

## CHAPTER III

### OPERATIONAL PLAN

#### 3.1 Location & Facilities

HAP will open a booth at Gtown Square which is located in Gading Serpong, Tangerang. The owner chose this location because Gtown is a strategic location to start a business because Gtown is already a well-known culinary place and Gtown Square is often visited by food vloggers which makes the name Gtown increasingly known to many people.

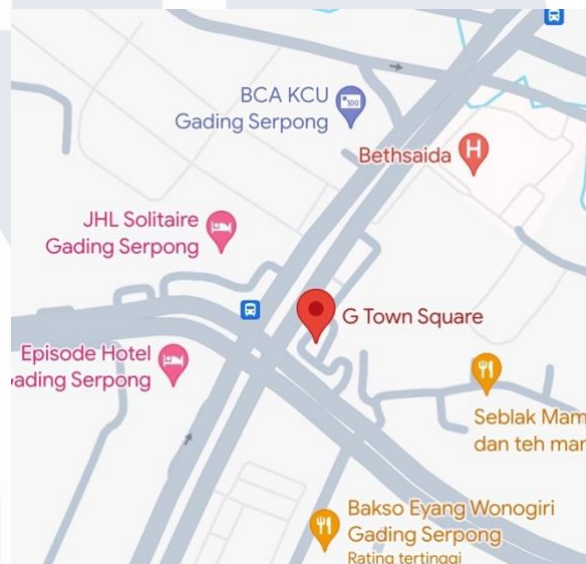


Figure 3. 1 Location HAP

Apart from having a booth at Gtown Square, the owner chooses to take part in bazaars and other food events with the aim of making HAP known to more people and getting input for HAP to become an even better product. The facilities that HAP provides are seating provided by GTown Square. Gtown is also a cool place to hang out because there are adequate seating, toilets, ample parking and also music that can accompany customers to enjoy food and drinks.

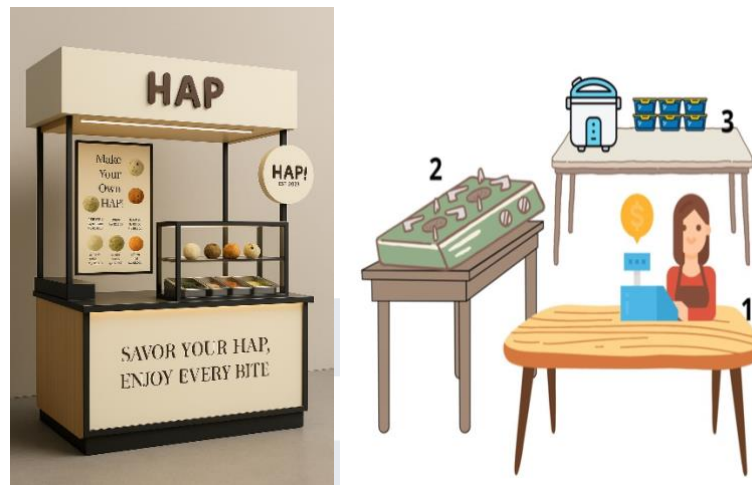


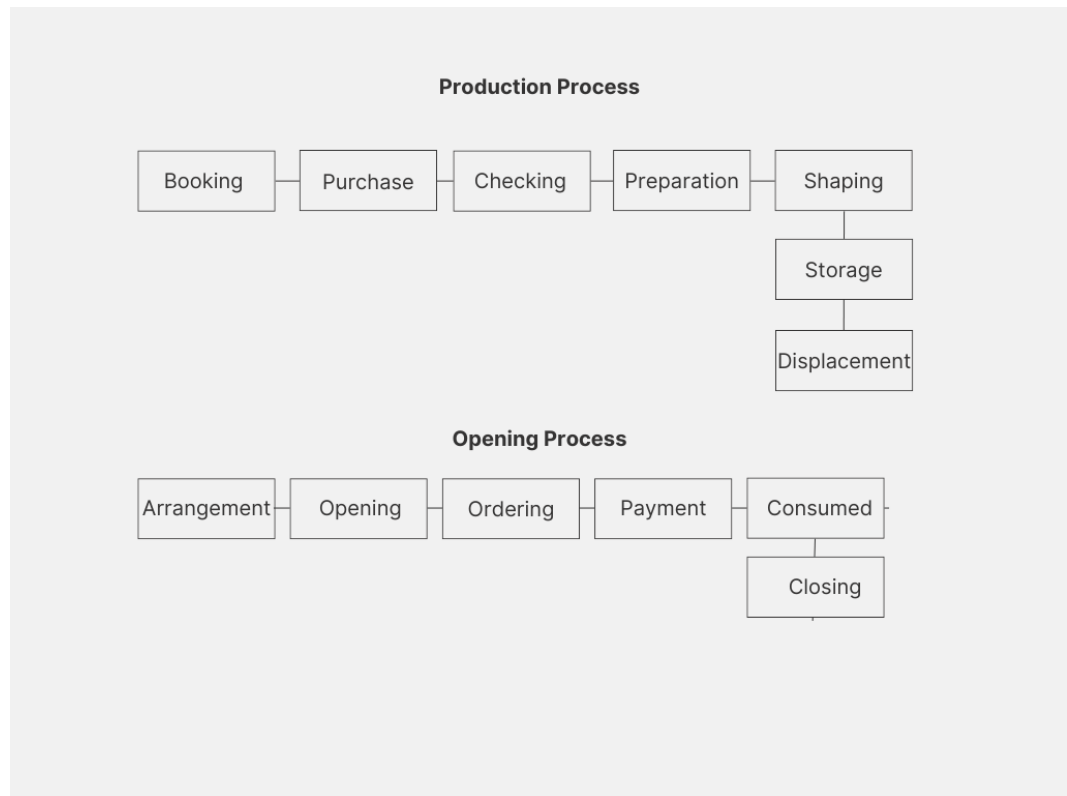
Figure 3. 2 HAP Booth and Layout HAP

HAP has a layout with three sections:

1. Ordering and Payment Area: This is where customers can place orders and make payments. It's the first step for customers to get HAP.
2. Preparing Area: In this section, HAP products will begin to be processed.
3. Serving Area: Here, HAP products that have been cooked and are ready to be consumed will be packaged first. Once ready, HAP products will be handed directly to the customers.

### 3.2 Manufacturing/Service Methods

The owner does several tests to get delicious products and uses quality ingredients. Achieving payments made by customers to HAP requires quite a long process, as follows operations flow from HAP:



**Figure 3. 3 FlowChart for Production and Opening Process**

UMN  
UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

Table 3. 1 Operations Flow

No	Operations Flow	
1.	Booking	order meat from chicken meat distributors who have collaborated with HAP and inform them when and how much is needed
2.	Purchase	activities carried out to fulfill each material needed in the manufacturing process
3.	Checking	Check each item required to see whether it is appropriate and complete
4.	Briefing	The owner will divide the tasks of each staff to work according to their respective sections
5.	Preparation	Owners and employees will start working on <i>mise en place</i> and make sure the ingredients are still good to use.
6.	Prepare Ingredients	all Mix the chicken meat first using the recipe that has been made, prepare each ingredient as a topping, and prepare the rice with the required spices
7.	Shaping	After the chicken meat has been mixed, the chicken meat is shaped like a bowl
8.	Storage	Chicken meat that has been shaped like a bowl is placed in the freezer for 2 hours
9.	Displacement	All materials that have been prepared will be moved to the booth rented in Gtown
10.	Arrangement	organize each place according to the work flow
11.	Ordering	After the customer places an order, the staff will start preparing all orders according to the customer's requests
12.	Payment	After the customer makes a transaction, the staff will take a photo as proof of payment and will record all existing income
13.	Consumed	customers can consume HAP products
14.	Closing	Closing will be carried out by evaluating today's sales performance, clearing the table, closing finances and ensuring all purchasing data is correct.

### 3.3 Supplies and Suppliers

Table 3. 2 Supplies and Suppliers

Categories	Qty	Units	Supplier
Large Bowl	3	Pcs	Shopee
FryPan	3	Pcs	IKEA
Kompor	1	Pcs	Modena
Magic Com	2	Pcs	Philips
Bowl Mold	50	Pcs	Shopee
Chef Knife	2	Pcs	IKEA
Pairing Knife	1	Pcs	IKEA
Cutting Board	2	Pcs	IKEA
Medium Gastronom	5	Pcs	Shopee
Wooden Spatula	2	Pcs	IKEA
Rubber Spatula	2	Pcs	IKEA
Strainer	2	Pcs	Shopee
Kitchen Cloth	5	Pcs	Shopee
Deep Frezer	1	Pcs	GEA
Big Gastrnom	4	Pcs	Shopee

### 3.4 Control Procedures

HAP SOP consists of the following rules:

1. Standard Operating Procedures for employees
  - a. Employees are required to wash their hands thoroughly, wear hair coverings, and wear aprons before entering the production zone.
  - b. The use of latex gloves and face masks is mandatory for employees when handling food.
  - c. When tasting the product, employees should use a clean spoon and not dip it again.
  - d. Cell phones or accessories are not permitted to be used by employees in production zones
  - e. Employees must remove personal protective equipment when going to the toilet and must re-follow hygiene protocols after leaving the toilet.
  - f. The same protocols must be followed by employees handling packaging.
  - g. Employees are responsible for maintaining the cleanliness of the production zone every day.

- h. Disposable gloves and masks must not be reused

## 2. Packaging Procedure

- a. Each package must be checked twice to ensure there are no leaks or damage before being handed over to the customer.
- b. Customers who take it home must bring their own shopping bag or be given a paper bag from HAP

## 3.5 Staffing

HAP is run by the owner, operations, marketing and accounting, chef de partie, and cook helper. Working hours for staff are 9 hours per day, with 2 days off a week. Working hours for staff and daily workers will be adjusted according to situational needs.

Table 3. 3 Staffing

Job Description	Owner	Marketing and accounting	Cook 1	Cook 2
Hiring staff	v			
Held Briefing	v			
Marketing and Advertising		v		
Quality Control	v		v	
Buy and prepare ingredients	v			
Checked Ingredients				v
Manage daily operational	v			
Manage Financial	v	v		
Manufacturing the products			v	
Manage e-commerce operation		v		
Receiving order			v	v
Evaluate the product	v			
Packaging of product			v	v
Maintain and clean equipment			v	v
Customer Service	v	v		

### 1. Staff Requirements:

- a. Marketing and accounting:

- 1) Minimum high school or vocational school education majoring in communications, marketing or accounting.
  - 2) Female or Male, aged 21-30 years
  - 3) Minimum work experience 1 year
  - 4) Active on social media
  - 5) Can create unique content
  - 6) Able to edit photos and videos
  - 7) Creative, honest, responsible and friendly
  - 8) Open to suggestions
- b. Cook 1:
- 1) Minimum education D3 in Hospitality or Culinary
  - 2) Male, Age 22-30 Years
  - 3) Has a passion in the culinary field
  - 4) Able to work in a team
  - 5) Minimum work experience is an internship in a hotel
  - 6) agile, responsible, friendly and honest.
- c. Cook 2:
- 1) Minimum high school or vocational school education majoring in hospitality or culinary
  - 2) Female or Male, 19-30 years old
  - 3) Minimum work experience 1 year
  - 4) Able to work in a team
  - 5) agile, responsible, friendly and honest.