



Black Wall Street Liquid Lounge (Liquid Lounge) on-the-job training program gives youth hands-on experience in the daily operations of a modern retail food and beverage business. Participants learn through real-world responsibilities, mentorship, structured training, and measurable performance standards. The program is built around seven core competencies, providing participants with transferable skills in customer service, food service, business operations, sales, product innovation, and emerging technology.

1. Customer Engagement - *Participants learn how to turn customer interactions into lasting relationships and brand loyalty.*

Youth develop the skills necessary to create exceptional customer experiences and become professional representatives of the BWSLL brand. Training includes professional communication, customer service excellence, relationship building, conflict resolution, brand representation, and customer experience standards.

2. Food & Beverage Service - *Participants develop technical and operational competencies to perform in food and beverage environments.*

Participants gain practical experience in the preparation and service of food and beverages while learning the operational standards required to run a successful retail food establishment. Training includes safe food handling, beverage and food preparation techniques, equipment operation, front-of-house operations, order accuracy, service speed and quality, and food safety procedures.

3. Cleaning & Restaurant Maintenance - *Participants understand how operational discipline protects customers, employees, and the brand.*

Participants learn that cleanliness, safety, and facility maintenance are essential components of customer experience and business success. Training includes sanitation standards, health and safety compliance, cleaning procedures, preventive maintenance, workplace safety, opening and closing procedures, and facility inspections.

4. Inventory Management - *Participants learn how effective inventory management directly impacts profitability and operational efficiency.*

Youth are introduced to the business systems behind purchasing, inventory control, and cost management. Training includes ordering procedures, receiving and storing products, inventory tracking, stock rotation, waste reduction, cost containment, and product utilization.

5. Sales & Marketing - *Participants learn the importance of curating value and relationship capital.*

Participants develop an understanding of how businesses attract customers, generate revenue, build their brand, and create repeat business. Training includes market research, lead generation, brand positioning, sales conversion, customer retention, promotional campaigns, measuring sales performance, social media and community engagement.

6. Product Development - *Participants gain entrepreneurial experience via product development.*

BWSLL introduces youth to the process of turning an idea into a marketable product. Training includes ideation, market and customer research, product design, recipe and product development, prototyping, testing and feedback, quality control and micro-manufacturing.

7. AI & Technology - *Participants utilize and develop problem-solving technologies to support retail operations.*

Technology is integrated throughout the BWSLL operating model to expose youth to the tools shaping the future of business. Training includes dynamic pricing, automated quality control, customer loyalty programming, workflow optimization, data analysis, digital customer engagement, business automation, and AI-assisted decision-making.

COMPLETED BY TRAINEE

I, the undersigned applicant below, understand that I must apply for the program and successfully complete 40 hours of one the job training before being hired as an employee.

Print Member Name Below	Desired Start Date Below
Legal Signature of Applicant Below	Date Memorandum of Understanding Signed Below

Electronic Signature

Guy Troupe, *Liquid Lounge, Guy H. Troupe*