

## CHAPTER III

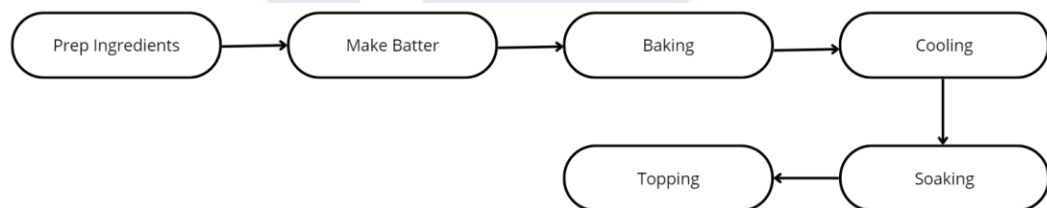
### OPERATIONAL PLAN

#### 3.1 Location

Gets Batter will be located in Ruko Pisa Grande, a popular place of restaurants and cafes. I chose this location because Ruko Pisa Grande is easy to access, it is located in a street that is often passed by many people. Furthermore, it is close to school and university which may attract them. In that location, there is no cafe with characteristics like Gets Batter cafe which higher our value to customers. Gets Batter Cafe provides 21 sitting capacity with different arrangements.

#### 3.2 Operational Flow

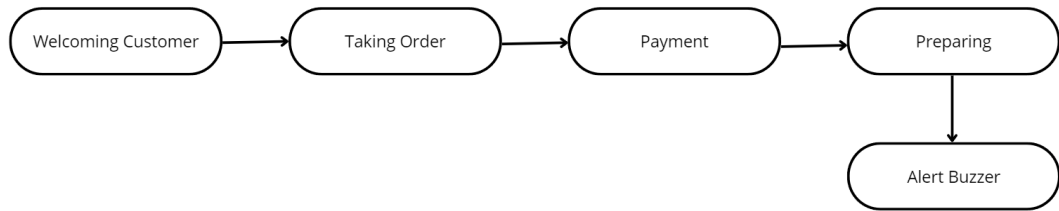
Flow Diagram (Production)



**Figure 3. 1** Production Flow Diagram

1. Prepare ingredients: baker needs to prepare and scale all the ingredients for tres leches based on the standard recipes.
2. Batter: baker has to make the batter in accordance step by step.
3. Baking: after the batter is ready pour it into a baking tray and bake it.
4. cooling: cool down the temperature of sponge cake after that poke holes on it.
5. Soaking: combine all the ingredients and stir. pour onto the sponge cake.
6. Topping: whip cream and piping it onto the cake and add topping.

### Flow Diagram (Service)



**Figure 3. 2** Service Flow Diagram

1. Welcoming customer: Barista have to give a warm welcome to the customers.
2. Taking order: Barista takes customers' orders
3. Payment: handle customers payment and give them the buzzer.
4. Preparing: Baristas have to prepare their order of beverage and tres leches and put them on the tray.
5. Alert buzzer: once the order is ready, alert the buzzer.

### 3.3 Supplies and Suppliers

Below is the list of supplies and suppliers for Gets Batter.

**Table 3. 1** Equipment and Appliances List

No.	Supply	Qty	Units	Supplier
1	Plates	24	pcs	platerie
2	Spoon	24	pcs	sunbobo
3	Cake Display	1	pcs	satelit 99 mesintronik
4	Coffee Machine	1	pcs	Getra
5	Table (cafe)	7	pcs	pretty furniture
6	Chair	24	pcs	pretty furniture

7	Sofa	1	pcs	sakiyem shop
8	undercounter chiller	1	pcs	Sinar Himalaya
9	chiller	1	pcs	gudang elektronik serang
10	working table	2	pcs	Trevizo
11	portable stove	1	pcs	putrajayaelektronik
12	Mixer	2	pcs	Kitchen aid
13	Oven	1	pcs	Getra
14	Scale	2	pcs	ali88shop
15	mixing bowl	5	pcs	ais jaya makmur
16	chopping board	1	pcs	house of culinaire
17	knife	1	pcs	Ikea
18	Tray	6	pcs	tablewearbyelin

### 3.4 Control Procedures

1. Purchasing: before purchasing staff need to determine the order size based on the inventory needs. keep notes for any material that has been purchased
2. Receiving: while receiving the materials check the quality of each material, if the raw materials have expiration check if its still acceptable. Make sure that the quantities of the materials are in accordance with purchase orders. If there's a discrepancy, immediately inform the suppliers.
3. Storage: ensure proper storage for each of the raw materials as recommended. Implement the FIFO (First In First Out) by placing new arrived materials at the back, ensuring the older materials are used first to prevent any spoilage in the storage. Lastly, staff are required to put labels

on material that has been opened but not fully utilized to help us monitor the materials.

4. Production: staff members have to follow the established standard recipes to ensure consistency.
5. Packaging: staff required to use hand gloves during the food packaging to ensure safety of the products.
6. Sales: staff required to do up-selling

### **3.5 Staffing**

Gets Batter will have 5 staff members consisting of 2 baristas, 2 bakers, and 1 marketing.

#### **1. Wages**

Baker: IDR 4.000.000/month

Head Barista: IDR 4.000.000/month

Marketing: IDR 3.000.000/month

#### **2. Working Hours**

Bakers: 8 Hours/day

Baristas: 8 Hours/day

Marketing: 8 Hours/day

#### **3. Schedule**

Gets Batter will open from 11 am to 8 pm and be closed on Monday due to lower customer traffic. There will be 2 shifts for the bakers and baristas, morning and afternoon shifts. Marketing will work from Tuesday to Sunday.

**Table 3. 2 Staff Schedule**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Baker 1	Day Off	9 am - 5 pm	9 am - 5 pm	9 am - 5 pm	9 am - 5 pm	9 am - 5 pm	9 am - 5 pm
Baker 2	Day Off	1 pm - 9 pm	1 pm - 9 pm	1 pm - 9 pm	1 pm - 9 pm	1 pm - 9 pm	1 pm - 9 pm
Barista 1	Day Off	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm
Barista 2	Day Off	1 pm - 9 pm	1 pm - 9 pm	1 pm - 9 pm	1 pm - 9 pm	1 pm - 9 pm	1 pm - 9 pm
Marketing	Day Off	11 am - 7 pm	11 am - 7 pm	11 am - 7 pm	11 am - 7 pm	11 am - 7 pm	11 am - 7 pm

#### 4. Staff Requirements

Positions	Requirements
Baker	<ol style="list-style-type: none"> <li>1. Basic knowledge of baking cakes, ingredients, and equipment.</li> <li>2. SMA/SMK graduate (preferably in Pastry)</li> <li>3. Strong Communication and teamwork</li> <li>4. Able to follow the standard recipes.</li> <li>5. Able to maintain cleanliness in the kitchen.</li> <li>6. Willing to learn</li> </ol>
Baristas	<ol style="list-style-type: none"> <li>1. Able to operate the coffee machines</li> <li>2. SMA/SMK graduate</li> <li>3. Strong Communication and teamwork</li> <li>4. Able to follow the standard recipes.</li> <li>5. Able to maintain cleanliness in the kitchen</li> <li>6. Willing to learn</li> </ol>
Marketing	<ol style="list-style-type: none"> <li>1. Able to operate the coffee machines</li> <li>2. SMA/SMK graduate</li> <li>3. Proficient in using social media platforms, especially Instagram, including Instagram ads and reels.</li> <li>4. Creative and able to create marketing ideas</li> <li>5. Understand basic content creation skills</li> </ol>