



Pacific BUSINESS PARTNERS



May 2014 Vol. 10 No. 2

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Neni & Me Owners Turn Friendship Into Partnership



L-R : Kallen Perez, Laura Cepeda (Owner), Father Edivaldo da Silva, Flora-Rose Weakley (Owner)

By: Mae Acain
Student Intern
University of Guam

Flora-Rose Weakley and Laura Cepeda, proud owners of

Neni & Me, attended college in Hawaii together where they built a friendship that eventually led them to a business partnership. As college students, they shared the same business courses and participated in

school organizations and business events that sparked their interest in entrepreneurship. Weakley and Cepeda both managed to gain knowledge about business through their educations. Weakley has a

Bachelor's Degree in Business Administration and a Masters Degree in Secondary Education and Cepeda has a Bachelor's Degree in Marketing and a Professional Masters in Business Administration. They both also have experience in the retail industry. Weakley has worked in retail stores such as Gap Kids Inc., Fantastic Shots, and other small retail outlets. Cepeda worked in the popular children's store Gymboree and also amongst other specialty shops in the busiest and most prominent shopping center in Hawaii. Attending school and residing in Hawaii helped them find inspiration and gain knowledge from well-known mainland companies and business owners. When they returned to Guam, they decided to open up a business of their own. Cepeda and Weakley stated, "We wanted to have a business that would serve a need in the community, one that would foster growth and provide something for mothers like us on island."

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Guam Small Business to be Recognized in Washington D.C.

By: Kenneth Lujan
Branch Manager
SBA Guam Branch Office

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 2014 (SBW 2014) will be celebrated the week of May 12-16, 2014. Throughout Small Business Week, the U.S. Small Business Administration (SBA), often in conjunction with public- and private-sector small business supporters, will host special events at the local and state levels to honor and present awards to

local entrepreneurs and those who support and Champion of the Year small business. Many of the award winners from those local and state events will be invited to Washington, D.C. for SBW 2014. SBA Awards given in celebration of National Small Business Week. This year, the U.S. Small Business Administration, Guam Branch Office, presented its 24th Annual Small Business Awards to seven, well-deserving winners from Guam. Leading the group of winners is Thomas Shieh, MD, Owner and Physician of Dr. Shieh's Clinic. He will be traveling to Washington DC in May, along with other winners from the 50 states and Puerto Rico, to receive the recognition of being SBA's 2014 Small Business

Person of the Year winner from their respective state. Guam's 2014 Small Business Award winners and their categories are as follows:
• Thomas Shieh, MD, Owner and Physician, Dr. Shieh's Clinic, Small Business Person of the Year;
• Teresita and William Hagen, President and Vice President of Hagens Inc., Jeffrey Butland Family-Owned Business of the Year;
• Aldwin Fajardo, Business Editor, Marianas Variety, Small Business Journalist of the Year;
• Siska Hutapea, President, Cornerstone Valuation, Guam, Inc. Women-In-Business Champion of the Year;
• Wayne Santos, Vice President/Marketing Manager,

Bank of Guam, Financial Services Champion of the Year;
• Romeo Angel, Vice President/Branch Manager, Bank of Guam, Minority Small Business Champion of the Year; and
• Victor Rogers, Assistant Director, Guam Community College, Veterans Small 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

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- Pacific Island Small Business Development Center Network, Editorial
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DC: SBA Award Winners Announced

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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!"



SBA's 2014 Small Business Award Winners: (L-R) Kenneth Lujan, SBA Guam Branch Manager; Victor Rogers, Veterans Small Business Champion; Dr. Thomas Shieh, Small Business Person of the Year; Teresita and William Hagen, Jeffrey Butland Family-Owned Small Business; Siska Hutapea, Women-In-Business Champion; Wayne Santos, Financial Services Champion; and Romeo Angel, Minority Small Business Champion. (Not pictured is Aldwin Fajardo, Small Business Journalist of the Year)

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RETURN ON INVESTMENT

Over half a billion dollars in federal and state revenue generated



CAPITAL

\$4.1 billion
in capital unleashed
\$400,000 IN CAPITAL EVERY 8.5 MINUTES

JOBS JOBS JOBS!

Now Hiring
73,409 new jobs created
84,707 jobs saved
14.1% job-growth by SBDCs
1.6% by general business
A NEW JOB EVERY 2 MINUTES

SALES

\$7 billion in new sales
\$7.6 BILLION SAVED IN SALES
\$300,000 IN SALES EVERY 3.6 MINUTES

ENTREPRENEURS

1 million entrepreneurs reached
14,204 new businesses started by SBDC clients in 2013
A NEW BUSINESS EVERY 22 MINUTES



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Let us
help you
achieve
your dream
of owning
your own
small
Business!

Contact your
local Small
Business
Development
Center
today!!!

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The Pacific
Islands SBDC
Network (PIS-

BDCN) is a member of America's Small Business Development Center. Our mission is to support the growth and economic development of the United States affiliated islands in the western pacific region by providing high quality training and one-on-one confidential counseling to existing small businesses and to small business start-ups.



The Guam SBDC thanks GTA TeleGuam
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Veterans - Marching towards Entrepreneurship

By Kenneth Lujan
Guam Branch Manager
SBA Guam

Did you know that veterans make up a large number of successful small business owners? According to the most recent U.S. Census Data, veteran-owned firms represent 9 percent of all U.S. firms. These 2.45 million veteran-owned businesses employed 5.793 million individuals. In the private sector workforce, veterans are more likely than those with no active-duty military experience to be self-employed.

As we welcome back our return-

ing troops and wish a fond farewell to those retiring from military service, the U.S. Small Business Administration (SBA) is offering Operation Boots to Business (B2B) Program, an initiative to train veterans and transitioning service members in business entrepreneurship. Transitioning veterans are natural entrepreneurs, possessing the training, experience, and leadership skills to start businesses and create jobs.

Boots to Business, or B2B, began as a pilot program in July 2012 and began to be fully implemented, with a rolling start across

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B2B GROUP, MAR-14:
(Front row, seated, left-right): My-Randa Quinata, Kay Harris, Rona Baluyot, Tyana Thayer, Teri Mendiola. (2nd row, left-right): Frank Crisostomo-Kaaihue - Guam VBOC, Jorge Rivera, Richard Taitague - Navy Base Guam TAP, Conrad Baluyot, Cleon Huskinson, Tony Mendiola, Angel Mamanta & Jorge Ramirez. (back row, left-right): Ken Lujan - Manager, SBA Guam Branch Office, Doug Payne, Samuel Jones, Reinhard Sponseller, John Pangelinan, Robert Sherman, Fred Granillo - Guam SBDC, and Darroll Wiltz - Guam PTAC.

USDA, Farm Service Agency – Youth Loan Program available in Guam and CNMI

FSA's Youth Loan program helps promotes entrepreneurship by giving participants practical experience in planning and carrying out agriculturally-related, income-producing projects.

Youth must be no younger than 10 nor older than 20 when they apply. They must also have a project adviser to provide general oversight on project. Youth participants must be able to plan, manage, and carry out a project and have a parent or guardian agree to the applicant's participation if they are a minor.

A wide variety of projects qualify as

"agriculturally related" enterprises. Here are a few examples of how loan funds might be used:

- Buy farm produce from a local farmer to make jams or jellies to sell at the farmers market or during a local fair.
- Pay a local graphic arts designer to create an attractive label for the product.
- Buy the raw materials needed to weave "Made in Guam" baskets at the Chamorro Village.
- Buy and raise traditional Chinese herbs to package as teas or health supplements to sell to the local Chinese community.
- Purchase 3 baby pigs plus the feed and

medicines needed to raise them for sale.

Other details include:

- The maximum loan to pay expenses is \$5,000;
- The project must generate the income needed to repay the loan.
- **Security requirements:**
- Applicants must sign a promissory note and be responsible for repaying the loan.
- Loan collateral is normally the products produced for sale, but could include other property.
- Loan payments are based on the scheduled sale of the products.
- FSA uses fixed interest rates.

For more information, please contact:

Fred San Nicolas, Assistant Manager,
Farm Loan Programs
fred.sannicolas@pb.usda.gov

Doreen Rivera, Program Technician,
Farm Loan Programs
doreen.rivera@pb.usda.gov

Telephone: 671-300-8552
Facsimile: 855-356-9491

USDA is an Equal Opportunity Provider
and Employer

SAVE A SEAT! REGISTER TODAY! Upcoming Guam SBDC Workshops

Wed., May 14th (8:30am – 11:30am) **Registration and payment deadline 5/12/2014 at 12noon

"How to Coach Employees with Corrective and Positive Feedback"

Presented by Toshie Ito, Motiva Training & Consulting
Fee: \$30 per person

Friday, May 23rd (8:30am – 11:00am) **Registration and payment deadline 5/21/2014 at 12noon

"QuickBooks: Setting Up Inventory"

Presented by Fred Granillo, Business Counselor/Training Program Coordinator
Fee: \$50 per person

SYNOPSIS: In this training you will learn an overview of inventory in QuickBooks, practice filling out a purchase order for inventory items, track the receipt of the inventory items in QuickBooks, adjust inventory manually to enter a stock loss or increase, review inventory assemblies and set up and use units of measure.

Friday, May 30th (9:00am-3:00pm) **Registration and payment deadline 5/28/2014 at 12noon

"WIB/GWCC: How to Open a Childcare Service on Guam"

Presented by Denise Mendiola-Hertslet, Senior Business Counselor/WIB Program Coordinator
Fee: \$50 per person (Lunch is not included)

Wednesday, June 4th (8:30am – 11:00am) **Registration and payment deadline 6/2/2014 at 12noon

"Top 10 Cyber Crime Stories of 2013"

Presented by Morgan Aiken III, President of Cyber Information Technology Inc.
Fee: FREE OF CHARGE

SYNOPSIS: Morgan Aiken III, President of Cyber Information Technology, Inc. will conduct a FREE training that will cover the types of crimes committed, which includes Remediation and Mitigation actions. Additionally, the training will cover common threats i.e. use of iPads etc.

Friday, June 6th (8:30am – 11:00am) **Registration and payment deadline 6/4/2014 at 12noon

"How to Write a Business Plan"

Presented by Denise Mendiola-Hertslet, Senior Business Counselor/WIB Program Coordinator
Fee: \$20.00

Friday, June 20th (8:30am – 11:00am) **Registration and payment deadline 6/18/2014 at 12noon

"QuickBooks: Doing Payroll"

Presented by Fred Granillo, Business Counselor/Training Program Coordinator
Fee: \$50.00

SYNOPSIS: To gain an overview of payroll in QuickBooks, learn more about payroll setup, set up employee payroll information, set up payroll schedules, practice writing and printing a payroll check, learn how QuickBooks tracks your tax liabilities, practice paying payroll taxes.

Friday, July 11th (8:30am – 11:00am) **Registration and payment deadline 7/9/2014 at 12noon

"How to Start a Business"

Presented by Denise Mendiola-Hertslet, Senior Business Counselor/WIB Program Coordinator
Fee: \$20 per person

Friday, July 18th (8:30am – 11:00am) **Registration and payment deadline 7/16/2014 at 12noon

"QuickBooks: Analyzing Financial Data"

Presented by Fred Granillo, Business Counselor/Training Program Coordinator
Fee: \$50 per person

SYNOPSIS: To review and discuss some of the tools QuickBooks gives you for analyzing financial data: Quick Reports, preset reports, and graphs. To create a Quick Report, how to add and move a column to a report, learn about the types of preset reports QuickBooks offers, practice creating reports and viewing them onscreen, customize a report by changing how it looks and the data it covers (filtering), learn how to process reports in batches, save reports as Portable Document Format (PDF) files. Also, learn how to export a report to Microsoft Excel, practice filtering reports in Microsoft Excel, learn about the types of graphs QuickBooks offers, and create and customize several graphs

All workshops are to be held at the Leon Guerrero School of Business & Public Administration Bldg. Room #148. Schedule is subject to change without prior notice.

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 (Visa, MasterCard, and Diners Club & JCB) accepted.

For more information, please call the Guam SBDC at 735-2590.

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Pathways to Finance (P2F) Extends to Eligible Clients in Yap

By: James Limar
 Director/Counselor
 Yap SBDC

A recently established partnership between the local SBDC and the Pacific Islands Trade & Investments (PITI) has enabled eligible clients in Yap to access bookkeeping assistance which aims at increasing the prospects of their business proposals. This newly added product to the SBDC's portfolio

is made possible through a capacity grant generously provided by the Auckland-based PITI which has piloted similar projects successfully in Palau. With the primary objective of enhancing the likelihood of eligible Small Micro Medium Enterprises (SMMEs) in Yap to gain access to capital, expertise is being sourced from a local service provider, D&G Bookkeeping Service, to mentor pre-selected clients to develop financials of bankable standards that

will enable lending institutions to properly assess the credit worthiness of the clients as well as their proposals and thereby enhance their rates of approval.

The following are the key features of the new service being offered, which like other services of the SBDC, is conveniently made available free of charge:

- Installation or revision of book-

keeping system

- Mentorship in keeping up system
- Consultation in financial reporting

If you are interested in knowing more about this newly available service, or other services, programs, projects, and activities of the SBDC, please contact (691)-350-4801/2 or email jamesl@pacificsbdc.com or visit our webpage at www.pacificsbdc.com.

Yap SBDC Training Calendar May - July 2014

Date/Time	Workshop Title	Hours	Instructor	Venue
May. 15	Marketing for Service Providers	2	James Limar	SBDC 113
May. 28	Using Live Plan™ to Grow Your Business	3	James Limar	SBDC 113
May. 30	The Pricing Process	2	James Limar	SBDC 113
May. 28	Break Even Analysis	2	Michael Gaan	SBDC 115
Jun. 9-30	Know About Business Series (KAB™)	30	TBA	
Jun. 24	Profit & Loss Statement	1	Michael Gaan	SBDC 115
Jun. 25	Cash Flow	1	Michael Gaan	SBDC 115
Jun. 26	Balance Sheet	1	Michael Gaan	SBDC 114
Jul. 16	Setting Price, Using Total Cost Concept	1	James Limar	SBDC 114
Jul. 17	Setting Price, Using Fixed Cost Concept	1	James Limar	SBDC 114
Jul. 18	Setting Price, Using Variable Cost Concept	1	James Limar	SBDC 114

Workshops listed above will be offered to business owners and potential business owners during the months of May through July 2014. For more information, please contact the Yap SBDC at telephone numbers (691)-350-4801/4802 or at e-mail address ysbdc@mail.fm. Seating is limited to 25 participants per session. Schedule is subject to change without prior notice.

Request for reasonable accommodations for persons with disabilities must be made 72 hours in advance. Services extended to the public on a non-discriminatory basis. Call the YAP SBDC at (691)350-4801/2 for arrangements.



RMI SBDC Training Schedule May - July 2014

Date	Training Topic
May 21, 2014	- Marketing
May 22, 2014	- Recordkeeping
June 18, 2014	- Customer Service
June 19, 2014	- How to Write a Business Plan
July 23, 2014	- RMI Tax
July 24, 2014	- RMI Tax



All workshops will be held at the RMI SBDC from 10:00 a.m. – 12:00 noon and are FREE OF CHARGE. All workshops are open to all qualified small business owners, managers, key personnel, and individuals starting or considering to start or expand their business venture. Individuals interested in attending the workshops may call the RMI SBDC office at 692-625-3685 or e-mail Leeno at leeno@pacificsbdc.com.

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Healthy Food, Everest Kitchen!

By: Keone Chariton

Marketing Assistant Intern
CNMI SBDC

Laxmi Shrestha of Everest Kitchen has been on Saipan for more than ten (10) years and spent most her time working in the culinary industry. When asked, why did you decide to start your own business? Laxmi replied, "I feel happy and satisfied when I serve my own food to people". Besides her experience and satisfaction of serving her tasteful platters, as an employee she decided she had to do something for her family.

For Laxmi, owning and operating a restaurant is no stranger to her. She stated, "My husband and I established a restaurant in Nepal, and it turned out to be a success. And during my time at Nikko Hotel, I learned how to cook a variety of exotic foods, from Indian and Western to Italian cuisines."

How did the CNMI SBDC and other resources help you? Laxmi stated that "Mr. Daniel Hann, a business associate, was the first person to lead me to the Small Business Development Center, and Mr. Perry Inos, Jr. helped us a lot with corporate documents, marketing, business planning, financial management, human resources, and licensing. I attended several SBDC business training seminars and all those seminars were helpful. It was the most important part for me to start-up my business. They cleared all my confusion and they helped me with every step."

Although Laxmi is familiar with running a restaurant she acknowledged that starting a new business would not be an easy process. She said,

"Opening a business was itself a challenging experience. From finding the right path, financing the business, and marketing and creating new ideas



were all part of my challenges."

What is your most memorable triumph in your start-up process? Laxmi stated that "the day I cancelled my false start and the joined the right path with the assistance of others and the CNMI Small Business Development Center (CNMI SBDC) was the most memorable triumph in my start-up process."

Everest Kitchen's short term plan goal is to focus on improving quality of organic

food and services provided to the customers. "I want to make sure that every customer I serve is satisfied with our quality of service," stated Laxmi. As for long term, her goal is



"to not give up, whatever the situation in the future and to maintain high food quality and to target and serve more people every day."

Lastly, her advice to anyone interested in starting up their small business is: "To get success we have to sacrifice, to work hard, and to keep moving on until we see our dreams become reality."

For further information or reservations please contact Laxmi Shrestha at everest.ktchn@gmail.com or 233-2688. They are located in Garapan, Saipan alongside Bridge Capital bldg. Hours of operation are from 8am-2pm. They are also open on

Thursdays at the Garapan Street Market from 5:30pm-9:00pm.

Want to know how the CNMI Small Business Development Center can help you? Contact Director Perry Inos, Jr. at 670-664-3018 or e-mail perry@pacificsbdc.com.

Business Name: Everest Kitchen
Owner: Laxmi Shrestha
Industry: Food & Beverage
Business Hours: 8:00 am – 2:00pm & 5:30pm – 9:00pm at the Garapan Street Market on Thursdays
Location: Garapan, Saipan alongside Bridge Capital Bldg.
Contact information: 670-233-2688 or e-mail everest.ktchn@gmail.com

CNMI SBDC February Training Schedule May – June 2014

Date	Title	Location
23-May	How to write a Business plan	Rota
30-May	Socialnomics	Saipan
13-Jun	Financial Statement 101	Saipan
20-Jun	Socialnomics	Rota
27-Jun	Socialnomics	Tinian

Interested in starting or expanding your business? The CNMI SBDC workshops are offered at NO CHARGE to assist by providing business information on start-ups, financial statements, marketing strategies, and much more! The workshops are conducted by Perry Inos, Jr. For more information on the synopsis and time, please contact Lynette Sablan or Perry Inos, Jr. at 670-664-3018 or e-mail lynette@pacificsbdc.com or perry@pacificsbdc.com.

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.

Walung Ecolodge

By: Skiller Jackson

Director
Kosrae SBDC

The Walung hamlet is part of the Tafunsak Municipality on the island of Kosrae in the Federated States of Micronesia. This hamlet was once accessible only by boat. Today, there are a number of ways to get to Walung. Due to the rugged and steep road to Walung, one must drive a four-wheeler or an off-road vehicle which could take at least an hour or more from the Kosrae International Airport to the Walung hamlet. It is only a 5-10 minute boat ride on a 40 hp outboard motor from the Okat Marina and about 45 minutes more or less to paddle on an outrigger canoe to Walung.

The Walung hamlet has no electricity, thus, most of the homes now have solar panels installed where one could watch the sunset while the coffee pot is heating up. A few years back, visitors must be watchful so as to return to the main village while the tide is still high. Even if you still want to enjoy the peacefulness, the isolation from noise pollution, the endless strips of white sandy beaches, and the sweet coconut juice, you need to get back to your hotel at the main village on the same tide because there was no lodging available in Walung.

The Walung Ecolodge is a new start-up business which was started by Mr. Timothy H. Jackson. Through the years, Mr. Jackson often times offered his house as a retreat to visitors who wish to spend the night in Walung. Even during the day a visitor to Walung needs to rest but could not find a place to rest. Today, it is not an issue anymore. If you want to spend a day or two or even a week in Walung, just enjoying the scenery or on a honeymoon trip, you are most welcome to rest at the Walung Ecolodge.

Mr. Jackson came to the Kosrae SBDC for business assistance in starting a lodging business in Walung some years back. After a series of business planning and development counseling sessions, Mr. Jackson



Pictured here is the Walung Ecolodge that showcases three of their lodges where visitors come to relax and enjoy the scenery.

completed a business proposal for a lodging business and submitted the plan to FSM Development Bank for review. It was late last year that Mr. Jackson was informed by FSM Development Bank of the approval of his loan request and assisted in creating six new full time positions.

Mr. Jackson was born and raised in the Tafunsak Municipality and moved to Walung after he came back from

college. Mr. Jackson is currently living and working in Walung as the School Principal of the Walung Elementary School. He is married to Mrs. Amara Benjamin with 2 sons and 1 daughter.

For more information on how the Kosrae SBDC can assist you in starting or expanding your business, please contact Skiller Jackson at 691-370-2751 or e-mail skiller@pacificsbdc.com.

Business Name: Walung Ecolodge
Owner: Timothy Jackson
Location: Walung hamlet
Mailing Address: P.O. Box 905
Tafunsak, Kosrae FM 96944
Phone: (H) 691-370-2351
(M) 691-970-7678;
E-mail: taskj2@yahoo.com

Kosrae SBDC Training Schedule (June 2014)

Date	Workshop Title
June 12, 2014	Business Development/Financial Statements
June 17, 2014	Record Keeping
June 19, 2014	Pricing

All workshops will be conducted at the Kosrae SBDC and will be from 10:00am - 12:00noon.

Interested in starting or expanding your business? The Kosrae SBDC workshops are offered at NO CHARGE 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.



Neni & Me: Serving our mothers

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Just like any other business, starting Neni & Me had its obstacles. For the owners, their biggest challenge was finding time to focus on the business. Weakley and Cepeda stated, "We both had our hands full being mothers, working full-time, operating the business, and working to fit our customers' personal schedules. However, everything came full circle and God had provided us with the means to juggle our demands." With the help of the Small Business Development Center, they managed to make their vision come to life. Guam SBDC helped them understand necessary avenues to take and precautions when opening a business on Guam. Neni & Me was funded through personal investments. They started the business as an online-based company for the convenience it provided for mothers and it was both simple and cost-saving. Speaking from their personal experiences, they gave those who want to venture into business simple, yet encouraging advice: "Utilize your resources and do your research first before diving in. Also, remember the mission of your business or your passion that drove it. This is important because



Products available at Neni & Me.

you will get caught up in the operations of the business that you may forget why you started. Never lose focus and stay motivated even when obstacles present themselves."

As the business flourished, Weakley and Cepeda see their biggest triumph to

be the joy they feel when mothers thank them for the help and service their business has brought. They went on to say, "The most rewarding thing about our business is serving our mommies. It truly is a joy." Overtime, they hope to reach more mothers who have not heard about

Business Name: Neni & Me
Owner: Flora-Rose Weakley and Laura Cepeda
Contact Information: 671-777-1330/671-727-0070 or e-mail info@neniandme.com
Social Media: Website: www.neniandme.com Twitter: <http://twitter.com/NeniandMe>
Facebook: <http://www.facebook.com/pages/Neni-Me/418667911513475>

their business and what it has to offer. They want to continue to help educate mothers and provide them with resources as they go through a precious time in their lives. They encourage mothers to continue to look out for what they have to offer in the future and they guarantee to keep things interesting.

To view Neni & Me's product line, visit their website at www.neniandme.com or contact them at 671-777-1330 or 671-727-0070 or e-mail info@neniandme.com.

For more information on how the Guam SBDC can assist you, please contact our office at 671-735-2590 or visit our website at www.pacificsbdc.com.

Furniture Trends & Designs Inc. Providing Guam with Furnishings They Love & Need

By: Alice Mendoza

Student Intern
 University of Guam

Sylvia M. Flores, proud business owner of Furniture Trends & Design Inc. began her business venture in the furniture retail and design more than 30 years ago. Before that, Flores attended many Home Furnishing Shows in San Francisco, Las Vegas, High Point, North Carolina, and the Neocon Shows in Chicago. She then took the corresponding course of the New York School of Interior Design. She gained the knowledge and numerous experiences in kitchen design, closet organization, and the use of colors in the home and offices. As Flores' passion for home interior grew, she saw the need to provide quality, selection, and value furnishing for the community. Today, Flores owns businesses in both Guam and Hawaii such as an antique shop and a home furnishing retail store, and real estate and interior design services.



Sylvia M. Flores, Owner of Furniture Trends & Design Inc.



Sofas are displayed here in the Furniture Trends & Design Inc. store.

Denise Mendiola-Hertslet assisted Flores by walking her through the process of setting up her business plans which she quotes "is very important when you need bank financing and understanding the importance in being registered to qualify for potential Federal bids." The start-up process was relatively easy for Flores because of her relationships that she built with the suppliers and was familiar with the process of purchasing and shipping. However, one of the biggest challenges she experienced in that process was

obtaining a large sum of capital needed for inventory, shipping, rent, and operations. In the end, she obtained some bank loans and through personal partnerships was able to fund her business. Overcoming those challenges was rewarding, but when the first container of inventory arrived, she considered that to be her most memorable triumph. Furniture Trends & Designs Inc.'s short term goal is to reinvigorate the community and their long term goal is to expand and infiltrate the island with the best quality and tasteful furni-

Business Name: Furniture Trends & Design Inc.
Owner: Sylvia M. Flores
Type of Business: Furniture Retail
Location: Appliance Galleria Building (Old Sears, Upper Tumon - North of Nissan) Unit E, 1056 North Marine Corps Drive, Tamuning, Guam 96913
Hours of Operation: 10-5 daily except Sunday
Contact Information: (671) 687-5235 & 648-5235

ture they can provide that her clientele loves and that will fit their needs.

Today, Sylvia M. Flores continues to run Furniture Trends & Designs Inc while being a single mother of two and a grandmother of five beautiful grandchildren. To all other individuals interested in starting a business, Sylvia's advice is to "Stay with the course, chase your dreams, and don't be afraid of competition. Make sure that your ultimate GOAL is customer satisfaction."

To view Furniture Trends & Designs Inc. furnishing selection, visit their shop located at the Appliance Galleria Building (Old Sears) in Upper Tumon from 10:00 am - 5:00 pm Monday through Saturday.

For more information on how the Guam SBDC can assist you start-up or expand your business, please contact our office at 671-735-2590 or visit our website at www.pacificsbdc.com.

Women of Nomwisofu "Fin Nomwisofu"

By: Ketsen Haregaichig

Director
Chuuk SBDC

The Chuuk SBDC started out the New Year with a three day training with a group of women from the Nomwisofu Region. Eighteen representatives from four women associations from three different islands in the region participated. Training topics that were covered included Quality System: Quality Assurance, Quality

Control, and Marketing. Participants were very excited and happy to learn new and crucial information about business practices and procedures, especially in the area of Quality System and Marketing. A lot of discussions, questions and inputs from participants helped make the workshop more interactive and fun. At the end of each day's presentation from the Chuuk SBDC staff, Ms. Concy Ruben conducted a 45 minute presentation on local herbs that can be

used to cure, lower sugar level, and assist people with high blood pressure, diabetes and other non-communicable disease.

For more information on how the Chuuk SBDC can assist you, please call contact Cassandra Dereas or Director Ketsen Haregaichig at 691-330-5846 or e-mail cassandra@pacificsbdc.com or ketsen@pacificsbdc.com.



Participants representing women associations from Eot, Udot and Ramanum Islands take a group photo.



Chuuk SBDC Training Schedule (May – July 2014)

Date	Workshop Title	Date	Workshop Title
May 12, 2014	Record Keeping	July 21, 2014	Record Keeping
May 13, 2014	Record Keeping – Posting Transactions	July 22 & 23, 2014	Transaction Analysis & Posting to Journals
May 14, 2014	Record Keeping – Income Statement & Balance Sheet	July 24, 2014	Posting from Journals to Income Statement & Balance Sheets
June 16, 2014	How to Write a Business Plan		
June 17, 2014	Read and Understand Financials		

All workshops are to be held at the Chuuk SBDC and will be from 9:00 am – 11:00 am.

Interested in starting or expanding your business? The Chuuk SBDC workshops are offered at NO CHARGE 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.



10 Veterans: Boots to Business

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the nation starting January 2013. B2B is being implemented as a nationwide program to standardize entrepreneurial training to veterans coming off of active duty and re-entering the civilian workforce. The national rollout of Operation Boots to Business: from Service to Startup aims to provide exposure to entrepreneurship to

the 250,000 service members who transition every year.

The SBA is a government sponsor of B2B offered in conjunction with the Department of Defense's redesigned Transition Assistance Program (TAP). Part of the redesign is a new curriculum known as Transition Goals, Plans, Success (Transition GPS). Transition GPS is offered to service members sepa-

rating from military service and provides preparation for transitioning to civilian life, including benefits information. Additionally, each service member may elect entrepreneurship as an optional training track.

B2B has been specially designed for currently transitioning service members. It caters to all paygrades, Enlisted and Officers, as well as military spouses and dependents.

SBA is always looking for volunteers to help mentor veteran entrepreneurs. If you are a veteran entrepreneur and/or enjoy

working with veterans and would like to volunteer time toward this effort, please contact Kenneth Lujan at the SBA Guam Branch Office at 671-472-7277 to find out how! For additional information on other business services offered to veterans, please contact Frank Crisostomo-Kaaihue at the Guam Veterans Business Outreach Center (Guam VBOC) at 671-475-4900 or Richard Taitague at the Transition Assistance Program (TAP) Office at 671-333-2056/7. Please visit www.sba.gov/contents/veterans.

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Source: Market Research and Development, Inc. Guam Media Study, Sept. 2010



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Palau SBDC, Palau Visitors Authority, and PATA Micronesia Chapter Presents: "Table Etiquette" Training

By: Lisa Abraham
Director
Palau SBDC

On February 11, 2014, the Palau SBDC, the Palau Visitors Authority, and the Pacific Asia Travel Association (PATA) Micronesia Chapter sponsored a compelling and exciting speaker at the Palau Tourism & Hospitality School on various topics relating to hosts/hostess to menu, basic customer services, table setting as well as the importance of remembering names of frequent customers.

Presentations by Mr. Christopher "Chris" Bejado, a distinguished and successful businessman and owner of the well-known PROA Restaurant in Guam, U.S.A. is a former tourism & hospitality instructor at the University of Guam. He discussed several personal experiences and expertise in the area to share with the expat and local restaurant, government agencies, and other interested individuals from the private sector.

The Palau SBDC, the Palau Visitors Authority, and the PATA Micronesia Chapter convey great appreciation to Mr. Chris Bejado, businessman/owner and PATA speaker for the opportunity to present to the private sector; restaurants, bar and general community on the various topics in "Table Etiquette" with a positive effect on participants. "On the last day, Chris concluded his presentation and dis-



Group photo of participants of the Table Etiquette training series with Mr. Christopher Bejado, center, owner of Guam's PROA Restaurant and guest speaker.

missed the class at 2 p.m., but no one wanted to leave! They all wanted more," commented Lisa K. Abraham, Palau SBDC Director.

The Palau SBDC is here to assist in

the development of business plans which are highly considered to determine feasibility and credibility of loan requests through one-on-one confidential counseling and training seminars. For more

information on Palau SBDC services, please call 587-6004 or e-mail Ms. Lisa K. Abraham, Director, Palau SBDC at lees@pacificsbdc.com or palausbdc@palaunet.com.

Palau SBDC Partners with Pacific Islands Trade and Investment (PIT&I)

By: Lisa Abraham
Director
Palau SBDC

Gearing up to meet the Palau Small Business Development Center's (SBDC) mission in supporting economic growth through sustainable business development, the Palau SBDC has partnered with Pacific Islands Trade and Investment (PIT&I) out of Australia to continue to fund the Palau SBDC's financial support services targeted for businesses currently in business one year or more. Eligible businesses can receive consulting services through the Palau SBDC for recordkeeping/accounting set-up for better business management and/or getting help updating the businesses historical financial

statements for application for a business expansion loan.

The agreement between the Palau SBDC and PIT&I is to support business sustainability and expansions in Palau for the purpose of creating job opportunities and retaining job positions utilizing the Palau SBDC Financial Monitoring Services Program.

To be considered for the Palau SBDC Financial Monitoring Services Program developed for businesses in the Republic of Palau, you must meet the following eligibility requirements:

1. Must be a client of the Palau SBDC.
2. Must be a citizen of United States, the Republic of Palau, or any U.S. affiliated territories.

3. Must be an existing business for a minimum of one (1) year
4. Must be at least 18 years of age to legally sign any legal documents

5. Must have a business legally registered under Palau laws & regulations
6. Must not be delinquent on any lending institutions located in or adjacent to the Palau government
7. Must meet the definitions of a "Small Business" as defined by the SBA regulations.

Apart from the Palau SBDC's role with the financial monitoring program, the Palau SBDC also provides free confidential counseling to startup and existing businesses. One of the primary uses of our services is to assist interested loan applicants with their business plans

which are needed to determine feasibility and credibility of the loan request. Similarly, the Palau SBDC offers trainings and workshops throughout the year targeted at individuals venturing into or currently in business as well as the general public interested in learning more on business.

For more information about the Palau SBDC or the Palau SBDC Financial Monitoring Services Program, please call 587-6004 or e-mail Ms. Lisa K. Abraham, the Palau SBDC Director, at lees@pacificsbdc.com.

You can also visit us at www.pacificsbdc.com to find resources to help bring your business to life and to learn more about the Pacific Islands SBDC Network and its mission.

Palau SBDC Training Calendar May – June 2014

Date	Workshop Title
May 20, 2014	E-Marketing
May 21, 2014	Marketing
June 9 – 13, 2014	QuickBooks: Hands-On
June 23 – 27, 2014	QuickBooks: Hands-On

Interested in starting or expanding your business? The Palau SBDC workshops are offered at NO CHARGE to assist you by providing business information on start-ups, financial statements, marketing strategies, and much more! For more information, please contact Rimuu Watanabe or Lisa Abraham at 680-587-6004 or e-mail rimuu@pacificsbdc.com or lees@pacificsbdc.com.

Requests for reasonable accommodations for persons with disabilities must be made 72 hours in advance. For arrangements, please contact the Palau SBDC at 680-587-6004. Services are extended to the public on a non-discriminatory basis.

