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## Exercise – Getting Fit for Life!

By: Frank Crisostomo-Kaahue

**W**hen I first met Jay and Rosita Huff, they were unsure of what to do with their free time as “retired educators”. Participating in a training workshop series—*How to start a business & How to write a business plan*, they thought that maybe starting a business would give them something to do—like a very expensive hobby!

At the onset, they were not sure of what type of business they would like to start to take away the boredom of doing nothing after 30+ years of teaching. With a lot of discussion and brainstorming, Jay & Rosita decided to take a chance on starting a franchise business—*Contours Express – Fitness & Weight Loss Studio*. They contacted the company via email and many telephone calls; committed to the franchise agreement and fee; got on a plane and flew to Kentucky for franchise ownership training; came back to the island several weeks later, and opened their first location at the Yigo Town Center last February!

Now let's fast-forward to today. Jay & Rosita opened their 2nd location on February 4th in Maite at the Town House Center (the former Bunny Hardware store) location on Route 8!

Talk about taking a risk! They self-funded both locations after realizing the passion that keeps both of them active and healthy – exercise!

Yes, as owners, it is important to “walk-the-walk” and “talk-the-talk” in this highly competitive industry. Jay & Rosita saw the need and decided to fill it with their passion of getting and keeping fit!

“I don't have time.” “I'm too old—I might hurt myself.” “I'd be too embarrassed at a gym with all those fit young people around.” – Sound familiar? Maybe one of these is the reason you aren't physically active or exercising. Remember that it's usually more dangerous to not exercise, no matter how old you are.

So if you are ready to make that decision to get fit; to make 2006 the year that you bring down your weight; lower your blood pressure; lower your cholesterol count...start with a visit to *Contours Express* – in the Yigo Town Center or at their newest location in Maite!



#### AT A GLANCE:

- Owners: Jay & Rosita Huff
- Location: Yigo Town Center (Yigo) & Town House Center (Maite)
- Phone: Yigo - 653-3487 • Maite - 477-3487
- Email: [contoursguam@gtepacifica.net](mailto:contoursguam@gtepacifica.net)
- Hours of Operation:

**Yigo:** Monday, Wednesday & Friday: 5 to 10 am & 2:30 to 7 pm;  
except Fridays: 2:30 to 6 pm • Saturdays: 7 to 11 am

**Maite:** Monday to Friday: 6 to 9 am; 11 am to 1 pm & 2:30 to 7  
pm; except Fridays: 2:30 to 5 pm  
Saturdays: 7 to 11 am

## Palau Wrecker Services Expands

**T**he Palau Small Business Development Center (Palau SBDC) assisted Mr. Syozitaro Rekesiwang in his proposal to request funding to purchase a new tow truck and obtain a land lease to expand his towing services on a consistent basis. Similarly, to acquire a lease to include an impound lot for vehicles that are illegally parked at private, governmental properties, and/or vehicle wreckage. With three (3) years of experience in the towing services and as a government retiree with several training and experiences in machinery and as a mechanic, Mr. Rekesiwang possesses the technical knowledge and background to strengthen his services to expand and diversify further. With an already loyal customer base, Mr. Rekesiwang is ambitious to expand as far as Babeldaob as the development of compact road is progressing.

The Palau SBDC would like to congratulate and wish good luck to Mr. Syozitaro Rekesiwang in his towing service business expansion. Similarly, the Palau SBDC owes great gratitude to Bank of Hawaii, Palau branch, and the U.S. Small Business Administration (U.S. SBA) who assisted Mr. Rekesiwang with his expansion proposal, which he received an SBA guaranteed loan through Bank of Hawaii. Mr. Rekesiwang, Palau Wrecker Services, through this opportunity to obtain an SBA guaranteed loan was able to retain one (1) job and created two (2) more. Furthermore, with a new and additional tow truck, Palau Wrecker Service is now available to render services within Koror

as well as Babeldaob, Palau.

“We would like to assure our current and prospective clients that, although you have begun your small business(s), we are still open to assist you with your business needs”. An extended appreciation also goes out to our current and prospective partners in developing and sustaining partnership towards our Palau grassroots. The success of our developing start-up and expansion business(s) is possible because of your support and assistance, stated Lisa Abraham, Director of Palau SBDC.

The Palau SBDC mission is to support the growth and economic development of the Republic of Palau by providing high quality one-on-one confidential counseling and training as well as innovative workshops to existing and prospective small businesses. Dedicated to this mission, the SBDC embraces every opportunity to conduct outreach and provide its services to all the state in the Republic. Future workshops will be promoted with flyers posted at all the large shopping centers, and government public bulletins. Similarly, each workshop announcement will be aired through Eco-Paradise 87.9 FM. To learn more about Palau SBDC, please visit us at [www.pacificsbdc.com](http://www.pacificsbdc.com) or visit us at our local office located at PCC, Keskas Building, or please don't hesitate to contact us at Tel. #(680)488-6004/Fax #(680)488-1549/2447 or by e-mail at [lees@pacificsbdc.com](mailto:lees@pacificsbdc.com) or [palausbdc@palaunet.com](mailto:palausbdc@palaunet.com).

# A Turn in Her Life births Guam's New Photography Studio for Women

By: DL Lasrithammavan, Professional Photographer and Owner of "Portraits by DL"

**H**ow many times have you heard someone say, "Life is full of surprises"? And how much can you relate to this statement? In thirty-one years, I have heard it too many times and living it too often. Yet, I had never imagined being in such situation until I went through a divorce.

Two things I wanted most was a college education and to become a photographer. Well, I accomplished both, having graduated with a degree in Psychology, and pursued my career in the military as a combat photographer. When I went through my divorce, I was not prepared to rebuild a life on my own. All I had were some personal belongings, a vehicle and small amount of cash that my husband had given. How will I make it? What will I do? Where will I go? How long can I finance myself until I find a stable job? These frightening questions had to be answered and it had to be answered fast. The only choices I had were



to either dwell on the separation or maintain focus of rebuilding a future.

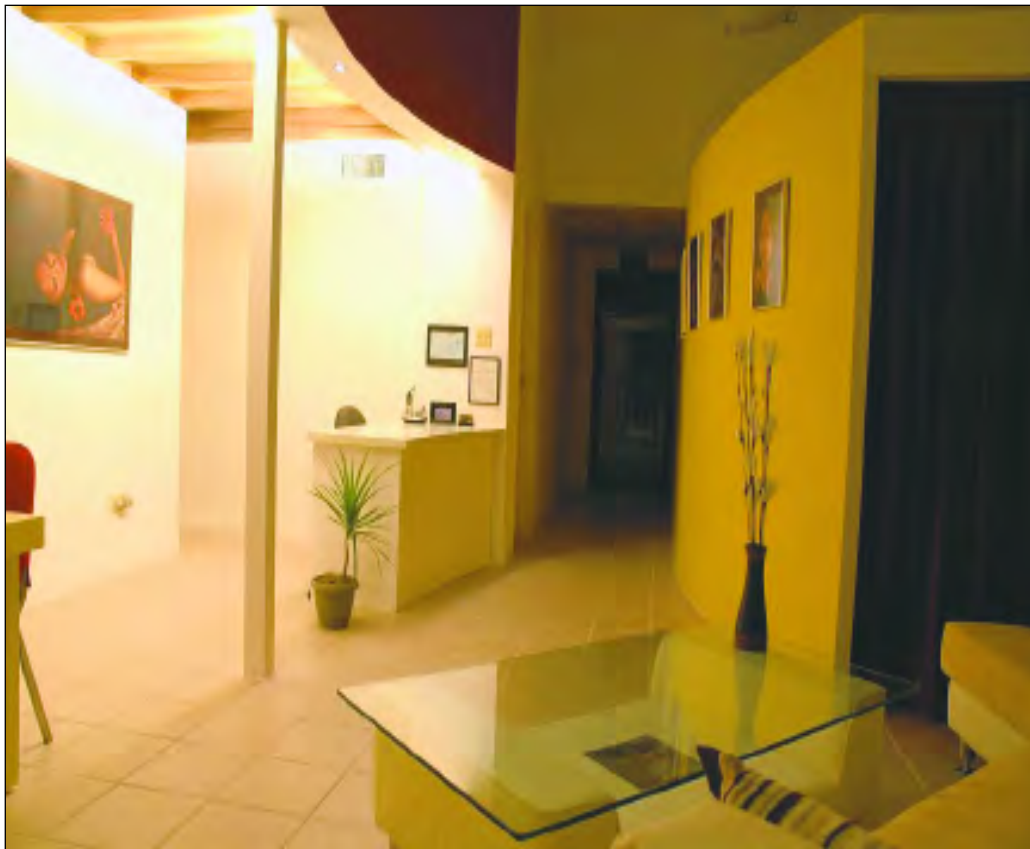
Several years ago, I was stationed at Andersen Air Force Base. Although I did not know what I was going to do or where I was going to live (since I did not have a family in Guam), I always had the urge to return to Guam.

The first stop was to the local library to do research on Guam. It had been over five years since I left Guam and was unsure of my future on the island. I had conducted a market research via the Internet but it was not sufficient. To attain thorough information I had to be on the island. I took out some of my savings and made an investment to conduct a market research on Guam's economic status. Within two weeks I was on Guam again. For one week, I was researching everything I could possibly need to start a photography business from scratch.

The odds were against me and I had many reservations about moving to Guam. If I choose to begin a new life in Guam, I was going to do it alone. I had no family members, friends, and stable financial support. Additionally, I had to adapt to the local culture and photography industry as soon as possible. I had to build a studio from scratch while building clientele. All of these had to be accomplished as soon as I moved to Guam. Was I determined enough to take on these challenges? And how committed will I become in attaining my dream?

The main factor in determining my move to Guam was that I would be the only female professional photographer. It was my only advantage and I had to maximize it. This led to creating a concept of building a studio that would specialize in photography for women. The decor, service, and style would be tailored especially for women. It was going to be a studio "for women by a woman". I was determined to take this to a whole new level.

Six weeks after my market research, I packed two suitcases, shipped my vehicle and permanently moved to Guam. My plan was to open a modern photography studio by August 1, 2005. I knew I needed a business loan. However, being that I was unemployed, banks had their reservations. Therefore, I took



my business plan and samples of work to the Guam Small Business Development Center at the University of Guam for consultation.

I had been working on the business plan for about a year prior to moving to Guam. However, it had to be thorough. Denise Mendiola, the Women in Business Program Director, reviewed the business plan and provided helpful advice. I had to conduct further research of the market to include such information as statistics of cash flows and revenue projections. After several meetings with Ms. Mendiola, I was prepared to present the business plan to the banks.

The Bank of Hawaii was my first selection. I had chosen them due to the excellent customer service I had encountered during my market research. The Bank of Hawaii Assistant Vice President of Guam Business Banking, Felicita Diaz, assisted me through the loan process. Ms. Diaz had provided advice and suggestions of several loan options. She went above and beyond to keep me informed of the loan application status. Within two weeks, I was approved for a Small Business Administration Express Loan.

For the next six weeks, I had worked an average of 18 hours a day. I had to ensure the studio would be completed for its grand opening. By August 1, 2005, I was living my dream as a professional photographer.

As of today, I am providing a wide range of photography services. Such services include family portraits, corporate projects, and special events. However, my concentration remains on specializing in women's portraits such as intimate, maternity and contemporary. As I continue to settle on Guam, I volunteer with Guam Animals In Need (G.A.I.N.) organization, partake interns from the Guam Community College and I am scheduled to teach basic photography classes on the military bases.

I am truly grateful for the Guam Small Business Development Center, Bank of Hawaii, and the Small Business Administration for providing vital assistance for my business start-up. Without them, my dreams would have been just that.

For more information about Portraits by DL, call 649-3535, or [www.portraitsbydl.com](http://www.portraitsbydl.com).

*For more information about the Women in Business Program at the Guam Small Business Development Center, contact Denise Mendiola, Program Director, at 735-2590 x114 or [denise@pacificsbdc.com](mailto:denise@pacificsbdc.com).*



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# Steps to Privatization: By an Employee Owned Company

By James E. (Jim) Denney

**T**here are numerous reasons we decide to go into business, but today the buzz-word is 'Privatization'. Indeed, on January 19, 2006, in a Pacific Daily News article it was announced that "...in nine months the (trash collection) system would be two-thirds privatized." Many of us in government service love our work but are now worried about losing our jobs to private companies. Another recent example is Sandy Springs, Georgia who "...privatized virtually every city function" on December 1, 2005, according to the Reason Foundation [www.reason.org](http://www.reason.org).

Now that the Employee Owned Company (EOC) law is passed we need to take action! The first thing to do is obtain a list of services to be privatized from your agency. If you find yourself in one of these services (or even if you can't find a list) the second thing to do is contact the Guam SBDC for assistance 735-2590 extensions 115 for me, 114 for Denise or 113 for Frank. We will guide you through the process of organizing a team and developing a plan.

You are a member of a successful team now and you know others in your agency with a real passion for their job. Why not organize a company and work for yourselves? Michael Gerber's book E-Myth Revisited clearly explains that in every successful business three (3) distinct personalities are required. The "Dreamer", also referred to as the entrepreneur in the book, is happiest while dreaming up new ideas such as inventions or better, more efficient ways to get the job done. But don't bother the dreamer with such mundane things as coordinating or doing the work because he/she is easily distracted. Their mind is always racing around looking for more "crazy" ideas. The "Manager" type has a passion for organizing, directing, controlling all activities required to accomplish what the dreamer has "seen". But the manager probably doesn't have the skills to do the actual work such as that of an engineer or a chef nor the imagination of the dreamer. It is the third type, the "Operator", who is happiest doing the actual work – the work at which he/she is an expert. But then the operator expects that the dreamer and the manager will stay out of the way but also clear obstacles that keep them from getting their job done. It is very unusual for anyone to be more than one business type.

The third step is to select a core group who will develop a Partnership Agreement or Articles and By-Laws that define the responsibilities of all the members of the EOC. This agreement defines such facts as: you, the members, now own the company and have equal voting rights when making decisions such as electing the President, Manager(s) and Technician(s) who are responsible for making a profit; and, the EOC's team of workers has the skills required to perform each and every job of the service being privatized.

The fourth step is writing a business plan. Regardless of how large or small your business will be, if you have first the passion and second a detailed business plan, you have a much better chance of being successful. Free help is available at the Guam Small Business Development Center (SBDC) located on the campus of the University of Guam. The counselors of the SBDC are here to assist you by making sure you are going into business for the RIGHT reasons, by helping you see what TYPE of business person you are and ultimately by helping you write a detailed, solid and exciting BUSINESS PLAN.

Businesses are successful when owners and managers and staff recognize and respect each others strengths and weaknesses knowing that their success depends on their ability to work together. EOC members, after all, ARE the owners, managers and staff!

## Guam Small Business Training Calendar

For more information: please visit our website at [www.pacificsbdc.com](http://www.pacificsbdc.com) or contact Lorie Sablan at 735-2590, extension 118 or email [laurine@pacificsbdc.com](mailto:laurine@pacificsbdc.com).

### HOW TO CREATE & MAINTAIN PROFESSIONALISM IN YOUR BUSINESS:

9:00am - 11:00am

Friday, March 31, 2006

### HOW TO START A BUSINESS:

9:00 am - 11:30am

Wednesday, April 19

Wednesday, May 17

Wednesday, June 14

### "HOW TO WRITE A BUSINESS PLAN USING A NETWORK":

9:00am - 11:30am

Thursday, April 20

Thursday, May 18

Thursday, June 15

### TIME AND MONEY: WHAT WE NEVER HAVE ENOUGH OF:

9:00am - 11:00am

Friday, March 17, 2006

Friday, April 14, 2006

Friday, May 12, 2006

Friday, June 09, 2006

Friday, July 14, 2006

Friday, October 13, 2006

### QUICKBOOKS – SIMPLE START EDITION 2005:

8:30am - 12:30pm

Friday, April 21, 2006

Thursday, May 18, 2006

Friday, June 16, 2006

Friday, July 21, 2006

Friday, October 20, 2006

### INTRODUCTION TO MICRO CREDIT – NOW AVAILABLE ON GUAM:

2:00pm – 4:00pm

Friday, March 31, 2006

Friday, April 28, 2006

Wednesday, May 31, 2006

Wednesday, August 30, 2006

### HOW TO MANAGE YOUR BUSINESS FINANCE AND TAX ISSUES:

9:00am - 11:00am

Friday, April 07, 2006

### HOW TO WORK WITH YOUR SPOUSE AND/OR FAMILY MEMBERS:

9:00am - 11:00am

Friday, May 05, 2006

### HOW TO MARKET YOUR BUSINESS:

9:00am - 11:30am

Friday, March 24, 2006

Friday, April 28, 2006

Friday, May 26, 2006

### EXCEL FOR BUSINESS I:

1:00pm - 5:00pm

Friday, March 3, 2006

Learn how to use MS Excel to 1) organize Data; 2) prepare an amortization schedule, 3) prepare price analysis and 4) prepare cash flow statements. Prerequisite: Attendee must have knowledge in MS Excel.

### EXCEL FOR BUSINESS II:

9:00am - 3:00pm with an hour lunch break

Saturday, March 4, 2006

Double Entry Bookkeeping.

Prerequisite: Attendee must have knowledge in MS Excel.

### Introduction to Quickbooks Simple:

Thursday, March 30, 2006

Prerequisite: Attendee must have basic accounting knowledge.

*(The workshop will be conducted at the SBDC on the campus of the University of Guam. Advance signup and a nominal fee of \$5 dollars for the workshops are required. If paying by check, please make payable to: UNIVERSITY OF GUAM. Seating is limited to 18 participants per session. Individuals interested in attending the workshops can submit a web-request at [www.pacificsbdc.com](http://www.pacificsbdc.com) or contact Lorie Sablan at 735-2590, extension 118 or email [laurine@pacificsbdc.com](mailto:laurine@pacificsbdc.com). Requests for reasonable accommodations must be made 72 hours in advance. Services are extended to the public on a non-discriminatory basis.)*

**VISIT OUR WEBSITE @**  
**<http://www.pacificsbdc.com>**

For:

- Upcoming Business Workshops
- Great Resource Links
- Services Available
- Our Service Center Information

# H&F Market on the Dock

By: Chuuk SBDC Staff

**A** new market has opened on the dock. The state owned building on the dock, located at the downtown boat pool area is the location of H&F MARKET owned by Mr. Francis Hardman. Mr. Hardman, when not performing his civilian duties as the Acting Chief for the Public Safety Fire Division, keeps himself busy by running his new venture.

Mr. Hardman knew what he wanted to do, but he needed some financial assistance in order to accomplish his dream. That's when he sought the assistance of the Chuuk SBDC to complete a business plan. After submitting his plan to FSM Development Bank, he received the funding he needed to open his market. He exports merchandise to Guam and Hawaii monthly, and supports the local economy by purchasing sea food products and farm produce from the farmers and fishermen in Chuuk. He also buys local made skirts and exports them to Hawaii and to Guam.



**H & F Market  
Building on the Dock  
Hours Operation:  
6:30 A.M to 5:00 P.M**

Some consider Mr. Hardman's establishment be one of the cleanliest and most visited business in the building. Which probably has to do the renovation that Mr. Hardman did with his personal funds. Mr. Hardman is grateful for the success of this business which has become obvious in the increase from the cash flow projections. The Chuuk SBDC wishes Mr. Hardman continued success and admiration for following his plan.

# Chuuk SBDC Training Workshop



Chuuk Small Business Development Center (SBDC). Training Sessions are open to all qualified small business owners, managers and key personnel and individuals planning to open or thinking about opening small business ventures. All training sessions are free of charge and will be held at the Chuuk SBDC, which is located on the 2nd floor of Building B at Chuuk High School. Enrollment in all classes is limited. For information please contact the Chuuk SBDC at (691) 330-5846 or email at chuuksbdc@mail.fm. Call today or stop by the SBDC to sign up for class of your choice.



# New Business Provides Waste Solutions on Yap

**Y**ap Environmental Waste Solutions (YEWS) is an innovative and environmentally conscious company that is founded by Phillip W. Kaborag. After returning to Yap after several years abroad, he was concerned by the large amount of non-biodegradable waste that is littering our communities. Traditionally, most of the waste that is generated by families and individuals were biodegradable and used as compost. Now, not only is the island faced with plastic, bottles and aluminum cans but hazardous waste as well.

YEWS is in its infancy stage but the owner has a well-thought out plan on how to do his part to minimize the damage to the island's fragile environment by collecting and properly disposing of regular household trash as well as some hazardous waste, such as batteries and other Persistent Organic Pollutants (POP's).

Currently, YEWS services both commercial and residential customers in the southern part of the island, Colonia and some communities in the municipalities of Dalipebinaw and Weloy. There are different rates for commercial and residential accounts. When a customer signs up for service, that customer chooses the plan that will best suit his/her needs. Customers are billed monthly and discounts are given for early payments. Service rates depend on the number of drums at each location and frequency of collection

With assistance from Yap SBDC he completed and submitted a business plan and financial projections to FSM Development Bank for the purchase of another mini-dump to serve his growing customer base. With a second mini-dump, he will be able to service those customers located in the northern and western communities of island of Yap. If you are interested in signing up for this service, you may contact Mr. Kaborag at P.O. Box 585 or call him at 691-950-1688.

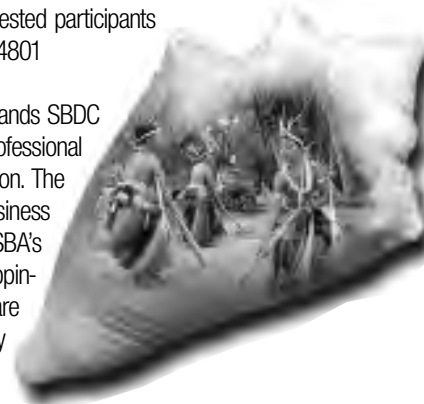
# Yap SBDC Training Workshop



The Yap Small Business Development Center offer trainings and workshops aimed at potential and current small business owners. However, these workshops are open to the general public and all other interested individuals. All trainings are free of charge and held at Yap SBDC.

For more information or to register, all interested participants should contact the Yap SBDC office at 691-350-4801

The Yap SBDC in Partnership with the Pacific Islands SBDC Network at the University of Guam - College of Professional Studies and the U.S. Small Business Administration. The PISBDCN is partially funded by the U.S. Small Business Administration in a Cooperative Agreement. SBA's funding is not an endorsement of any products, opinions, or services. All SBA funded programs are extended to the public on a nondiscriminatory basis.



# Business Law Workshop 2005

by Kosrae SBDC Staff

It was another successful collaboration for Kosrae SBDC. This time with Nora E. Sigrah, Esq. of Kosrae State Court. In June 2005, Kosrae SBDC and Mrs. Sigrah decided that it was time that Business Law Workshops be offered again. The last time the workshop offered was back 1998 when Kosrae SBDC was still called Kosrae Business Development Assistance Center, KBDAC. At the time, the program was administered under the United Nations Development Programmes. Kosrae SBDC staff decided that this time additional topics would be included so they went to do some research. They came across the new FSM Bankruptcy Law and shared with this Nora to include in her presentation. The training took place over three days and was very successful.



Sitting L-R: Justus Alokoa (gift shop), Kenye Livae (lending & car rental), Nora E. Sigrah, Esq. (Instructor), and Livingston Kilafwakun (self interest).

Standing L-R: Mixon Kephass (self interest), Kiupu Palik (fish market), Nena M. Tolenoa (marina & retail), Hilton Phillip (construction), Simpson Lalej (self interest), Morgan Jonas (integrated wood working), and Mathias Mongkeya (retail). Missing: Moses Charley & Kalis Obet.

The training would not have been possible without the gracious assistance from Nora and the active participation of the attendees. Because of her expertise and experience as legal counsel for Kosrae State Court for over five years, the training was well received by the participants. Kulo ma lulap!

The next round of business law workshops will include topics on the new FSM Secure Transaction Law... Check with your Kosrae SBDC for the new schedule.



## The New Kosrae Chamber of Commerce

by Kosrae SBDC Staff

For the past several months the staff of the Kosrae SBDC has been working to re-establish the Kosrae Chamber of Commerce. The staff has been instrumental in establishing a marketing campaign and creating awareness throughout the island of Kosrae. SBDC counselor, Stanley Raffilman and US Peace Corps volunteer, Adam Leff spent several days speaking with community members and distributing flyers to local businesses. They also created and presented an informative PowerPoint presentation for the Chamber of Commerce.

All of this work culminated on January 27th at the Kosrae Nautilus Resort where a Chamber of Commerce membership meeting was held. At the meeting the Kosrae business community listened to several speakers describe the benefits of being a member of the Chamber of Commerce. The Kosrae SBDC looks forward to working more in the future with the newly reformed Kosrae Chamber of Commerce.



## Kosrae SBDC Business Seminars

by Kosrae SBDC Staff

Kosrae SBDC marketed and conducted two separate community outreach workshops in the month of January. Led by Kosrae SBDC counselor, Stanley Raffilman with assistance from US Peace Corps volunteer, Adam Leff, both seminars were well received by community members and business leaders.



Mayor Nena Kilafwasru, Co-Sponsor of Malem Outreach Training

The seminars took place in the village of Malem at the Malem Municipal Building on January 12th and 13th.

The first day of the workshop covered basic pre-business planning. Some topics discussed included basic pricing and costing, cash flow analysis, as well as techniques for working with lending institutions.

The second days' topic was small business management. Some items covered included using bookkeeping for better management, managing inventory, and how to motivate your employees.

The dozen or so attendees included local entrepreneurs and business owners as well as the Mayor of Malem.

## Kosrae Small Business Development Center (SBDC) Workshops



The Kosrae Small Business Development Center is a program supported by the U.S. Small Business Administration and extended to the public on a non-discriminatory basis. SBA cannot endorse any products, opinions, or services of any external parties or activities.

Reasonable accommodations for persons with disabilities will be made if

requested at least two weeks in advance. If you are interested call Kosrae SBDC at (691) 370-2751 and/or call the municipal offices for the Outreach Training to register your name.





# Success of Business Trainings Made Possible with Community Partnerships

By: RMI SBDC Staff

**T**he Pacific Islands Small Business Development Center Network (PISBDCN) in collaboration with the Ministry of Resources and Development worked hard to bring Dr. Eldon Haines of Eugene Oregon to Majuro to conduct training classes on MS Excel and QuickBooks Simple to small business owners, entrepreneurs, and interested individuals.

The purpose of these classes is to provide business skills to small business owners, entrepreneurs and general public. With these skills the owner can keep clear financial records, avoid financial dangers, make sound business decisions, and increase profits. The skills provided include:

- Organizing business information
- Amortizing loans
- Price analysis for maximum profit
- Break-even analysis
- Double entry bookkeeping using MS Excel
- Double entry bookkeeping using QuickBooks Simple

These classes were taught by Dr. Eldon Haines of Eugene Oregon. Dr. Haines has taught physics, chemistry, and geology at Purdue University, California Institute of Technology, and California State University at Fullerton. Dr. Haines worked at NASA's Jet Propulsion Laboratory in Pasadena, California, and continues to consult for NASA in planetary science. He was a director of two small businesses in Oregon bringing new inventions to the solar energy market. He and his wife, Dr. Linda Rose, have volunteered as technical assistants, mostly in Micronesia, since 1994.

Due to the popularity of this training, the RMI SBDC/Ministry



Attendees pictured have just completed a 2-week training session on small business topics and computer skills taught by Dr. Eldon Haines of Eugene, Oregon-USA. Pictured with attendees are Dr. Haines and his wife Dr. Linda Rose and Mr. Patrick Chen of BOMI (the co-sponsor of the training).

of Resources requested the assistance of the Secretary of Education and the Director of National Training Council requesting authorization to use the Education's Computer Training Center located at Marshall Islands High School Campus. As a result, the training facility was made available and all interested participants were able to attend. Without the availability of the training facility, these training classes would not have been a success.

## ◀ Mr. Patrick Chen stands between Sec. Muller and Dr. Haines

The President and CEO of Bank of Marshall Islands (BOMI) Mr. Patrick Chen heard about the training workshops and approached the RMI SBDC for further information and to learn more about the services being offered at the center. He realized the importance and benefit of these training classes as well as the services available at the center and donated a substantial amount of money to be used on this training as well as future training events. Through Mr. Chen, a Memorandum of Understanding signed between the BOMI and the RMI SBDC which allows that BOMI to become a co-sponsor for RMI SBDC's future training activities.

The RMI SBDC would like to thank and commend the Ministry of Education, National Training Council and Bank of Marshall Islands for their valuable contributions which assisted in the success of this workshop. In addition, all the participants are praised and commended for their patience, commitment and efforts in their participation throughout the training period. Lastly, we would like to offer our most sincere appreciation and gratitude to Dr. Eldon Haines and his wife Dr. Linda Rose for sharing their expertise and valuable time. Thank you!



## RMI SBDC Training Workshop

RMI Small Business Development Center (SBDC) is offering training sessions. These training sessions are open to all qualified small business owners, managers and key personnel and individuals planning or thinking of opening small business ventures. All training sessions are offered free of charge and will be held at RMI SBDC located at the Marshall Islands Development Bank Building, floor 4, Room 404. Advance sign ups are required due to space limitations. Training sessions will start at 10:00 a.m. and end at 12:00 noon.

Training topic will include:

- February:
- Business Plan
  - Tax and Licensing
- March:
- Marketing
  - Recordkeeping

For more information on upcoming workshops, please contact RMI SBDC at (692) 625-3685 or email to [rmisbdc@ntamar.net](mailto:rmisbdc@ntamar.net).



U.S. Small Business Administration

**SBA**

Your Small Business Resource

# 2006 SBA Success Story

## “Thanks Mon”

If as a business owner, you had the goal of serving local residents with local food which had a “different taste”; yet, it was appealing to those who loved the spices of the island with a big helping of island hospitality, then restaurateurs Francis R. Kenney and Timothy M. Murphy have set an example for you. Their two co-owned dining establishments are perfectly positioned in the heart of Agana and in the heart of Guam’s tourist district of Tumon Bay.

Frank and Tim had been friends 2 years before opening their first restaurant, Jamaican Grill, located in the Chamorro Village in December of 1994. They were working in the hospitality industry in various capacities learning their trade and perfecting their culinary skills, all the while dreaming of opening a restaurant of their own.

As they entered the world of small business ownership, Frank and Tim visited with several business entrepreneurs which provided them with invaluable knowledge on opening a business. They also took advantage of the free counseling at the Small Business Development Center at the University of Guam to put together a detailed business plan. The SBDC is funded by the U.S. Small Business Administration. Of the SBA’s resource partners Murphy said, “Anyone considering going into business should take advantage of their services. They are absolutely wonderful. The things you might not have considered would be exposed once you develop your plan.”

From a humble beginning at the Chamorro Village where they occupied a 200 sq. ft. kitchen with no employees with a modest \$10,000.00 investment to a 3,500 sq. ft. outlet that includes food preparation, dining, and reception areas with over 35 employees, the company has been successful. However, they realized that most of their clientele were tourists who only had a few minutes to visit the Chamorro Village. They have built a takeout business that accounted for 40% of their



**Timothy Murphy and Frances Kenney Co-Owners of Jamaican Grill**

sales. Therefore, they decided to go to where the tourists were located – Tumon Bay.

So with their new business plan they applied for and received a \$200,000 loan from Citizen Security Bank which was guaranteed by the SBA. According to Murphy, the additional SBA

However, Jamaican Grill has gone through some trying moments during their path to success. Following the devastation of Jamaica by Hurricane Ivan in September 2004, the supply of essential seasonings, which give the Jamaican Grill product its unique taste, was threatened. They conserved their on-hand inventory of the seasoning and worked tirelessly by establishing contact with their suppliers or other sources of spices in the Caribbean.

Frank and Tim have also been very active in the community. They have support various community organizations on Guam by providing food at discounted prices as well as monies to various charitable organizations. Most recently, they have helped the visiting Marines by providing them with a “different taste” rather than the standard military issue MREs (meals ready to eat). Every year, since September 11, 2001, they have provided lunch “on the house” to all police, fire and paramedic personnel to show their appreciation for their services to the community.

When asked if the future holds any expansion plans, they responded with a resounding “Ya Mon!!” First, they would like to develop a company-wide operation system before they begin further renovations to the Chamorro Village location. In addition, they intend on bringing the unique island style concept to bigger Asian markets.

Aspiring entrepreneurs take note— not only do Frank and Tim set an example for business success, they are also an example that good things do happen in pairs.



financing allowed the business to furnish the second restaurant and brought their food closer to the tourist district. Today, they have several contracts with the sunset dinner cruises and many walk-in customers frequent their establishment. The two restaurants now generate over \$3 million in sales and employ 65 people.

## Small Retail Launched in remote Babeldaob

The Palau Small Business Development Center (Palau SBDC) assisted Mr. Hayes Malsol in developing his business plan, to seek a loan to launch the first retail store in Ngerubesang hamlet in the remote Melekeok State, Babeldaob, Palau.

Mr. Malsol came to Palau SBDC to solicit assistance in his business plan development. Initially, he was seeking to obtain a loan to start his small business. However, due to the lending institution's screening and filtering process, time was of essence; therefore, Mr. Malsol went ahead and started his business with all his equity injections: Cash in the amount of \$3,005 and In-kind donations of, facility valued at \$22,000, vehicle valued at \$3,995, and the assistance of a major store by establishing credit for inventory goods. To date, Mr. Malsol is successful by following his plans of action as well as fulfilling his projected goals based in his developed business plan. This start-up business established one (1) position and created a unique service to the needs of its small community clientele. Mr. Malsol conducts home grocery delivery on his bicycle.

The Palau SBDC would like to congratulate and wish Mr. Hayes Malsol good luck in his business venture. "We would like to assure our current and prospective clients that, although you have begun your small business(s), we are still open to assist you with your business needs". An extended appreciation also goes out to our current and prospective partners in developing and sustaining partnership towards our Palau grassroots. The success of our developing start-up and expansion business(s) is possible because of your sup-



port and assistance, stated Lisa Abraham, Director of Palau SBDC.

The Palau SBDC mission is to support the growth and economic development of the Republic of Palau by providing high quality one-on-one confidential counseling and training as well as innovative workshops to existing and prospective small businesses. Dedicated to this mission, the SBDC embraces every opportunity to conduct outreach and provide its services to all the state in the Republic. Future workshops will be promoted with flyers posted at all the large shopping centers, and government public bulletins. Similarly, each workshop announcement will be aired through Eco-Paradise 87.9 FM. To learn more about Palau SBDC, please visit us at [www.pacificsbdc.com](http://www.pacificsbdc.com) or visit us at our local office located at PCC, Keskas Building, or please don't hesitate to contact us at Tel. #(680)488-6004/Fax #(680)488-1549/2447 or by e-mail at [lees@pacificsbdc.com](mailto:lees@pacificsbdc.com) or [palausbdc@palaunet.com](mailto:palausbdc@palaunet.com).

## New Face at Palau SBDC

### Ms. Sheree Sengebau

The Palau SBDC welcomed the much needed help with open arms; thanks to the guidance and support of the Minister of Commerce & Trade, Minister Otoichi Besebes, the Palau Community College President, Dr. Patrick Tellei, and the Palau Workforce Investment Act (WIA), Ms. Josephine Ulengchong. On May 30, 2005, the Center received an intern student from Palau Community College (PCC), who assisted with administrative, program planning & implementations (such as outreach to the outlying states of Palau), research, and other SBDC related activities.



Ms. Sheree Sengebau, a Palauan, who came to SBDC as a student intern, who served as a business researcher for both the Palau SBDC and Hawaii Pacific Business Center for duration of one (1) month will be an additional assistance to the Palau SBDC permanently. Following her summer internship as a business researcher, Ms. Sengebau's time was extended further to assist the Palau SBDC with the assistance of Palau Workforce Investment Act (WIA) office, which provided financial support to retain Ms. Sengebau for another term of six (6) months on the job training. Due to Ms. Sengebau's enthusiasm, she will assume the needed role by the SBDC as a business specialist counselor.

The Palau SBDC wishes to extend a warm welcome and "Alii" to Ms. Sheree Sengebau and looks forward to working with her. For pictures and more information on Palau SBDC, its upcoming activities and resources, please visit [www.pacificsbdc.com](http://www.pacificsbdc.com) or contact Tel. (680)488-6004/Fax. (680)488-1549/2447 or e-mail to [lees@pacificsbdc.com](mailto:lees@pacificsbdc.com) or [palausbdc@palaunet.com](mailto:palausbdc@palaunet.com).

## BONDING TO AID

\*\*\* COMMUNITY SUPPORT \*\*\*

Palau Small Business Development Center (Palau SBDC) in conjunction with the National Development Bank of Palau (NDBP), and Palau Community Action Agency (PCAA) is conducting outreach to the rural states of Palau. Most recently, the team visited the States of Airai and Ngaremlengui. The leadership of Airai and Ngaremlengui through the respective governor's offices requested assistance from NDBP to present economic development opportunities to their citizens to fulfill their state's locally based development goals.

As the team visited the states, the respective community members were very enthusiastic to learn more about technical assistance and financial support available. The Palau SBDC



and PCAA offers technical assistance to the public in formulating business plans/proposals for prospective businesses in start-ups and/or business expansion. The Palau SBDC also provides "free" business workshops and exclusive technical workshops for existing business(s) upon request. Similarly, the BOA assists the community on various technical issues related to farming activities; application of chemi-

cal pesticides and treatment. NDBP's mission is to "actively promote environmentally friendly economic development in all sectors of the nation through the provision of low cost capital to deserving enterprises and will conduct business in a profitable and sustainable manner." NDBP's main activity is provision of financial support for housing and development based on properly prepared plans.

Outreach visits are open to all states interested in acquiring the same information or assistance. Inquiries may be made with NDBP by calling #488-2578. For counseling and/or business workshops for individuals, prospective businesses, and existing businesses may be arranged by calling the Palau SBDC at #488-6004. Future workshops

will be promoted with flyers posted at all the large shopping centers, and government public bulletins. Similarly, each workshop announcement will be aired through Eco-Paradise 87.9 FM. To learn more about Palau SBDC, please visit us at [www.pacificsbdc.com](http://www.pacificsbdc.com) or visit us at our local office located at PCC, Keskas Building, or please don't hesitate to contact us at Tel. #(680)488-6004/Fax #(680)488-1549/2447.

## Palau Small Business Development Center (SBDC) Workshops

Palau Small Business Development Center (SBDC). Training Sessions are open to all qualified small business owners, managers and key personnel and individuals planning to open or thinking about opening small business ventures. All training sessions are free of charge and will be held at the Palau SBDC Office located on the Palau Community College Campus,

Training topics at the Palau SBDC include:

March 16  
Basic Excel - TBA

March 21-24  
Quick Books Simple-TBA

For more information on upcoming workshops, please contact the Palau SBDC at 680-488-6004, or email to [alfred@pacificsbdc.com](mailto:alfred@pacificsbdc.com).

