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Check out: Upcoming Guam SBDC Workshop “How to Hire & Retain Good Employees”

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F.R. Laundromat Opens in Yigo

By: Denise Mendiola Hertslet
Guam SBDC

Ever since she was young, Francia Reyes always had a dream to own her own business. “I wanted to have my own building and another business located in it. I always prayed to God to have my own business—what kind, how and when, I didn’t know!” Recently, Francia’s prayers were answered when she and her husband opened F.R. Laundromat in Yigo.

Francia and her husband always talked about owning a business, but they weren’t sure what type of business would be best to open at this time. It just



Open for business: Francia Reyes and her husband opened F.R. Laundromat in Yigo

so happened that there was a space available in the same building as the Yigo Payless Supermarket. Francia’s husband thought it would be a good place for laundry business.

He checked the neighborhood near the available space and discovered that there were apartments and houses that were in close proximity and the residents would possibly have a

need for a Laundromat close to where they lived. An added advantage that Francia and her husband had was a brother-in-

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Growth Venture Training Series Launches for Women in Business

By: Denise Mendiola Hertslet
Guam SBDC

In celebration of Women in History month, the UOG Guam SBDC-Bank of Guam Women in Business Program at the University of Guam (UOG) launched the “Growth Venture Series” with a special luncheon for women entrepreneurs on March 28, 2009. The event was held at the UOG Guam SBDC office on a Saturday in order to appeal to the average woman business owner that is typically too busy during the work week. The day began with opening remarks and a brief on historical women pioneers and inventors in America by Denise Mendiola Hertslet, UOG Guam SBDC-Bank of Guam Women in Business Program Coordinator. Esther Reyes and Janine Eustaquio, Bank of Guam P.A.C./Credit Officers, provided information on the Bank of Guam’s commercial services and met with the women entrepreneurs to answer their questions. The attendees were treated to refreshments, lunch and dessert courtesy of Bank of Guam and catered by I.P. Coffee Co. and Café Express. The ladies took advantage of the networking opportunities available during the lunch by introducing themselves and providing everyone a “mini-commercial” about their businesses. They were also treated to presentation packets by the Guam SBDC and gifts courtesy of Trinity Resources, Inc. and I.P. Coffee Co. The event was highlighted by



Taking notes: Participants look on attentively.

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Managing employees: Workshop features topics related to managing, hiring and retaining good employees.

UPCOMING WORKSHOP

“How to Hire & Retain Good Employees”

Thursday, May 21st (9:00am-11:30am)
Presented by: Toshie Ito, Motiva Training & Consulting
Fee: \$20 per person

Already have good employees? Satisfied with employee turnover? Think you're all set to tackle challenges? Think again. Increases in employee turnover can happen to any business, at any time. High employee turnover costs time and money. It decreases team work and morale, impacts customer service, and can damage your business reputation and limit opportunities for growth. For any business to stay competitive, finding and retaining good employees is a must. This workshop will show you how to create a positive work environment for your employees, how to train, motivate, counsel and evaluate your employees, how to manage substandard performance, and to identify and eliminate the reasons why good employees leave.

The workshop will be held at the Guam SBDC Room #148 located at the Jesus & Eugenia Leon Guerrero School of Business & Public Administration Building on the campus of the University of Guam. Individuals interested in attending the workshop should contact Lorie Sablan at 735-2590 or email laurine@pacificsbdc.com. Requests for reasonable accommodations must be made 72 hours in advance. Services are extended to the public on a non-discriminatory basis. The Pacific Islands Small Business Development Center Network is a program supported by the U.S. Small Business Administration (SBA) under a cooperative agreement. SBA does not endorse any products, opinions, or services of any external parties or activities.

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Ken Lujan, Ex-Officio (SBA)

Microcredit Training Program completes 9th cycle



PIMI: Pictured Front Row L to R: SBDC Counselor and Microcredit Training Coordinator Denise Mendiola Hertslet, Pacific Islands Microcredit (PIMI) Secretary Art Mesa, PIMI President Marie Mesa, PIMI Treasurer Jennifer Sanchez, Pacific Islands SBDC Network Director and PIMI board member Casey Jeszenka; Back Row L to R: Guest Speaker Kurten Orichiro, Graduates Jess Salas, Eileen Salas, Fe Caraig, Respect Taitano, Joey Taitano, Lisa Ehlers, Rima Sikain, and Guest Speaker Magdalena Mendiola.

By: Denise Mendiola Hertslet
PIMI

The Guam Small Business Development Center (SBDC) Microcredit Training Program completed its 9th cycle with 7 graduates on April 29, 2009. The ceremony was held in the Guam SBDC training room at University Of Guam. The graduates presented their business plans to their peers, Pacific Islands SBDC Network (PISBD-CN) Director, Pacific Islands Microcredit Institute (PIMI) board members, and their training coordinator.

Previous microcredit graduates and business owners Kurten Orichiro and Magdalena Mendiola were guest speakers and provided the new graduates with words of encouragement and advice. Finally, each graduate received a certificate of completion by the representatives

from PISBD-CN and PIMI.

Several of the graduates will be applying for micro-loans from the Pacific Islands Microcredit Institute (PIMI) to start small businesses in the following areas: lawn care, house cleaning, sewing and clothing alteration, small engine repair, and a vegetable market. Congratulations and a job well done to all the Graduates!

The 10th microcredit training cycle is scheduled to begin on the Wednesday the 3rd of June 2009 at 9 a.m. in the Guam SBDC training room #148 located at the University of Guam in the Leon Guerrero School of Business & Public Administration Building. For more information about the Microcredit Training Program at the Guam SBDC, contact Denise Mendiola Hertslet, program coordinator at 735-2594 or denise@pacificsbdc.com.

University of Guam Professional and International Programs Professional Development and Lifelong Learning Center Your Solutions Partner – Developing People, Building Business TRAINING SCHEDULE June-August 2009

Building Effective Teams	TBA	\$170
Basics of Income Taxation	TBA	\$97
Fundamentals of Human Resource Management (AMA)	Jun 3-9	\$485 Incl Manual
Customer Service 101	Jun 4-5	\$170
How to Sharpen Your Business Writing Skills (AMA)	Jul 6-10	\$485 incl Manual
Delegating for Business Success (AMA)	July 7-13	\$485 incl Manual
Communication Skills for Managers (AMA)	July 20-27	\$485 incl Manual
Finance & Accounting for Non-Financial Managers (AMA)	July 23-29	\$485 incl Manual
Advanced MS Excel	July 23-24 & August 12-13	\$170
Fundamentals of Human Resource Management (AMA)	Aug 18-24	\$485 Incl Manual

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For more information, please contact:

University of Guam
Professional and International Programs
Professional Development and Lifelong Learning Center
2nd Floor Computer Center/MARC Building
Contact Numbers: 671-735-2600-01
www.uog.edu/pip

Growth Venture Training Series Launches for Women in Business

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a presentation on Profit Mastery, a financial literacy program, and a brief on the Great American Small Business Challenge. Finally, the event concluded with the announcement of the next Growth Venture Series workshop "Growth Venture: Sizing

up your Business" scheduled for May 21, 2009, 12pm-2pm, at the Bank of Guam 2nd Floor Conference Room.

For information regarding the next WIB workshop and about the UOG-Guam SBDC Bank of Guam Women in Business Program at the UOG contact Denise Mendiola Hertslet, Program Coordinator, at 735-2594 or denise@pacificsbdc.com.

Guam SBDC Training Schedule

Thursday, May 21st (9:00am-11:30am)
"HUMAN RESOURCE TRAINING SERIES: How to Hire & Retain Good Employees"
Presented by: Toshie Ito, Motiva Training:
Fee: \$20 per person

Thursday, May 21st (12:00pm-2:00pm)
"GROWTH VENTURE: Sizing up Your Business"
Presented by: UOG Guam SBDC-Bank of Guam Women in Business Program
Fee: \$20 per person
Location: Bank of Guam in Hagatna, 2nd Floor conference room.

Friday, May 29th (9:00am-11:30am)
"How to Prepare a Marketing Plan"
Presented By: Guam SBDC
Fee: \$20 per person

Wednesday, June 3rd (9:00am-11:30am)
"Introduction to Micro-Credit"
Presented By: Guam SBDC
Fee: FREE

Friday, June 5th (9:00am-11:30am)
"How to Start a Business"
Presented By: Guam SBDC
Fee: \$20 per person

Friday, July 17th (9:00am-11:30am)
"How to Write a Business Plan"
Presented By: Guam SBDC
Fee: \$20 per person

Thursday, July 23rd (9:00am-11:30am)
"Introduction to Financial Statements (Part 1 of 2)"
Presented By: Guam SBDC
Fee: \$20 per person



Friday, July 24th (9:00am-11:30am)
"Financial Statement Analysis (Part 2 of 2)"
Presented By: Guam SBDC
Fee: \$20 per person

Friday, August 7th (9:00am-11:30am)
"How to Start a Business"
Presented By: Guam SBDC
Fee: \$20 per person

Thursday, August 13th (9:00am-11:30am)
"HUMAN RESOURCE TRAINING SERIES: How to Manage Employees"
Presented by: Toshie Ito, Motiva Training:
Fee: \$20 per person

Friday, August 14th (9:00am-11:30am)
"How to Write a Business Plan"
Presented By: Guam SBDC
Fee: \$20 per person

Friday, August 28th (9:00am-11:30am)
"How to Manage a Business"
Presented By: Guam SBDC
Fee: \$20 per person

All workshops will be conducted at the SBDC #148 Jesus & Eugenia Leon Guerrero School of Business & Public Administration Building on the campus of the University of Guam, unless otherwise noted within the schedule.

Advance signup and payment required at least 3 days prior to workshop date. Individuals interested in attending the workshop should contact Lorie Sablan at 735-2590 or email laurine@pacificsbdc.com. Requests for reasonable accommodations must be made 72 hours in advance. Services are extended to the public on a non-discriminatory basis.



Recovery Act Gives SBA Tools to Boost Small Businesses

By Kenneth Lujan
SBA Guam Branch Manager

The Administration is taking actions to make a big dent in the small business credit crunch by offering new incentives to small business borrowers and lenders through the American Recovery and Reinvestment Act and Department of Treasury actions.

With tax incentives and steps to encourage lending, the Recovery Act recognizes that small businesses are part of the solution to getting our economy moving again. The bill's primary goals for the U.S. Small Business Administration are jump-starting job creation, re-starting lending, and promoting investment in small businesses.

The Recovery Act provides entrepreneurs and lenders financial relief from the current economic crisis that will help encourage borrowing and lending to all small businesses, including start-ups.

For small businesses, the Recovery Act temporarily eliminates SBA guaranteed 7(a) and 504 loan fees and offers tax credits. For lenders, it temporarily eliminates 504 loan fees. The fee eliminations are retroactive to February 17, the day the Recovery Act was signed. SBA is developing a mechanism for refunding fees paid on loans since then.

The Act also supports guarantees of up to 90 percent on most types of 7(a) loans to qualified small businesses. The temporary loan fee eliminations and 90 per-

cent guarantee provisions will apply to approximately \$8.7 billion in 7(a) loans and \$3.6 billion in 504 loans. SBA estimates this will cover lending in both programs through calendar year 2009.

In addition, the Treasury Department will commit up to \$15 billion in TARP funds to help unfreeze the small business lending market, which will particularly benefit community banks, credit unions and other small lenders. Treasury will purchase existing and new SBA-backed loans made by banks, freeing up more capital so these banks can restart SBA-backed lending to local small businesses. This is yet another step in President Obama's plan to assist small businesses during this economic crisis.

SBA staff is working hard to implement the rest of the Recovery Act's programs for small businesses. There are a lot of moving parts, but our aim is put these programs in place as quickly and effectively as we can so they have the broadest and most rapid effect possible on small business credit markets.

The Act provides SBA with \$730 million in total funding. This includes \$375 million to cover the costs of temporarily eliminating loan fees and raising guarantee limits on some loans; extra funding for SBA-backed Microlenders; and \$255 million for a new loan program to help viable small businesses with immediate economic hardship make payments on existing loans.

The Recovery Act also authorizes SBA

to use its 504 program to refinance existing loans for fixed assets as part of a business expansion project; to use its guarantee authority to establish a secondary market for bank loans made under the 504 loan program; and to make loans to broker-dealers who buy SBA-backed loans from lenders and pool them for sale to investors on the secondary loan market.

Also under the Act, small businesses that need surety bonds to compete for construction and service contracts can qualify for SBA-backed surety bonds of up to \$5 million, more than double the previous \$2 million maximum.

Another element of the Recovery Act that is already in place is SBA's Microloan program. These non-profit, community-based lenders make loans of up to \$35,000 to small businesses and start-ups. Because this program is already operating, you can go to a Microlender today and apply for a loan. The Act funds \$50 million in new loans by these Microlenders, plus \$24 million to help pay for the technical assistance and training they provide to loan applicants.

We have already seen significant interest in a new program, America's Recovery Capital, or ARC Stabilization Loans, by lenders and small businesses alike. Once in place, this temporary new program will offer deferred-payment loans of up to \$35,000 to viable small businesses that need help making payments on an existing, qualifying loan for

up to six months. These loans will be 100 percent guaranteed by SBA. Repayment would not have to begin until 12 months after the loan is fully disbursed, giving small businesses time to re-focus their business plans in order to succeed in the long run.

The bill helps SBA-licensed Small Business Investment Companies by raising the level of SBA funding they can receive to make venture capital investments in small businesses. It also raises the percentage of their investments that must be made in smaller businesses from 20 percent to 25 percent.

Finally, I want to emphasize that all of SBA's existing programs are open for business – we are backing loans, and providing technical assistance, training, and contract help to entrepreneurs every day.

In short, SBA is working to get these provisions in place to begin knocking down the obstacles that are keeping credit from flowing to small business entrepreneurs, whose proven ability to create new jobs and commerce is second to none, and in whose hands the next phase of our economic recovery rests.

For more information regarding the Recovery Act and other SBA programs/services please visit the SBA website at www.sba.gov or contact Mr. Ken Lujan, SBA Guam Branch Manager at 472-7277.

F.R. Laundromat: opened with Guam SBDC help



New business: Machines at the newly opened F.R. Laundromat in Yigo.

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law that repaired washers and dryers for a living.

After Francia and her husband decided they wanted to pursue a Laundromat business, they contacted a local distributor of washers and dryers to get an idea of what the equipment would cost. They also met with the manager of the building to find out more about the available space. After that, they called Bank of Guam who referred them to the Guam Small Business Development Center for technical assistance. Francia worked with Denise Mendiola Hertslet, program coordinator for the Bank of Guam Women in Business Program at the Guam SBDC. According to Francia "I learned about the SBDC program for small business owners and those who wanted to start a business. I attended as many workshops as I could and they have helped me to understand how to start and operate a business."

Francia encountered several challenges while trying to open her business, including a situation where the distributor told her that the price of equipment went up because of the increase in gas prices and that the equipment will arrive late because a storm in the mainland delayed all shipping. Other challenges included writing the business plan and meeting other requirements in order to be approved for a loan. Finally, getting

required permits from the government agencies and renovating the space took some time and was painstaking.

With challenges also come triumphs. Francia and her husband were approved for a SBA guaranteed loan with the Bank of Guam and used the funds to renovate the space and purchase the necessary equipment and supplies in order to start the business. They enlisted the assistance of their family members to help in the business and are always finding new ways to reach out to the Yigo community to let them know that there is a new and clean Laundromat in the village.

In the end, Francia looks back at all the work she and her husband put into the business and are happy to see that it was all worth it. "My advice to others who want to open their own business is to expect some challenges but don't give up. Do what you can and don't hesitate to ask experienced people. Be patient and work hard. Most importantly, have faith and trust in God."

For more information about the UOG Guam SBDC-Bank of Guam Women in Business Program at the University of Guam, contact Denise Mendiola Hertslet, program coordinator and certified business counselor at 735-2594 or denise@pacificsbdc.com.



Federated States of Micronesia (FSM) Women in Business Training Offered As a First

By Chuuk SBDC

On the 19th of February 2009, the very first FSM Women in Business Training was held in Chuuk. This training was conducted at the College of Micronesia (COM)-Land Grant conference room. With the anticipation of about 20 or more participants from the four states in the FSM, there was a lot of excitement and at the same time a lot of worries about the conference.

On the very first day of the conference a total of nineteen (19) individuals participated. These were women with different educational and work backgrounds. We spent some time introducing ourselves and discussing what each woman hoped to gain from attending this workshop. It was very encouraging to see that most of them had once tried to start a business or were planning in the near future to start one. For the next 8 days, there were some difficult times but were



Training: Participants of the First WIB-FSM Training held in Chuuk

manageable. From power outages, to limited supplies, participants arriving late were causing the discussions to be extended beyond what was allotted for time which made it very rough. However, these challenges were small. Overall, the training proved to be well worth the time and was a success. It helped the participants to look at business from a different angle than before.

They were grateful to learn the importance of business location, know the market, customers

and many more. At the end of the eight (8) day workshop certificates of completion were given

out to twenty seven (27) women.

As a result of the training, participants from Chuuk and Pohnpei formed their organizations and planned to continue to help each other by exchanging plans and business ideas. They will have their officers meet either in Chuuk or Pohnpei to discuss further plan of actions for the future.

For more information on Women in Business or other Chuuk SBDC programs/services, please contact the Chuuk SBDC at (691)330-5846 or visit the website at www.pacificsbdc.com.

Chuuk SBDC Training

For the months of May through August 2009, the Chuuk SBDC will be offering small business trainings/workshops on the following topics:

- Business Plan
- Financial Statements
- Recordkeeping
- Business Diversity
- Savings

The CHUUK Small Business Development Center (SBDC)
Training sessions are open to all qualified small business own-

ers, managers and key/personnel and individuals planning to open or thinking about opening small business ventures. All training sessions are FREE OF CHARGE. Individuals interested in attending the workshops may call the Chuuk SBDC at (691)330-5846 or email cassandra@pacificsbdc.com or ketsen@pacificsbdc.com. Requests for reasonable accommodations must be made 72 hours in advance. Services are extended to the public on a non-discriminatory basis.



Stimulating Youth Entrepreneurship through Traditional Skills and Creativities

By: Kosrae SBDC

There is in fact as it presently exist the pressing need to refocus our current school training programs to address a need for entrepreneurship and financial education among youth not only in Kosrae but other states of the Federated States of Micronesia (FSM).

Apparently, our school systems provide more focus on scholastic education, which is know how to read, write and do arithmetic. Most times traditional schooling does not teach youth on how to become an entrepreneur nor does it teach students how to be financially literate. In addition, there is little to no education within a household as it pertains to entrepreneur skills and financial business languages.

Through a Memorandum of Understanding (MOU) between Pacific Island Small Business Development Network (PISBDCN) in partnership with the College of Micronesia -FSM Land Grant has implemented the Children Youth Families at Risk program. The Kosrae Small Business Development Center (SBDC) has initiated the youth entrepreneurship basic skills training programs at various communities of Kosrae.

The training focused on teaching youths about the various creative local island traditional woodcrafts, handicraft making skills and creativities. Also, the students were taught how to master the skills that will enable them to be a participant in future production and marketing of such products on larger scale and to create self-employment among youth citizens.



As this may appear to be an exciting project that may not only promote the revival of creative island traditional skills but to know how such entrepreneurial training may eventually unlock some unique employment opportunities and revenue generating activities for many island youth citizens. No doubts there are still more work to be done to help improve, strengthen and refine the process, but the fact that such activities are already implemented give a lot of motivation.

It may help us to take on a journey to understand some of the pressing global issues that may help shed some light on how we may prepare our

Creativity: Hands-on training making creative local island traditional woodcrafts.

younger citizens to acquire essential creative entrepreneurial skills. For instance, in year 2008, the International Labor Organization (ILO) estimated that around 88 million young women and men throughout the world are unemployed, which account for more than 47 per cent of 186 million unemployed persons globally.

Therefore, promoting entrepreneurship and enterprise creation is regarded as one way of increasing youth employment, which in turn contributes toward

alleviating the vicious circle of poverty and social unrest in many underdeveloped and developing countries throughout the world.

The Kosrae Small Business Development Center (Yap SBDC) is a member of the University of Guam's Pacific Islands Small Business Development Center Network (PISBDCN). The PISBDCN's mission is to support the growth and economic development of the U.S. affiliated islands in the western pacific region by providing high quality one-on-one confidential counseling and training to existing small businesses and to small business startups.

For more information on Youth Entrepreneurship and other Kosrae SBDC programs, please contact the Kosrae SBDC at (691)370-2751 or visit the website at www.pacificsbdc.com.



Kosrae SBDC Training Schedule

Friday, June 5 (10:00 a.m. - 12:00)
Marketing Planning
Location: KSBDC Conference Room

Friday, July 3 (10:00 a.m. - 12:00)
Pricing Strategy
Location: KSBDC Conference Room

Friday, July 10 (10:00 a.m. - 12:00)
Marketing Strategy
Location: KSBDC Conference Room

Friday, July 17 (3:00 p.m. - 4:00 p.m.)
Youth Entrepreneurship / Skills Training
Location: Upward Bound conference Room

Friday, July 24 (10:00 a.m. - 12:00)
Business Planning
Location: KSBDC Conference Room

Friday, August 7 (10:00 a.m. - 12:00)
Cash flow
Location: KSBDC Conference Room

Friday, August 21 (10:00 a.m. - 12:00)
Pricing Strategy
Location: KSBDC Conference Room

Friday, August 28, (12:00 - 3:00 p.m.)
Business Planning
Location: Utwe Elementary School

All trainings/workshops are open to all qualified small business owners, managers, key personnel and individuals planning or thinking about starting small business ventures. All trainings/workshops are FREE. For more information, please contact the Kosrae SBDC at (691) 370-2751 or call the municipal offices for the Outreach Training to register your name. Individuals interested in attending the scheduled workshop can also submit a web request at www.pacificsbdc.com or send an email message to ksbdc@pacificsbdc.com.

The Kosrae SBDC is a member of the Pacific Islands Small Business Development Center Network and is supported by the U.S. Small Business Administration. The Pacific Islands Small Business Development Center Network is a program supported by the U.S. Small Business Administration (SBA) under a cooperative agreement. SBA does not endorse any products, opinions, or services of any external parties or activities. Services are extended to the public on a non-discriminatory basis. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance.





Yap SBDC Announces Winners of 2009 Business Plan Contests

By Yap SBDC

The Yap Small Business Development Center (SBDC) announced the winners of its first ever Business Plan Contest. The contest, initiated in coordination with other key partners from the local community, attracted the participation of twenty three (23) aspiring young men and women, aged 17 to 26 years old. Only eight (8) business plan submissions made the entry to the ultimate review of a panel of judges.

"The purpose of the contest is to educate students with the process of creating and evaluating new business ventures and to prepare them for opportunities offered through the entrepreneurship arena. Moreover, this process of creating a business from scratch draws on every element of a business school educational experience and is an excellent way of getting one prepared for some future business opportunity, whether in a sheltered or in a real world environment," said James Limar, the principal organizer of this youth-focused contest. Phillip T. Ranganbay, one of the three judges of contest added, "The contest is one of the best ways to harness the resources – sbdc staff and its facilities, faculty at our schools, as well as members of the local private sector – that our island community has to offer."

Mr. Abel Y.T. Pagal of Tommy Music, LLC; captured this year's grand prize award of \$2,000 in cash as well as an in-kind incubation package for developing a business plan on a fully integrated entertainment center consisted of a music store with a recording studio to enhance the development of local talents in the art of music and performing. Two runners up, Mr. Jason Nishimura and Terrence Fong, whose proposals included an integrated information,



Winner: Business Plan Competition Winner Mr. Abel Y.T. Pagal of Tommy Music, LLC

technology and communication service, and an intra-regional trade service, respectively, also received recognition on their stellar performance in pitching their business ideas to the panel of judges.

Yap SBDC Board Chairman, Mr. James Gilmar, said, "We congratulate the actual winners, and all 23 who participated. All of them are winners, of the contest. Congratulations to all on their innovative and inspired business plans." Gilmar added, "This contest gives the participants the opportunity to turn their ideas into the next generation of successful businesses."

The judges evaluated each entry on the basis

of the commercial viability and sustainability of the proposed business, the technical and managerial feasibility, and the extent to which the projections and assumptions of the entry reasonably matched the opportunity.

"All twenty three of these aspiring young men and women represent the entrepreneurial talent of our island community," said Larry Raigetal, Director of Department of Youth and Civic Affairs and one of the three judges. "To claim the top prizes, these winning individuals had to create more original and thorough business plans and show a better ability to execute their business ideas to the judges."

Mr. Tim Bigelow, a member of the faculty of Yap High School as well as the judging panel also commented, "The contestants succeeded in pulling together not just the business concept, but a sense of the human and financial resources required to actually make the business a reality. The best plans not only demonstrated that an attractive business model could be built, but also conveyed the contestants' understanding of the key skills and resources required to succeed."

The monetary portion of the prizes was provided by the Japan International Cooperation Agency (JICA) through its Micronesia Office in Pohnpei. The in-kind portion of the awards included counseling, training and incubating services from our local Yap SBDC to help the participants to get their business ideas off the ground.

For information about starting or expanding your small business or registering for the next local or regional business plan contest, please call Yap SBDC at (691)-350-4801/4802 or email: ysbdc@mail.fm.

Yap SBDC Training Schedule

May	Tourism Product Development MS Excel for Business	July	How to Write a Grant Proposal Budgeting
June	Micro Plan™™ Shake Out™™ Customer Service	Aug	Analyzing Financial Statements MS Excel for Business FSM Gross Receipt & Wage Tax State Business Licensing Regulations
July	Micro Plan™™ Shake Out™™ Break Out™™	Sep	State Business Licensing Regulations FSM Gross Receipt & Wage Tax Profit Mastery



Yap SBDC workshops are open to all qualified small business owners, managers, key personnel and individuals planning to open or considering starting a small business venture. All workshops are FREE OF

CHARGE. For more information on workshop dates/time, please call Jacinta Primo at (691) 350-4801/4802. Individuals interested in attending a workshop can submit a web request at www.pacificsbdc.com or email ysbdc@mail.fm. Request for reasonable accommodations must be made 72 hours in advance. Services are extended to the public on a non-discriminatory basis. Please note that the schedule is subject to change without advance notice.

Palau Small Business Development Center (SBDC) Relocates to its New Site

By: Palau SBDC

Since its inception in September 2002, the Palau Small Business Development Center has been situated on the Campus of the Palau Community College. On the 25th of February 2009, Palau SBDC relocated from the College to National Development Bank of Palau's building located in Former Pacific Savings Bank Building in Ngetkib, Airai State; the first state of Babeldaob as we cross the bridge, making our way towards north, the big island with access to the center either from the east or west-side of the compact road making it convenient to clients coming from the big island of Palau.

The Palau SBDC's fiscal operation is now under the guidance & management of National Development Bank (NDB). Although the National Development Bank of Palau is a lending institution, the role of the bank and Palau SBDC are not combined, but rather adds value to one another. Similarly, the Palau SBDC will continue to work with other lending institutions such as the Pacific Island Development Bank (PIDB), Bank of Hawaii, Bank of Guam, and Bank Pacific. The center will continue to promote all the various lending programs to its clients as well as long-term training programs through the college while it continues to conduct short-term business training programs to the general public and the business community. "We convey our sincere appreciation to Palau Community College for their guidance and continued support to the center as it moves to expand its horizons in support of Palau's private sector. The next step now, is to equip the center with appropriate staffing, build capacity, and execute efficient services," comments Lisa K. Abraham, Director, Palau SBDC.

Though the new location is a distance from Koror, where most government service providers are located, the current location provides right-away access from the main road and "we are very fortunate to be where we are now...it is more of a centralized location between the north and south of Palau", comments Lisa K. Abraham, Service Center Director. For those who are interested to know more about Palau SBDC; its "free" one-on-



New building: Palau SBDC located in the Former Pacific Savings Bank Building in Ngetkib, Airai State.

one counseling services or training programs, may contact the service center at tel. # (680) 587-6004 or visit us at web site address, www.pacificsbdc.com/palau. For added-value of your island internet time, learn more about your service center, Palau SBDC and its Sister centers at www.pacificsbdc.com.

The Palau SBDC and its host agencies, Republic of Palau's Ministry of Public Infrastructure, Commerce, and Industries with University of Guam Pacific Islands SBDC Network and the U.S. Small Business Administration, WELCOMES you and your business to our new location in Ngetkib, Airai.



Palau SBDC Training

For the months of April through June 2009, the Palau SBDC will be offering small business trainings/workshops on the following topics:

- Tax & Licenses
- U.S. Small Business Administration Lending Programs
- Farm Recordkeeping
- Basic Accounting for none Accountants
- How to read Financial Statements
- How to create Financial Statements
- How to develop a Business Plan
- How to develop Projected Financial Plan

All trainings/workshops are open to all qualified small business owners, managers, key personnel and individuals planning to open or thinking about starting small business ventures. For exact location, dates and times of each training/workshop, please contact the Palau SBDC at (680) 488-6004 or email: lees@pacificsbdc.com or palausbdc@palaunet.com. Requests for reasonable accommodations must be made 72 hours in advance. Services are extended to the public on a non-discriminatory basis.

The Palau SBDC is a member of the Pacific Islands Small Business Development Center Network and is supported by the U.S. Small Business Administration. The Pacific Islands Small Business Development Center Network is a program supported by the U.S. Small Business Administration (SBA) under a cooperative agreement. SBA does not endorse any products, opinions, or services of any external parties or activities.



Bartending and Restaurant Service Training Comes to the Marshalls

By RMI SBDC

The Marshall Islands Visitors Authority (MIVA) has designated the week of March 23-27 as Tourism Awareness Week 2009. Through a Memorandum of Understanding, the Pacific Asia Travel Association (PATA) Micronesia Chapter and the Pacific Islands Small Business Development Center Network (PISBDCN) made possible the offering of the Bartending and Restaurant Service training to the people of the Republic of the Marshall Islands (RMI). The RMI Small Business Development Center participated as a lead coordinator for this training event.

Managers and key-staff from the following respective bar and restaurant businesses to include the Marshall Islands Resort, Marshall Islands Club, DAR Coffee Corner, RRE-Tide Table Restaurant, Rongelap Atoll Local Government, and Long Island Restaurant were among the groups of participants for this training conducted by Mr. Bryan Hoya of Planet Hollywood-Guam. The training was offered as a three-day training sessions with the first one held at the Marshall Islands Resort



Right: Trainer Bryan Hoya of Planet Hollywood.

Jakkaro Lounge on March 24, followed by the next session held on the 25th of March at the RRE Kibedrikdik Lounge, and the last one was offered on March 26 at the Long Island Restaurant Conference Room. A total of 45 individuals participated in this three-day training.

The overall objectives of this training were (1) to achieve 100% guest satisfaction, (2) to provide



outstanding customer service and establish quality guest relations, (3) to maintain uniformed presentation and consistency, (4) to provide general restaurant information, and

(5) to provide proper safety procedures. At the end of the training, the participants were very appreciative for this wonderful opportunity and most especially the amount of information that was shared. They all stated that the training was very informative and will definitely help to improve on customer service skills.

A special thank you goes to the following organizations for making this event possible MIVA, Pacific Asia Travel Association (PATA) Micronesia Chapter, PISBDCN and Continental.

The RMI Small Business Development Center (SBDC) is a member of the University of Guam's Pacific Islands Small Business Development Center Network (PISBDCN). The PISBDCN's mission is to support the growth and economic development of the U.S. affiliated islands in the western pacific region by providing high quality one-on-one confidential counseling and training to existing small businesses and to small business startups. For more information regarding the RMI SBDC's upcoming trainings/workshops or other services, contact the Center at (692)625-3685 or visit www.pacificsbdc.com.

RMI SBDC Training Schedule

Wednesday, May 21
(10:00 a.m. – 12:00 noon)
Financial Statements
Presented by: RMI SBDC

Thursday, May 22
(10:00 a.m. – 12:00 noon)
Tax and Licensing
Presented by: RMI Finance's Division of Tax and Revenue

Wednesday, June 10
(10:00 a.m. – 12:00 noon)
Marketing
Presented by: RMI SBDC

Thursday, June 11
(10:00 a.m. – 12:00 noon)
Tax and Licensing

Presented by:
RMI Finance's Division of Tax and Revenue

Wednesday, July 22
(10:00 a.m. – 12:00 noon)
Recordkeeping
Presented by: RMI SBDC

Thursday, July 23
(10:00 a.m. – 12:00 noon)
Tax and Licensing
Presented by:
RMI Finance's Division of Tax and Revenue

Wednesday, August 12
(10:00 a.m. – 12:00 noon)
Recordkeeping
Presented by: RMI SBDC

Thursday, August 13
(10:00 a.m. – 12:00 noon)
Tax and Licensing
Presented by:
RMI Finance's Division of Tax and Revenue

All workshops are open to all qualified small business owners, managers, key personnel and individuals planning to open or thinking about starting small business ventures. All workshops are free of charge and will be conducted at RMI SBDC located at the Marshall Islands Development Bank (MIDB) in Room 404. Space is limited; advance sign up is required to have your seat reserved. For more information, please call Leeno Aikuij at (692) 625-3685. Registration can also be done through a web request at



www.pacificsbdc.com
or email leeno@pacificsbdc.com.

Please note this training schedule is subject to change without notice. Services are extended to the public on a non-discriminatory basis. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance.

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