

## CHAPTER III

### OPERATIONAL PLAN

#### 3.1 Location and Facilities

The author have opted to establish author business in the food court of Mall Puri for several strategic reasons. Firstly, its proximity to author residence offer convenience and accessibility, facilitating ease of management and supervision of operations. Additionally, selecting a supplier in close proximity to author home enables author to reduce transportation costs and streamline logistics, contributing to overall cost savings and operational efficiency.

Moreover, choosing Mall Puri's food courts as author location present several advantages in term of infrastructure and amenities. The food court already provides kiosk tenants with essential facilities such as tables, chairs, and cleanup staff, eliminating the need for additional investments in these amenities. This not only helps to conserve author budget but also simplifies the setup process, allowing us to focus on delivering exceptional food and service to author customers.

#### 3.2 Operational Workflow

<b>Operational Workflow</b>
<b>Opening Briefing ( 11.00 - 11.30)</b>
Lead By the owner and talks about the daily goal of the store and divided the staff to make sure the preparation is done smoothly
<b>Preparation (11.30 - 12.00)</b>
Checking all the ingredients and making sure the working area is clean. And make sure to check all the facilities.
<b>Creating Product (12.00 - 13.00)</b>
And after all the preparation the staff can move and prepare to serve the product to the customer.
<b>Closing Briefing (20.00 - 20.30)</b>
The owner give the evaluation of the performance and the selling for the day and make sure all the staff is working based on the job desk
<b>Closing (20.30 - 22.00)</b>

All the staff including the owner do a cleanup, checking the left over ingredients, and making sure there's nothing is malfunctioning and then ending the day.

**Tabel 3. 1 Operational Workflow**

### 3.3 Suppliers and Supply Chain

No.	Supplies	Qty	Units	Suppliers
1.	Getra food warmer RTR 4	1	Pcs	Tokopedia
2.	Rak Besi Siku 5 Susun	2	Pcs	Tokopedia
3.	Getra Geas Gas Deep Fryer	1	Pcs	Tokopedia
4.	MODENA Portable Induction Hob	1	Pcs	Tokopedia
5.	Stock Pot Stainless	2	Pcs	Tokopedia
6.	Carote frypan	1	Pcs	Tokopedia
7.	Container Box	4	Pcs	Tokopedia
8.	Chest Freezer RSA CF-110	1	Pcs	Tokopedia
9.	Home Master Ice Scoop Stainless	2	Pcs	Tokopedia
10.	Rubber Tongs	2	Pcs	Tokopedia
11.	Crestware Ladle	2	Pcs	Tokopedia
12.	Samsung Galaxy Tab A9	1	Pcs	Tokopedia
13.	Potato Slicer	2	Pcs	Tokopedia
14.	Gas Tabung 3kg	3	Pcs	LPG

**Tabel 3. 2 Facilities Needs**

### 3.4 Control Procedures

The SOP of Poutine.ID Team:

1. All the staff must arrive 10 minute before the morning briefing to make sure everyone make it on time.
2. Every staff have to maintain the cleanliness and hygiene before entering the working area and do preparation.
3. Make sure to wear the uniform that had been prepared by the owner and do absent.
4. Make sure that all the staff being friendly to the guest.
5. Don't leave any spot before closing the kiosk.

### 3.5 Staffing

The staff that required is:

- a. 1 Staff (Fixed)

Working Hour = 10 Hours

Salary: Rp. 4.500.000 / Months

b. 1 Daily Worker

Working Hour = 8 Hours

Salary: Rp. 3.000.000 / Months

The fixed staff would do all the required SOP for the store to start serving for the customer. And for the daily worker can help with the preparation cashier.



**Figure 3. 1 Organizational Chart**

The image displays a small business's basic organizational chart. The owner who is in charge of the company, is at the top. The owner develops the business's objectives, handles finances, and takes critical choices. The staff is beneath the owner. Every day the employee work to manage the company they assist in overseeing other employees, and obey the owner's orders. The daily Workers is at the bottom. These employees typically work by the day or part-time. They carry out routine tasks and obey staff instructions. The chart demonstrates a clear organizational structure: The owner is incharge, the employees assist in managing the business, and the daily worker assist the team.

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