

CHAPTER III

OPERATIONAL PLAN

3.1 Location

For the offline store, the author has chosen to open a booth located in G Town, as it is a popular area where many visitors enjoy buying snacks especially fried snacks. The author believes that opening a booth in G Town will be profitable due to the high foot traffic and snack-loving crowd. Additionally, renting a booth in G Town is relatively low-cost, which helps to reduce overall operational expenses and keep Scoutchy's prices affordable.



Figure 3. 1 Store location

This is the layout setup for offline store



Figure 3. 2 Layup setup

And this is the booth for taking order, payment



Figure 3. 3 Scoutchy booth

3.2 Operational Flow

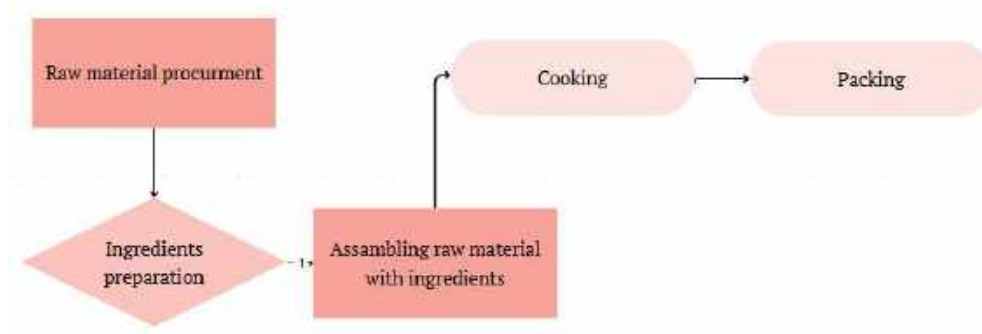


Figure 3. 4 Operational Flow

The production flow for Scoutchy products follows a simple and efficient process. It begins with raw material procurement, where fresh, organic ingredients are sourced. These materials then go through ingredients preparation, ensuring everything is cleaned, measured, and ready for use. The next stage is assembling raw material with ingredients, where the eggs are coated and filled according to the recipe. Once assembled, the products proceed to the cooking stage, where they are fried to achieve the signature crispy texture. Finally, the cooked products are moved to the packing stage, making them ready for sale and delivery to customers. This streamlined process ensures quality, hygiene, and consistency in every Scoutchy product.

3.3 Supplies and Suppliers

Describe the supplies and suppliers which are important in product manufacture and services.

Tabel 3. 1 Facilities List

No.	Facilities	Qty	Units	Supplier
1.	Stove	1	Pcs	Tokopedia
2.	Knife	2	Pcs	Tokopedia
3.	Deep fryer	2	Pcs	Tokopedia

4.	Cutting board	3	Pcs	Tokopedia
5.	Kitchen utensils	1	Pcs	Ace hardware
6.	Scale	2	Pcs	Tokopedia
7.	Chopper	1	Pcs	Tokopedia
8.	Raw material	-	-	Tokopedia
9.	Handphone	1	Pcs	Shopee
10.	booth and booth items	1	-	Tokopedia
11.	Kitchen table	3	Pcs	Tokopedia
12.	Small refrigerator	1	Pcs	Tokopedia
13.	Cooking Gas tank 12 kgs	3	Pcs	Shopee

3.4 Control Procedures

Preparation (afternoon)

1. Preparing ingredients and raw material eggs, ground meat, ground chicken, cheese, onion.
2. Preparing flour for coating the meat.

Cooking and assembling material (evening before opening)

1. Boiling eggs and peeling eggs.
2. Assambling ground meat, ground chicken with onion and seasoning.
3. Assambling eggs, cheese with ground meat, ground chicken.
4. Coating with dry flour and wet flour.
5. Deep fry the scoutch egg.

Cleaning and closing (night)

1. Cleaning cooking equipment, and filter cooking oil, store the cooking oil
2. Cleaning preparation table, and booth table.
3. Store raw material properly for next operational day.

3.5 Staffing

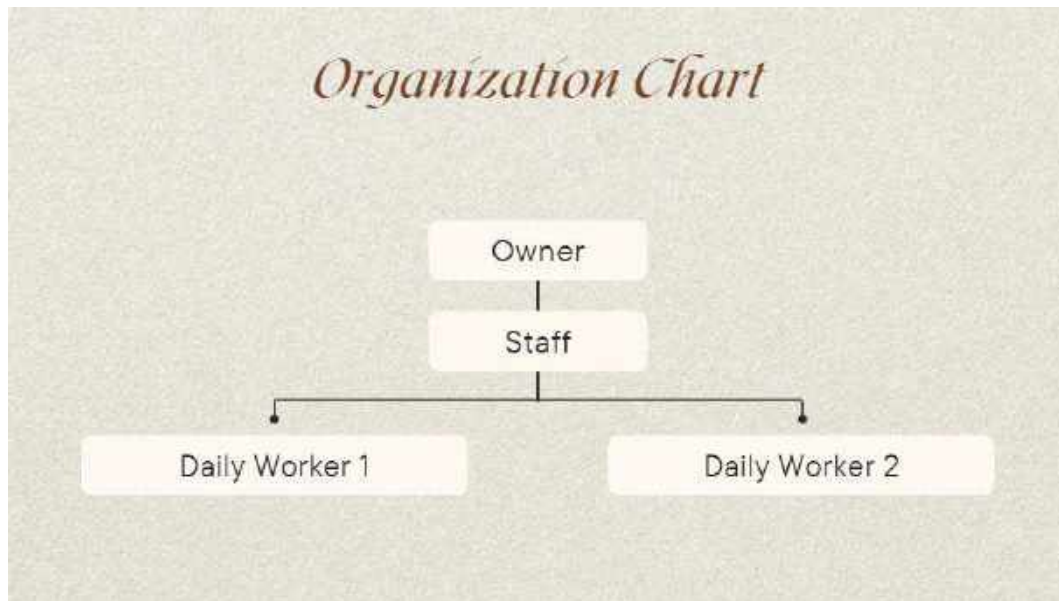


Figure 3. 5 Organizational Chart

The organizational structure of Scoutchy is simple and efficient, reflecting the scale and needs of the business. At the top of the hierarchy is the Owner, who oversees the entire operation and is responsible for business strategy, financial decisions, and overall management. Reporting directly to the owner is a Full-Time Staff member who is in charge food preparation and supporting daily operations. Under the staff's supervision are two Daily Workers. Daily Worker 1 primarily handles cashier duties and assists with food preparation during business hours, while Daily Worker 2 focuses on supporting the cooking process and maintaining cleanliness in the kitchen. This structure ensures clear lines of responsibility and promotes smooth coordination between team members to deliver quality service to customers.

Tabel 3. 2 Staff position and job description

Position	Job Description
Owner	a) Monitors performance and ensures the business stays aligned with its goals. b) Manages inventory, supplier and expansion opportunities.
Staff	a) Prepare ingredients b) process food before opening
Dw 1	a) Cashier b) help with cooking

Dw 2	a) Cashier b) help with cooking

The table outlines the job descriptions for each position within Scoutchy's organizational structure. The Owner is responsible for monitoring business performance, ensuring alignment with overall goals, and managing inventory, suppliers, and opportunities for expansion. The Staff member plays a crucial role in the kitchen by preparing ingredients and processing food before the store opens. Two Daily Workers (DW 1 and DW 2) are assigned similar responsibilities, acting as cashiers and assisting with cooking tasks during operating hours. This division of labor helps maintain smooth daily operations while ensuring product quality and customer satisfaction.

Tabel 3. 3 Working schedule

Position	M	T	W	T	F	S	S
Owner	V	V	V	V	V	V	O
Staff	V	V	V	O	V	V	V
Dw1	V	O	V	V	V	V	V
Dw2	O	V	V	V	V	V	V

The table displays the weekly work schedule for each position at Scoutchy. The Owner is present every day except Sunday, while the Staff member works full shifts from Monday to Wednesday, takes a day off on Thursday, and returns from Friday to Sunday. Daily Worker 1 (DW1) works every day except Tuesday, whereas Daily Worker 2 (DW2) takes a day off on Monday and is scheduled to work for the rest of the week. This rotation ensures that there is always sufficient staff coverage each day, while allowing team members regular rest days to maintain productivity and performance.