

Girl Scouts Heart of the South Service Unit Team Guide and Planning Packet

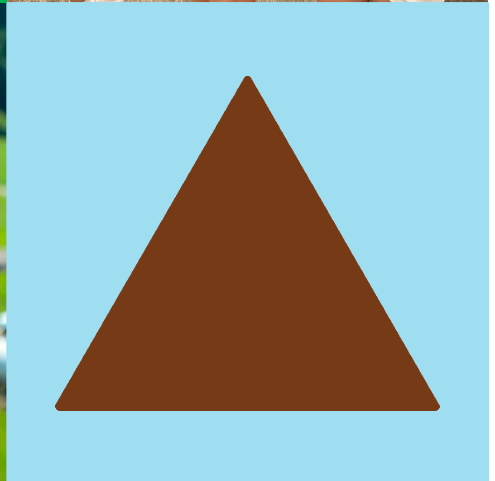


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The Girl Scout Promise

On my honor, I will try:
To serve God* and my country,
To help people at all times,
And to live by the Girl Scout Law.

The Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do,
and to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

**Members may substitute for the word God in accordance with their own spiritual beliefs.*

Your Service Unit



Each Girl Scout troop is part of a local service unit, a geographically-based division of Girl Scouts Heart of the South.

Service Units are managed by teams of volunteers. Service unit teams provide critical support to troop leaders, families and girls.

The purpose of a service unit:

- Serve as a local communication hub for the council.
- Provide direct support to volunteers with enrichment training and service unit networking.
- Provide quality local experiences for Girl Scouts.
- Grow community connections and visibility.
- Recruit volunteers and girls reflective of the diversity of the community.

Each service unit has a shared goal to best serve the needs of its Girl Scouts.

Each year, your team will complete a plan that outlines your goals with your Membership Manager. Service unit team members contribute to these goals by:

- Volunteering in a variety of roles and recruiting other volunteers.
- Keeping positive, relevant, and consistent communication.
- Maintaining Girl Scouts as an inclusive and open environment for all members and families.
- Be welcoming of new volunteers and build a welcoming environment for all volunteers.
- Recognizing girls, families, and troop leaders for their dedication and accomplishments.
- Hosting events for girls to make new friends and learn new skills.
- Coordinating Fall Product and Cookie Programs.
- Ensuring Girl Scouts has a visible community presence.
- Supporting new membership recruitment and renewal campaigns.
- Having fun with your Girl Scout sisters.

Girl Scout Program

At Girl Scouts, girls have tons of fun, make new friends, and go on fantastic new adventures. Our program centers around the Girl Scout Leadership Experience to achieve essential outcomes for girls:

-  **A Strong Sense of Self**
Confidence in herself & her abilities
-  **Positive Values**
She acts Responsibly & Honestly
-  **Confidence to Seek Challenges**
She takes appropriate risks and learns from mistakes
-  **Healthy Relationships**
She maintains Healthy relationships
-  **Community Problem Solver**
She works to make the world a better place



Daisies
K & 1st

Brownies
2nd & 3rd

Juniors
4th & 5th



Cadettes
6th-8th

Seniors
9th & 10th

Ambassadors
11th & 12th

All Girl Scout programs are designed with a research-backed curriculum centered around fun and friendship. To create experiences, we focus on four core program areas to spark girls' interests:



In Girl Scouts, girls will:

Discover

Find out who they are, what they care about, and what their talents are.

Connect

Collaborate with other people, locally and globally, to make a difference in the world.

Take Action

Do something to make the world a better place.

Whether they complete Journeys, learn new skills through badges, solve global problems with Highest Awards, or create lifelong memories with fun patches, at Girl Scouts, every girl has countless ways to explore our Girl Scout Leadership Experience and hone the skills they'll need to power a lifetime of success—whatever that looks like for them.

Programs and Events

Girl Scouts Heart of the South offers a wide range of programming — everything from STEAM (Science, Technology, Engineering, Art and Math) to life skills activities to exploring the outdoors. Events are open to attend as a troop, or individually, depending on interest. Council-sponsored activities are designed to enhance the Girl Scout experience and are developed for specific grade levels. We offer so many ways for you to explore your current interests, and help you discover more!

Field Trips and Travel

Troops are encouraged to go places— from field trips to the local library or fire station as a Girl Scout Brownie to global adventures as teens.

As your girls get older, you can start looking for opportunities farther afield. Girls will see and learn new things, pack their bags full of inspiring, life-changing experiences and memories, and make friends from all over the world as they travel with Girl Scouts.



Camp and Outdoors

Camp and outdoor programming offer girls the opportunity to learn new skills like building a campfire, pitching a tent, or canoeing across a lake. Girl Scouts Heart of the South offers various types of organized camping opportunities: day camp, summer resident camp, troop camp, and family camp. We offer overnight summer camp at Camp Tik-A-Witha in 3-day, 5-day and 2 week sessions. Girls attend by themselves or with a buddy and are placed in groups.



Journeys

Identify a problem, come up with a creative solution, create a team plan to make the solution a reality, put a plan into action and talk about what they have learned. As girls go on Journeys, they'll earn awards to put on their uniforms. The Volunteer Toolkit (VTK) is your resource for the requirements.

Badges

What have your girls always wanted to do? Make their own movie, go geocaching, plant a garden? Great news! They can learn to do all these things and more while earning Girl Scout badges. Badges are worn on the front of the vest or sash and indicate an increase in knowledge or skill in a subject area. The VTK and printed badge guides are your resources for the requirements.

Patches

Think of patches like collecting memories in Girl Scouts. They're often a part of the fun activities girls can do in Girl Scouts without the requirements of badges. Patches are always worn on the back of the vest or sash.



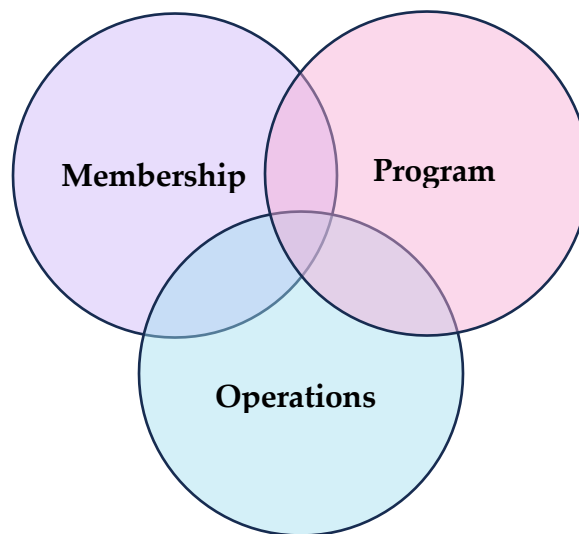
Service Unit Structure

A service unit is the volunteer-led aspect of the council's structure that provides the Girl Scout Leadership Experience to girls, directly supports members, and serves as a communication hub for girls, families, and volunteers. The service unit is the local face of Girl Scouts, showing their community the impact and reach of Girl Scouts. The service unit team is there to support girls and volunteers locally—from finding troop meeting locations and connecting troops and community service organizations to organizing local events, celebrations, and opportunities that are girl-led and include Girl Scout programming.

There are three main areas of responsibility for the service unit:

- Membership
- Program
- Operations

Each of these areas are key for service unit success. All service unit team members should work together in all areas to provide a collaborative, supportive system for volunteers and members of the service unit. Ideally, different team members would take the lead in each of these areas. This model is designed to better distribute the responsibilities of the service unit while being flexible enough to fit the needs of the team. Each service unit is unique, and the structure of your team is flexible. You may have several more people with service unit roles that fit in your team, or a person may take on multiple roles.



Your GSHS council staff

We are here for you! You are supported by a membership manager. Other staff that you may interact with include our customer care and registration team and our program team, which includes girl program, product programs, and outdoor programs.

Service Unit Meetings

Service unit meetings provide an opportunity for leaders and members of the service unit team to meet on the local level. Service units can meet monthly, every other month or quarterly, depending on the needs of the service unit. The service unit team should determine the schedule and frequency that works best for the service unit, but each service unit should plan to meet a minimum of four times per year. If leaders from a troop are unable to attend a meeting, they're encouraged to have a registered parent attend on their behalf, so the troop is attuned to what is going on in the community. The service unit meeting is facilitated by the service unit lead team.

The purpose of service unit meetings is to:

- Continue to build an atmosphere of teamwork and foster enthusiasm for Girl Scouts.
- Keep area members current on Girl Scout activities and opportunities.
- Share area and troop successes.
- Provide enrichment opportunities, trainings, and support for area adults and leaders.

How to host a successful service unit meeting:

- Arrange a meeting space (school, community building, business with a meeting room, etc.)
- Follow your agenda
- Create a welcoming environment by designating someone to sit with new leaders and welcome them to your service unit
- Remember that these meetings are supposed to be fun as well as informative, so try incorporating activities, prizes, or changing up the location
- Consider hosting leader appreciation events in place of traditional meetings especially during Volunteer Appreciation Month in April
- Leader meetings should last approximately one hour, depending on what you need to cover. Some meetings fill a full agenda while others may be shorter; focus on covering relevant information.

Sample Service Unit Agenda

- Thank leaders in attendance

Topic 1: Council Updates

- Go over council updates shared by council staff

Topic 2: Local Updates

- Go over what the service unit team is currently working on
- Request support from other volunteers as needed
- Promote upcoming activities or community events

Topic 3: Discussion Items

- Share any items that need discussion in your service unit

Wrap-up and Questions

- Summarize any action items
- Open the floor for additional questions
- Announce next meeting time, date and location

Service Unit Events

Planning service unit events enriches the experience for girls and volunteers in your area and empowers both to become more involved in every aspect of Girl Scouts.

Top Reasons to Plan a Service Unit Event

- Girls enjoy meeting other Girl Scouts from their local neighborhood and surrounding areas. It shows them that they are a part of a Girl Scout sisterhood!
- Service unit events inspire girls to continue growing through Girl Scouts.
- Leaders and parents appreciate having events that their scouts can participate in, without having to coordinate those events themselves.
- Service unit events create a community presence.
- Service unit events create a stronger connection with Girl Scout families.
- Older Girl Scouts can become leaders and role models while completing requirements toward leadership tracks and service awards.
- Events are an opportunity to promote retention and may also provide an opportunity to recruit new members.
- Service unit events are fun!

Service Unit Event

- | | | | |
|--------------------------|------------------------|-----------------------|---------------|
| • Back-to-Troop kick-off | • Roller Skating Party | • Me and My Guy Dance | • Investiture |
| • Juliette Low Birthday | • Cookie Rally | • World Thinking Day | • Bridging |
| • Girl Scout Week | • Movie Night | • Teddy Bear Tea | • Lock-in |
| • Service Project | • Swim Party | • Camp weekend | • Caroling |
| • Olympics/Field Day | • Pine Car Derby | • Outdoor Skills | • Craft Fair |
| • Badge/Journey in a day | • Program Aid Training | • Trunk-or-Treat | • Parade |



Service Unit Annual Membership Goals Worksheet

	Previous Membership Year Totals	New Membership Year Goal
Girl Membership		
Adult Membership		
New Girls		
New Adults		
Girl Retention		
Adult Retention		
New Troops		

Our Service Unit goals for this membership year:

1. _____
2. _____
3. _____

Looker

Looker

Looker is GSHS's data management tool. As a key volunteer, you can access information about your assigned service areas.

What can I do with Looker?

- Download complete service unit rosters (girls and adults)
- View troop detail information
- Access gsLearn completion report
- See new members
- See year-over-year membership data

How do I access Looker?

All service unit team members are given Looker access if they are active in their volunteer roles. Steps to setting up your account:

1. Ensure that you are active in a service unit volunteer role (check with your Membership Manager if you are not sure).
2. Complete the Looker for Admin Volunteers training in gsLearn

Juliette Support

Who are Juliettes?

Juliettes (also known as independent or individually registered) are Girl Scouts that participate in the Girl Scout experience without a troop. The Juliette program is available to all girls in Kindergarten through 12th grade. It is especially popular for girls ages 11-17 who love the Girl Scout program but are very busy with other activities. As a Girl Scout Juliette, they can participate in everything that is open to their grade level. Juliettes are supported by an adult mentor (often a parent, caregiver, or other family member). Some service units may also have a designated Juliette mentor that works with and supports Juliettes.

Service Unit Support for Juliettes

The service unit should strive to support Juliettes by actively communicating with Juliette girls and mentors and inviting girls and mentors to service unit meetings and events. During Fall Product Program and the Cookie Program, Juliettes are supported directly by a caregiver/mentor and the mentors are in turn supported by Service Unit Cookie/Fall Product Managers.

Successful Service Unit Tips

We know our service unit volunteers, like all volunteers, are busy people leading busy lives, and many of our service unit volunteers are also troop leaders and hold other volunteer roles. Just like our troop volunteers may need support from the service unit, service unit volunteers may need support from other troop volunteers. There are a lot of opportunities for other volunteers to step forward and help service unit volunteers with events, distributing cookie rewards, and planning program experiences.

- Plan meeting dates and locations well in advance.
- Promote upcoming meetings, events, and learning opportunities as far in advance as possible.
- Send out meeting reminders a few days before each meeting.
- Add a personal touch! If a troop misses a meeting, follow up with a call to one of the leaders to let them know what they missed.
- Aim for a balanced agenda to include time for introducing new faces, learning new things, talking about best practices, and asking questions.
- Avoid negative talk about Girl Scouts or the service unit. Your fellow volunteers are always listening.
- Familiarize yourself with the requirements needed for each of the volunteer positions.
- Have a clear and specific ask ready—for example, instead of “Would you be willing to help with planning a service unit camp?” ask, “I need someone to plan meals for our camp weekend. Could you help with that?”
- Identify a potential volunteer’s strengths and match a need to those strengths. For example, you might ask a volunteer who is great at managing their troop’s finances to hold a workshop of best practices and strategies for the service unit at a meeting.
- When a potential volunteer says they’ll help with a task or in a role, follow up with them immediately while they’ve freshly committed to helping to give them the information that they’ll need to be successful.
- Ask your troop leaders if they have parents or caregivers in their troops who might help with service unit events and activities or in a service unit volunteer role. Consider recruiting former troop leaders, lifetime members, alums, and community members.
- Recognize volunteers right away. Once someone says they will help, make sure to thank them. For new volunteers coming into service unit roles, thank them at service unit meetings so others can thank them for stepping up and helping support the service unit. The service unit team might also recognize a volunteer’s support through an Adult Award nomination with council or other local recognition.
- Consider the skills and abilities of individuals in your service unit. Give some thought to additional skills an individual may want to develop that could apply in their career.
- Plan for succession! Identify and develop volunteers to fill future positions so that they are prepared to assume open team roles. Service unit teams thrive when candidates for open positions are committed and when the pool of candidates is diverse.
- Partner with volunteers that are stepping down to coach/mentor a fellow volunteer towards stepping into the role.

Managing Conflict

When we hear the word conflict, we think trouble and negativity, but conflict does not have to be bad. In fact, it can be positive. Very little change or growth ever happens without conflict. In service units, any of the team leads might need to help resolve conflict. How you deal with conflict, or differing points of view, will have a direct impact on the outcome. Below are strategies to help reduce conflict and reach solutions that work for all involved. However, if service unit team leads do not feel comfortable or need guidance in how to handle a situation, contact your Membership Manager.

Strategies for Managing Conflict and Navigating Sensitive Issues

Keep it confidential—on your honor.

- Keep information about conflict confidential unless you need to consult with another involved party or council staff. Conflict can worsen when information is spread to non-involved parties.

Separate people from the problem.

- If you look at the problem as an issue to be resolved, rather than looking at the people involved as opponents, the odds of reaching consensus increase. Remain neutral to help involved parties self-resolve a present problem.

Determine each participant's position and interest in the problem, situation, or conflict.

- *What* each person wants is their *position* and *why* they want it is their *interest*. Understanding and knowing both is important to reaching a resolution. Don't only ask what outcome they are hoping for but also why that outcome is important to them.

Be an active listener.

- Throughout the meeting, be an active listener; if others are present, remind them to be active listeners as well.

Have a plan.

- As a facilitator, it's important you seek to understand the issue and have an idea ahead of time as to what can and cannot be done to resolve the issue.

Ask the right questions.

- Questions can lead to breakthroughs in communication and increase understanding between two people. Use a good mix of closed and open-ended questions when working through difficult situations.

Strive for fairness.

- If all participants view the process as fair, they are more likely to accept the result. Keep resolution suggestions grounded in the best interests of the girls, so each party has a face-saving way to agree to a compromise.

Create an agreement.

- Be sure to wrap up by stating what each party has agreed to. Have both parties verbally agree, and if necessary, put the agreement in writing, and give each participant a copy.

Ask for help.

- If a situation extends beyond your comfort level, there is nothing wrong with asking for help. We trust that you can resolve issues that may arise, but we also understand that you may not be comfortable in every situation. Instead of letting a situation simmer for too long, ask for help from your Membership Manager so things can be resolved as quickly as possible.

Service Unit Finances

Bank Accounts

- Each service unit should have a checking account. This account cannot be shared with a troop or other group.
- Two unrelated, registered, and approved volunteers must be on the service unit bank account.
- Opening a new bank account requires a bank authorization letter from Girl Scouts Heart of the South. Contact your Membership Manager.
- Once the service unit bank account is open, an [ACH Authorization Form](#) must be submitted.

Service Unit Financial Transparency

Keeping good financial records is a must! Keep receipts and track activity costs. Service units should share financial information with troop leaders and girls/families. When planning, make sure to keep the service unit budget in mind and to save money to help fund next year's activities, too.

Money Earning

- Service units may earn funds through council incentive programs during the Fall Product Program and Cookie Program, and through other incentive programs for membership growth, meeting early bird goals, etc.
- Additional money earning activities must follow guidelines by GSHS and GSUSA.
- All money earning activities require prior approval. Submit a [Money Earning Activity Request Form](#) at least 30 days prior to your event.

Creating a Service Unit Budget:

Service unit funds are intended to benefit all girls in the service unit and should be used to further the Girl Scout mission. The team leads should collaborate in the preparation of an annual budget in July when they are preparing for the upcoming year. The annual budget should be used to guide the service unit's activities, but the budget may evolve over the course of the program year as priorities and opportunities shift. Team leads should collaborate throughout the year to ensure that necessary funds are available to meet the service unit's goals and may adjust the budget if needed. Some planning questions to consider:

- What types of activities will be planned for troops in our area?
- What types of activities will be planned for volunteers in our area?
- What are the costs associated with these activities?
- How will the service unit fund these activities?

Ways to Use Service Unit Funds:

- Volunteer recognition (i.e. leader recognition pins or awards, gifts for volunteers, volunteer appreciation events).
- Hosting local event/activities
- Service unit meeting expenses
- Grants or financial assistance for troops/girls completing Highest Awards, membership fee, uniforms and camp assistance
- Funds for providing supplies for Starter Troops

Annual Troop/SU Finance Report (ATR)

- The **Annual Troop Finance Report** is available online starting June 1 and is due annually by July 31.
- Income, expenses, and three months of bank statements are required to complete the finance report.



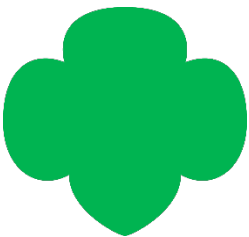
Service Unit Budget Worksheet

	Proposed Budget	Actual	+/-
Carry-over Balance (from prior year)			
INCOME			
Early Renewal Bonus			
Interest Income			
Disbanded Troops			
Event Registration			
Service Unit Camp Registration			
Other:			
Other:			
Other:			
Total Income			
EXPENSES			
<i>Suggested expenses include: start-up funds to support new troops; resources the service unit can check out to troops such as Journeys and grade-level handbooks; early renewal incentives; adult recognitions; adult volunteer end-of-year event; new troop support; assistance to girls participating in destinations, camp, Take Action Projects, and Highest Awards.</i>			
Administration			
Engagement + Recruitment			
Programs/Events - Service Unit Camp			
Programs/Events - World Thinking Day			
Programs/Events -			
Service Unit Meeting Expenses			
Other:			
Other:			
Other:			
Other:			
Other:			
Other:			
Other:			
Other:			
Total Expenses			
GRAND TOTAL (income minus expenses)			

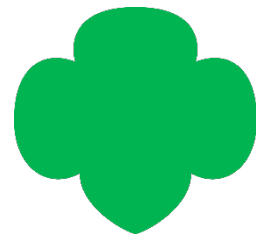
Budget Tips

The treasurer, service unit team, and volunteer support staff work together to develop an annual budget to support the team's Plan for Success. A possible suggested breakdown of a yearly budget for a Service Unit is below:

- 1. Program services - 30%** This includes all expenses for providing programming for girls such as service unit events and other activities.
- 2. Volunteer Appreciation - 10%**
- 3. Assistance to individuals - 15%** This includes requested support for individual girls, such as money for a Destinations trip. Whenever possible, service teams are encouraged to help with the cost of these requests.
- 4. Resources and Administration Costs - 10%** Appropriate uses for money would include expenses such as providing resources for new troops (Journey book), maintaining service unit libraries, and providing assistance to existing troops as needed. This includes expenses for administrative costs including photocopies, paper, postage, and meeting place rental fees.
- 5. Start-up money for new troops - 10%** This is for the one-time grant for a new troop. Troops are not expected to reimburse the service unit.
- 6. Recruitment – 25%** This is all expenses that go along with membership growth for girls and volunteers.



SERVICE UNIT OF EXCELLENCE



Service Units that achieve the Service Unit of Excellence distinction will receive their choice of \$100 credit at their local GSHS Trefoil Trunk shop location OR \$100 off a GSHS property rental fee.

To achieve the Service Unit of Excellence distinction, see the [Service Unit of Excellence Guide](#) for details and instructions.

Your Year at a Glance

August Kick off the Year!	September Things Fall into Place	October Rolling Along	November Thankful for a Great Start
<ul style="list-style-type: none"> Set service unit meeting schedule and reserve location. Host first service unit meeting. Plan to attend back-to-school nights. Host recruitment events. Welcome new troop leaders. Service Unit Fall Product Manager (SUFPM) training National S'mores Day Volunteer Leadership Summit 	<ul style="list-style-type: none"> Welcome new troop leaders. Ensure girls and volunteers have active memberships. Attend back-to-school nights. Host recruitment events. Host a Fall Product Program training and/or rally. Fall Product Program begins. Girl Scouts Love State Parks Totally Trefoil 	<ul style="list-style-type: none"> New membership year begins Juliette Gordon Low's Birthday (Founder's Day) 10/31 	<ul style="list-style-type: none"> Plan a community service project or event. Check in with new leaders about completing training. Service Unit Cookie Manager (SUCM) training. 
December Celebrate!	January Think Cookies!	February Girl Scout Traditions	March Happy Birthday Girl Scouts!
<p>Happy Holidays!</p> <ul style="list-style-type: none"> Meet with your Membership Manager for your mid-year check-in. Host/promote Girl Scout Cookie Program training. 	<p>Happy New Year!</p> <ul style="list-style-type: none"> Host a Cookie Rally! Initial cookie orders due. 	<ul style="list-style-type: none"> World Thinking Day (2/22)  	<ul style="list-style-type: none"> Cookie Program ends. Girl Scout Week Girl Scout Birthday (3/12) Women's History Month Recruit volunteers for open service unit roles for upcoming year. 
April Volunteer Appreciation	May Wrapping up the Year	June Review and Reset	July Prepare and Plan
<p>Happy Volunteer Appreciation Month!</p> <ul style="list-style-type: none"> Early Bird (4/1 & 4/2) Host a volunteer appreciation event. Earth Day (4/22) Girl Scout Volunteer Day (4/22) 	<ul style="list-style-type: none"> Meet with your Membership Manager for end of year check-in. Celebrate girls that earned Highest Awards this year. Plan an end of year and/or bridging ceremony. Mental Health Awareness Month 	<ul style="list-style-type: none"> Super Troop Applications due and annual troop finance reports due. (7/31) Volunteer Award Nominations (6/1-7/15)  	<ul style="list-style-type: none"> Girl Scouts Love the Outdoors Challenge Planning meeting with your Membership Manager Create your yearly budget. 

Service Unit Yearly Overview

Important Dates – add your service unit events here!

July Annual Troop Financial Reports Due - 7/31	August National S'mores Day - 8/10 Super Troop applications due - 8/1 Volunteer Leadership Summit
September Totally Trefoil Girl Scouts Love State Parks Fall Product Program begins	October Girl Scout Year starts - 10/1 Founder's Day - 10/31
November	December Girl Scout Cookie Program begins
January	February World Thinking Day - 2/22
March Girl Scout Week Girl Scout Birthday - 3/12	April Early Bird Membership Renewal - 4/1-4/2 Volunteer Appreciation Month Girl Scout Volunteer Day - 4/22 GSHS Annual Meeting - 4 th Saturday in April
May	June Volunteer Award Nominations Open - 6/1-7/15

Quarterly Service Unit Activities Checklist

July - September

July-September		
<i>Focus Area</i>	<i>Date</i>	<i>Activities</i>
Recruitment and Registration		Work with council staff to coordinate and host fall recruitment activities.
		Order recruitment supplies and materials from council.
		Recruit troop and other volunteers to assist with each recruitment activity.
		Communicate regularly with council staff about youth and adult placement.
Retention and Troop Support		Promote and follow up with existing members during on-time renewal campaign.
		Work with council staff on troops in transition (disbanding, leadership change).
		Mentor new leaders through onboarding process.
		Schedule any dedicated events for new leaders.
Fall Product Program		Attend council training for the Fall Product Program.
		Plan and communicate appropriate dates for training and distribution of materials to troops.
		Encourage and support troop participation in the program.
		Arrange for delivery of products.
Service Unit Events		Plan a girl-led event schedule for the upcoming membership year to support the Girl Scout program (investiture/rededication, camporee/encampment, Thinking Day, bridging/Court of Awards, badge workshops, cookie rally, community service).
		Promote events at service unit meetings and through service unit communications.
Service Unit Management		Schedule meetings, reserve space if needed, and communicate dates/times/places to volunteers.
		Recruit new team members to fill positions for next membership year.
		Encourage new team members to receive appropriate training for position.
		Develop communication plans and processes for the year.
		Encourage registration and attendance for leadership training event(s) (Leadership Summit).
		Check in with your Membership Manager on projects and progress.

Quarterly Service Unit Activities Checklist

October - December

October-December

<i>Focus Area</i>	<i>Done</i>	<i>Activities</i>
Recruitment and Registration		Communicate with your Membership Manager to make sure troops have completed membership registration.
		In partnership with Membership Manager, plan additional open houses and recruitment events where there is low participation.
Retention and Troop Support		Ensure that girls and adults have renewed their memberships to participate in the cookie program using service unit roster reports via LOOKER or from the council.
		Ensure that all active troops have two currently registered Troop Leadership Team members.
		Connect with and support Juliettes in the service unit.
Cookie Program		Attend council training for service unit cookie program leads.
		Hold troop cookie manager training(s).
		Plan and communicate appropriate dates for training and distribution of cookie program materials
		Encourage and support participation in the Girl Scout Cookie program.
		Reach out to new leaders with additional support during the cookie program.
		Promote current events at service unit meetings and through service unit communications.
Service Unit Events		Plan a girl-led event schedule to support the Girl Scout program.
		Promote current events at service unit meeting and through service unit communications.
Service Unit Management		Encourage troops to celebrate Juliette Gordon Low's birthday (Oct. 31).
		Check in with your Membership Manager on projects and progress. Complete mid-year assessment.

Quarterly Service Unit Activities Checklist

January-March		
<i>Focus Area</i>	<i>Done</i>	<i>Activities</i>
Retention and Troop Support		Support new leaders through the cookie program.
		Promote spring renewal and incentives, adding a service unit incentive if possible.
		Plan for volunteer appreciation events and volunteer recognition award nominations.
Cookie Program		Host a cookie rally.
		Encourage and support participation in the product program.
		Reach out to new leaders and troop cookie managers with additional support during the cookie program.
Service Unit Events		Plan the spring event schedule to support the Girl Scout program.
		Encourage troops to celebrate Girl Scout Week (March 12).
		Promote current events at service unit meetings and through service unit communications.
Service Unit Management		Encourage troops to celebrate Girl Scout Week (March 12).
		Recruit service unit team members to fill vacant positions.

Quarterly Service Unit Activities Checklist

April - June

April-June

<i>Focus Area</i>	<i>Done</i>	<i>Activities</i>
Recruitment and Registration		Participate in spring kindergarten/pre-k registration events.
		Support Early Bird spring renewal.
Retention and Troop Support		Encourage participation in spring renewal, providing service unit incentives, if possible.
		Identify bridging troops and encourage collaboration for Service Unit Court of Awards ceremonies.
		Host a leader/volunteer appreciation event.
		Nominate volunteers for recognition awards.
Cookie Program		Distribute girl rewards.
Service Unit Events		Plan the spring event schedule to support the Girl Scout program.
		Promote current events at service unit meetings and through service unit communications.
		Host Court of Awards and bridging or end of year celebration event.
Service Unit Management		Complete end of the year assessment and financial report.
		Start planning process for next year and complete budget for next year.