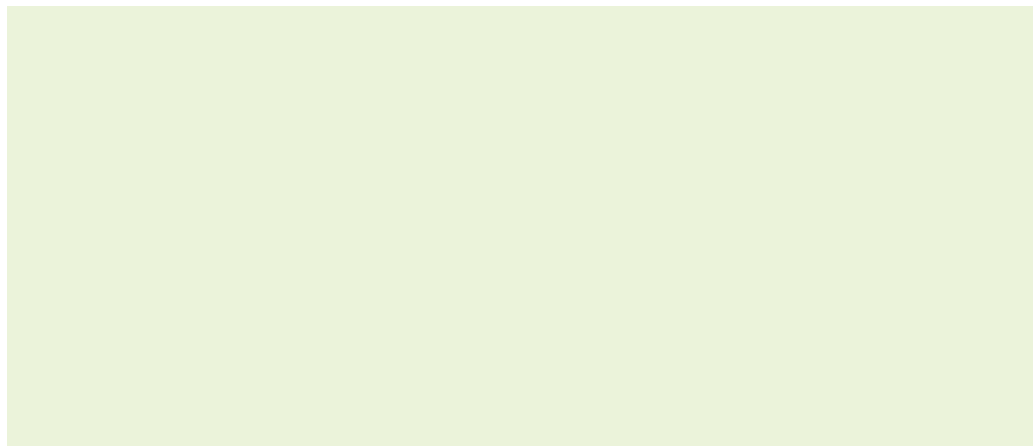
A piggy bank is really just a box that holds money. It has a slot on top so you can drop money in. And it has an opening on the bottom so you can get your money out without breaking the bank!



Usually piggy banks hold money for just one person.

Do you have a piggy bank? Draw it!

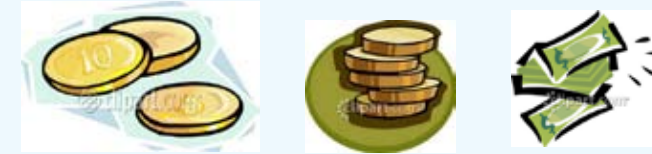
Or draw a picture of a piggy bank you might like to have.



Smart Savings!

Saving money is a good thing to do. If you save money, you always have money when you really need it.

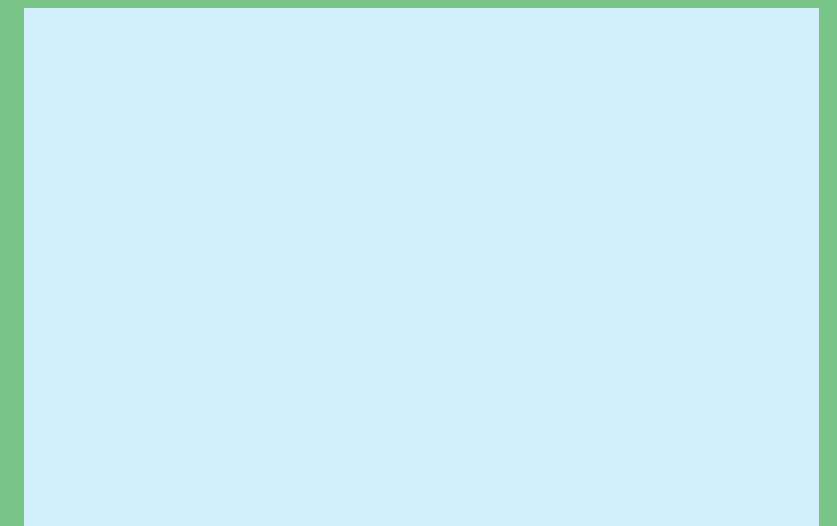
Grownups like to say they are “saving for a rainy day.” That means they are saving for emergencies—like a leaky sink or a broken car.



WORDS FOR THE WISE!

An emergency is something you don't think will happen. And when it does, you have to act fast.

What do you want to save for?
Write or draw it here!



What My Customers Told Me!

I talked to my customers about our cookie business. I told them that we are selling cookies so that _____.

I also told them that in Girl Scouts, we _____.

Then I asked my customers to tell me about their business.

They told me _____
_____.

I asked my customers to tell me how they want to see our community get better. And I asked them to tell me about good projects my Girl Scout team could do for our community.

One of my customers said that my sister Daisies and I should use our cookie money to _____.

My Girl Scout group thought this idea was _____.

With the money we earn from selling cookies, we will _____
_____.

We also want to save some money for something special, like _____
_____.

How I Did on My Cookie Sales Goals!

My goal was to sell _____ boxes of cookies.

By the end of the sale, I sold _____ boxes of cookies.

The customer who bought the most boxes was _____.
_____ bought _____ boxes of cookies!

The cookie I sold the most of was _____.

All together, my Girl Scout Daisy group sold _____ boxes of cookies!

With the money we earned, we will _____.

While selling cookies, I learned _____.
_____, and _____.

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