

# Service Unit Cookie Manager's Evaluation

**Form due by April 12, 2008**

SUCM Name \_\_\_\_\_

Association # \_\_\_\_\_ SU# \_\_\_\_\_ # Troops Participating \_\_\_\_\_

The information you provide is critical to the improvement of next year's 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 SUCM?     Yes     No If no, how many years? \_\_\_\_\_

2. How did you receive your training?     I attended Council training in October.  
    I was trained by my ACM.  
    I received no formal training.

3. Rate your training:                            Poor      1      2      3      4      5      Great

4. What suggestions do you have for next year's training?

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5. How did you conduct your TCM training?                             Training at a Service Unit cookie meeting  
    One-on-one or small group training  
    Other, please explain \_\_\_\_\_

6. What worked well at your TCM training?

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7. What would you change for future TCM training?

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**Incentives & Goals:**

8. Please report actual numbers on the following from troop evaluation forms:

- Girls set individual goals \_\_\_\_\_ Girl goals met \_\_\_\_\_ Troop set goals \_\_\_\_\_ Troop goal met \_\_\_\_\_
- Incentive plan motivated girls \_\_\_\_\_ Super Troop incentive motivated troop \_\_\_\_\_

**Materials:**

9. Please Rate the Materials: 1=poor; 5=excellent; NA = didn't use

a. Guidebooks	1	2	3	4	5	N/A
b. Printed forms	1	2	3	4	5	N/A
c. Downloadable forms from GSCNC website	1	2	3	4	5	N/A
d. Resources available/GSCNC website	1	2	3	4	5	N/A
e. Resources available/Little Brownies web	1	2	3	4	5	N/A

10. How did the troops rate Materials:

c. TCM Guidebook	1	2	3	4	5	N/A
d. Printed forms	1	2	3	4	5	N/A
c. Downloadable forms from GSCNC website	1	2	3	4	5	N/A
d. Resources available/GSCNC website	1	2	3	4	5	N/A
e. Resources available/Little Brownies web	1	2	3	4	5	N/A

11. What would you like explained differently/better? What did you find particularly helpful?

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12. What would TCMs like explained differently/better? What did TCMs find particularly helpful?

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13. What other types of services/features would you or TCMs like to see made available online?

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**Technology**

14. What was your comfort level with the eBudde system?

- Expert  Very  Somewhat  Comfortable  Little  Not  Clueless

15. Did you use any of the report features available on eBudde?  Yes  No

16. Would you like to see the eBudde system use expanded to the troop level?  Yes  No

**Distribution:**

14. How was your cookie delivery?

Good Location  Yes  No

On time?  Yes  No

Accurate?  Yes  No

15. Rate the Delivery Company? 1=poor; 5=excellent; NA = didn't use 1 2 3 4 5 NA

16. Were there any issues or concerns that you would like to share about delivery?

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**Booth Sales:**

12. Did you serve as the Service Unit Booth Coordinator?  Yes  No

If Yes, please complete the SUCBC Evaluation form NC 20.

**Depots:**

18. Did any of your troops encounter problems with any Depot?  Yes  No

If yes, please provide Depot # or name and explain problem:

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19. Overall, how did troops rate service provided by Cookie Depot Manager?

- Depot Number: \_\_\_\_\_ Poor 1 2 3 4 5 Great
- Depot Number: \_\_\_\_\_ Poor 1 2 3 4 5 Great
- Depot Number: \_\_\_\_\_ Poor 1 2 3 4 5 Great

20. Any other comments regarding Cookie Depots?

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**Banking:**

21. What problems did troops encounter? What bank? What was the problem?

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**Customer Service:**

22. In our ongoing effort to serve you better, please rate each of the following people that you had contact with during the sale. If you did not have contact select "N/A". (1=Poor; 5=Great)

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|-----------------------------|------|---|---|---|---|---|-----|
| Association Cookie Manager: | Poor | 1 | 2 | 3 | 4 | 5 | N/A |
| Council Staff:              | Poor | 1 | 2 | 3 | 4 | 5 | N/A |
| Other:                      | Poor | 1 | 2 | 3 | 4 | 5 | N/A |

**Other:**

19. Would you do this job again?  Yes  No  Maybe  Undecided

20. Would you consider another Cookie Volunteer position? If Yes, which one?

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21. Are there any tips or words of wisdom to pass along to other SUCMs?

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**Thank You!**