

2010 Service Unit Cookie Manager Evaluation

Return evaluation to Girl Scout Service Center with Final report by March 26

SU Cookie Manager _____ Service Unit _____

The information you provide is critical to the improvement of the Girl Scouts Heart of the South Cookie Sale. YOU make the sale happen and every evaluation will be read! Feel free to attach additional comments to this form.

Training

1. Is this your first year as Service Unit Cookie Manager? Yes No If no, how many years? _____
2. How did you receive your training?
_____ I attended the council's training for Service Unit Cookie Managers
_____ I was trained individually by _____
_____ I received no formal training
3. How did you conduct Troop Cookie Manager's training?
_____ Training at a Service Unit cookie meeting
_____ One-on-one or small group training
_____ Other, please explain _____
4. What worked well at your Troop Cookie Manager's Training? _____

Materials

5. Rate the Materials: Confusing 1 2 3 4 5 Easy to understand
6. What was most helpful? _____
7. Are there any forms/procedures that you would like explained differently/better? Yes No
If yes, please specify _____

8. Did you visit the Little Brownie Baker's web site? Yes No
If yes, what was valuable? _____
9. Did you use eBudde to submit your cookie and incentive orders? Yes No
If yes, rate: Confusing 1 2 3 4 5 Easy to understand
If no, please explain why: _____

Delivery

10. Was your cookie delivery:
On time? Yes No
Organized? Yes No
Order correct? Yes No
Any suggestions? _____

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11. Rate the delivery company: Not satisfied 1 2 3 4 5 Very satisfied

12. Were there any issues or concerns you would like to share about delivery? _____

Cookie Cupboards

13. Did you or any of your troops encounter problems with any Cupboards? Yes No
If yes, provide Cupboard name and explain: _____

Customer Service

14. In our ongoing effort to serve you better, please rate each of the following people that you had contact with during the cookie sale. If you did not have contact with them select "N/A".

Other Service Unit Cookie Sale Managers	N/A	Poor	1	2	3	4	5	Great
Council Staff	N/A	Poor	1	2	3	4	5	Great
Cookie Cupboard	N/A	Poor	1	2	3	4	5	Great

Comments: _____

Other

15. Would you do this job again? Yes No

16. What tips or words of wisdom would you like to pass along to new Service Unit Cookie Managers to make their job easier? _____

17. Additional Comments: _____

Thank You!!!!!!