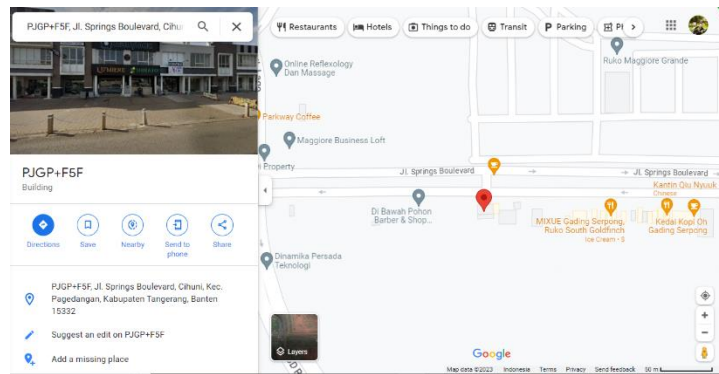


CHAPTER III

OPERATIONAL PLAN

3.1 Location & Facilities



Picture 3.1 store location
(source: writer data)

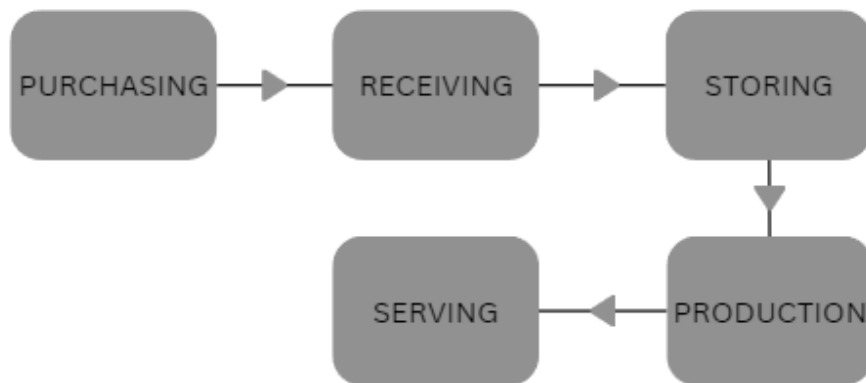
Location is one of the important parts of business because the success of business is based on the target market, market class, price, and location. And the location that the owner pick is strategic where the area is widely known as culinary district where it can be helpful to promoting the store since the High Cream store are located at the front row of Goldfinch so everyone who goes to Goldfinch will see the High Cream store.



Picture 3.2 High Cream store layout
(Source : Bing)

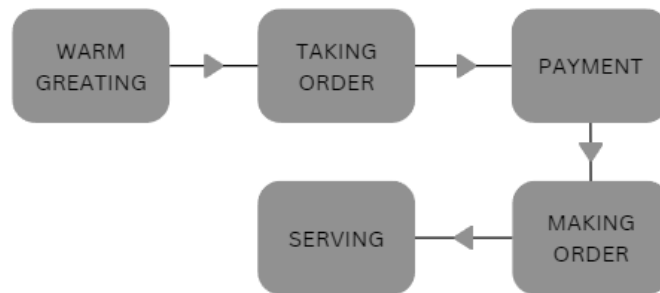
Layout can affect to the ambience of the store and the work time for employee so layout must to be considering between ambience for costumer and work flow for staff, so that it is important to make it suitable for both sides. This layout was arranged to give a lot of space for the worker so they did not feel narrow in their work space. The store will be having 7 tables with 22 chairs and 2 freezer showcases.

3.2 Manufacturing/Service Methods



Picture 3.3 manufacturing process

The process of High Cream manufacturing is quite simple the first step is Order and store the supply that needed for operational, then making the product, by mixing the ingredient based on what are the product, then freeze it, make sure that the amount of ingredient is in accordance to the recipe so it will be safe for the costumer because it contains alcohol. After that put it on the freezer showcase so the costumer can chouse their preference ice cream.



Picture 3.4 Service method

For High Cream Service it will be quite simple as well such as give a warm greeting to maintain the High Cream store ambience, taking order make sure to not inputting wrong order, next is payment, making the order make sure the order was made in good shape to maintain the ice cream appearance, and last is serving make sure to give a warm a joyful gesture so the costumer feel welcome.

3.3 Supplies and Suppliers

3.4 Table 3. 1 Equipment & Appliances List

No.	Supply	Qty	Units	Supplier
1	Mixer	1	pcs	Philips home appliance
2	Mixing bowl	4	Pcs	Popo online shop
3	Rubber spatula	6	pcs	GreenPan Indonesia
4	Eco bowl	100	pcs	Toko kami mura
5	Wooden ice cream spoon	100	pcs	Hygienic prima keemas
6	Shaker	3	Pcs	Vesper
7	Pourer	4	Pcs	ALF Gear
8	FREEZER SHOWCASE	2	Pcs	Glodok elektronik568

9	SMARTPHONE	1	PCS	Oppo official store
10	THERMAL PRINTER	1	PCS	Barcode zone
11	Table	7	Pcs	IKEA
12	Chair	22	Pcs	IKEA
13	Sofa mattress	1	pcs	IKEA
14	Cashier machine	1	pcs	IKEA

3.5 Control Procedures

SOPs are essential tools for organizations to standardize processes, ensure compliance, improve efficiency, and promote consistent and high-quality outcomes. They play a crucial role in enhancing productivity, reducing risks, and maintaining operational excellence. And High Cream have made some SOPs for the employee.

A. Purchasing

1. The employee is must checking the inventory every day to maintain stock
2. After checking employee must list the item that not available
3. Then employee must order the item to supplier

B. Receiving

1. Check the supply comparing with the order list
2. Then check the expired date

C. Production

1. Before entering the production area employee must maintain cleanliness (wash hand, using hair cap, face mask)
2. Gather and measuring item to make ice cream product
3. Send to serving area

D. Serving

1. Maintain good attitude and manner
2. Taking costumer order
3. Groom well

4. Check area cleanliness

3.6 Staffing

High Cream will be having one admin to maintain the operation and ensure the standard quality represent the owner, and also, we will have three operational staff to run the operational. High cream also provides health insurance and give food salary to our staff.

Table 3.2 employee salary

No	Department	Salary per month
1	Administration	2.500.000
2	Staff @3	4.500.000

Table 3.3 additional allowance

No	Additional allowance	Allowance per month	Daily
1	Health insurance	150.000	-
2	Food allowance	500.000	20.000

To maintain High Cream running well, there are some rules and regulation are made these are the rules and regulation that all employee must obey:

1. All employee must maintain clean lines and personal grooming
2. Phone are prohibited in production area
3. Employee are not allowed to smoke in work area
4. Employee are must keep the company secret
5. Employee must use hair cap and face mask when entering production area

If employee is violating company rules, the employee have to be prepare to face the consequence that the company will give:

1. Warning letter (if one employee gets more than 2 warning letters, the employe will be immediately fired)
2. Salary cut off (depend on how serious the violation that the employe made.