

## CHAPTER III

### OPERATIONAL PLAN

#### 3.1 Location & Facilities

Mochi Gembul is a type of home industry company located in the owner's house. To reduce expenses, the owner plans to make his house a place to live and as a company office and carry out operations in manufacturing products at Taman Royal 3 Blok AM number 18, RT 01 / RW 07, North Poris Plawad, Cipndoh Tangerang. This location is a strategic in a residential area, public health care, shops, offices, schools, supermarkets, traditional markets, bus terminals, Batu Ceper station, toll access, and airport train stations. The location is in front of the Posyandu Melati RW 07, Poris Plawad Utara, so Mochi Gembul will be easily recognized in the community who are carrying out activities in the health care public. Here are some schools located close to the Mochi Gembul location, such as the Mawar Saron Foundation, SDN Poris Plawad 6 & 8, Mawar Saron School Cipondoh, Tangerang City YP Karya Senior High School, and Benteng Betawi Middle School.



Figure 3.1 Location of Mochi Gembul

The company also provides several facilities for its employees that can be used in its operations. The following are some of the facilities, the first is parking staff, a special room for finance, marketing and managers to carry out facilities equipped with internet, 1 Tab (Gadget) for owner as the management staff, toilets,

kitchen and equipment, and also providing uniforms such as aprons for kitchen operations staff, gloves, body temperature, and masks.

### 3.2 Manufacturing / Service Methods

The company has methods and standards that must be used when providing services to its customers. So that every customer receives the same service, and the quality remains the same from all staff to all customers. The following are the service methods that are owned and used by the staff in this company. For example, for the service method at the time from the beginning of the pre-order opening until it reaches the customer.

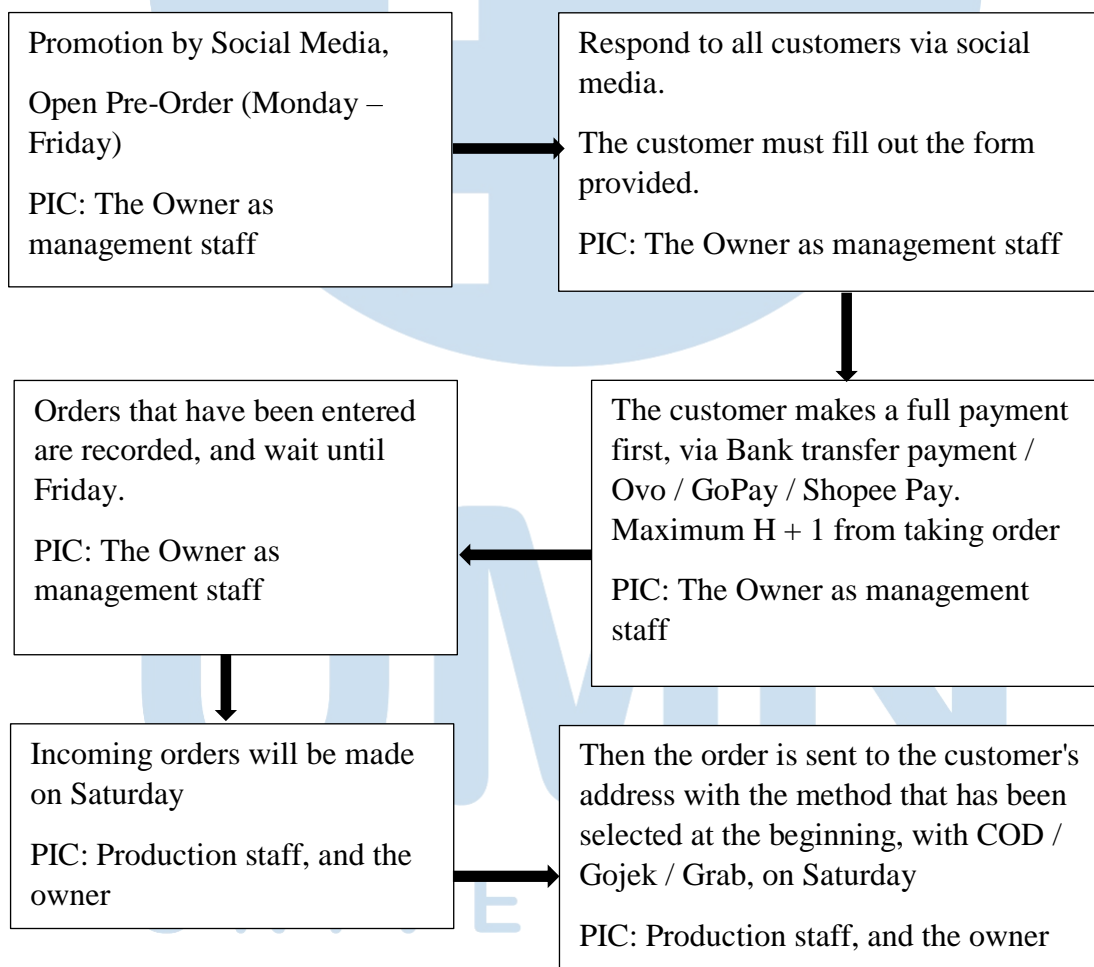


Chart 3.1 Pre-Order Flow to Delivery

### 3.3 Supplies and Suppliers

Table 3. 1 Facilities

No	Supply	Unit	Qty	Supplier
1.	Internet (Kuota Internet Xtra Combo XL)	Gb	10	XL
2.	Tablet Asus ZenPad C 7.0 (Z170C)	Pcs	1	TangCity Mall
3.	Apron Production (Apron Cotton)	Pcs	2	Shopee Seragam Koki
4.	Pin Logo Company (58 mm)	Pcs	2	Uniimedia Gading Serpong
5.	Working Table (Meja Kayu Jati belanda 100x50x75cm)	Pcs	1	Shopee Binacristianz

Table 3. 2 Equipment and Utensils

No	Supply	Specification	Units	Qty	Supplier
1.	Stove	Rinnai 2 burner	Pcs	1	Shopee Wahanaelektro.id
2.	Rack	Besi 90cm x 35 cm x 180 cm	Pcs	1	Shopee Menujumakmurjkt
3.	Box	container box 15 L Biggy Vindo	Pcs	3	Shopee Muara Jaya 21
4.	Steamer	Maspion uk 20	Pcs	2	Pasar Anyar
5.	Mixing Bowl	Sainless bowl 24 cm	Pcs	6	Shopee Alfredowinarta
6.	Measuring cup	Plastic 250Cc	Pcs	1	Shopee Alfredowinarta
7.	Sieve	Plastic 22 cm	Pcs	1	Royal 10 Ribu 3
8.	Wooden Spatula	Wooden	Pcs	3	Royal 10 Ribu 3
9.	Pan	Fry Pan Mini Wooden Touch Handle 12 cm	Pcs	1	Shopee Cypruz.kitchenware

10.	Tray	Plastic 34 cm x 24 cm x 1,8 cm	Pcs	1	Shopee Homevo
11.	Scales	Digital Scale 5 kg	Pcs	1	Shopee Olala_Jakarta
12.	Gas	Green Gas	Pcs	1	Butet Warung
14.	Galon water	Aqua 19 liter	Pcs	1	Warung A'A
15.	Wet Mop	Sumbu Lantai	Pcs	1	Pasar Royal
16.	Cake Pan Stainless	Round 18 cm	Pcs	5	Pasar Royal

Table 3. 3 Ingredients & Packaging (100 pcs mochi)

No.	Supply	Unit	Qtty	Suplier
1.	Glutinous Rice Flour	Gram	200	Toko Elok Taman Royal
2.	Ordinary Rice Flour	Gram	20	Toko Elok Taman Royal
3.	Cornstarch	Gram	35	Toko Elok Taman Royal
4.	Sugar	Gram	100	Toko Elok Taman Royal
5.	Clean water	Cc	250	Indomaret Taman Royal
6.	Vanilla	Sachet	1	Toko Elok Taman Royal
7.	Cilembu Sweet Potato	Gram	1000	Ubi Cilembu Taman Royal
8.	Roasted Bean	Gram	100	Toko Elok Taman Royal
9.	Sesame Nuts	Gram	10	Toko Elok Taman Royal
10.	DCC	Gram	250	GS Supermarket Cipondoh
11.	Cooking Cream	Gram	250	GS Supermarket Cipondoh
12.	Butter	Gram	10	Toko Elok Taman Royal
13.	Cheese (Greated)	Gram	50	Toko Elok Taman Royal
14.	Oreo (Mashed)	Gram	90	Toko Elok Taman Royal
15.	Cinnamon powder	Gram	5	GS Supermarket Cipondoh
16.	Dove OPP Plastic (7cm x 7cm)	Sheet	100	Shopee Dypackaging

17.	White Box (Sausage Box)	Sheet	10	Shopee Bimosunuadhie
18.	Hemp rope (10 m)	Whole	1	Shopee Dypackaging
19.	Paper Tag “Thank You”	Sheet	10	Shopee Dypackaging
20.	Stiker Cromo A3+ (5 cm x 5 cm) – Logo Company	Sheet	54	Unii Media Digital Printing Gading Serpong

### 3.4 Control Procedures

To expedite the operations of Mochi Gembul, the company has several SOPs that must be carried out by its staff.

Table 3. 4 SOPs for Purchasing

No.	SOPs for Purchasing
1.	The owner and operational production staff are responsible for purchasing ingredients, tools and, equipment. Record all ingredients and tools want to buy or need
2.	Buy ingredients for product needs according to the supplier, at the best price
3.	Orders can be via WA / come directly to the place
4.	Checking the total order according to the goods that arrived
5.	Check again the order slip/proof of payment
6.	Record and report to finance

Table 3. 5 SOPs for Storage

No.	SOPs for Storage
1.	<b>Dry Ingredients:</b> Put dry ingredients such as rice flour, butter, and cornstarch in a small box and close tightly to keep it dry.
2.	<b>Filling Ingredients:</b> Put DCC / dark cooking chocolate, cheese, Oreos, and cinnamon powder in a small box and close tightly
3.	<b>Packaging :</b> Putting packaging such as plastic doves, boxes, and other decorations in one small box
4.	<b>Utensils:</b> Put the equipment to make Mochi in the place that has been provided. Small utensils are placed in the top cabinet arrangement and large utensils are at the bottom
5.	<b>Moist ingredients:</b> For storage Cooking Cream and Baked Cilembu Sweet Potatoes are placed in the refrigerator to maintain their quality

6.	<b>Dry Ingredients Box:</b> Place all the small storage boxes containing dry ingredients, stuffing ingredients, and packaging in the top cabinet arrangement
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Table 3. 6 SOPs for Open Pre-Order

No.	SOPs for Open Pre-Order
1.	Marketing staff conduct promotions and open pre-orders via social media within 5 days, from Monday to Friday
2.	Informing that pre-order closing is on Friday and delivery is done on Saturday
3.	Orders are made via WhatsApp / Instagram
4.	The staff responds to all incoming questions in a friendly and polite manner
5.	<p>Each customer must fill in order data such as</p> <p>Full name:            Phone number:            Shipping address :            Order Quantity:            Flavor :            Additional notes:            Proof of payment :            Shipping method:            * COD (Cipondoh and surrounding areas)            * Grab / Gojek Send (shipping costs borne by the customer)</p> <p>Terms and Conditions:            * Pre-orders are made every Monday - Friday, and deliveries are made on Saturdays            * COD delivery method only in Cipondoh and surrounding areas            * Delivery using Grab / Gojek Send is ordered by the customer and shipping costs are borne by each customer            * Attach proof that the product has arrived with photo/video evidence, if there is damage/error without authentic evidence it cannot be returned</p>
6.	Staff records each order and saves evidence of chat orders with customers.
7.	Order data is conveyed to the manager, finance, and kitchen operational staff

Table 3. 7 SOPs for Shipping

No.	SOPs for Shipping
1.	Each product has been placed according to the customer's address, then double-check the order
2.	Check order data, whether the customer chooses the COD system, or delivery using Gojek / Grab
3.	COD: record the number of customers and conduct COD for the Cipondoh area and its surroundings. But before that, the staff must call each customer so that they are on time at the COD location
4.	Delivery via Gojek / Grab: call each customer to order Gojek / Grab send to pick up at the company address, and the destination location is the location of each customer, and payment for shipping costs is borne by the customer
5.	Each customer must provide proof that the goods have arrived by providing photos or videos
6.	Staff checks and ensures to each customer that the order has arrived at each customer

Table 3. 8 SOPs for Making Mochi

No.	SOPs for Making Mochi
1.	Prepare the tools and materials needed, then weighed according to the recipe
2.	Roast the cornstarch first, to make the dough not sticky when shaped
3.	Combine glutinous rice flour, regular rice flour and mix together in a bowl
4.	Then prepare sugar, salt and water, then mix well. And mix into the dry flour mixture. Then stir well until there are no lumps
5.	Heat the steamer. Then strain the dough and divide into 5 bowls, for each mochi flavor variant, and chocolate mochi use additional chocolate paste.
6.	Then steam for about 35-40 minutes
7.	If it is cooked, the dough is ready to be lifted. Leave it for a while so it doesn't get too hot. Then weigh the dough with a size of 10 grams each
8.	Then enter the mochi filling according to the mochi flavor variant. for original mochi use basic mochi skin with a sprinkling of sesame seeds, for chocolate mochi use brown mochi skin with a sprinkling of sesame seeds, for cheese mochi use basic mochi skin with added grated cheese on top, for oreo mochi use basic mochi skin with additional oreos which has been mashed with a sprinkling of sesame seeds, and the last is mochi with a cinnamon flavor variant using a basic mochi skin with additional cinnamon on the skin and a sprinkling of sesame seeds on the skin

9.	Then the mochi is ready to be put into a plastic dove and ready to be put into the box
10.	Packaging

Table 3. 9 SOPs for Mochi Filling

No.	SOPs for Making Mochi Filling
1.	Weigh the baked sweet potato, then divide it into 5 parts, each measuring 200 grams. Then follow these steps for each flavor
2.	Original: mix the roasted Cilembu sweet potato with roasted peanuts, then divide into 10 grams in each part, then form into rounds
3.	Chocolate: mix the roasted Cilembu sweet potato with roasted peanuts and chocolate ganache, then divide into 10 grams in each part, then form into rounds
4.	Cheese: mix the roasted Cilembu sweet potato with roasted peanuts and grated cheese, then divide into 10 grams in each part, then form into rounds
5.	Oreo: mix the roasted Cilembu sweet potato with roasted peanuts and oreo that have been mashed, then divide into 10 grams in each part, then form into rounds
6.	Cinnamon: mix the roasted Cilembu sweet potato with roasted peanuts and cinnamon powder, then divide into 10 grams in each part, then form into rounds
7.	Enter the mochi filling that has been shaped into rounds into the mochi skin according to the color. then form into mochi, and give the sesame that has been roasted on the outside. then put each mochi into a plastic dove

Table 3. 10 SOPs for Making Chocolate Ganache

No.	SOPs for Making Chocolate Ganache
1.	Prepare tools and materials, and weigh the ingredients according to the recipe
2.	Melt the cooking cream first
3.	Then puree dark cooking chocolate, and enter the cream that has been heated, then stir until blended
4.	Then enter the butter, and mix well, can be used immediately or allowed to stand until it is not hot



Table 3. 11 SOPs for Packaging Mochi Gembul

No.	SOPs for Packaging Mochi Gembul
1.	Check the order data first
2.	Put each mochi into a clear plastic or plastic dove. Then fold and close tightly
3.	Prepare the box, fold and form the box first
4.	Prepare hemp ropes with each size of 10cm and prepare paper hang tags that read "thank you" in advance
5.	Put mochi into the box according to the order, with the number of each box is 5 pcs mochi
6.	Then tie it using hemp rope and hang tag "thank you"
7.	Then put a sticker on the front left and the left corner
8.	Then separate according to the address of each customer, and double check so that there are no errors

Table 3. 12 SOPs for Uniform

No.	SOPs for Uniform
1.	Wear a collared shirt, neat and polite.
2.	Wear trousers freely, neatly and politely
3.	Use free, non-slip, and neat shoes
4.	Wear the apron and pin provided by the company
5.	Hair for men must be neat, and hair for women must be neatly tied
6.	Nails should not be long, and do not use nail polish
7.	It is not allowed to use accessories except earrings for women. And the use of earrings should not be long and excessive
8.	Must always wear a mask

Table 3. 13 SOPs to Enter The Room

No.	SOPs to Enter The Room
1.	Staff must wear uniform according to company regulations and always using a mask
2.	Staff must wash their hands and check body temperature before entering the room
3.	Production staff must wear the apron and pin provided by the company
4.	All staff must put their bags in the space provided
5.	Each staff goes into their respective division

### 3.5 Staffing

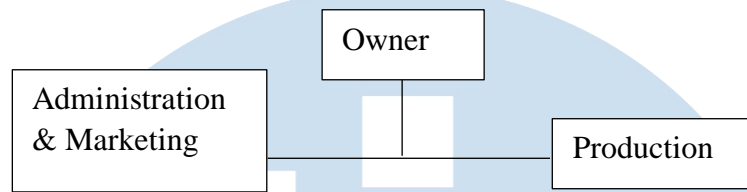


Chart 1.3 Organizational Chart

This is a homemade business, for starters the company only needs a few staff, but in the future the company will need a lot of staff. For starters, the company has 4 staff as administration and marketing staff, and 3 production staff. It is hoped that all staff can establish good cooperation to advance this company.

For beginners, the company applies a Daily Worker system, but to maintain the quality of the product, the staff is on duty every week. Working hours for finance, marketing, and production staff are every Saturday with a total of 8 hours, and operational hours are from 08:00 to 16:00. Working hours for managers are flexible, because they are responsible for advancing the company itself, and are responsible for promoting on social media. The following is an explanation of the duties and responsibilities of each division.

Table 3. 14 Job Description for Administration and Marketing Staff

No.	Job Description for Administration and Marketing Staff
1.	Responsible for organizing and advancing the company
2.	Responsible for operations and checking carefully the duties and responsibilities of Finance, Marketing, and Production
3.	Responsible for making decisions in a professional manner
4.	Responsible for purchasing ingredients, tools, and equipment with the assistance of operational production staff
5.	In charge of social media from Monday to Friday, before being taken over by the marketing division
6.	Handle Finance: Make and manage cash flow, BEP, calculation employee salaries, and income statement.
7.	Handle Marketing : Prepare attractive promotional ideas to increase sales, try social media as much as possible (Instagram, TikTok, Facebook, and Website), Respond to all incoming chats from potential customers through all social media, and responsible for helping to advance the company by promoting the company through all social media, and various ways

Table 3. 15 Job Description for Production Division

No.	Job Description for Production Division
1.	Responsible for manufacturing and packaging the product
2.	Responsible for ensuring the product does not contain harmful substances
3.	Responsible for calculating incoming and outgoing ingredients and equipment stock
4.	Responsible for helping and advancing the company
5.	Responsible for leaking company-owned recipes

From the job description, the company has several requirements for staff in each division. With the aim that each of its staff skills is in accordance with its division. The following are some of the staff requirements by division.

Table 3. 16 Requirements Staff for Administration and Marketing

No.	Requirements Staff for Administration and Marketing Staff
1.	Minimum education SMA/SMK preferably majoring in Culinary /Hospitality
2.	Minimum age 20 - 45 years
3.	Minimum 6 months experience in F&B Industry
4.	Able to use the Gadget and social media
5.	Able to use kitchen equipment and utensil
6.	Able to use technology, understand and can use word and excel program
7.	Able to make and manage cash flow, income statement, and financial plan
8.	Have expertise in the field of promotion, and interesting ideas

Table 3. 17 Requirements Staff for Production Division

No.	Requirements Staff for Production Division
1.	Minimum education SMA/SMK preferably majoring in Culinary /Hospitality
2.	Minimum age 20-45 years
3.	Minimum 6 months experience in the kitchen.
4.	Have cooking skills, especially in making mochi
5.	Can work in groups or individually
6.	Able to use kitchen equipment and utensil

According to Maulina (2019), explained in Pasal 77 ayat 1 Undang-undang Nomor 13 Tahun 2003 concerning the provisions of working time, it is explained that the total working time is approximately 40 hours a week. The salary of each staff is according to government regulations regarding the salary of Daily Worker employees or the salary is calculated from the working time. According to (Setiawan, 2021) The UMR Kota Tangerang in 2021 it will reach Rp. 4,230,792. From what has been explained, the following is the calculation of employee payroll.

1 week = 40 hours  
 1 Year = 40 hours x 52 weeks = 2.080 hours  
 1 month = 2.080 hours : 12 months = 173 hours  
 Hourly salary = Rp.4.230.792 : 173 hours = Rp.24.455

Calculation for Staff payroll based on working time at Mochi Gembul. The company's working hours are approximately 6 hours, starting from 08:00 – 14:00, which is carried out every Saturday.

1 Day / Week = 8 hours  
 1 Month = 8 hours x 4 weeks = 32 hours  
 Hourly salary = Rp.4.230.792 : 173 hours = Rp.24.455

There is the example monthly schedule for Mochi Gembul

Table 3. 18 Employee Salaries

<b>EMPOLYEE SALARIES</b>				
<b>Staff</b>	<b>Calculation</b>	<b>Nominal (Weekly)</b>	<b>Nominal (Monthly)</b>	<b>Nominal (Yearly)</b>
Administration and marketing staff (1 person)	Working Monday, and Saturday Rp.24.455 x 16 hours	Rp.391.280	Rp.1.565.120	Rp.18.781.440

Production Staff (3 person)	Working just every Saturday Rp.24.455 x 8 hours x 3 person	Rp.586.920	Rp. 2.347.680	Rp. 28.172.160
<b>Total</b>		<b>Rp.782.560</b>	<b>Rp.3.912.800</b>	<b>Rp.46.953.600</b>

Table 3. 19 Weekly Schedule

Staff	Monday	Tuesday	Wednes	Thurs	Friday	Saturday
Admin						
Production 1						
Production 2						
Production 3						

According to Table 3. 19 there is an illustration for the schedule of the staff owned by Mochi Gembul. for administration and marketing staff come in every Monday and Saturday. For production, staff only enter every Saturday which is in charge of making Mochi Gembul products, with a total of 3 staff for production

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