

CHAPTER III OPERATIONAL PLAN

3.1 Location & Facilities

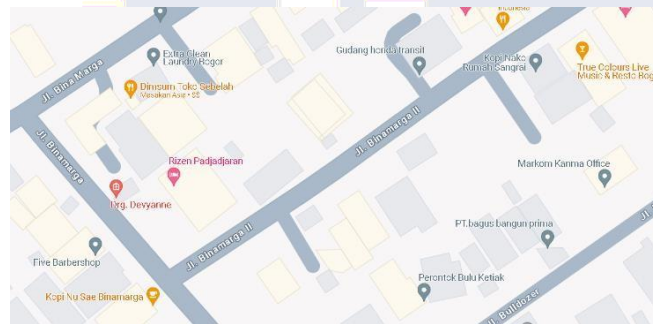


Figure 3. 1 Location

For the location, it will be around Jalan Binamarga. The place was chosen because there are many other cafes in that area as well, so visitors can choose which cafe they want to visit. The area is also close to several schools and campuses.



Figure 3. 2 Cafe

The provided facilities include several seating and tables. There will also be air coolers like fans. The location will be under trees to avoid too much heat. At the back of the cafe, there will be a kitchen area (Figure 3.2).

3.2 Manufacturing/Service Methods

Products will be prepared every morning before the first shift starts. For items like purple sweet potato balls, the dough will be made in advance, but they will not be fried immediately. Instead, the dough will be kept ready, and the balls will be fried fresh upon order.

Customers will pay for their orders at the cashier, where the cashier will also ask for the customer's name. After completing the payment, the customer will wait for their order to be prepared. Once the order is ready, the cashier will call out the customer's name, and the customer will then collect their order.

3.3 Supplies and Suppliers

Most items will be purchased online because it saves time and is easy to find. Shopping online allows customers to conveniently browse a wide variety of products without the need to travel, which can save both time and transportation costs. Additionally, online stores often have better availability and selection, making it easier for customers to find exactly what they are looking for.

Table 3. 1 Equipment & Appliances List

No.	Supply	Qty	Units	Supplier
1	Steamer	1	Pcs	Shopee
2	Mixer	1	Pcs	Shopee
3	Cake tin	10	Pcs	Shopee
4	Scales	2	Pcs	Shopee

5	Bowl	12	Pcs	Shopee
6	Lamp	2	Pcs	Shopee
7	Electric socket	1	Pcs	IKEA
8	Table	5	Pcs	IKEA
9	Chair	5	Pcs	IKEA
10	stove	1	Pcs	TokoPedia
11	freezer	1	Pcs	TokoPedia

3.4 Control Procedures

SOP for Clair de Lune are as followed:

1. All staff must adhere to quality control SOP, which include:
 - a. Regularly evaluate suppliers through audits and feedback mechanisms.
 - b. thoroughly inspect taro and other ingredients for freshness, quality, and compliance with safety standards.
 - c. Use the document standardized recipes to ensure consistency in taste, presentation, and portion sizes.
2. All staff must adhere to inventory management SOP, which include:
 - a. Implement a real-time inventory management system to track ingredient levels, reduce waste, and prevent overstocking or stockouts.
 - b. Use the First-In-First-Out (FIFO) method to ensure older stock is used before newer stock, maintaining ingredient freshness.
 - c. Conduct regular inventory audits to reconcile physical stock with recorded inventory, identifying discrepancies and preventing theft.
3. All staff must adhere to financial control SOP, which include:
 - a. Regularly compare actual expenses against the budget to identify variances.
 - b. Use a point-of-sale (POS) system provided to accurately record all sales transactions.

- c. Establish strict cash handling procedures, including regular cash counts, secure storage, and dual control during cash deposits to ensure accuracy and prevent fraud.
- 4. All staff must adhere to customer service SOP, which include:
 - a. Provide customer service best practices, including handling customer complaints and maintaining a welcoming atmosphere.
 - b. Ensure service standards are consistently met.
- 5. All staff must adhere to health and safety SOP, which include:
 - a. Enforce strict hygiene standards, including regular handwashing, proper food handling, sanitization equipment and surfaces.
- b. Periodically review and update health and safety protocols to comply with local regulations and industry best practices.
- 6. All staff must adhere to operational control SOP, which include:
 - a. Optimize kitchen and service workflows to minimize wait times and improve operational efficiency
 - b. Schedule regular reviews of operational processes to identify areas for improvement and implement necessary changes promptly.

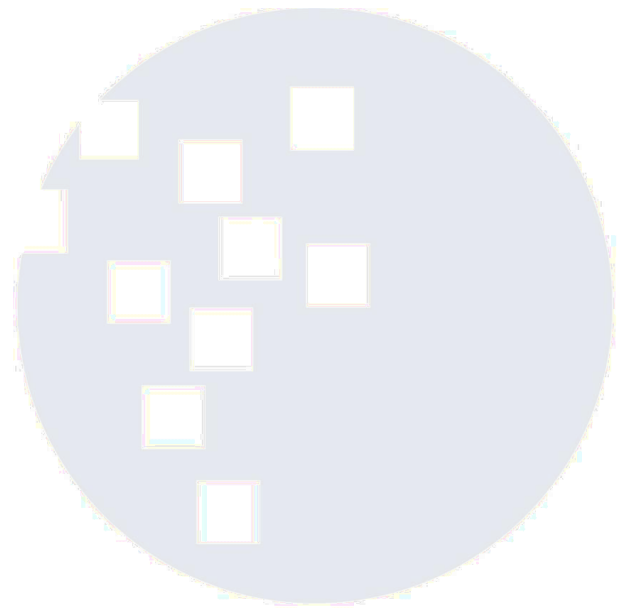
Position	Number of people	Salary
Manager	1	IDR 5.000.000
Bar	2	IDR 4.813.998
Pastry	2	IDR 4.813.998

3.5 Staffing

Table 3. 2 Staffing

There will be a total of 4 employees, namely 2 in the bar section and 2 in the pastry section. The salary offered is Bogor UMR. The manager himself will be

held by the owner. All staff will have a day off on Mondays and only have one day off a week. The minimum requirement is 17 years and the maximum is 25 years.



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