

# Customer Communication

Introduction

Whole Group Activities

Rewards

Meet the Mascot

Goal Setting

Booth Marketing

Digital Marketing

Safety

Money Management

## Customer Knowledge

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Customer Communication

Rally Action Plan

Appendix

### All Ages Beginner-Friendly

Everyone appreciates a handwritten note — including cookie customers! Create a station for Girl Scouts to write personalized cards or emails to their customers. They can remind them what they bought last year and ask to buy again, or include cookie fun facts or info about bestsellers.

#### Supplies:

- [Thank You/Reorder Form](#) or blank stationary
- [Spanish Thank You/Reorder Form](#)
- Pens, pencils or markers
- [Email and Card](#)
- [Sample Messaging](#)

#### Go Virtual!

Invite Girl Scouts to find supplies around their home and give them time to write their cards or emails. (Bonus: Play an Own Your Magic-inspired playlist in the background while they write!)

### Call in Captains!

Girl Scouts® Cookie Captains can share the advantages of using Digital Cookie® to maintain a contact list. It's an easy way to follow up with customers and helps build loyalty year after year!

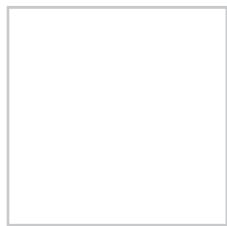


If the journal reward is offered by your council, showcase it for Girl Scouts who like to create custom cards!





Scan Here to Order Now



| ACCEPTED

To order: \_\_\_\_\_ URL or contact information

My goal is: \_\_\_\_\_

Girl Scout: \_\_\_\_\_ First Name Only Troop: \_\_\_\_\_



If you want  
Samoas...  
Reach My Goal!

Thank You  
For Helping Me  
Reach My Goal!



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Escaneé aquí para  
ordenar ahora



Para ordenar:  URL o información de contacto

Mi meta es:

Gil Scout:  Solo Primer Nombre Tropas:

Si quiere Samoas...



¡Gracias por  
ayudarme a alcanzar  
mi meta!



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ordenar ahora



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Si quiere Samoas...



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