**PATA Micronesia Education Committee Business Plan 2025-2026**

EXECUTIVE SUMMARY

The Education Committee embraces the 2025–2026 initiatives of the 26th Micronesian Islands Forum—Writing Our History, Determining Our Future and has drafted the following business plan.

The Education Committee will embrace the challenges ahead to deliver training programs for all members of the PATA Micronesia Chapter. A focus will be on promoting high standards of customer service excellence throughout our islands and other regions, and other training identified through a training needs survey. The Committee will seek support from National and State Tourism Offices to provide ground arrangements for trainers and training venues, while inviting members and businesses to participate in these valuable opportunities.

Furthermore, the committee will explore certification programs to elevate service standards, such as those offered by the American Hotel and Lodging Educational Institute (AHLEI). We will also research and engage with Big PATA International to identify additional training opportunities.

The Education Committee seeks to establish and strengthen collaborative relationships with the Pacific Islands Small Business Development Center Network (PISBDCN), Guam Community College, the University of Guam, and other regional educational institutions. We also respectfully request the Board’s support in building on our existing partnership with United Airlines by encouraging additional airfare discounts for trainers traveling to conduct sessions throughout Micronesia and assisting in identifying the most cost-effective travel options.

Additionally, the committee will continue researching new training resources and grant opportunities to support its goals. The committee welcomes ideas, input, and information from the chapter to help shape and enhance future training opportunities.

The training goals will strengthen our chapter through a shared commitment to service excellence, supporting lifelong learning, and continuous professional growth throughout the region.

The Education Committee is seeking a total budget of $13,740 for 2025-2026.

Mission Statement:

To provide accessible, high-quality training that fosters customer service excellence and professional growth across Micronesia’s tourism industry through collaboration and innovation.

Vision Statement:

Inspire lifelong learning and elevate tourism standards regionally.

Committee Objectives:

* Launch a customer service training series starting on July 21 to coincide with the Micronesia Expo 2025 to be held in Yap.
* Conduct a training needs survey across all member islands within the first 3 months.
* Provide at least one training session per island within 12 months.
* Establish working relationships with at least 2 regional educational or business partners by mid-year.
* Introduce AHLEI or similar certification programs to members, aiming for at least 20 participants by year-end.
* Request support from United Airlines or other carriers for additional travel discounts
* Research and pursue at least 1 grant or funding source to help support training activities.

A primary highlight of the new plan is the launch of the first Customer Service Training Series, slated for July 21, 2025, in Yap during the Micronesia Expo 2025.

### **Implementation Timeline**

| **Activity** | **Q3 2025** | **Q4 2025** | **Q1 2026** | **Q2 2026** |
| --- | --- | --- | --- | --- |
| Finalize 2025 Plan | ✓ |  |  |  |
| SBDC/PISBDCN Collaboration Meetings | ✓ | ✓ | ✓ | ✓ |
| Training Needs Analysis | ✓ | ✓ | ✓ |  |
| Customer Service Training | ✓ | ✓ | ✓ | ✓ |
| Community College Collaborations |  | ✓ | ✓ | ✓ |
| Quarterly Reports and Survey Findings | ✓ | ✓ | ✓ | ✓ |
| Review Feedback; prepare 2026 Plan of Action |  |  | ✓ | ✓ |
| Schedule Trainings for 2026 |  |  | ✓ | ✓ |
| Research Big PATA Training Resources | ✓ | ✓ | ✓ | ✓ |

### **Proposed Budget for 2025**

| **Category** | **Location** | **Estimates (USD)** | **Notes** |
| --- | --- | --- | --- |
| **Airfare** | Yap | $700.00 | Estimated Airfare |
|  | Palau | $1,200.00 | Estimated Airfare |
|  | Chuuk | $800.00 | Estimated Airfare |
|  | Kosrae | $1,300.00 | Estimated Airfare |
|  | Pohnpei | $1,000.00 | Estimated Airfare |
|  | Marshall Islands | $1,700.00 | Estimated Airfare |
|  | CNMI - Saipan | $580.00 | Estimated Airfare |
| **Trainer Fees** | 8 islands | $5,760.00 | $30/hour x 24 hours x 8 islands (Includes Guam) |
| **Incentive Items** |  | $700.00 |  |
| **TOTAL** |  | **$13,740.00** |  |

Conclusion

The Education Committee’s 2025 Plan of Action requests to begin in July, focuses on building a stronger workforce and improving customer service across the region. By working together with partners like United Airlines, educational institutions, chapter members, and Big PATA International, we hope to support Micronesia’s tourism and hospitality industry and bring an impact to the quality of our MicrONEsia’s tourism product.