

## CHAPTER III

### OPERATIONAL PLAN

#### 3.1 Location

GoGetBig originally was going to open at Summarecon mall Serpong, for more precisely that is closes to the Gym. But all of changes when there's an info about Lippo Mall Puri Jakarta barat having a lot more gym. without hesistation it is decided that the first establishment of GoGetBig is in Lippo Mall Puri, Jakarta Barat.

Another reason why choosing to open at Lippo Mall Puri or in Jakarta in general it iss because of the population being massive. That means a higher chance of Knowing GoGetBig through offline Promotions. GoGetBig will open the establishment to be precise in outside of fitness first Gym.



*Figure 3.1 Location*

#### 3.2 Manufacturing and Serving methods

##### A. Briefing:

GoGetBig will have a briefing every day with every single employee and talk about our goals for today and what things need to be done on that day.

##### B. Preparation:

After briefing all staff should immediately go to their stations, checking every ingredient, checking the area it is clean or not, calculating our stocks

for the day and the next, and making sure that the stock is well and fresh to be used. Preparing the utensils and equipment for later use.

C. Product creation:

Operational employees must be able to ensure that every ingredient that is being used to make the product is in good condition, and prepping those ingredients before opening time must be done to ensure good workflow.

D. Taking Customer's Order:

Making sure to take all customer orders very precisely and do not make any mistakes while blending and creating their drinks.

E. Closing:

After the last order, the operational staff must clean all the equipment, clean the operational area, check the ingredients stocks, turn off any electricity in the area, and lock it.

Below here is the example of operational flow chart from the start to end of GoGetBig business, this is done in order for sales process to be better viewed and monitored.



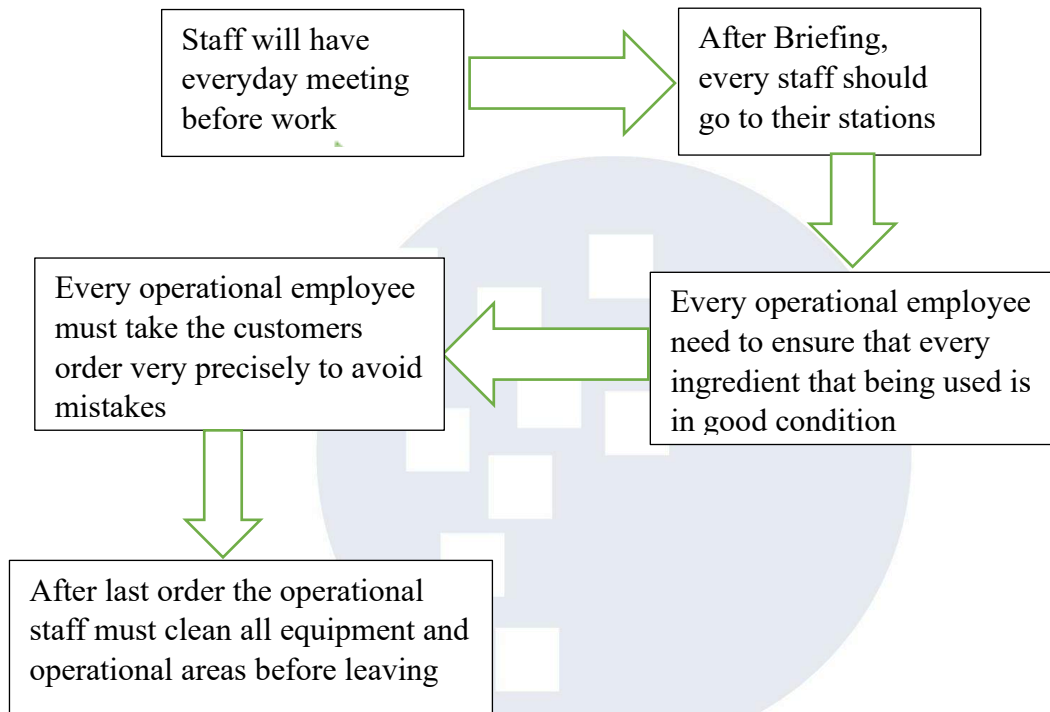


Figure 3.2 Operational Flow

### 3.3 Supplies and Suppliers

This is GoGetBig supplies and suppliers which are important in our product manufacture and services.

Table 3. 1 Facilities List

No.	Facilities	Qty	Units	Supplier
1.	Cabinet storage	2	pcs	KRISBOW
2.	Fridge	1	pcs	Frigidaire
3.	drink Display	1	pcs	Tokopedia
4.	scaling	3	pcs	Tokopedia
5.	Cutting Boards	3	pcs	Tokopedia
6.	Knives	3	pcs	Mr.DIY
7.	Measuring Cup and Spoon	2	pcs	Tokopedia
8.	Peeler	2	pcs	Mr.DIY
9.	Paper Towels	5	pcs	Tokopedia

10.	Blender	2	pcs	GETRA
11.	Freezer	1	pcs	GEA

### 3.4 Control Procedures

Below here is the standard operation procedure for GoGetBig this works as to control the operation working progress. This list is consisted of purchasing, receiving, storage, production, packaging, delivery, presentation and sales.

#### A. Purchasing:

1. to oversee the supply from the supplier.
2. Make sure the ingredient is high quality and save.
3. Compare the price and quality of the ingredients with other suppliers.
4. Always check the inventory to see if it needs restocking.

#### B. Receiving:

1. doing the acceptance and check-up of the ingredients.
2. making sure the delivery is correct.
3. Inspect the quality of the ingredients.

#### C. Storage:

1. making sure the ingredients is well stored.
2. making sure the ingredients is properly stored.
3. Keep an eye on the inventory and restock when the time is right.

#### D. Production:

1. making the product.
2. following the health code.
3. Following the standard recipe.

#### E. Packaging:

1. Ensure to package the product well and securely.
2. making sure there's nothing wrong with the package.

F. Delivery:

1. Ensure the package arrives safely and securely.
2. making sure the package is secure during delivery.

G. Presentation:

1. able to showcase and present our product.
2. Maintain cleaning-ness.
3. Able to promote our product.

H. Sales:

1. able to serve and satisfy customers.
2. able to tell the customers our product knowledge.

### 3.5 Staffing

For GoGetBig staffing it is decided on this formula of hiring 2 front for the operational and 2 for the ones that will manage our sales and finance. Here are the list of the workers from time, how long to work for, what are their job descriptions and so on.

A. Staff Schedule and Salary

1. At the outlet:

Front 1-2 will work 12 hours/day and 5 days a week with total salary of Rp. 4.350.000 per month. Their jobs is checking stocks and willing to create product with a passion.

2. At the office:

Sales 1 and Finance 1 will work 8 hours/day and 6 days a week with a total salary of Rp. 4.800.000 a month. Their jobs is to promoting and finding a way to boost our product sales and calculating everyday income and outcome from day to day operational.

The above is what GoGetBig staffing will look like and what is their respective job. Do note that the reason that employee in the office have much more salary is because they only got 1 day off instead of 2 days off. All the salary are still below the UMR of Jakarta because this business is still an UMKM or in other words a small business.

