

# Customer Education — Play It Out



## Customer conversation cards

This activity will help Girl Scouts get more comfortable with the in-person customer interaction. Girl Scouts will develop conversation skills through role play.

### Supplies:

- Customer Role Play Cards
- Girl Scout Response Cards
- Timer or stopwatch (optional)
- Props (optional): cookies, donation jar, QR code signs, phone, credit card



*Little Brownie*  
BAKERS®

# Play it Out Cards — 1 of 2

Sorry, I'm in  
a hurry.



I cannot eat  
sugar, but I want  
to support  
your troop.



I need to check  
with my partner.  
Can I order  
cookies online?



I'm a former  
Girl Scout. Do you  
have the *original*  
varieties?



I'm vegan.  
Do you have  
any cookies  
I can eat?



Do you have  
any gluten-free  
cookies?



I already  
ordered cookies  
from my  
grandchild.



Do you have  
any *new*  
cookie varieties?



I want some  
cookies, but  
I don't have  
any cash?



I'm allergic to  
peanuts. Do you  
have any cookies  
I could eat?



# Play it Out Cards — 2 of 2

I understand.  
Do you have  
time to scan  
our Digital  
Cookie QR code  
and bookmark  
our page to buy  
cookies later?

You can help  
us reach our  
goal by  
donating boxes  
to our Gift of  
Caring program.

You can order  
cookies online  
at our Digital  
Cookie website.  
Here is a QR  
code you can  
scan and  
bookmark  
to order later.

We have many  
of your old  
favorites like  
Tagalongs®,  
Do-si-dos®,  
and Samoas®!

Thin Mints®  
are vegan!

Toffee-tastic®  
are gluten-free!

Thanks for  
supporting  
Girl Scouts!

We have a new  
cookie called  
Exploremores.™  
You will  
LOVE them!

That's okay.  
We have lots of  
ways to pay.

Allergies  
are super  
important.  
You can  
find allergy  
info on  
Little Brownie  
dot com.