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Kitchen Lingo: Inspired by Guam's Land and Sea

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The exterior of Kitchen Lingo during dinner. (Photo taken from www.facebook.com/kitchenlingo).

By: Nicole Tesiro
Network Program Associate
(Pacific Islands SBDC Network)

Chef Lingo Quichocho was raised in the village of Santa Rita. He grew up learning to cook from family and friends in the back kitchens of Southern Guam. After high school, Lingo received his certification in Culinary Arts from National Culinary and Baking School in San Diego, California. He relocated back to Guam in 2013 after working in kitchens from Massachusetts to San Diego anxious to share his passion with the people of Guam.

With the assistance of the Guam SBDC, Denise Mendiola – Senior Business Advisor and Women in Business Program Coordinator guided Chef Lingo through the start-up

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Michelle Pier snaps a quick photo during a July 13th, 2016 interview at Mosas Joint in Hagatna.” (Photo taken by: Michelle Conerly and Kyle Santos from the University of Guam Integrated Marketing Communications Office



Creative Indeed Opens Studio in Hagatña

Michelle Pier is an artist and entrepreneur, born and raised on Guam and inspired by the simple beauty and complex history of her island home. She has Chamorro blood running through her veins, though her family is of a mixed background. Michelle resonates with the strong women in her family. One of those women was Agueda Johnston, her

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Guam Chamber Announced Pika's Café as 2016 Small Business Excellence Award Recipient

By: Jane Ray
Business Advisor
(Guam SBDC)

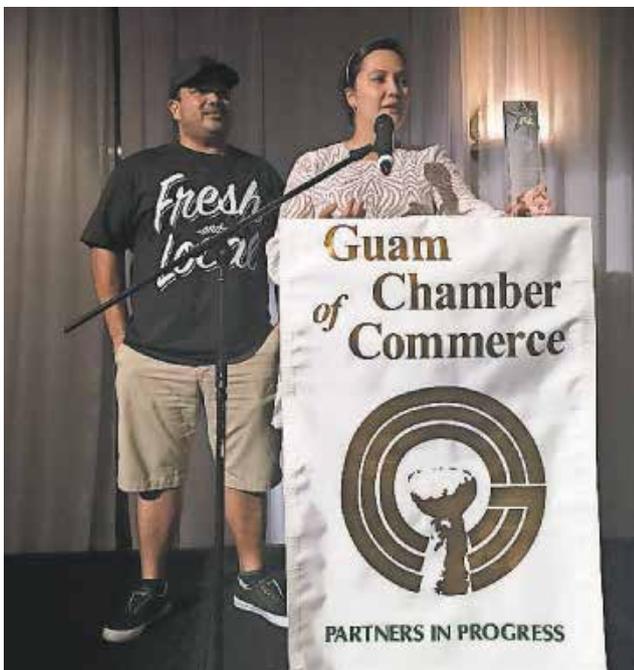
Each year, the Guam Chamber of Commerce holds an annual Small Business Expo event which showcases small businesses and resource partners from all over the island. In recognition of their significant contributions to the local community and as a successful client of the Guam Small Business Development Center, Guam SBDC nominated Pika's Café for this prestigious award. On June 30 during the 12th Annual Small Business Expo, Pika's Café owners, Pika and Lenny Fejeran were recognized for their noteworthy contributions within the small business community and were awarded the Small Business Excellence Award.

This honor is bestowed upon a Guam Chamber of Commerce established small business member who demonstrates firm commitment to good and ethical business practices, embraces continuous improvement within the business, builds small business excellence through promoting and assisting small businesses on island, and most importantly of all, significant involvement with the local community. Previous awardees include Paradise Auto Spa, Thrifty Car Rental Micronesia, and Motiva Training & Consulting.

Pika's Café was founded in November 2010 by its owners with 12 employees. Since its inception, Pika and Lenny find creative ways to showcase their locally inspired foods through their menu selection and to demonstrate their support for other small businesses with the Buy Local initiative. Pika's Café offers different menu selections based on



In the photo from L – R: Ms. Pamela Peralta Ed.D., PISBDN Associate Network Director; Ms. Jane Ray, Guam SBDC Advisor & Training Coordinator; Pika's Café owners Mr. Lenny Fejeran and Mrs. Pika Fejeran; and Ms. Nicole Tesiro, PISBDN Network Program Associate take a group photo at the 2016 Small Business Expo hosted by the Guam Chamber of Commerce at the Hyatt Regency Guam.



Pika Fejeran delivers a speech as Lenny Fejeran stands by her after receiving the Small Business Excellence Award at the Hyatt Regency Guam on June 30, 2016.

the freshest locally grown produce through local farms. Some of their latest popular local dishes include Kahlua French Toast, Benedict Chamoru, Chamoru BBQ sandwich, Tinaktak Burger, and the refreshing mint calamansi drink.

Pika's Café features local artists' artwork through their artist wall inside their restaurant and occasionally features local music during lunch. Artists previously featured include Creative Indeed, Opake, John Barber, Dos Dangkulu, and Chris Boomer. They also sponsor

the Sakudee softball team and their own Pika's Café co-ed softball team. Recently Pika's Café hosted several book launching events such as the recent "Local Voices: An Anthology" by the Guam Literary Arts Publications committee. They have shown their strong support of a community based concept that promotes the local culture and local products in every part of their operation.

Pika's Café is also available for private events in the evenings. They continuously support the local community in a number of community organization events including middle and high school Career Days, Nina Project, Sanctuary, Wounded Warrior, Guam Humanities Council, and many more. They have grown significantly through their innovative operation, more than doubling their staff to 33 employees. Their proven dedication and committed efforts for small business and local communities have set a great example for other small businesses on Guam to follow.

Pika's Café is located at the Star Building on 888 North Marine Corps. Drive across St. John's School and are open for breakfast and lunch from 7:30am – 3:00pm Monday through Saturday. For reservations or more information, you can contact them at 647-7452.

For more information on how the Guam SBDC can assist you, visit our website at www.pacificsbdc.com or contact our main office at 671-735-2590. Request for counseling to receive free, confidential, and one-on-one business advisement or register for upcoming training events at low to no cost to jumpstart your business venture.

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Guam SBDC Training Schedule

Save your seat & Register Today!

Friday, August 26th (8:30am – 11:00am)

****Registration & Payment deadline 8/24/16 at 12noon**

“How to Manage a Business”

Presented by Denise M. Mendiola, Senior Business Advisor/WIB Program Coordinator

Fee: \$20 per person

Friday, September 9th (8:30am – 11:00am)

****Registration & payment deadline 9/7/16 at 12noon**

“How to Start a Business”

Presented by Denise M. Mendiola, Senior Business Advisor/WIB Program Coordinator

Fee: \$20 per person

Friday, September 16th (8:30am – 11:00am)

****Registration & payment deadline 9/14/16 at 12noon**

“Introduction to Financial Statements”

Presented by Jane Ray, Business Advisor/Training Program Coordinator

Fee: \$20 per person

Synopsis: This seminar introduces non-accountants to basic financial accounting concepts, tools and techniques needed for an understanding of an entity’s financial statements, the importance of timely, accurate financial statements for your business, the basics of how to read each financial statement, which leads to effective financial control plus interpretation of the health of the business.

Friday, September 30th (8:30am – 11:00am)

****Registration & payment deadline 9/28/16 at 12noon**

“Financing Options for Small Business Needs”

Presented by Jane Ray, Business Advisor/Training Program Coordinator

Fee: \$20 per person

Synopsis: Gaining access to capital can be difficult and is an important part of running a small business. Knowing what options are available on Guam is important to meet your business needs. Knowing when to borrow, understanding why your small business needs to borrow, and how much you need to borrow are all aspects that will be covered. Examine the criteria that lenders look for when applying for business loans and what to expect throughout the application process. This workshop covers several distinct areas in which it will prepare a small business to be ready when applying for a business loan.

Friday, October 14th (8:30am – 11:30am) **Registration & payment deadline 10/12/16 at 12noon

“Introduction to QuickBooks: Working with Lists and Bank Accounts”

Presented by Denise M. Mendiola, Senior Business Advisor/WIB Program Coordinator

Fee: \$50 per person

Synopsis: This course will teach you the various Quick books lists available and how to manage them to provide a tracking process for your

bookkeeping accounts, customers, jobs, vendors and any other customized list that is important for your business. In addition, you will learn how to work with registers for QuickBooks bank accounts, understand the features common to all registers, learn when and how to make entries directly in the register and how to reconcile a QuickBooks bank account.

Friday, October 21st (8:30am – 11:00am) *

***Registration & Payment deadline 10/19/16 at 12noon**

“How to Write a Business Plan”

Presented by Denise M. Mendiola, Senior Business Advisor/WIB Program Coordinator

Fee: \$20 per person

Friday, November 4th (8:30am – 11:00am)

****Registration & payment deadline 11/2/16 at 12noon**

“How to Start a Business”

Presented by Denise M. Mendiola, Senior Business Advisor/WIB Program Coordinator

Fee: \$20 per person

All workshops will be held at the UOG Leon Guerrero SBPA Bldg. Room#148, First Floor

TO REGISTER log onto <http://pisbdcn.ecenterdirect.com>
TO MAKE PAYMENT online log onto your eCenter account and click **PAY NOW**

Cash, check (payable to University of Guam) & major credit cards (AMEX, Visa, and MasterCard) accepted.

We provide **FREE** one-to-one, confidential business counseling. Just click “Request for Counseling” on our website (www.pacificsbdc.com) to schedule an appointment.

For more information, please visit our website at www.pacificsbdc.com or call the Guam SBDC Office at 735-2590.

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ENERGY AUDIT WORKSHOP

For Small Business Owners

August 24, 2016
9 am - 12 pm
University of Guam
SBPA Rm. 129

The Rural Energy for America Program can:

Provide **75% off** Energy Audits

which qualify businesses for **grants & loans** for
Energy Efficiency Upgrades and Renewable Energy Systems

Contact: 735-2918
cis@trifon.uog.edu
<http://www.uog.edu/center-for-island-sustainability/energy-audits>



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Creative Indeed shares Guam's story through art

Continued from page 1

great-grandmother, who was known for her roles in building up education on Guam before and after WWII, as well as her efforts during the war. She was beaten for being suspected by the Japanese of helping to hide the last American radioman to keep contact with the U.S. Her husband died in a concentration camp in Japan and she was left to raise their seven children on her own. Michelle admires her great-grandmother's endurance and strength, and made her own commitment to herself to live a full life of joy and purpose.

Michelle taught herself to draw and create things at a very young age and has always had a strong creative spark. She paints with thick flowing textures, layers of metallic and colorful scenery, sometimes abstract and always full of energy. She has taken some art classes at the University of Guam, as well as the City College of San Francisco, but mostly she loves to learn by experimenting. Michelle started painting consistently after she

became a single mother of two and needed to create as a way to turn around a dark time in her life. She started a business in 2009 creating and selling art, and holding classes as well as large community events. She has since exhibited and sold hundreds of original acrylic paintings and prints locally and abroad. She has contributed art toward many local events and organizations. In 2015, the SBA awarded her the Home-based Business Champion of the year. She encourages people to follow their passions and live life to its full potential. Michelle hopes to continue sharing Guam's unique story with the world through art.

When asked how the Guam SBDC and other resources helped her in

starting her business, Michelle stated, "When I was first getting started in my business, I was overwhelmed with the process and couldn't see a clear path ahead. Someone referred me to the free services offered by the

Small Business Development Center, and I was immediately relieved that it even existed. At that stage in my business, I had no capital, and was in no financial position to be investing in business mentorship. I was assigned to Denise Mendiola, and met with her periodically to

strategize what steps to take next in my business. She helped me create a business plan step by step, and made the daunting task seem doable. She helped me to consider all options and resources available to me, whether

I wanted to apply for a loan or seek other funding sources. She guided me through the process of applying for a space at the Chamorro Village, even though I ultimately shifted toward securing a physical space elsewhere. I really appreciated that Denise was a businesswoman herself and could relate to my experience. She helped me navigate my goals and create actionable steps throughout various stages in my business over the years. I absolutely love and appreciate that the service is ongoing and free of charge, as it brings relief and reassurance to know that I have the support of the SBDC if I come up against certain challenges. I recommend to anyone who is thinking of starting a business, or looking at expanding an existing business, to utilize the valuable services offered by the SBDC to navigate the steps of the process. They have been an instrumental part of my business's success over the years, and for that I am truly grateful."

For more information on how the Guam SBDC can assist you, visit www.pacificsbdc.com.

Business Name: Creative Indeed

Owner(s): Michelle Pier

Type of Business: Original acrylic paintings on canvas, art prints and merchandise, as well as a variety of workshops, programs and events focused on the creative arts industry on Guam.

Location: Currently located at: 324 W Soledad Ave. Suite 202 Hagatna, GU 96910

Contact information:

Website: <http://CreativeIndeed.net>

Phone: (671)777-1284

Email: info@creativeindeed.net

CNMI SBDC Training Schedule

Thursday, August 25, 2016

"Luta: How to Write a Business Plan"

This seminar will cover all of the elements to be included in a business plan, & explain with examples what is required in each section. The focus of the seminar will be the three M's – Money, Management & Marketing. Participants will also be provided with a sample business plan, sources of industry research information, and introduced to online business planning tools that are accessible at any time through an internet-enabled PC.

Location: Northern Marianas College (Luta site)

Room - TBA

Time: 6:00pm-8:00pm

Wednesday, September 07, 2016

"Saipan: How to Write a Business Plan"

Location: Northern Marianas College (Saipan site)

Room D - 1

Time: 10:00am-12:00pm

Friday, September 30, 2016

"Luta: How to Prepare a Marketing Plan"

Location: Northern Marianas College (Luta site)

Room A-1

Time: 10:00am-12:00pm

If you have attended other SBDC marketing courses, you will have learned the importance of market research, target markets, positioning, and your marketing message. You may also be considering implementing elements of the guerilla marketing ap-

proach into your marketing program. This workshop builds on these approaches, and provides you with a step-by-step guide to preparing a formal marketing plan. Depending on the nature and size of your business, your marketing plan could be complex and detailed, or very simple and straightforward. But unless you have a formal marketing plan of some kind, it will be very difficult for you to implement a marketing strategy that is both consistent and focused.

Thursday, October 06, 2016

"Tinian: How to Prepare a Marketing Plan"

Location: Northern Marianas College (Tinian site)

Room D

Time: 6:00pm-8:00pm

Friday, October 14, 2016

"Saipan: How to Prepare a Marketing Plan"

Location: Northern Marianas College (Saipan site)

Room D -1

Time: 10:00am-12:00pm

Thursday, October 20, 2016

"Luta: How to Prepare a Financial Plan"

A financial plan is the heart of any startup or existing business. It is a culmination of the income statement, the cash-flow

projection and the business' balance sheet. The financial plan is a way to look at a business through a financial lens, which is the view most investors or bankers prefer. When preparing a financial plan, it is not mandatory that you be a mathematician, but you need to understand how the numbers affect a business. This training will provide a foundation on both the financial reports and methodology to develop the numbers for those reports.

Location: Northern Marianas College (Luta site)

Room A-1

Time: 6:00pm-8:00pm

All workshops will be conducted by the CNMI SBDC Director/Business Advisor. Workshops listed above will be offered to business owners and potential business owners during the months of August through October 2016. For more information, please contact your local SBDC at (670) 664-3018 or at email address lorie@pacificsbdc.com. Schedule is subject to change without prior notice. Requests for reasonable

accommodations for persons with disabilities must be made 72 hours in advance. For arrangements, please contact the CNMI SBDC at 670-664-3018. Services are extended to the public on a non-discriminatory basis.



An Interview with Sakura Car Rental Owner Evelyn Palik

Interviewed by: Julian Abraham
Business Advisor
(Kosrae SBDC)

Julian Abraham, Kosrae SBDC Business Advisor, sat down with Evelyn Palik, owner of Sakura Car Rental to discuss the start-up process of opening up her business.

Please tell us about yourself and your family.

I am Evelyn Billy Palik, 44 years of age, a proud resident of Lelu. I have 6 kids, and 1 grandchild.

Why did you decide to start your own business?

I am currently operating a small retail store and wanted to extend the line of business into other areas, such as SUV rental service.

What experience do you have in this type of business?

I do not have too much experience, but being exposed to "retailing" with my father during the good years in business, I am confident that I could do well.

How did the Small Business Development Center and other



resources help you?

The Kosrae SBDC assisted me by guiding me through the paperwork and business proposal process. In addition, they positively pushed me to reach my goals.

How did you fund your business?

Most of the funding came from Pacific Islands Development Bank (PIDB) with a minimal amount being put up by us.

What were some of the biggest

challenges/experienced you experienced in the start-up process?

Seeking financial assistance and compiling a workable business plan were the challenges I faced in the start-up process.

What is your most memorable triumph in your start-up process?

My most memorable triumph would be the approved financial assistance.

SAKURA Car Rental

Owner(s): Evelyn Billy Palik
Type of Business: SUVs & Car Rental
Location: Otrang, Lelu
Hours of Operation: Mondays-Saturdays 8:00 am - 3:00 pm
Contact information:
(691) 370-2863,
Email: evelynpalik@yahoo.com

What are your short-term and long-term plans for your business?

Short term plan: link up with partners and advertise. Long term plan: the business to be able to sustain itself by the end of the financial assistance period.

What advice would you give to others who want to start a business at this time?

Starting a business could be challenging but help is just a phone call away, call the SBDC staff.

For more information on how the Kosrae SBDC can assist you, contact the main office at 691-370-2751 or visit our website at www.pacificsbdc.com.

Kosrae SBDC Training Schedule

Friday, August 19th, 2016

"Financial Statements": Knowing what financial statements are commonly used in the business arena and what information are used to create these statements and where the information come from. Be able to learn how to prepare and read your own financial statements.

Presented by Kosrae SBDC
Location: Kosrae SBDC Training Room
Time: 10:00am – 12:00noon

Friday, September 2nd, 2016

"Record Keeping"; Learn how to create your own record keeping format and decide what information you business should keep record of. This training will also discuss on how to use records to fill out financial statements and when these records are needed.

Presented by Kosrae SBDC
Location: Kosrae SBDC Training Room
Time: 10:00am – 12:00noon

Friday, September 16th, 2016

"Taxation in the FSM"; With the assistance from the FSM Social Security staff, Kosrae Office and the Kosrae Tax and Revenue Office, the training will focus on the social security system, what taxes businesses need to pay, how and when to pay social security taxes, and other information the businesses should know about FSM Social Security taxes and Customs & Tax. Presented by Kosrae SBDC, FSM SS, and FSM Customs & Tax Administration
Location: Kosrae SBDC Training Room
Time: 10:00am – 12:00noon

Interested in starting or expanding your business? The Kosrae SBDC workshops are offered at NO CHARGE at the Kosrae SBDC to assist you by providing business information on start-ups, financial statements,

marketing strategies, and much more! For more information, please contact Skiller Jackson at 691-370-2751 or e-mail skiller@pacificsbdc.com. Requests for reasonable accommodations for persons with disabilities must be made 72 hours in advance. For arrangements, please contact the Kosrae SBDC at 691-370-2751. Services are extended to the public on a non-discriminatory basis.



Chef Lingo builds dishes utilizing local ingredients

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Chef Lingo finishes off plating during lunch hour. (Photo taken from www.facebook.com/kitchenlingo)

Kitchen Lingo

Owner(s): Lingo Quichocho and Pika and Lenny Fejeran

Type of Business: Food and Beverage, Restaurant

Location: 153 Martyr Street Suite 101-A, Hagatna

Contact information:

Website: www.kitchenlingog Guam.com

Phone: (671) 472-5550

process. He stated that the SBDC helped him layout the groundwork for his business. Denise was very knowledgeable, resourceful and generous with information that allowed for Kitchen Lingo to be competitive in the restaurant industry. Kitchen Lingo is owned and operated by Chef Lingo Quichocho along with Lenny and Pika Fejeran, owners of Pika's Café. They opened Kitchen Lingo on May 1, 2015 in the heart of Downtown Hagatna. Their mission is "To practice uncompromising commitment to quality, sourcing the best local ingredients possible, serving innovative, chef-driven and value-focused craft food and drinks in a chic, intimate atmosphere driven by our island hospitality."

The menu at Kitchen Lingo takes the freshest ingredients from local vendors (Grow Guam Fresh, Farm-To-Table, and Fisherman's Co-Op) and transforms them into unique, delicious dishes. For lunch you can find dishes such as

the local fish with herb salsa, long beans, bok choy and edamame salad or the pulled duck sandwich with hoisin, cilantro pesto, and cucumber

and papaya slaw. For dinner and my personal favorite is the salmon with zucchini, kale, fennel, crab couscous, and soffrito. But their latest offering is the chef's tasting.

This is great if this is your first dining experience at Kitchen Lingo. Chef Lingo curates a six course prix-fixe meal giving you an opportunity to try

multiple items on the menu. It is offered Monday through Wednesday for dinner only.

Kitchen Lingo is located on 153 Martyr Street Suite 101-A in the heart of Downtown Hagatna. They are open for Monday through Friday for lunch from 11:00am – 2:00pm and dinner from 6:00pm – 9:00pm. On Saturday, they are only open for dinner from 6:00pm – 9:00pm. For reservations, visit their website www.kitchenlingoguam.com or call 671-472-5550.

The Difference Between Jockeys and Riders

By: Kelly Crigger

One of the best bits of business advice I ever got was from Steve Spiro, a serial entrepreneur with a string of successes that includes Audible.com, which was bought by Amazon for \$300 million in 2008. Steve told me, "In business you don't just bet on the horse, you bet on the jockey." I didn't realize at the time how right he was, not just about business, but life in general.

The message is simple: a great idea is only a great idea if it's in the capable hands of a passionate, dedicated leader. Otherwise it's just another mediocre idea that will never come to fruition because the jockey is really just a rider letting the horse run out of control. Without guidance, it ultimately slows down and stops while the field passes by no matter how much the

rider whips it.

Jockeys are rare. They ride the horse right from start to finish and don't settle for anything less than total victory. They're demanding, but understanding too. They know the strengths and weaknesses of their steed and wait for the right moment to push performance to a higher level. Too soon and it fades. Too late and it loses. Jockeys are passionate and stay laser-focused on growing their business. They must be smart, know how to prioritize, know how to win, and have an innate ability to lead and motivate a team.

Riders are common and simply not as good as the jockeys. They could be someday, but for now they're just riders who don't know what they're doing. Riders start a business with no clear goals and objectives. They let others do the work and take days off when they shouldn't. They might have a good idea that gets out of the

gate strong, but fizzles when they lack the determination or finesse to see it through to the end. They don't know how to control, motivate, or lead. Riders are dangerous because in the end, they only end up hurting everyone when they fail.

I've been privileged to know some incredible jockeys like CEO of Ranger Up Nick Palmisciano, CEO of MicroTech Tony Jimenez, CEO of Oak Grove Technologies Mark Gross, and CEO of Oeler, Rob Beck (all of whom are veterans). These are the jockeys who are passionate almost to a fault about their business. They opt for insomnia over rest and make hard decisions for the general good to ensure the horse is strong to the finish, the business survives, and people are taken care of.

This is not just true of business, but life in general. Jockeys lead. Riders follow. We've all seen each and know

the difference. There are people who lead and motivate and bring the best out of their employees and there are well-intentioned, but ultimately wayward people who get no respect because they haven't earned it or don't know how to. If you aspire to be a business owner, find a jockey and do your best to learn from him until you can become one. You control the horse, not the other way around.

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Seminar on SBA Loans Draws Many Community Members

By: Orrin Pharmin

*Service Director/Business Advisor
(CNMI SBDC)*

The recent business seminar entitled, "Funding Your Business through a SBA Loan" drew a number of participants who were looking for ways to start, expand, or grow their business.

The seminar was hosted by the Department of Commerce's CNMI Small Business Development Center (SBDC) through the U.S. Small Business Administration Guam branch. The seminar was also held in partnership with the Northern Marianas College with the support

of the Commonwealth Development Authority, CNMI Department of Commerce, and the Let's MOVE! Marianas Alliance. "We were pleased with the turnout of the seminar and are glad that more and more people are taking advantage of these educational seminars that are free to the public," said Orrin Pharmin, CNMI SBDC Director. "We will continue to work with our partners like NMC and CDA to increase the number of offerings we have for our small businesses."

The presenter of the seminar, Kenneth Lujan, Guam SBA Branch Manager, talked about starting up or expanding busi-

nesses recovering from disasters, loan programs, and other resources to help businesses. "With CNMI's emerging economy, there would be a need for alternative avenues of obtaining capital. SBA's loan program would be a viable source that would help start-up and expanding businesses meet their financial needs. Understanding where to find the funds and how each program works would be beneficial to the small business concern." said Kenneth Lujan, SBA Guam Branch Manager. For more information on the CNMI SBDC, please contact their office at 670-664-4081 or visit www.pacificsbdc.com.



Kenneth Lujan is shown above conducting the SBA Loan Seminar at the Northern Marianas College.



Chuuk SBDC Training Schedule

September 2016

Title: How to Write a Business Plan

Date: 09/5/16

Time: 9:00am-11:00am

Place: Chuuk SBDC

In the training participants will learn what a business plan is, why a business plan is important, for who and how to use it. At the end of the training participants will know that it is a must to have a plan before starting a business.

Title: Record Keeping

Date: 9/6//16

Time: 9:00am-11:00am

Place: Chuuk SBDC

Participants will learn the importance of good record keeping system for a business, they will learn what records to keep and why they will be kept.

Title: Read & Understand Financial Statements

Date: 9/7/16

Time: 9:00am-11:00am

Place: Chuuk SBDC

Participants will learn how to post information from the records they keep and learn what they represent. They will learn how to read and understand their financials.

November 2016

Title: Business Diversity

Date: 11/21/16

Time: 9:00am – 11:00am

Place: Chuuk SBDC

Title: Team Building / Work

Date: 11/14/16

Time: 9:00am – 11:00am

Place: Chuuk SBDC

In this training, participants will learn the importance of working together, importance of open and good communication, put quality person at the right position and work together as team mates.

Title: Customer Service

Date: 11/15/16

Time: 9:00am – 11:00am

Place: Chuuk SBDC

In the training participants will learn the importance of good service to customers so when they are in business they will remember to have good customer service.

Title: Pre-Business Planning

Date: 11/16/16

Time: 9:00am – 11:00am

Place: Chuuk SBDC

In the training the participants will learn some important steps to take before starting a business. The participants will each come up with a list of things to prepare before putting their business plan together.

Interested in starting or expanding your business? The Chuuk SBDC workshops are offered at NO CHARGE at the Chuuk SBDC to assist you by providing business information on start-ups, financial statements, marketing strategies, and much more! For more information, please contact Cassandra Dereas or Ketsen Haregaichig at 691-330-5846 or e-mail cassandra@pacificsbdc.com or ketsen@pacificsbdc.com. Requests for reasonable accommodations for persons with disabilities must be made 72 hours in advance. For arrangements, please contact the Chuuk SBDC at 691-330-5846. Services are extended to the public on a non-discriminatory basis.



Network Staff Meet Honorable Governor Ganngiyan

During the Yap Small Business Development Center (Yap SBDC) site review conducted in June 2016, the Pacific Islands SBDC Network (PISBDCN) Associate Network Director Dr. Pamela Peralta and Network Program Associate Ms. Nicole Tesiro met with Honorable Governor Tony Ganngiyan during their visit along with Yap SBDC Center Director James Limar. Peralta and Tesiro also met with the Yap SBDC Advisory

Board. Within both meetings, the entrepreneurial path of the Yap community was discussed in length and ideas were exchanged on additional opportunities to promote small business ownership primarily focusing on agriculture and handicrafts. The Network does an annual site review of the island centers that include Yap, Kosrae, Chuuk, CNMI, Guam, and Palau to ensure Federal compliance as per the U.S. Small Business Administration (U.S. SBA) guidelines.



L-R: PISBDCN Associate Network Director Dr. Pamela Peralta, Honorable Governor Tony Ganngiyan, and PISBDCN Network Program Associate Nicole Tesiro are photographed at the Governor's Office in Colonia, Yap.

Yap SBDC Training Schedule

Date/Time	Workshop Title	Instructor	Venue
Aug. 23/8-12PM	Quick books Introduces participants to the basic features of Quick-books as an accounting software.	TBD	SBDC 113
Aug. 25/10-12PM	Variable vs. Fixed Cost Compares and contrasts a variable cost from a fixed cost.	James Limar	SBDC 113
Aug. 26/9-11AM	Product Costing Introduces participants to the process of costing a product, using fixed and variable costs as basis to determine unit cost.	James Limar	SBDC 114
Sept. 2/10-12PM	How to Evaluate Your Business Idea Explores what it takes for a person to be an entrepreneur and how to evaluate business ideas.	Geraldine Mitagyow	SBDC 115
Sept. 26 –Nov.25	Business Plan Training/Competition for Local Growers This is a two stage training with a 40 hour component on how to develop a business plan and an 8 hour competition component aimed at local growers.	Geraldine Mitagyow	SBDC 114
Oct. 12/10-12PM	Chart of Accounts for Bookkeepers Introduces participants to industry based chart of accounts for businesses commonly found on island.	James Limar	SBDC 115
Oct. 19/12-3PM	Using Live Plan to Grow Your Business An introduction to Live Plan and how it can be conveniently utilized to expand one's business venture.	James Limar	SBDC 114
Nov. 8/9-11AM	Setting Price; Using Total Cost Introduces participants to price setting using total cost as the denominator	James Limar	SBDC 115
Nov. 9/9-11AM	Setting Price; Using Variable Cost Introduces participants to price setting using variable cost as the denominator	James Limar	SBDC 115
Nov. 10/9-11AM	Setting Price; Using Fixed Cost Introduces participants to price setting using fixed cost as the denominator	James Limar	SBDC 115

Workshops listed above will be offered to business owners and potential business owners during the months of August through November 2016. For more information, please contact your local SBDC @ telephone numbers (691)-350-4801/4802 or at email address ysbdc@mail.fm Seating is limited to 25 participants per session. Schedule is subject to change without prior notice. Requests for reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. For arrangements, please contact the Yap SBDC at 691-350-4801. Services are extended to the public on a non-discriminatory basis.