

CHAPTER III

OPERATIONAL PLAN

3.1 Location and Facilities

Scoffee will be expected to open at a ruko at Pasar Modern Paramount. Pasar Modern Paramount which is located in the center of Gading Serpong offers strategic location, good demographic alignment, vibrant dining scene, great accessibility and favorable business ecosystem. Pasar Modern Paramount serves as a popular central marketplace and dining destination, thus it has a high foot traffic for locals. Especially for dining options, Pasar Modern Paramount is one of the go-to spots in Gading Serpong area for people who seek various type of cuisine. While there are many dining and drinking establishments, none specialized in Irish coffee and mix, so Scoffee offers a competitive edge as the first in the area.



Picture 3.1. Pasar Modern Paramount
Source: Google.com

Facilities for Scoffee will include facilities for kitchen, bar, dining area, customer service, back of the house, utilities and maintenance, and other additional features such as wi-fi.

3.2 Operational Workflow

1. Scoffee Opening Procedures

Time: 11:00 AM–12:00 PM

Staff Involved: All 4 staff members (kitchen, bar, cashier, waiter)

General Setup:

- a) Ensure all lights, air conditioning, and sound systems are switched on.
- b) Check cleanliness of the dining area, bar, and kitchen.
- c) Arrange tables and chairs in the dining area.

Kitchen Preparation:

- a) Prepare all mise en place (ingredients) for light bites and main courses (e.g., chop vegetables, defrost frozen items, cook rice).
- b) Check the availability of supplies like sauces, oils, and seasonings.
- c) Set up cooking equipment (e.g., fryer, stove, griddle) and ensure they are functioning properly.

Bar Preparation:

- a) Ensure all coffee machines, grinders, and blenders are cleaned and ready to use.
- b) Restock coffee beans, syrups, milk, and alcohol at the bar counter.
- c) Prepare ice and garnish (e.g., mint leaves, lemon zest).

Cashier Preparation:

- a) Boot up the Point of Sale (POS) system.
- b) Ensure sufficient petty cash is available for transactions.
- c) Review the reservation list (if any) and communicate with the waiter.

Waiter Setup:

- a) Ensure menus and table settings are clean and in place.
- b) Prepare order-taking tools (e.g., order slips or tablets).

2. Scoffee Daily Operations

Time: 12:00 PM–11:00 PM

Kitchen Staff:

- a) Prepare orders promptly while maintaining food quality and presentation.
- b) Clean and sanitize utensils and equipment after use.
- c) Communicate inventory shortages to the cashier for purchasing.

Bar Staff:

- a) Prepare and serve beverages, including coffee, tea, and liqueur-based drinks.
- b) Ensure proper portioning and presentation of each drink.
- c) Maintain cleanliness and organization at the bar counter.

Cashier:

- a) Process customer payments accurately (cash, credit cards, or digital wallets).
- b) Assist with purchasing supplies as needed based on kitchen and bar inventory.
- c) Handle takeaway and delivery orders through online platforms.

Waiter:

- a) Greet and seat customers warmly.
- b) Take orders accurately and ensure prompt delivery of food and beverages.
- c) Handle customer inquiries and provide recommendations from the menu.
- d) Clear up tables and wash the dishes

3. Scoffee Closing Procedures

Time: 11:00 PM–12:00 AM

Staff Involved: All 4 staff members

Kitchen Cleanup:

- a) Turn off all cooking equipment.
- b) Clean all surfaces, utensils, and cookware.
- c) Store leftover ingredients appropriately (e.g., refrigerate perishables).

Bar Cleanup:

- a) Clean coffee machines, blenders, and tools.
- b) Restock syrups, alcohol, and coffee beans for the next day.
- c) Dispose of used garnishes and clean the bar counter.

Dining Area Cleanup:

- a) Clear all tables and sanitize them.
- b) Sweep and mop the floors.
- c) Arrange tables and chairs for the next day.

Cashier Duties:

- a) Perform end-of-day cash reconciliation and generate sales reports.
- b) Communicate inventory shortages to the owner for purchasing.
- c) Secure the cash drawer.

Final Checks:

- a) Ensure all appliances, lights, and air conditioning are turned off.
- b) Lock all doors and windows before leaving.

3.3 Suppliers and Supply Chain

Identify key suppliers for raw materials, components, or services.

Table 3. 1 Facilities List

No.	Supplies	Suppliers
1.	Kitchen Facilities	Ace Hardware, Toko Dewi, GEA
2.	Bar Facilities	Wega, Toko Dewi, GEA
3.	Dining Area Facilities	Ace Hardware, Daikin
4.	Customer Service	MOKA Pos
5.	Back of house facilities	Online shop (Shopee/Tokopedia)
6.	Utilities and Maintenance	Online shop (Shopee/Tokopedia)
7.	Wifi access, CCTV	CBN, Bardi
8.	Raw materials	Superindo, Online shop (Shopee/Tokopedia)

3.4 Control Procedures

1. SOP for Purchasing

SOP for purchasing is crucial as it ensure the procurement of high-quality ingredients and supplies at optimal cost.

- a) Inventory Check: The kitchen and bar staff communicate inventory needs to the cashier daily. A weekly inventory review is conducted every Monday by the cashier and owner.
- b) Supplier Selection: Use approved suppliers for core items (e.g., coffee beans, Irish whiskey, and syrups). Regularly evaluate supplier quality, pricing, and reliability.
- c) Order Placement: Orders are placed by the cashier for all needed items at least two days before supplies run out. Emergency orders can be placed if necessary but should be minimized.

d) Documentation: Maintain purchase orders and receipts for all transactions. Record purchases in the inventory system.

2. SOP for Receiving

a) Inspection Upon Delivery: Verify that the items match the purchase order in terms of quality, quantity, and specifications. Check the expiration dates of perishables and confirm packaging integrity.

b) Quality Control: Inspect fresh produce, meats, and dairy for freshness and cleanliness. Check alcoholic beverages for proper labeling and sealed bottles.

c) Rejection Protocol: Reject damaged or substandard items and notify the supplier immediately. Record rejected items for documentation.

d) Storage Assignment: Assign received goods to designated storage areas immediately.

e) Documentation: Update inventory records to reflect the new stock.

3. SOP for Storage

a) Dry Storage: Store dry goods like coffee beans, syrups, and packaging materials in a cool, dry, and ventilated area.

b) Refrigerated Storage: Store perishables like milk, vegetables, and pre-prepped items at 1–5°C.

c) Freezer Storage: Store frozen items like fries and chicken pops at -18°C or lower.

d) Labeling and Rotation: Label all items with their arrival dates and expiration dates. Follow First In, First Out (FIFO) inventory management to reduce waste.

e) Organized Storage: Assign specific shelves or sections for different categories of items (e.g., beverages, perishables, dry goods). Use transparent containers for easy identification.

f) Security: Limit storage access to authorized personnel only.

4. SOP for Production

a) Preparation Procedures:

- 1) Follow standard recipes for each product to ensure consistent quality and portion size.
- 2) Use only fresh and pre-approved ingredients.
- 3) Wash and sanitize all ingredients and utensils before use.

b) Beverage Preparation:

- 1) Use calibrated coffee machines and grinders for precise brewing.
- 2) Measure ingredients accurately for Irish coffee and liqueur-based drinks.
- 3) Ensure beverages are served within 5 minutes of preparation for dine-in customers.

c) Food Preparation:

- 1) Pre-prepare mise en place (e.g., chopped vegetables, cooked rice) during opening hours.
- 2) Cook light bites and main courses as per order, ensuring proper cooking temperatures.

d) Hygiene Standards:

- 1) Wash hands frequently and wear gloves when handling ready-to-eat items.
- 2) Sanitize workstations and utensils after each use.

5. SOP for Takeaway

a) Packaging Materials:

- 1) Use food-safe containers and materials for all takeaway items.
- 2) Label packaging with the SCOFFEE logo and drink/food name.

b) Beverage Packaging:

- 1) For hot drinks, use double-walled cups with secure lids.
- 2) For cold drinks, use sealed cups with straws or tamper-proof lids.
- 3) Label cups with the customer's name for accurate delivery.

c) Food Packaging:

- 1) Place light bites (e.g., fries, chicken pops) in vented boxes to prevent sogginess.
 - 2) Use sturdy, compartmentalized containers for main courses (e.g., chicken katsu bowl).
 - 3) Include napkins, utensils, and condiments (if applicable) in every package.
- d) Order Accuracy:
- 1) Verify all items in the order against the receipt before packaging.
 - 2) Double-check special instructions (e.g., extra sauce, no garnish).
- e) Delivery Readiness:
- 1) Place packaged items in a thermal delivery bag to maintain temperature.
 - 2) Notify customers or delivery partners when the order is ready for pickup.
- f) Presentation: Ensure all packages are clean, professional, and reflect the brand image of SCOFFEE.

3.5 Staffing

Scoffee requires 6 staff members to manage daily operations. Each staff member will have specific tasks and responsibilities to their position which are in the kitchen, bar, cashier, and waiter.

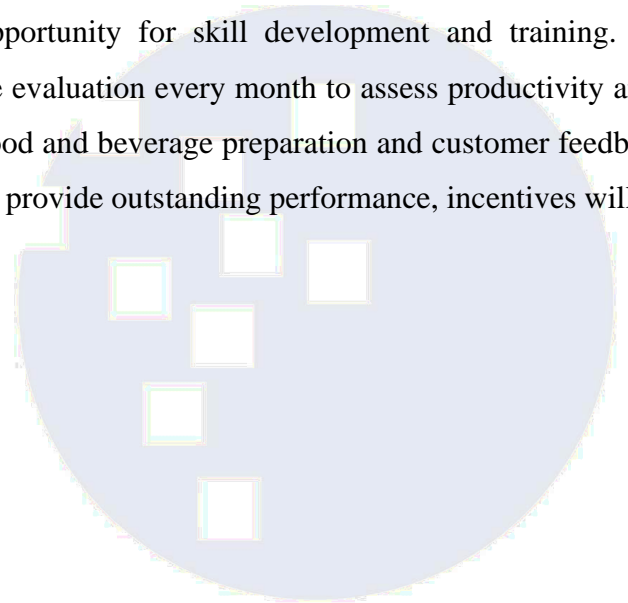
The basic criteria for the staff are:

1. Minimum graduated from hospitality vocational high school or equivalent.
2. Has completed at least 6 months training in an F&B establishment (e.g. restaurant, café or hotel)
3. Familiar with food preparation, customer service, or beverage production
4. Age range between 18 to 35 years old.
5. Has good basic communication skills, able to work as a team, and has basic knowledge of hygiene and sanitation standards.

Meanwhile Scoffee working hours is as followed:

1. Shift Duration: 12 hours (2:00 PM–11:00 PM, including a 1-hour break).
2. Work Days: 6 days per week.
3. Off Days: 1 day per week (every Monday).

The salary for the staff is Rp 3.000.000 per month and the staffs also get benefits such as free meals during working hours, overtime pay for extra shifts if needed, and also opportunity for skill development and training. There will be a performance evaluation every month to assess productivity and efficiency, the quality of food and beverage preparation and customer feedback on service. If the staff can provide outstanding performance, incentives will be given.



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