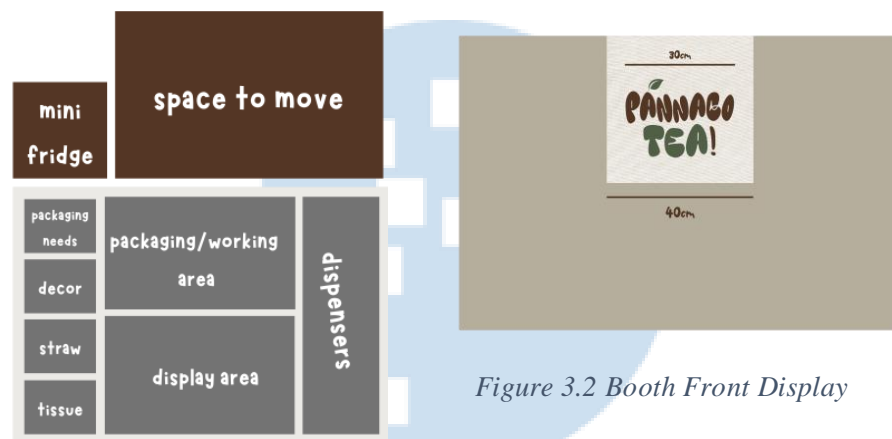


## CHAPTER III

### OPERATIONAL PLAN

#### 3.1 Location & Facilities

PannacoTea! will open booths in different areas, below is the blueprint of PannacoTea!'s booth to ensure efficient work and visually appealing display.



*Figure 3.2 Booth Front Display*

*Figure 3.1 Working Area Blueprint*

#### 3.2 Manufacturing/Service Methods

Before manufacturing the products, the owner of PannacoTea! will first test various presentation styles and taste profiles to ensure the best experience for customers. Once the optimal recipe and methods are finalized, the owner will train the staff on the preparation steps and operational activities. The operational manufacturing process will include:



Figure 3.3 Workflow Chart

### 3.3 Supplies and Suppliers

Table 3.1 Equipment & Appliances List

No	Supply	Qty	Units	Supplier
1	Mini Chiller	1	pcs	Tokopedia
2	Straw Holder	1	pcs	Tokopedia
3	Measuring Jug	2	pcs	Shopee
4	Spoon	2	pcs	Shopee
5	Funnel	1	pcs	Shopee
6	Gastronorm	1	pcs	Shopee
7	Towels	5	pcs	Shopee
8	Trash Bin	1	pcs	Shopee

### 3.4 Control Procedures

Control procedures are essential elements of business operations that help ensure efficiency, compliance, and the achievement of organizational objectives. For PannacoTea!, implementing effective control procedures is vital

for maintaining quality, managing risks, and fostering a smooth operational environment. Here are the key control procedures tailored for PannacoTea!:

1. Quality Control:

Implementing stringent quality control measures at every stage of the production process, from sourcing ingredients to the final product, is paramount for PannacoTea!. Regular inspections, testing, and adherence to quality standards will ensure consistently high-quality PannacoTea! offerings.

2. Inventory Management:

Establishing robust inventory management procedures is crucial for PannacoTea! to monitor stock levels of ingredients, packaging materials, and finished products effectively. Implementing an efficient tracking system will prevent overstocking, reduce waste, and ensure timely reordering.

3. Cost Control:

Implementing cost control procedures is essential for PannacoTea! to manage expenses related to ingredient sourcing, production, and distribution effectively. Regularly reviewing and analyzing costs will help identify areas for optimization without compromising product quality.

4. Hygiene and Sanitation:

Enforcing strict hygiene and sanitation standards in the production facility is imperative to guarantee the safety and integrity of PannacoTea! products. Regular sanitation audits and staff training programs will contribute to maintaining a clean and safe environment.

5. Customer Feedback and Complaint Handling:

Establishing procedures for gathering and analyzing customer feedback is essential for PannacoTea!. Implementing a robust system for handling customer complaints allows for swift resolution and continuous improvement based on customer insights.

By integrating these control procedures into daily operations, PannacoTea! can ensure a high standard of quality, minimize risks, and maintain operational excellence in delivering its unique and innovative tea-infused panna cotta products.

### **3.5 Staffing**

The opening and operating staff will include:

#### **1. Owner**

Responsibilities:

- a. Oversee all aspects of PannacoTea! including preparation, sales, and staff management.
- b. Handle customer interactions.
- c. Ensure quality control.

#### **2. Assistant**

Responsibilities:

- a. Assist with preparation, production, setup, and sales at bazaars.
- b. Help with social media handling.
- c. Maintain cleanliness.

Working hours:

- a. Operating Days: During pre-orders, bazaars, and special events only
- b. Typical Bazaar Hours: 8 hours/day
- c. Typical Pre-Order Hours: 1 day of preparation, 1 day of delivery.
- d. Typical Catering Service Days: 3 days of preparation, 1 day of event.