

Visit our website at www.pacificsbdc.com

**Register
Your Business
in our new regional
Business Directory at
[http://www.
pacificsbdc.com/
directory!](http://www.pacificsbdc.com/directory/)**

INSIDE

Quinata, Guam Small Business
Person of the Year

PAGE 2

Guam SBDC Training

PAGE 3

HATSA Guam

PAGE 6

Palau SBDC Training

PAGE 8

Babauta Named CNMI
SBDC Director

PAGE 9

Kosrae SBDC Conducts
Training for Youth

PAGE 11

Pacific Star GM Conducts
Training on Chuuk and
Pohnpei

PAGE 12

COM-FSM College Fair on Yap

PAGE 13



U.S. Small Business Administration
SBA
Your Small Business Resource

The Pacific Islands Small Business Development Center is a program supported by the U.S. Small Business Administration under a cooperative agreement and extended to the public on a non-discriminatory basis. SBA cannot endorse any products, opinions, or services of any external parties or activities. This material is based on work supported by the U.S. Small Business Administration. Any opinions, findings, conclusions or recommendations expressed are those of the author (s) and do not necessarily reflect the views of the SBA.

Editorial/Production Staff

Rindraty Celes Limtiaco,
President, G.P.I.

Pacific Islands
Small Business Development
Center Network,
Editorial

Jae Fermin James,
Advertising Director

By: Ltlatk Fritz

Center Director/Business Advisor
(Palau SBDC)

Nabeyama Aquaculture is located in Lalou of Ngatpang State in the Republic of Palau. Owned and managed by Rubeang Hiromi Nabeyama and his children. Mr. Nabeyama demonstrated his determination in aquaculture by opening his own farm business growing milkfish (Aol), mangrove crab (Chemang), two species of rabbitfish (Klsebuul and Meas), and various species of giant clams (Kim). The newly opened farm is conveniently along the Compact Road on the Eastern coast of Babeldaob. Nabeyama began with a giant clam farm over a decade ago. Later on, Nabeyama got into mangrove crab farming. In 2016, Nabeyama furthered his interest in aquaculture by participating in trips with the Ngerdubch Corporation to the Philippines to learn more about fish farming. Nabeyama Aquaculture is now in full operation, with stocks of rabbitfish, mangrove crabs, and giant clams being raised on the farm. The farm also conducted tours



A farmer makes his rounds at the fish pond at Nabeyama Aquaculture.

for elementary school students during the recent Educational Awareness Week in March. Tours are also available for locals and tourists alike.

Why did you decide to start your own business?

In the interview, Mr. Nabeyama

states that "merael mo diak a ngikel," which means the fish are decreasing. His vision is to ensure food security for Palau with local favorites through

continued on page 7

Hooker's Fusion: A Taste of Japanese-Inspired Street Food

By: Jane Ray

Business Advisor
(Guam SBDC)

EJ and Nao Hooker are a couple with a diverse background and a strong passion and love of entertaining friends and family. They decided to employ their passion for food and ventured into the opportunity of entrepreneurship. EJ was a world traveler as part of his job as a Navy Enlisted Sailor and retired recently after 20 years of service. He is a California native while Nao is originally from Tokyo, Japan. She has extensive experience as a Sous Chef from her time in Japan. The couple's passion can be seen and tasted through the



Owners Naoko and EJ Hooker at the Tuesday Market in Yona, Guam.

Continued on page 6

Like us on
Facebook
www.facebook.com/
pacificsbdc.com



Guam Small Business Recognized in D.C.

Quinata named Guam Small Business Person of the Year

By: **Kenneth Lujan**
Branch Manager
U.S SBA – Guam Branch

In recognition of the small business community's contribution to the American economy and society, the President of the United States designates one week each year as National Small Business Week. National Small Business Week 2017 (SBW 2017) was celebrated on the week of April 30 thru May 6, 2017. Throughout Small Business Week, the U.S. Small Business Administration (SBA), often in conjunction with public- and private-sector small business supporters, hosted special events at the local and state levels to honor and present awards to local entrepreneurs and the Champions of the Year. Many of the award winners from those local and state events were invited to Washington, D.C. for SBW 2017.

This year, the U.S. Small Business Administration, Guam Branch Office, presented its 27th Annual Small Business Awards to seven, well-deserving winners from Guam. Leading the group of winners is Derrick Muna Quinata, CEO/Dealer-Principal, Guam AutoSpot. He traveled to Washington DC in May, along with other winners from the 50 states and Puerto Rico, to receive the recognition of being SBA's 2017 Small Business Person of the Year winner from their respective state.

Guam's 2017 Small Business Award winners and their categories are as follows:

- Derrick Muna Quinata, CEO/Dealer-Principal, Monster Auto Corporation dba Guam AutoSpot, Small Business Person of the Year award;
- Albert Taitano Yanger, President/Co-Founder, Galaide Professional Services, Inc., Veteran Small Business Champion of the Year award;
- Monito S. Co, General Manager, Benson Guam Enterprises, Inc., Minority Small Business Champion of the Year award;
- Gyongyi "Pika" Pilar Fejeran, President, Hot Concepts dba Pika's Cafe, Women In Business Champion of the Year award;
- Jacinta Elm, AVP, Bank of Guam, Financial Services Champion of the Year award; and
- Kathleen Thomas Benavente,



Pictured from L-R: Champions Monito Co, Albert Yanger, Pika Fejeran, Kathleen Benavente, Jacinta Elm, and Small Business Person of the Year Derrick Quinata.



Pictured is Derrick Quinata, Guam Small Business Person of the Year and Top 3 National Finalist, and U.S. SBA Administrator Linda McMahon at a ceremony and reception at the United States Institute of Peace in Washington, D.C. on Monday, May 1st, 2017.

Photo Courtesy: Rodney Bailey Photography

Founder/President, The Occasion, Home-Based Business Champion of the Year.

The winners must go through a nomination process which involves a review of their eligibility criteria, evaluation of the merits of the individual, and selection process. They are nominated by the lending community, chambers of commerce, private and public organizations. Based on the specific requirements on the categories in which they

are nominated, they are selected by former winners of the award.

"Since 1990, when we introduced and recognized our first award winner from Guam, the awards program has produced a celebrity of winners who have been instrumental in Guam's economic growth and advocating for legislative change that would improve its business climate," said Kenneth Q. Lujan, SBA Guam Branch Manager. "Congratulations to our small business winners!"

Pacific Business Partners
Officers, Staff
and Board Members



Pacific Islands Small Business Development Center Network

Location: University of Guam,
UOG Station
P.O. Box 5014, Mangilao, Guam 96923
Telephone: (671) 735-2590
Fax: (671) 734-2002
Website: www.pacificsbdc.com

Casey Jeszenka, Network Director
casey@pacificsbdc.com
Pamela Peralta, Ed.D., Associate
Network Director
pamela@pacificsbdc.com
Nicole Tesiro, Network Program
Associate
nicole@pacificsbdc.com

Guam SBDC

P.O. Box 5014, Mangilao, Guam 96923
Telephone: (671) 735-2590
Fax: (671) 734-2002
Denise Mendiola, WIB Program
Coordinator/Senior Business Advisor
Jane Ray, Business Advisor
Lorie Sablan, Administrative Assistant

Chuuk SBDC

P.O. Box 1604 Weno, Chuuk FM 96942
Telephone: (691) 330-5846
Email: ketsen@pacificsbdc.com
Ketsen Haregaichig, Director/Business
Advisor

Cassandra Dereas, Office Manager

Commonwealth of the Northern Mariana Islands (CNMI) SBDC

Caller Box 10007 CK Saipan MP
96950
Telephone: (670) 664-3018
Fax: (670) 664-3067
Email: nbabauta@pacificsbdc.com
Nicole Babauta, Director/Business
Advisor
Lorie Pangilinan, Office Manager

Yap SBDC

P.O. Box 1171 Colonia, Yap FM 96943
Telephone: (691) 350-4801
Fax: (691) 350-4803
Email: jamesl@pacificsbdc.com
James Limar, Director/Business
Advisor
Michael Gaan, Business Advisor
Geraldine Mitagow, Business Advisor
Helen Tinan, Office Manager

Palau SBDC

P.O. Box 816 Koror Palau 96940
Telephone: (680) 587-6004
Fax: (680) 587-1549
Email: lt@pacificsbdc.com
Ltelatk Fritz, Director/Business Advisor
Alfia Alfonso, Administrative Assistant

Kosrae SBDC

P.O. Box 577, Tofol Kosrae State FM
96944
Telephone: (691) 370-2751
Fax: (691) 370-2066
Email: skiller@pacificsbdc.com
Skiller Jackson, Director/Business
Advisor
Emily O'Steen, Business Advisor
Sepe Tolenna, Office Manager

PISBDN Advisory Board

Lee Webber, Chairman (Guam)
Mike Ady, Member (Guam)
Phillip Reklai, Vice Chairman (Palau)
Casey Jeszenka, Secretary (Guam)
James Gilmar, Member (Yap)
Fred Skilling, Member (Kosrae)
Mason Fritz, Member (Chuuk)
Dr. Anita Enriquez, Member (Guam)
Christine Quichocho, Member (Guam)
Christina Garcia, Member (Guam)
Dr. Annette T. Santos, Member (Guam)
Ken Lujan, Ex-Officio (SBA)
Belen Busby, Member (CNMI)
Joseph Roberto, Member (Guam)



Guam SBDC Training Schedule

Save your seat & Register Today!

Friday, May 26th (8:30am – 11:00am) **Registration & payment deadline 05/24/17 at 12noon

"Managing Credit for Financing"

Presented by Jane Ray, Business Advisor/Training Program Coordinator

Fee: \$20 per person

Synopsis: Obtaining bank financing can be a roadblock for startup business and existing business. Understanding and managing owner's personal credit are keys to success if financing is the only option available for your business. In this workshop, we will examine the basic facts of credit reporting and factors that affects credit score. It also covers several distinct areas in which will assist individual business owners to read and resolve errors on credit report, tips on managing personal credit, and the basic requirement on the SBA guaranteed loan program. This workshop will prepare small business owners when financing is needed down the road.

Friday, June 9th (8:30am – 11:00am) **Registration & payment deadline 06/7/17 at 12noon

"How to Write a Business Plan"

Presented by Jane Ray, Business Advisor/Training Program Coordinator

Fee: \$20 per person

Synopsis: 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.

Friday, June 23rd (8:30am – 11:00am) **Registration & payment deadline 06/21/17 at 12noon

"Introduction to Financial Statement Analysis"

Presented by Jane Ray, Business Advisor/Training Program Coordinator

Fee: \$20 per person

Synopsis: In this seminar you will gain an understanding of how to assess your business' past, present and future financial condition. Plus you will learn how to evaluate your business' strengths and weaknesses which can serve as a tool to make sound business decisions. Participants shall acquire knowledge in an overall understanding of financial statements that are used as a tool to calculate and interpret various ratios.

Friday, July 7th (8:30am – 11:00am) **Registration & payment deadline 07/05/17 at 12noon

"How to Prepare a Financial Plan"

Presented by Jane Ray, Business Advisor/Training Program Coordinator

Fee: \$20 per person

Synopsis: 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.

Friday, July 14th (8:30am – 11:00am) **Registration & payment deadline 07/12/17 at 12noon

"How to Start a Food Business"

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

Fee: \$20 per person

Synopsis: Are you ready to turn your dream of owning a food service business on Guam into a reality? Before you buy your first piece of inventory, rent your facility, or print business cards with a great name, you need to lay the groundwork for success. This workshop will cover the business plan basics and local government

agencies' rules and regulations you will need to be aware of before you apply for a business license, and help you hone your food business idea into a well-designed concept.

Friday, July 28th (8:30am – 4:30pm) **Registration & payment deadline 07/26/17 at 12noon

"QuickBooks: All Day BootCamp"

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

Fee: \$100 per person

Synopsis: In this seminar, we'll get you up to speed on QuickBooks' many features, tools, and menus; explore the easiest, most efficient ways to put QuickBooks to work for you; and drill down into more advanced functions. You'll be surprised at how swiftly you'll gain the knowledge and confidence you need to take full advantage of this powerful program! Topics that will be covered: QuickBooks Basics to Get You Up and Running with Confidence; Your Chart of Accounts: Spend Time Setting it Up Now and You'll Save Time in the Future; QuickBooks Tracking – Built-in Features to Easily Run Highly Detailed Reports; Payables and Receivables – Keeping Track of Your Income and Expenditures; Save Time With QuickBooks' Many Customizable Report Options.

Friday, August 4th (8:30am – 11:00am) **Registration & payment deadline 08/02/17 at 12noon

"How to Start a Business"

Presented by Jane Ray, Business Advisor/Training Program Coordinator

Fee: \$20 per person

Synopsis: This workshop will help individuals learn everything they will need to get started, including an introduction to business plans and the importance of preparing one; exploring the legal forms of business (sole proprietorship, partnership, corporation, limited liability partnership / company) and which one is right for your business needs; local or federal licensing requirements for the business. Participants will be able to obtain vital information and resources to start and own a business. This training will take the mystery out of starting a business and help participants better evaluate their business idea.

Friday, August 11th (8:30am – 11:00am) **Registration & payment deadline 08/09/17 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.

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.

DISCLAIMER: The Pacific Islands SBDC Network is funded in part through a co-operative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA. Requests for reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Language assistance services are available for limited English proficient individuals with enough advance notice. For arrangements, please contact Nicole Tesiro, P.O. Box 5014 Mangilao, Guam 96923, Tel: (671)735-2590, or Email nicole@pacificsbdc.com. Services are extended to the public on a non-discriminatory basis.



STARTING OR GROWING A VETERAN-OWNED BUSINESS

Sign up for Boots to Business Reboot, an entrepreneurship training program for veterans and their spouses.

OWNING A VETERAN-OWNED SMALL BUSINESS

Veterans have the character, discipline and skills needed to succeed as small business owners and entrepreneurs. Wondering what it takes and how you can prepare? Enroll in Boots to Business Reboot.

ABOUT BOOTS TO BUSINESS REBOOT

Boots to Business Reboot is a two-step training program that provides participants an overview of business ownership as a career vocation, an outline and knowledge on the components of a business plan, a practical exercise in opportunity recognition, and an introduction to available public and private sector resources.

Step one is the Introduction to Entrepreneurship course eligible to Veterans of all eras, service members (including members of the National Guard and Reserve) and their spouses. This course is instructed by SBA and its partners, who are skilled business advisors.

Step two is the follow-on Foundations of Entrepreneurship course instructed by a consortium of professors and skilled business advisors from the SBA Network. Please email boot-to-business@sba.gov if you've already attended Boots to Business and wish to sign-up.

For more information, contact Jane Ray
Email: jane@pacificsbdc.com
Call: (671) 735-2595

**Friday, June 30th
8:30 am – 4:30 pm**

FREE OF CHARGE

Location: UOG Jesus & Eugenia L.G. Bldg. School of Business & Public Admin. Anthony A. Leon Guerrero Multi-Purpose Rm 129, 1st Floor

Online Registration:

<http://boots2business.org/rebootapply/>

BROUGHT TO YOU LOCALLY BY:



The Boots to Business Reboot program is provided through the coordinated efforts of the SBA and the following valued partners:



**LEARN MORE AT
WWW.SBA.GOV/BOOTSTOBUSINESSREBOOT**

**AND FOLLOW US AT
WWW.FACEBOOK.COM/BOOTS2BUSINESS**

**AND ON
TWITTER.COM/BOOTS2BUSINESS**

DISCLAIMER: The Pacific Islands SBDC Network is funded in part through a co-operative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA. Requests for reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Language assistance services are available for limited English proficient individuals with enough advance notice. For arrangements, please contact Nicole Tesiro, P.O. Box 5014 Mangilao, Guam 96923, Tel: (671)735-2590, or Email nicole@pacificsbdc.com. Services are extended to the public on a non-discriminatory basis.

Plugged IN

Trends reporter

Chloe
BABAUTA

will show you something new each morning, Monday through Friday, to help you get the most out of your day. For weather and traffic updates, upcoming festivals or only-on Guam adventures, tune in to **Plugged IN**.



at www.guampdn.com and follow her on



Pacific Daily News

Now Open at the Compadres Mall

HOURS OF OPERATION

Monday to Friday
8:00 A.M. to 5:00 P.M.

CONTACT NUMBER

671.472.1736

SERVICES

- Start a New Subscription
- Make Payments
- Subscription Services
- Book Classified Ads
- Place Obituaries

Pacific Daily News
PART OF THE USA TODAY NETWORK

GuamPDN.com | f t



HATSA Guam raises the bar in Wellness and Fitness

By: Denise Mendiola
Sr. Business Advisor/
WIB Program Coordinator
(Guam SBDC)

After years living and working in Las Vegas, Inarajan native, Ray Chargualaf Jr. decided to pack up his growing family and move back home. With a Bachelor's Degree in Kinesiology, a Master's Degree in Sports Education and Leadership and business ownership experience, it was only natural that Ray would eventually start his own business on Guam. Ray observed that there was a huge need to help people who were not meeting their fitness and wellness goals. He saw a specific niche that he believed was not available and knew that with his experience as a professional trainer, he could bring value to the community. This was the beginning of HATSA Guam: Helping.All.Types.Sizes.Ages.

When going into business, it is always best to use your strengths and do something

HATSA
Guam (Helping.All.
Types.Sizes.Ages)
Owner: Ray Chargualaf
Raychargualaf@gmail.
com
Facebook.com/hatsa-
guam

you know. Ray has lectured Fortune 500 companies on wellness and worked for some of the most well respected physical trainers in Las Vegas. He quickly had a following of loyal clients and his reputation as an effective trainer spread. One of his biggest career highlights was training multiple contestants on NBC's Biggest Loser. With all of this experience under his belt, Ray felt confident that he could provide a unique service after identifying his target market on Guam. Ray sought the assistance of Denise Mendiola, Senior Business Advisor, at the Guam Small Business Development Center. "The SBDC helped me



become more organized and structured with a sense of direction. It's a service I would recommend to those that need business advice."

While some may find business start-up daunting, Ray found the process fairly simple. "Because of my previous business experience, the licensing and permitting was not a difficult process. I used whatever cash I had to start up which wasn't much. I wanted to prove my model worked before I committed to

the business long term. I had no intention of ever getting a loan because starting with debt is not the best way to become successful."

With every new business comes challenges. Ray soon realized that the biggest challenge he faced starting up was convincing his customers that they didn't need infrastructure, equipment, or amenities to provide his service. "Many people need to see tangible items to know where exactly their money is being spent

and I can understand that, but we were out to provide an experience. After only 2 weeks, we expanded our customers by 300%."

Business ownership means there will be risks and rewards. Ray shared that his most memorable triumph in the start-up process was introducing his corporate wellness program with Bank of Guam. After Ray announced the launch of his new business, the bank reached out to him after only 2 days to start an account. From there business grew to 4 more new corporate accounts.

Ray Chargualaf has a clear vision for HATSA Guam. "Our short term plan is to launch our second phase to our program within the next couple weeks to provide a full service commodity. Our long term plan is to have a permanent infrastructure to house all of our services to our customers. My advice to others looking to start their own business is to not be afraid to take risk. Be confident and trust the process."

Street Food...

continued from page 1

food that they create and prepare together.

As an experiment, Nao created her own Asian Yakisoba sauce. Their business, Hooker's Fusion, has several bestselling items; Takoyaki balls with squid and their specially prepared Hooker's Takoyaki sauce. The Takoyaki is made differently than anyone else's on Guam. They also have stir fried Yakisoba noodles and cabbage with your choice of beef, chicken, or shrimp.

EJ and Nao do not only focus on using the freshest ingredients available for their dishes. They also demonstrate their firm commitment towards each of their customers. Hooker's key philosophy is to serve high quality, delicious food with great reverence for Omotenashi, which simply means the Japanese way of treating a customer with welcoming spirit, warmth, understanding, and above all, respect. This concept resonates from Ichigo-ichie which is the host's belief that every encounter is single and unique. Their strong focus on serving each of their customers with the most aspiring and special experience is another part of the ingredient of their business.

After extensive testing of their special sauces and dishes, EJ and Nao conducted several surveys and decided that it was time to move to the next level. They came to the Guam Small Business



Co-owner Nao prepares takoyaki at the Tuesday Night Market in Yona.

Development Center for guidance to make their dream into reality. Guam SBDC assisted them in researching business numbers on the financial plan and revising content within the business plan. They believe that Guam SBDC was a crucial part of helping them reach their goals and turn their dream into reality. Starting a business is a complicated process and Guam SBDC was able to help with the ins and outs of starting their business.

The most memorable triumph in the startup pro-

Hooker's Fusion

Owner(s): Naoko and EJ Hooker
Type of Business: Food and beverage
Location: Night Markets within your villages, special community events, and special catering.
Hours of Operation: Weekdays from 5pm to 10pm; Weekends from 5am to 10am
Contact Information: Phone (671)848-2543 / Email ejhooker315@gmail.com

cess was getting their business license. They realized that, at that moment, there was no turning back after the initial milestone. The short-term goal for their business is to have an ecofriendly food truck while maintaining quality and tasty food at affordable pricing throughout Guam. EJ and Nao believe that the key questions they should constantly ask themselves are whether or not their food is inexpensive, healthy, convenient, and tasty for their customers. Ultimately, the key goal is to satisfy the needs of the people on Guam.

The one piece advice that EJ and Nao have for all new entrepreneurs who wish to explore the opportunity is to start and continue through the entire startup process as there will be detours in the road. Do not get discouraged based on a bump on the road. It is important to remember that the process is not a sprint but is a marathon. A firm commitment to the business and your customers is the key ingredient to a successful business.

Nabeyama Aquaculture...

continued from page 1

aquaculture—harvesting raised fish and leaving the wild fish stock time to recover. His plan is to raise fish sustainably, sell them at competitive prices, provide healthy food choices, and contribute to research in Palau's aquaculture. Nabeyama plans to add local species of shrimp to his farm.

What experience do you have in this type of business?

Over 10 years ago, Mr. Nabeyama planted his roots in aquaculture through giant clam farming. After that, Nabeyama added mangrove crabs to his repertoire. More recently, he attended field trips to the Philippines with the Ngerdubch Corporation to learn more about fish farming and aquaculture. The small, commercial-scale farm is a direct result of Nabeyama's participation in Palau's aquaculture industry and the agriculture/aquaculture loan packages available at the National Development Bank of Palau.

How did the Small Business Development Center help you?

Palau SBDC helped Nabeyama with his aquaculture loan application package at National Development Bank of Palau. The Center helped him develop realistic financial projections for his business plan for his farm, Nabeyama Aquaculture.

What was the start-up process like? How did you fund your business?

Nabeyama Aquaculture was started initially with personal investments by Mr. Nabeyama. With the help of an unsecured loan from NDPB, Nabeyama was able to push the project forward when funds were low. His investment in the farm includes the land, personal funds, and a lot of help from his family. The success of the project will also be funded by the proceeds from the aquaculture loan Mr. Nabeyama secured from NDBP, that will be used to purchase fish stocks and feed, and to help progress the project closer towards full capacity.

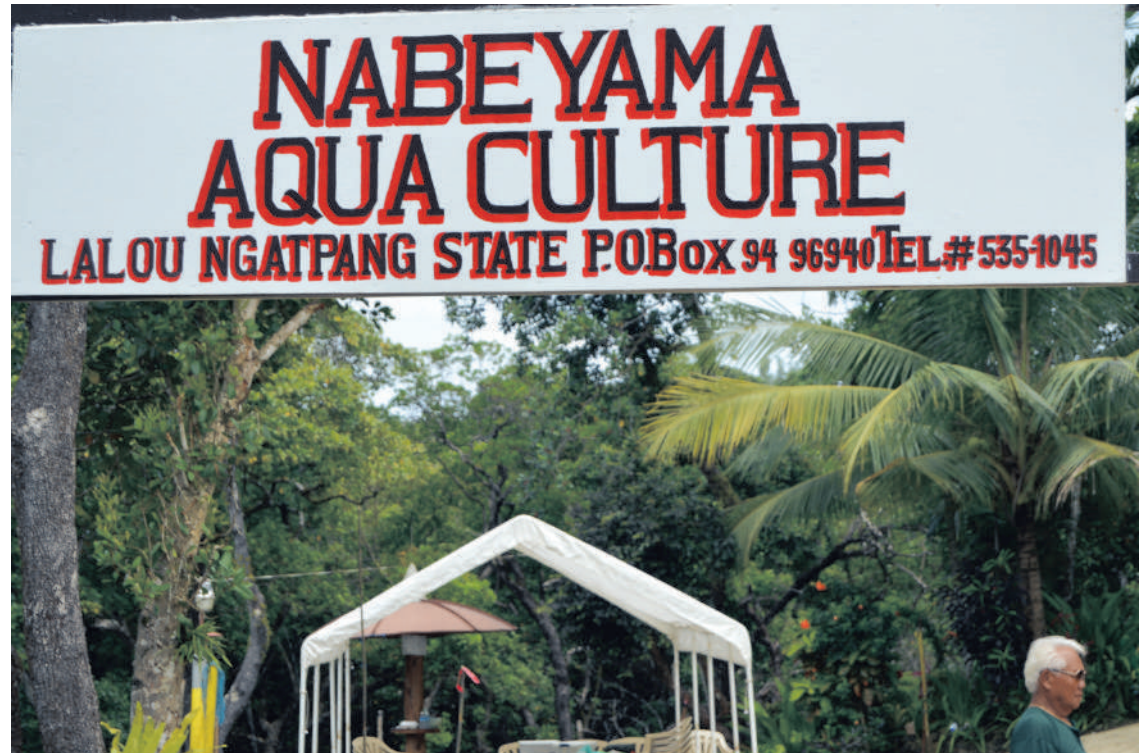
What were some of the biggest challenges you experienced during the pre-development and start-up process?

There were many challenges along the way, including developing the land into its current state. The pre-development process took about six months in which the part of the adjacent mangrove forest was cleared and the two fishponds were excavated. Another hurdle in the process was the length of time and cost of obtaining an Environmental Assessment (EA), as a requirement for the Environmental Quality Protection permit.

During this pre-development process, Mr. Nabeyama invested a lot of his time, personal funds, and effort into the farm. Nabeyama's children also spent a lot of time and effort helping in the farm development.

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

Nabeyama plans to expand his farm north along the coastal edge of his property. Additional ponds will be excavated, then stocked with more fish, crabs, and shrimp to meet the anticipated demand for locally produced seafood products. Nabeyama



Nabeyama Aquaculture

Owner: Hiromi Nabeyama

Business Type:
Aquaculture (Grower)

Number of Employees: 5

Business Location:
Ngimis, Ngatpang

Hours of Operation:
7:30 am – 4:30 pm (Daily)

Business Contact:
(680) 535-1045

the products from the farm.

What advice would you give to others who want to start an aquaculture farm in Palau?

First of all it requires a lot of knowledge in the various species, systems, and nature itself. Workers and farm owners require training to understand feeding and maintenance of species. An understanding of the tides and tidal effects on the ponds and fish are equally important, as this may vary with time and place. Business owners must understand the importance of EQPB (Environmental Quality Protection) permits and be aware of the costs of obtaining such permits. Lastly, State Governments need to do its part in identifying areas suitable for aquaculture and enabling individuals or business to conduct much needed economic activities through proper legislations, such as reclassifying areas for aquaculture.

For more information on how the Palau SBDC can assist you, contact their main office at 680-587-6004 or visit www.pacificsbdc.com.

also plans to include tours of the farm as an aquaculture activity to experience a different marine ecosystem and habitat. Visitors will be able to purchase freshly harvested fish or enjoy hot meals made with



Palau SBDC Training Schedule

Thursday, June 8, 2017 (9:00 am – 11:30 am)

****Registration & Payment deadline 6/6/17 at 5 pm**

Managing a Bed & Breakfast Inn

Fee: \$5 per person

Synopsis: This workshop is a part of the Bed & Breakfast workshop series. Participants will learn the basics in managing a bed & breakfast or small inn. Training will cover areas of managing time & schedules, hiring the right team members, managing customer service, and proposed regulations in accommodations.

Thursday, June 8, 2017 (12:30 am – 3:00 pm)

****Registration & Payment deadline 6/6/17 at 5 pm**

Recordkeeping Bed & Breakfast Inns

Fee: \$5 per person

Synopsis: There are many records to be collected, stored, and managed at a bed & breakfast. Participants will learn the various types of records and methods to manage them. Topics will include managing confidential records and basic financial records for small inns.

Thursday, June 22, 2017 (9:00 am – 11:30 am)

****Registration & Payment deadline 6/20/17 at 5 pm**

Business Plans for Small Businesses

Fee: \$5 per person

Synopsis: This workshop is designed to help participants understand the purpose of a business plan, know the basic components of a business plan, and personalizing their business plan. Various types of business plans will be explored to familiarize content and structure of a business plan.

Thursday, June 22, 2017 (12:30 am – 3:00 pm)

****Registration & Payment deadline 6/20/17**

at 5 pm

Budgeting and Forecasting for Small Businesses

Fee: \$5 per person

Synopsis: Participants will learn to create simple budgets and forecast revenues/expenses for a small businesses. The workshop will prepare prospective small businesses owners with tools and information needed to plan the survival of their business.

Thursday, July 13, 2017 (9:00 am – 11:30 am)

****Registration & Payment deadline 7/10/17 at 5 pm**

Customer Service for Small Businesses

Fee: \$5 per person

Synopsis: This workshop is a designed to identify customers for small businesses, understand establishing and meeting expectations, and the impacts of good and poor customer services for small businesses.

Thursday, July 13, 2017 (12:30 am – 3:00 pm)

****Registration & Payment deadline 7/10/17 at 5 pm**

Using Technology and Social Media for Small Businesses

Fee: \$5 per person

Synopsis: This workshop will familiarize participants of the types of technology available for various businesses, such as computers, smartphones, tablets, recordkeeping software, and others. Participants will also learn about various social media platforms and how they can be used to support or enhance business experience.

Thursday, July 27, 2017 (9:00 am – 11:30 am)

****Registration & Payment deadline 7/24/17 at 5 pm**

"Financing Your Business"

Fee: \$5 per person

Synopsis: Finding finance, such as bank financing, can be overwhelming for small business start-ups and existing business. Realizing the importance of credit and the 5 C's of credit can help business owners match up to the right kind of financing for the business. In this workshop, we will learn about credit, identify funding types, and discuss small business capital. The workshop will prepare small business owners with information needed when applying for business loans.

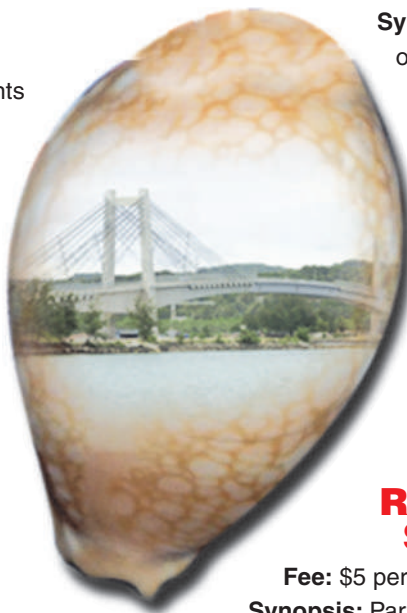
Thursday, July 27, 2017 (12:30 am – 3:00 pm)

****Registration & Payment deadline 7/24/17 at 5 pm**

Preparing and Filing Taxes—Social Security, Gross Revenues, and other taxes for Small Businesses in Palau

Fee: \$5 per person

Synopsis: Participants will learn the required taxes payable to the Palau National Government, i.e. Social Security Administration and the Division of Tax & Revenue. Participants will have opportunity to do hands-on training to complete forms both on paper and using digital software.



**All workshops will be conducted by Palau SBDC Director Ltlatk Fritz.
Please contact 680-587-6004 to find out location information.**

TO REGISTER log onto <http://pisbdcn.ecenterdirect.com>

For more information, please visit our website at www.pacificsbdc.com or call Palau SBDC Office at 587-6004.

DISCLAIMER: The Pacific Islands SBDC Network is funded in part through a co-operative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA. Requests for reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Language assistance services are available for limited English proficient individuals with enough advance notice. For arrangements, please contact Alfia Alfonso, P.O. Box 816, Ngetkib, Airai 96940 Tel: (680) 587-6004, or Email alfia@pacificsbdc.com. Services are extended to the public on a non-discriminatory basis.



Babauta Named CNMI SBDC Director



Born and raised on Saipan, Mrs. Nicole Babauta graduated from the Northern Marianas Academy and holds an MBA and Bachelor of Science degree in Business Management. Prior to relocating to Saipan, she worked in the Finance field in Colorado. Upon moving back home, she worked at DFS

Saipan Limited as a Learning and Development Specialist. "It has always been my passion to work closely with the community," says Nicole. "I invite those looking to start a new business, or expand their current business, to make an appointment or stop by our office where we can assess your needs and provide you with the best resources avail-

able to you."

Located in Capitol Hill, the CNMI SBDC is a program open to the community that offers free confidential services such as one-on-one counseling in the areas of business development and management, marketing, record keeping, human resources, operations, and more. The program also offers

ongoing workshops, seminars, and training programs designed to meet the needs of local small businesses and provides access to relevant business information and resources.

For further inquiries or to schedule an appointment, you may call 670-664-3018.



BANK OF GUAM WOMEN IN BUSINESS PROGRAM



Photo of Bonita Trading Company store front located in Hagatna.

Bonita Trading Company Opens in Hagåtña

Bonita Trading Company had their grand opening on Saturday, March 25th, 2017. They are located in Hagatna 135 Chalan Santo Papa Unit #2, directly next to Buzzcuts & Ponytails. They are open Monday thru Saturday from 10am – 5pm and are closed on Sundays.

Bonita Trading Company is a locally owned and family run business

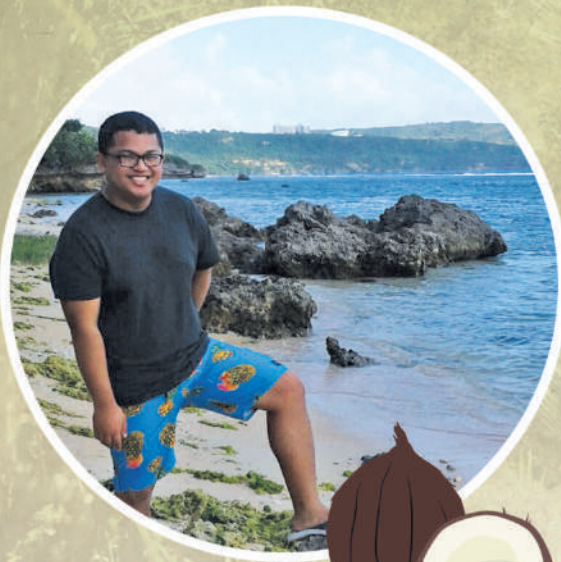
that comprises of Jessica L.G. Stout, Joe Leon Guerrero, and Margaret Leon Guerrero. The retail shop sells culturally inspired baby items and family apparel including their own brands: Bonita Baby, Kidd Pacific, and The Original Guam Polo Collection and you can also find products by other local businesses. For more information, visit www.bonitaguam.com.



Pacific Islands SBDC Network Associate Director Pamela Peralta Taitano (right) presents owner Jessica Stout with a Certificate of Achievement on the grand opening of Bonita Trading Company in this March 25th photo.

Pacific Daily News
PART OF THE USA TODAY NETWORK

f t i @guampdn



Reporter
Jerick
SABLAN

News-
miyu
PÀ'GO

I news pà'go gi fino Chamorro. Ekungkok
Lunes asta ki Betnes.

Today's top stories in Chamorro. Listen in
from Monday to Friday.

Click on www.guampdn.com or follow the
feed on [Soundcloud.com/guamnewsmiyu](https://soundcloud.com/guamnewsmiyu)

PDN

Kumuentos
Chamorro

Kada semana si Jerick kuentusi i taotao gi isla-ta
gi fino Chamorro put todo na kosas Guam.

Each week Jerick talks with members of our
island community in Chamorro about all
things Guam.

Click on www.guampdn.com or follow the
feed on [Soundcloud.com/kumuentos
chamorroguam](https://soundcloud.com/kumuentoschamorroguam)

PDN

Leksion
Chamorro

Para hamyo ni malago fumino Chamorro, Sablan siña
ayuda. Gi "Leksion Chamorro", guiya bai fa'na'gue I fino
Chamorro para hamyo en tungo I lengguahi. Egga' yan
komprende gi kada otro Betnes.

For those who want to learn Chamorro, Sablan is here to
help. He will go from reporter to teacher in "Leksion
Chamorro," a biweekly video lesson in which different
members of the community will learn phrases they can
use in their daily interactions on Guam.
Watch and learn every other Friday.



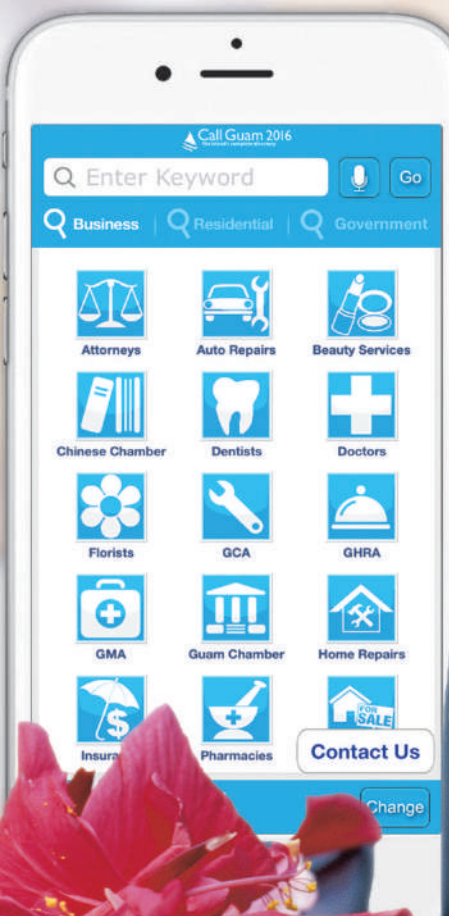
PDN

**The Call Guam App
connects you with
the people who
make relaxation
happen when you
need them.**



Available on the
App Store

ANDROID APP ON
Google play



SEARCH "Call Guam" in your mobile
device's app market

DOWNLOAD the Call Guam App

EXPLORE the app begin looking for
business listings



Kosrae SBDC Conducts Business Skills Training for Youth

By: Skiller Jackson

Center Director/Business Advisor
(Kosrae SBDC)

A Kosrae High School cooking class came to the Kosrae SBDC seeking basic business skills training. This Junior level cooking class has been doing bakery products such as cakes, cookies, brownies, and such. After displaying their products to the general

public at a "cake carnival" staged by this cooking class, they received a lot of good feedback from the general public.

The instructor for this Kosrae High School Junior Cooking class, Mrs. Susan Protacio, approached the Kosrae SBDC requesting basic business skills training for her cooking class. The Kosrae SBDC welcomed the idea and started planning and preparing for this training. The training took place at the Kosrae SBDC Training Room. It was a three-day

basic business skills training and was well attended and participated by the 20+ students.

The three-day business skills training started on April 4th to April 6th, 2017. The students were given certificates for successful participation and attendance. The Kosrae SBDC wants to thank the Kosrae High School for its efforts in seeking business skills training and advisory services from Kosrae SBDC to train our prospective young entrepreneurs.



Kosrae SBDC Training Schedule

Friday, June 16th, 2017 "Record Keeping"

Learn how to create your own record keeping format and decide what information your 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.

Friday, June 23rd, 2017 "Business Plan Development"

The training will focus mainly on how to write up a business plan using a format commonly used by the Kosrae SBDC. The training will discuss on six major sections of a business plan, starting from; a. Business Introduction, b. Marketing Plan, c. Operating Procedures, d. Forecasting Assumptions, e. Request for Financing, and f. Financial Statements.

Friday, July 7th, 2017 "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

Friday, July 21st, 2017 "Using Excel Program for Business Record Keeping"

Learn the basics of the excel computer program for basic business record keeping. How to keep records in excel program. Learn how to maneuver through the excel programs from opening a file, recording information in the excel program, naming files, saving and closing files.

Friday, August 4th, 2017 "Sales Forecasting"

Learn how to determine the economic viability of the business through making assumptions to develop financial projections.

Friday, August 18th, 2017 "Youth Entrepreneurship"

The training will focus on providing the basic business skills to young students and out-of-school youths to be able to learn the basics to business management and how to develop a business plan. The training will focus on business start-ups, business

management skills, basic record keeping, and financials.

All workshops will be conducted at the Kosrae SBDC training room from 10:00am – 11:30am. TO REGISTER call Kosrae SBDC @ 691-370-2751.

DISCLAIMER: The Pacific Islands SBDC Network is funded in part through a co-operative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA. Requests for reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Language assistance services are available for limited English proficient individuals with enough advance notice. For arrangements, please contact Sepe Tolenna, P.O. Box 577 Tofol, Kosrae State FM 96944, Tel:(691)370-2751, or Email sepe@pacificsbdc.com. Services are extended to the public on a non-discriminatory basis.



Recording Keeping Training Held on Chuuk

By: Ketsen Haregaichig

*Center Director/Business Advisor
(Chuuk SBDC)*

On March 10, 2017, the Chuuk SBDC staff conducted a record keeping workshop to a group of women from different islands in the State of Chuuk. Some are from the outer islands and some from the lagoon islands. There was a lot of learning and sharing among the women. Some shared the difficulties or challenges that they faced with owning a small business in their communities. The challenges that were mentioned were: how to price their items at an affordable price but still make a profit, no record keeping monitoring the progress

of their businesses, and keeping money at home because they had no account with our local banks. There was a lot of excitement and laughter as they shared their experiences and wished that they would have attended this type of workshop before starting their business. Most of the participants have admitted that their business did not do well due to poor management but are dedicated to go back and apply what they have learned in this workshop. Going back to their business, they feel more confident because they have the proper tools that they need in order to start and run a small business and they know that if they may need assistance they can always count on the assistance of the staff of the Chuuk SBDC.



Pacific Star GM Conducts Customer Service Training on Chuuk and Pohnpei

In partnership with Pacific Asia Travel Association (PATA) Micronesia Chapter and the Chuuk SBDC with the support of the Chuuk Visitors Bureau, Pohnpei Tourism Office, Pacific Star Resort & Spa Guam, and United Airlines, "Hospitality Industry Customer Service" training was conducted on Chuuk on March 28th and on Pohnpei on March 30th. Roy Abraham, General Manager of Pacific Star Resort & Spa on Guam, in which he manages all hotel operations and reports directly to the hotel ownership, conducted the customer service training. Abraham has worked for Marriott International in over six countries. He has completed four new hotel openings in various roles and worked in the Middle East, USA, Eastern Europe, and Asia. The training was held at the Truk Stop Hotel Conference Room, Chuuk FSM and at the Pohnpei State Conference Room, Pohnpei FSM where participants engaged in ways to provide, maintain, and enhance customer service standards.



Roy Abraham takes a group photo with the participants after completing the customer service training in Pohnpei, FSM.



Roy Abraham (second from left) takes a photo with the participants of the customer service training in Chuuk, FSM.

Yap SBDC Conducts Outreach at COM-FSM College Fair

By: Geraldine Mitagow
Business Advisor
(Yap SBDC)

The Yap Small Business Development Center (SBDC) participated in the COM-FSM College Fair on Thursday, April 5, 2017 at the College's Yap Campus. The purpose of the event was to share and promote the programs and future career opportunities available at the college and in the general labor market. Invitations from the college were extended to various government agencies, banks and private businesses to participate in the event. As part of its outreach efforts, SBDC presented information about its programs and services and answered students' questions about future careers and job prospects available at the SBDC.

The SBDC partners with the College of Micronesia and its Cooperative Research and Extension Program through a Memorandum of Understanding (MOU) to provide technical assistance and business training to clients of both programs and to individuals.



Yap SBDC Welcomes Tinan as New Office Manager

By Yap SBDC Management

Ms. Helen Tinan is the newest addition to the SBDC family. She was hired in March 2017 as the Yap SBDC Office Manager replacing Ms. Lona Fel who resigned last December.

Ms. Tinan brings to her new job vast and rich experience in administrative work. Prior to her joining the Yap SBDC, she has spent roughly 15 years working for the Government of the State of Yap. She was the Public Assistance Coordinator with the Office of Planning in the early days of her career. For the last 10 years, she was the Administrative/Fiscal Officer of the Department of Resources and Development, the host agency of the Yap SBDC.

The Yap SBDC considers itself highly fortunate to have Ms. Tinan as an important member of the team.



Ms. Helen Tinan, hired recently as the new Office Manager of the Yap SBDC Office.

At a Glance: 2017 First Quarter Events



Left: The Pacific Islands SBDC Network held their annual Spring Advisory Board meeting on Wednesday, May 3rd, 2017 at the SBDC Training Room located at the UOG Jesus & Eugenia Leon Guerrero School of Business & Public Administration Bldg. Pictured here are the Advisory Board Members and PISBDN Staff from Guam, FSM, Palau, and CNMI.

Below: Small Business Safety Training: Guam Contractors Association's Small Business Committee, Guam PTAC, and Guam SBDC teamed up to organize the Small Business Safety Training on January 20th, 2017. The training was conducted by Mellissa Cruz, NAVFAC Marianas Safety and Occupational Health Program Director and held in the Anthony A. Leon Guerrero Multi-purpose Rm#129 at the University of Guam's Jesus & Eugenia Leon Guerrero Bldg. School of Business & Public Administration where a total of 53 individuals attended.



Above: HighTide Women's Summit: The Guam Women's Chamber of Commerce coordinated and held the 2017 HighTide Women's Summit at the Dusit Thani Guam Resort on February 17th to more than 100 attendees. The Business Incubator panel discussion sponsored by the Guam SBDC featured Summit speakers: Jess Weiner, Stacie Krajchirtom, Chelsea Matthews, and Kelley Lilien.



Right: HR Basics for Small Business: The Society for Human Resource Management Guam Chapter members Rose Morales and Larry Gamboa conducted a free workshop on HR basics for small business on March 24th, 2017 for about 30 participants.

PACIFIC MEDIAGROUP

PART OF THE USA TODAY NETWORK

MORE THAN **JUST MEDIA**
MORE THAN **JUST MARKETING**
MORE THAN **MEETS THE EYE**

CREATIVE SERVICES

- Display Ads
- Videos
- Events

CONSULTING/PLANNING

- Marketing and Communications
- Strategy and Plans

BUSINESS INTELLIGENCE

- Audience Targeting
- Research

DIGITAL SERVICES

- Online and Mobile Display Advertising
- Website Development
- Search Engine Optimization
- Mobile Optimization
- Maps and Reputation
- Retargeting
- Social Media
- Paid Media (pay per click)
- Email Marketing
- Newsletter Advertising
- Directory Listings
- Text Blast

Pacific Daily News
PART OF THE USA TODAY NETWORK

BAYANIHAN
GUAM'S FILIPINO COMMUNITY

Pika
A weekly guide to life in Guam

The PACIFIC
MARKETPLACE

TRADES

PDN

Guam Foodie

Call
Guam

EXPLORE HOW WE BUILD YOUR BUSINESS

671.479.0221 | atrivera@guam.gannett.com | www.pdnmediagroup.com