

CHAPTER III

OPERATIONAL PLAN

3.1 Location & Facilities

The production for Pastrybar.co is located in Bogor district, to be precise in Villa Nusa Indah 2 Blok Z.6/5. The Pastrybar.co owner choose to open the store there because in that area the competitor for *Choux* pastry is far away not near to Pastrybar.co location, and also in that specific location there's no competitor for *Craquelin Choux* Pastry.

The facilities for Pastrybar.co are divided into three categories, namely kitchen appliances, cutleries, and furnishings. The kitchen appliances include oven electric, stove, freezer, mixer, pan, rolling pin, etc. For cutleries, they include knife set, stainless steel spoon set, and in furnishing, the writer include table, and chair.

3.2 Manufacturing / Service Methods

1. Briefing

Before opening the store, the kitchen staff have to check on the board or the agenda to know is there any pre-order from customer.

2. Preparation

After the briefing process, the staff should prepare, and check the quality and stock every ingredient before using it.

3. Manufacturing

The products will be manufactured using the kitchen equipment. For the *Choux* dough the staff should use pan and stove. After making the dough, the staff will continue to make the *Craquelin* using mixer, then flatten the mixture using rolling pin on top the parchment paper, after that, the *Craquelin* will be freeze to make it hard, and then the staff will start making the pastry cream for the filling. After all ingredients have been made, the baking process will be start.

4. Packaging

After the baking process is done, the staff will prepare to put the products into the packaging based on the order from customer.

5. Delivery

After the packing is done, the order will be delivered to the customer using Grab or Gojek, but the customer also can pick-up the product directly to the store

6. Closing

After all of the operational is done, when closing the kitchen staff will cleaning the working are, store back the ingredients. Then the marketing and owner will calculate sales and daily revenue.

3.3 Supplies and Suppliers

Table 3. 1 Equipment & Appliances List

No.	Supply	Qty	Units	Supplier
Equipment & Appliances				
1.	Oven Electric	1	Pcs	Oxone
2.	Stove	1	Pcs	Rinnai
3.	Freezer	1	Pcs	AQUA
4.	Mixer	1	Pcs	Idealife
5.	Pan	1	Pcs	Tokopedia
6.	Sauce Pan	1	Pcs	Tokopedia
7.	Sput Set	1	Pcs	Tokopedia
8.	Rolling Pin	2	Pcs	Tokopedia
9.	Silicon Spatula Set	1	Pcs	Tokopedia
10.	Measuring Jug	2	Pcs	Tokopedia
11.	Digital Scale	2	Pcs	Tokopedia
12.	Baking Mat	2	Pcs	Tokopedia
13.	Stainless Steel Tray	2	Pcs	Tokopedia
14.	Stainless Steel bowl	10	Pcs	Tokopedia
15.	Silicon Piping Bag	5	Pcs	Tokopedia
16.	Flour Sifter	2	Pcs	Tokopedia

No.	Supply	Qty	Units	Supplier
17.	Cutting Board	2	Pcs	Tokopedia

Source: Writer's Data

3.4 Control Procedures

In every business, every company must have a Standard Operating Procedures (SOP). The Standard Operating Procedures for the company are included of purchasing control, receiving control, storage control, production control, packaging control, delivery control, presentation and sales control.

1. Purchasing Control

Every supply in the storage must be checked before the manager repurchases the materials from the suppliers, to ensure that the materials purchased are not excess or less.

2. Receiving Control

Every supply that came from the suppliers has to be checked when it's arrived to ensure that everything that came is in a good condition, don't have any defect.

3. Storage Control

Every supply that has been arrived from the suppliers must be listed, and put to the storage based on the material, either at the chiller, freezer, or even pantry.

For the supplies that have been in the previous storage must be placed at the front, then the supplies that have just arrived are placed behind the old supplies.

4. Production Control

The staff that handles the production process must be following the standard recipe, applies the safety, hygiene, and sanitation before handling the product, use a hand gloves, hairnet, and also all of the equipment must be clean to prevent food borne illness.

5. Packaging Control

The staff must prepare the packaging for the customer, and the staff have to do double check before the products are going to put inside the packaging, to ensure that the product is correct and nicely fit in the packaging.

6. Delivery Control

For the delivery, the staff must do the double check to prevent any mistakes during the delivery process; the staff has to make sure that the address is correct, the recipient name is correct, and inform the customer that the package will be delivered or going to deliver.

7. Presentation and Sales Control

The marketing staff should always post a new photo every day or every two days, and also always post minimal two IG Story every day. Not only IG Story, the marketing staff also have to post a Whatsapp Story every day to promote the products.

3.5 Staffing

The staff for Pastrybar.co is two employees, one for the production, and one for handling order, and also responsible of Pastrybar.co social media. The working hours for the employees are nine hours from 10 AM – 7 PM with one day off on Monday. The salary for each employee is Rp 1.500.000, even though the salary only Rp 1.500.000, the employees already get accommodations.

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