ONAP BEST PRACTICE January 2016

Cherokee Nation Cort Mall

Tahlequah, Oklahoma

Cherokee Nation Cort Mall business incubator and café are integrated entrepreneurial and business operation training programs to expand small business development, create jobs, increase income, and increase entrepreneurial capacity in rural communities of the Cherokee Nation (CN) through an established building in Tahlequah, Oklahoma. This mixed-use project was funded by ICDBG funds.





The CN Cort Mall incubator is designed to work with retail businesses to provide them:

- Below market rate retail space, increasing incrementally with sales increases, in a thriving downtown location
- Onsite business coaching for entrepreneurs
- Business management skills training for microenterprise owners
- Business plan development
- Free Internet access
- E-Commerce development services for increased market share
- Onsite workshops focusing on marketing, bookkeeping, pricing, inventory management, and personnel
- Shared equipment and administrative services

The CN Kawi Café is designed to help Cherokee entrepreneurs gain experience through a training program that will help foster their understanding of small business ownership in the food service community. The program provides provide hands on instruction in food service business ownership.

Entrepreneurs can expect to learn hands on skills such as:

- Inventory tracking
- Staff management
- Cash handling
- Customer service
- Marketing a business

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- Financial planning
- Business plan development

The Cherokee Nation Cort Mall currently hosts the following businesses:

- Dena's Art Den Where individuals or groups can sign up to attend a workshop to paint their own creation with the assistance of templates and step by step instructions. Participants are able to have a fun relaxing atmosphere and enjoy the satisfaction of finding their inner artist (pictured).
- The Cort Spa A tranquil spot to enjoy a relaxing massage; whether you like a deep tissue, hot stone, or are just wanting a short chair massage to take away the tension and stress of everyday life. Additional services include facials, waxing, eyelash extensions, eyelash tinting and lash lifts.
- The Spider Gallery A place for Cherokee artists and other Native American artists to display their art for retail sale.
- The Kiwi Café A hot lunch spot where serving soup, salads, sandwiches or just a good cup of coffee.
- The Business Development Center- Where entrepreneurs can attend workshops related to starting and running a business; utilize computers and printers to conduct business; or get some helpful advice from Cherokee Nation staff.



For further information, contact:

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