

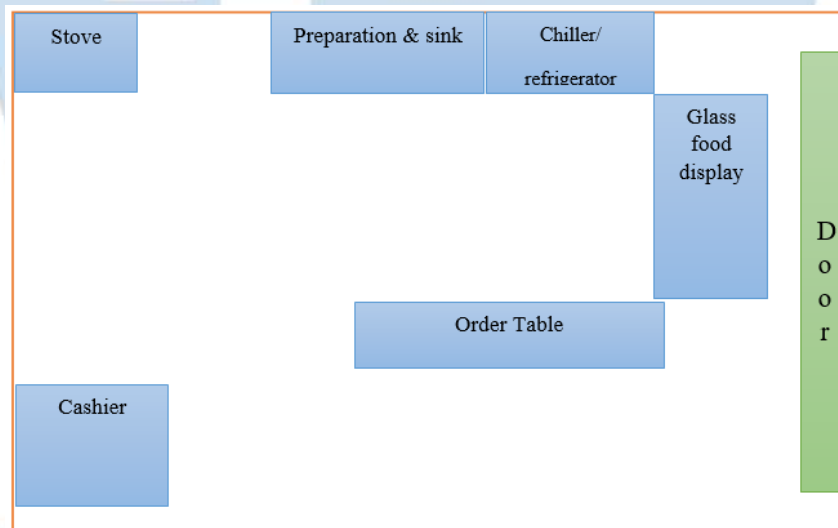
## CHAPTER III

### OPERATIONAL PLAN

#### 3.1 Location & Facilities

Because it is a home industry, the author will produce food ingredients in a shop located in a strategic location, the main road at Curug, Legok where it is easily accessible to everyone. 'Snack Dipp' will sell ready to eat products.

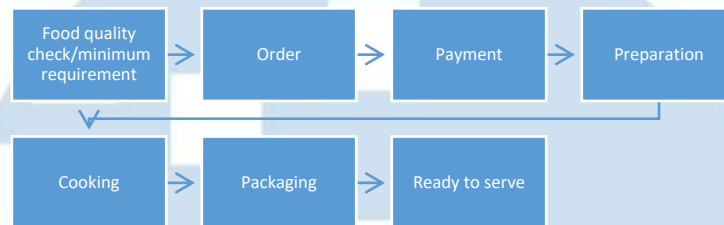
Figure 3.1 Business layout



The picture above is the kitchen layout that the writer made to easier the production process. As can be seen in the picture, the preparation table is placed between the chiller and the stove to maksure the food is easy to be prepared and processed from the chiller. There is also Glass food display, so the customers are able to see the final product and can be their optional to pick the menu. There is order table next to the glass food display, it is for the customer order the food and take the food after the staff serve the menu.

### 3.2 Manufacturing / Service Methods

Figure 3.2 Service methods



The foods served to the customer will be checked before the preparations to maintain its quality and hygiene of the products. Then, when the foods are ready the customers can order the menu that are on the stock or will be shown on the glass food display. Next, the customer need to complete the payment by using cash or e-money. After the payment, the staffs will prepare, cook the menu ordered, and will be packaged. Finally, the customer can get their best quality product.

### 3.3 Supplies and Suppliers

Table 3. 1 Equipment & Appliances List

No.	Supply	Qty	Units	Cost - Supplier
	Equipment			(Tokopedia)
1	Stove 2 burner (Rinnai RI-712TG)	1	pcs	Rp 555.000 – Toko Tian Elektrik
2	Table	2	pcs	Rp 550.000 – Toko Dafa Harapan Jaya
3	Refrigerator/chiller	1	pcs	Rp 2.100.000 – Dunia Elektronik 12
4	Preparation table	1	pcs	Rp 756.000 - Royal Kitchen Jakarta
5	Glass stall food display	1	pcs	Rp 400.000 - Toko Cahaya Intan
6	Cashier machine	1	pcs	Rp 2.000.000 – Kasirco
7	Sink	1	pcs	Rp 1.235.000 – Elang Mas Jaya
8	Deep Fryer	1	pcs	Rp 680.000 – chitramajuyaperkasa

	Utensils			
1	Frying pan	1	pcs	Rp 99.900 – Every One Shop
2	Spatula	1	set	Rp 39.000 – Pero Indonesia
3	Strainer	2	pcs	Rp 36.000 – Chen OnlineShop
4	Tongs	2	pcs	Rp 2.780 – Neatdy
5	Cutting board	1	pcs	Rp 58.500 - Tujuh78Delapan
6	Knife	2	pcs	Rp 120.000 – Ace Hardware
7	Display Plate	6	pcs	Rp 120.000 – Vika Feraya
8	Knife sharpener	1	pcs	Rp 65.000 – Alatdapurkita
9	Spoon	12	pcs	Rp 26.400 – Jaya Makmur2
10	Stainless Bowl	4	pcs	Rp 79.400 – Popo OnlineShop
11	Bottle	2	pcs	Rp 3.500 – Dartsequipment
12	Table Cloths	4	pcs	Rp 12.250 – Grosir Anduk Premium

### 3.4 Control Procedures

#### 3.4.1 Purchasing and receiving raw materials SOP

- Ensure that purchased product meet the specified purchase requirements, price, quality and delivery.
- Responsibility to check the quantity material purchased.
- Inspect material purchased to maintain the product's quality
- Evaluate supplier's product quality periodically

#### 3.4.2 Storing raw materials SOP

- Place foods in the proper storage in the refrigerator to avoid bacterial growth.
- Avoid the stored food from direct sunlight.
- Keep food away from all kinds of chemicals.
- Rotate the products. Placing them by the new items to ensure that the older products are sold first FIFO (First In, First Out)
- Make sure the products are dated (receiving date and used by date).
- Store food in container that are clean, dry, and intact. It is possible to repack food in clean and airtight containers.

#### 3.4.3 Production SOP

- Use clean sanitized cutting equipment and work tables.
- Clean and sanitize cutting surfaces & equipment after handling raw, poultry, meats, fish, or eggs before working on another food.
- Always store the products into a refrigerator without any delay.

- Use mask, foodgrade gloves, cooking cap while preparing and cooking the product.
- Make sure that the fridges, sink, and working areas are clean.
- All the trash and waste are removed and disposed.

#### 3.4.4 Payment SOP

- Ensure that purchased products are paid.
- The customer can pay by cash or e-money scan code.
- Deliver the food by using Go-food or Grabfood and seal the plastic with sealer.

#### 3.4.5 Food delivery SOP

- Make sure all the foods are in order before delivering to the customer.
- Make sure the payment is in correct number either by cash or e-money through apps.
- Use the standard paperbag for the delivery.

#### 3.4.6 Hygiene and sanitation SOP

- Report to work in excellent health, clean clothing, and a clean environment.
- Hands should be washed thoroughly and clean.
- Fingernails should be short and tidy. No artificial nails are allowed
- When working in the food preparation or serving areas, keep your hair clean and use appropriate hair/beard restraints (hairnets).
- Wear a medical mask and gloves.
- Any disease should be reported to the owner.

### 3.5 Staffing

There will be three people that participated to run this business, such as the owner, production, and cashier. the open hour for 'Snack Dipp' started from 10.00 a.m. until 10.00 p.m (12 hours). We are expecting to set the wages based on Banten UMP 2021 around Rp 2,4 million/month.

Table 3.2 Staffing

No	Staff	Total	Requirement & Jobdesc
1	Owner	1	<ul style="list-style-type: none"> <li>- Marketing and finance</li> <li>- Accounting for salary</li> <li>- Hiring and training for staffs</li> <li>- Develop new products</li> </ul>

			- Collaborations with parties/suppliers
2	Productions/ operations	1	<p>Requirement:</p> <ul style="list-style-type: none"> <li>- Minimum degree of senior high school</li> <li>- Basic cooking</li> <li>- Basic math and accounting</li> <li>- Accurate and pay attention to detail</li> <li>- Honest</li> </ul> <p>Jobdesc:</p> <ul style="list-style-type: none"> <li>- Minimum degree of senior high school</li> <li>- Ensure the ingredients and products are in good conditions</li> <li>- Maintain a clean and safe work area</li> <li>- Handle and store ingredients and food</li> <li>- Maintain food safety and sanitation.</li> <li>- Make sure the quality and consistency of the products</li> <li>- Cook the ingredients/food</li> <li>- Present, package the product, and serve the food.</li> </ul>
3	Cashier	1	<p>Requirement:</p> <ul style="list-style-type: none"> <li>- Minimum degree of senior high school</li> <li>- Basic cooking</li> <li>- Basic math and accounting</li> <li>- Accurate and pay attention to detail</li> <li>- Honest</li> </ul> <p>Jobdesc:</p> <ul style="list-style-type: none"> <li>- Minimum degree of senior high school</li> </ul>

			<ul style="list-style-type: none"> <li>- Manage transactions with customers using cash registers</li> <li>- Collect the payments</li> <li>- Issue receipts, refunds, change or tickets</li> <li>- sell products and introduce new ones</li> <li>- Resolve customer complaints, guide them and provide relevant information</li> <li>- Greet customers when entering or leaving the store</li> <li>- Maintain clean and tidy checkout areas</li> <li>- Track transactions on balance sheets and make report</li> <li>- Handle exchanges</li> </ul>
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