

## CHAPTER III

### OPERATIONAL PLAN

#### 3.1 Location & Facilities

The teahouse will be located in Ruko Arcadia Grande, Jalan Boulevard Raya Gading Serpong, Kelapa Dua, Tangerang, Banten, because This shophouse also has a nice view, and has good potential for potential customers because the place is easily accessible. Besides that this place is also near many universities such as Matana university located around 1 kilometer from the shop and Universitas Multimedia Nusantara located around 3 kilometers from the tea house.



Figure 3.1 HYPNO TEA Location

The Teahouse layout will be the same as bellow

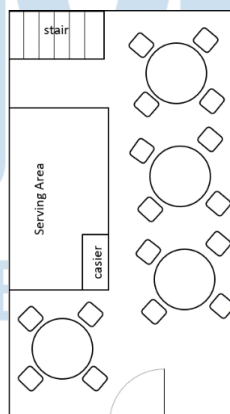


Figure 3.2 HYPNO TEA 1<sup>st</sup> Floor Plan

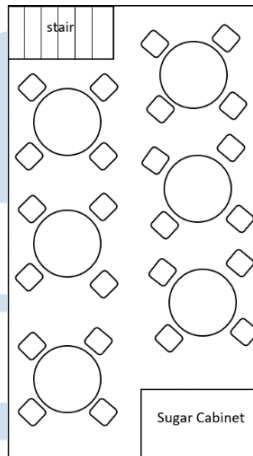


Figure 3.3 HYPNO TEA 2<sup>nd</sup> Floor Plan

The decoration for the tea house will bring some organic aspects such as plants, ceiling lamps, and wood furniture, complete with a glass counter to make a cozy ambiance in the tea house.



Figure 3.4 Hypnot Tea Décor Plan



Figure 3.5 HYPNO TEA Exterior Décor

Facilities that HYPNO TEA needs are:

Table 3.1 HYPNO TEA Facilities

Tools and Equipment	Electric kettle	4
	Scale	2
	oven	1
	Sink	1
	Stove 2 burner	1
	Saucepan	1
Hygiene for staff	Plastic gloves	100
	Oven mitten	1
	Mask and hand sanitizer	100 and 4
	Hand soap	1
Security and cashier	CCTV	5
	Set cashier pc	1
Office equipment	laptop	1
	Pen	5
	Scissor	2
	Printer	1
	book	3
Furniture	table	10
	chair	40
	AC	2
Cleaning Equipment	Broom and dustpan	2
	Mop	1
	bucket	1
	squeegee	2
	Cloth	4
	Floor cleaning liquid	1
	Glass cleaning liquid	1
	Furniture cleaning liquid	1
	Garbage bin	2
	Trash bag	30
Sponge	2	

### 3.2 Manufacturing / Service Methods

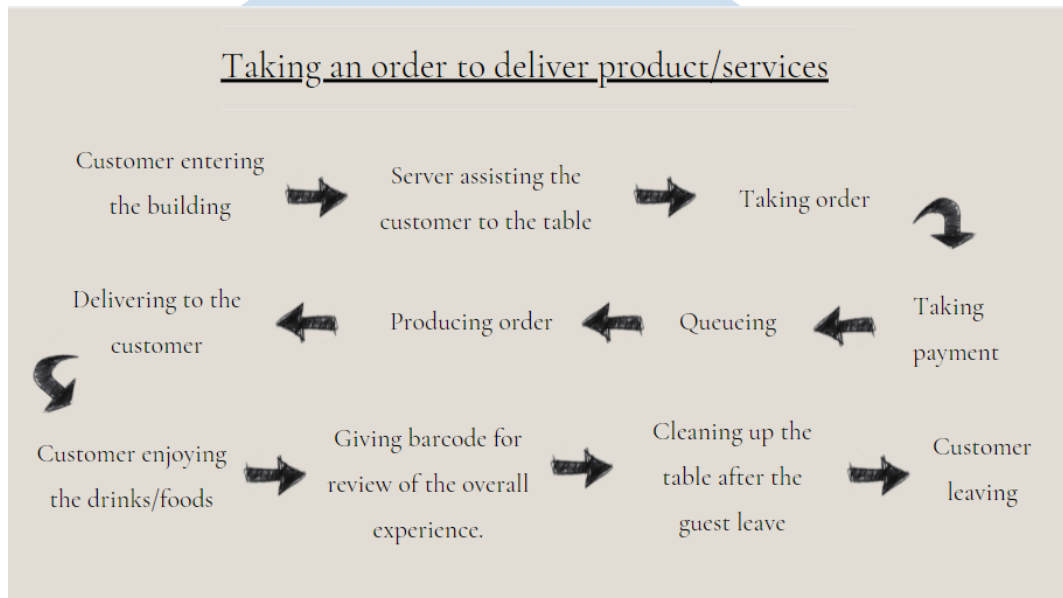


Figure 3.6 HYPNO TEA Service Cycle

The whole operation for a day starts with purchasing raw materials that are being delivered monthly from suppliers. After receiving the ingredient are checked and sorted. After being sorted the supply then being stored in the storage room on the third floor. The product used daily is taken in the morning to control the humidity inside the storage room. Then when the customer enters the building server will assist the customer to the table and when the customer is ready to order they go to the cashier and pay for the product that they want to consume then the order is queued then being made. After the product is ready server will bring the product to the guest table. After the guest is satisfied with the product then the server will give a barcode for the guest to scan for the review of the overall experience. After the guest leaves the server begins to clean the table to prepare for the next guest.

UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

### 3.3 Supplies and Suppliers

The equipment used in the operation is

Table 3. 2 Equipment & Appliances List

No.	Supply	Qty	Units	Supplier
1	Electric kettle	4	pcs	Informa
2	Scale	2	pcs	Informa
3	oven	1	pcs	Informa
4	Sink	1	pcs	Ikea
5	Stove 2 burner	1	pcs	Informa
6	Saucepan	1	pcs	Informa
7	Plastic gloves	100	pcs	The kingdom Shop Tokopedia
8	Oven mitten	1	pcs	Informa
9	Mask	100	pcs	Guardian
10	hand sanitizer	4	pcs	Guardian
11	Hand soap	1	pcs	Diversey
12	CCTV	5	pcs	Mahavision
13	Set cashier pc	1	pcs	Majoo.id
14	laptop	1	pcs	Asus Official Store
15	Pen	5	pcs	Ikea
16	Scissor	2	pcs	Ikea
17	Printer	1	pcs	Ikea
18	book	3	pcs	Ikea
19	table	10	pcs	Ikea
20	chair	40	pcs	Ikea
21	Broom and dustpan	2	pcs	Ikea
22	Mop	1	pcs	Ikea
23	bucket	1	pcs	Ikea
24	squeegee	2	pcs	Ikea
25	Cloth	4	pcs	Ikea

26	Floor cleaning liquid	1	pcs	Diversey
27	Glass cleaning liquid	1	pcs	Diversey
28	Furniture cleaning liquid	1	pcs	Diversey
29	Garbage bin	2	pcs	Informa
30	Trash bag	30	pcs	Informa
31	Sponge	2	pcs	Informa

### 3.4 Control Procedures

Giving the best experience and product is the goal for HYPNO TEA therefore the is always standard for every tea-making product and how to serve the guest.

#### SOP for purchasing

1. List down the product that is near empty in the storage room.
2. Consult the brewer or owner about the item that is needed.
3. Searching for the supplier that has the product.
4. Confirm the availability of the product.
5. Negotiate the price for the product.
6. Discuss delivery.
7. Confirmation about the order to the supplier.
8. Paying the amount that is agreed on.

#### SOP for receiving

1. Confirm the delivery vehicle.
2. Unload the ingredients from the vehicles.
3. Checking the ingredients in the list orders.
4. Report back to the supplier if there are some wrong or damaged goods.
5. Sign the delivery form to confirm that the goods are delivered.

#### SOP for storage

1. Sort out the goods based on the criteria.
2. Write down the date in the goods to mark the date the goods were received.
3. Store the goods based on the criteria according to the codes.

#### SOP for brewing Tea

1. Tea leaves/ingredients.
2. Water Boiling.
3. Weight measurement.
4. Put a strainer on the teapot Put the tea leaves into the strainer.
5. Set the boiling water to a specific temperature based on the tea type.
6. Brew the tea leaves until watery.
7. set aside the brewed tea.
8. brew for the second time, the watery tea leaves.
9. let them rest for 15 mins.
10. Ready to serve!

#### SOP for Taking order

1. Support the guest to the available table
2. Explain how to order the product
3. Observe the guest
4. Great the guest with a friendly manner
5. Suggestive selling
6. Take the order
7. Confirm the order by repeating it to the guest
8. Confirm the transaction
9. After the transaction say that the menu will be delivered around 15 until 20 minutes.
10. Dot forget to say thank you after all the order was beginning to be processed.

#### 3.5 Staffing

HYPNO TEA has several positions in the whole operations

1. Server
  - a. Opening doors and a great guest.
  - b. Escorting the guest to the table.
  - c. Cleaning up the table.

- d. Cleaning the floor.
2. Cashier
  - a. Taking orders from guests.
  - b. Upselling products to the guest.
  - c. Closing payments transactions and bills.
3. Production Line
  - a. Brew tea according to sop.
  - b. Bake croissants and pot pie.
  - c. Make other drinks.
4. Administration
  - a. Handle purchase goods.
  - b. Storing goods in the inventory.
  - c. Record annual income.
  - d. Responsible for creating financial reports per day, week month, and year.
5. Owner
  - a. In charge of social media.
  - b. In charge of all payments for the operation.
  - c. Checking employee body temperature before the shift.
  - d. Monitor store activities
  - a. Hiring, training, motivating, and leading the staff

Therefore HYPNO TEA has 5 positions consisting of 7 people including 2 Production lines, 2 servers, 1 cashier, 1 Administration, and of course owner whose 2 servers were par timers that have 2 shifts.

The minimum requirement for each employee is a high school graduate except back office that has at least an associate degree.



Table 3.3 Staff Shift Schedule

Position	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Production line	Orange	Yellow	Orange	Yellow	Yellow		
Server 1		Light Green	Light Green	Dark Green	Dark Green	Light Green	
Server 2	Light Green		Dark Green	Light Green		Dark Green	Light Green
Administration	Purple	Purple		Purple	Purple	Purple	Purple

Description

- 1 Production Line : 08:00 – 22:00
- 3 Shift 1 : 10:00 – 16:00
- 4 Shift 2 : 16:00 – 22:00
- 5 Administration : 08:00 – 17:00
- 6 Holiday –



UMMN

UNIVERSITAS  
MULTIMEDIA  
NUSANTARA