

CHAPTER III

OPERATIONAL PLAN

3.1 Location

Rollie Crepes chose Taman Jajan Bintaro, South Tangerang, as its production and distribution center. Here, each crepe is made to high quality standards in a controlled environment, ensuring consistent taste and customer satisfaction. This location is not only a production site, but also a main point to reach customers. Located in a busy culinary area, Rollie Crepes attracts a variety of people, especially generation Z and millennials who love to try contemporary desserts. High traffic in this area increases visibility and accessibility, so customers can easily find and enjoy Rollie Crepes at any time. With a strategic location and focus on quality, Rollie Crepes is ready to continue to grow and present the best crepe experience for all customers.

3.2 Operational Flow

Rollie Crepe operational flow starts from purchasing ingredients to make crepe roll products, starting from the ingredients for making crepe skin and for crepe roll filling ingredients will be stored at room temperature and chiller. all equipment to make products must be clean and washed beforehand to ensure cleanliness. And ingredients are selected first to see the feasibility of the ingredients and then weighed according to recipe standards. If the ingredients are ready to eat, it starts from making the crepe skin and making the filling so that it can be formed into a roll and if you have finished the process, it is put into the chiller and before packaging the crepe roll must go through a selection

process so that customers receive the product properly and the packaging is put into the packaging per slice and if it is given the rollie' crepe logo and marked with the type of crepe roll and rollie' crepe and store the crepe roll in the chiller and the crepe roll is ready to be marketed.

3.3 Supplies and Suppliers

Establishing Rollie Crepes business will necessitate acquiring a substantial amount of goods and equipment essential for the business's operation, as well as for the effective production and distribution processes. This includes not only the raw materials required for making crepes, but also the specialized cooking apparatus, storage solutions, and packaging materials. Additionally, other essential supplies such as cleaning tools and utensils will be needed to maintain hygiene and efficiency. By securing all these resources, the business will be well-equipped to deliver quality products consistently to its customers.

Table 3. 1 Facilities List

No.	Supply	units	Supplier
1.	Stove	1	Tokopedia
2.	Refrigerator	1	Tokopedia
3.	Cooking gas 3 kg	1	Tokopedia
4.	Tab SAMSUNG	1	Tokopedia
5.	CCTV Set BARDI	1	Tokopedia
6.	Handphone SAMSUNG A15	1	Tokopedia
7.	Kitchen table	1	Tokopedia
8.	Display chiller	1	Tokopedia
9.	Chair	2	Tokopedia
10.	Food processor COSMOS	1	Tokopedia
11.	Crepe pan	2	Tokopedia
12.	Strainer	1	Tokopedia

13.	Spatula	2	Tokopedia
14.	Measuring Spoon	1	Tokopedia
15.	Silicon mat	2	Tokopedia
16.	Knife Set	1	Tokopedia
17.	Scale	1	Tokopedia
18.	Mixing bowl	2	Tokopedia
19.	Baloon whisk	2	Tokopedia
20.	Chopping board	1	Tokopedia
21.	Silicon brush	2	Tokopedia
22.	Cleaning utensils	1	Tokopedia

3.4 Control Procedures

For the ingredients that *Rollie Crepes* needs to make crepe roll products, *Rollie Crepes* will buy ingredients from trusted suppliers. and if the ingredients are already in the delivery stage and arrive, *Rollie Crepes* will count the number of ingredients that match what was ordered and with the best quality according to the standard or not. and the ingredients will be stored at room temperature and certain ingredients such as milk, butter and eggs will be stored in the chiller. and to control the incoming ingredients will go through the stage of using the form so that the incoming or outgoing ingredients are recorded in the form.

Here is a detailed explanation of each point regarding control procedures for Rollie' Crepe:

1. Purchasing
 - a. Vendor Selection: Establish criteria for selecting vendors based on quality, price, reliability, and reputation.

- b. Purchase Orders: Use standardized purchase order forms to ensure consistency and completeness of information.
 - c. Approval Process: Implement an approval hierarchy for purchase orders to prevent unauthorized purchases.
 - d. Budget Monitoring: Track spending against the budget to ensure financial control.
2. Receiving
- a. Inspection: Inspect all received goods for quality, quantity, and condition against the purchase order and delivery note.
 - b. Documentation: Maintain records of all received goods, including date, supplier, quantity, and condition.
 - c. Discrepancy Handling: Have procedures in place for handling discrepancies between ordered and received items, such as damaged goods or incorrect quantities.
3. Storage
- a. Organization: Store goods in a clean, organized manner with proper labeling for easy identification and access.
 - b. Temperature Control: Maintain appropriate

storage conditions (e.g., refrigeration for perishable items) to preserve quality.

- c. Inventory Management: Implement an inventory management system to track stock levels, monitor expiration dates, and reduce wastage.

4. Production

- a. Recipe Standardization: Use standardized recipes to ensure consistent quality and portion control.
- b. Quality Control: Regularly check the quality of ingredients and finished products to maintain high standards.
- c. Hygiene Practices: Enforce strict hygiene practices for staff and equipment to ensure food safety.

5. Packaging

- a. Standard Packaging: Use standardized packaging materials and methods to ensure product protection and brand consistency.
- b. Labeling: Ensure all packages are labeled with relevant information such as product name, ingredients, expiration date, and any necessary handling instructions.
- c. Quality Check: Inspect packaging for damage or defects before dispatch.

6. Delivery

- a. **Delivery Schedule:** Maintain a reliable delivery schedule to ensure timely arrival of products.
- b. **Temperature Control:** Use appropriate transportation methods to maintain the correct temperature and condition of products.
- c. **Documentation:** Keep records of delivery times, recipient details, and any issues encountered during delivery.

3.5 Staffing

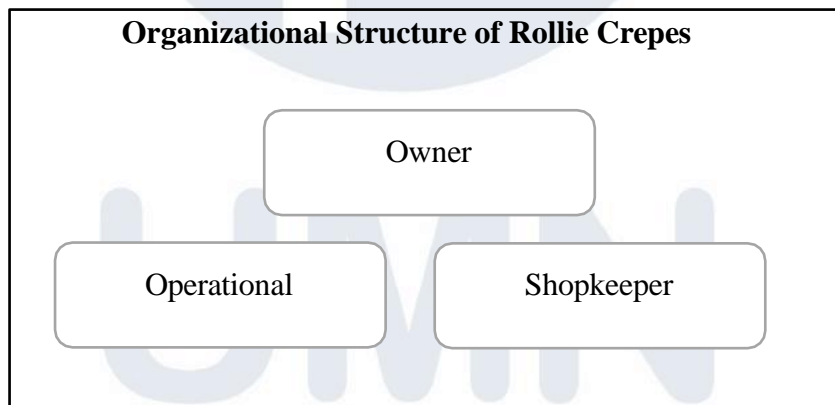


Figure 3.10 Organizational Structure of Rollie Crepes

The organizational structure of the Rollie Crepes company is the owner, operational and shopkeeper. starting a business starting from only having 2 employees and with the development of the business will expand the organizational structure. The Rollie Crepes company is divided into having

an operational division that will help make products and maintain store operations and a shopkeeper division to help record ingredients that must be purchased again and assist in making products. Some employee criteria and have expertise in making dessert products. responsible, kind, friendly. Regarding employee salaries for the operational division working for 5 days and 2 days off will be paid Rp. 2,500,000 per month and the shopkeeper division working for 5 days and 2 days off will be paid Rp. 2,500,000 per month. and employee salaries are below the UMR because rollie 'crepe is a new business.

Table 3.2 Employee Schedule

EMPLOYEE SCHEDULE							
<i>POSITION</i>	<i>MONDAY</i>	<i>TUESDAY</i>	<i>WEDNESDAY</i>	<i>THURSDAY</i>	<i>FRIDAY</i>	<i>SATURDAY</i>	<i>SUNDAY</i>
OPERATIONAL			9 - 6 PM	10 - 7 PM	10 - 7 PM	10 - 7 PM	12 - 9 PM
SHOPKEEPER	9 - 6 PM	9-6 PM	10 - 7 PM			12 - 9 PM	10 - 7 PM

Staff Requirements Operational:

1. Minimum degree of high school or vocational high school majoring in pastry, bakery, or hospitality.
2. Have passion in culinary
3. Women or Men, age 18-30
4. Willing to work in hourly shift
5. Able to work in a team
6. responsible, friendly, and honest