

meet your RENTON NEIGHBOR

MEET Jacqueline Nguyen >

- ☀️ 'THE COMEBACK KID'
- 📁 OWNER/MATCHMAKER,
PAPAYA SILK CORPORATION
- 📅 YEARS IN RENTON: 12

Jacqueline Nguyen owns several businesses, though she doesn't think of herself as the "owner."

"I'm a matchmaker/creator. I like to create a concept, find a location and pair up a core team member who can become the owner," she said.

Jacqueline has successfully matched businesses and operators throughout Renton: Papaya at the Landing, Ocha Thai and Jack

- ♥️ *Hot tea and a casual setting make Papaya Thai a comfortable place to nurture friendships.*



- ^ *Jacqueline Nguyen has developed concepts for Renton businesses like Papaya Viet Restaurant at The Landing. She then finds locations and mentors team members to become owners.*

& Jill Nails Boutique downtown, Malakor Thai near IKEA, and Trà Tea and Juice Bar at Southport.

Her calendar is a balance of working with her restaurant teams and her full-time job as a real estate agent. Coaching and cultivating entrepreneurs is her legacy goal.

"I want to sell the restaurants to core team members who want to own their own business. They get pride of ownership and can take the restaurant to the next level," she said.

- ♥️ *Fresh ingredients make their way into spring rolls, pho, noodle salad bowls and more at Papaya Viet Restaurant at The Landing in Renton.*



Operators set their own goals. Jacqueline coaches each person to help them successfully grow their business.

The coach has advice for all entrepreneurs.

“You have to operate as a team. You can’t do everything by yourself.”

Jacqueline has organizational skills to rival her energy level. Because not everyone has strong organizing skills, she steps in to help her operators as needed. Then she steps out of the way again.

“I love building people,” she said. “That motivates me more than owning a business.”

Jacqueline’s first career was in the finance industry. She loves learning and took advantage of training classes available through



^ Jacqueline Nguyen feels supported by the Renton community.

her job. Lessons in time management, tips for hiring an assistant and 1:1 coaching sessions continue to help her today, more than three decades later.

The restaurant business isn’t easy. The 2008 recession arrived not long after Papaya Thai opened. Jacqueline got lots of advice, struck a deal with her landlord and left the banking industry to operate Papaya full time. The “Comeback Kid” forged ahead and loves Renton.

“In another city, I’m a business. In Renton, I’m a friend,” she said.

Another potential speedbump came when Tra’ Tea and Juice Bar opened in the Southgate neighborhood in August 2020. With staff members and business operations ready to go, they didn’t let COVID-19 postpone their plans.

“You tell people you’re opening, and the Renton community supports you,” Jacqueline said. “From the building owners to community members, everyone wants you to succeed.”

She encourages people to support small businesses because by doing so, you’re supporting a dream.

“They didn’t just open a business to make money,” she said. ❖

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✓ Takeout orders help restaurants pay the bills—and support dreams of business ownership.

