

CHAPTER III

OPERATIONAL PLAN

3.1 Location

Urban Bites Warkop is located in a small kiosk in Kelapa Dua, in an area bustling with students, young professionals, and the surrounding community. This location is close to campuses, boarding houses, and residential areas, providing ample opportunities to attract potential customers seeking practical, quick, and affordable meals.

Urban Bites Warkop can operate effectively with relatively low rental and operational costs thanks to its small kiosk size, and its easily accessible location also supports the concept of a warkop as a quick stopover spot.

Figure 3.1 Urban Bites Warkop interior



Figure 3.2 Urban Bites Warkop exterior



The location of Urban Bites Warkop was chosen based on several considerations. First, it is close to the target market, namely young workers, students, and middle-class consumers who are abundant around the Kelapa Dua area. Second, it has high daily traffic, especially in the afternoon until evening, which increases sales potential. Third, the operational costs are more affordable by opening a business in a small shop.

Figure 3.3 Urban Bites Warkop Service area layout

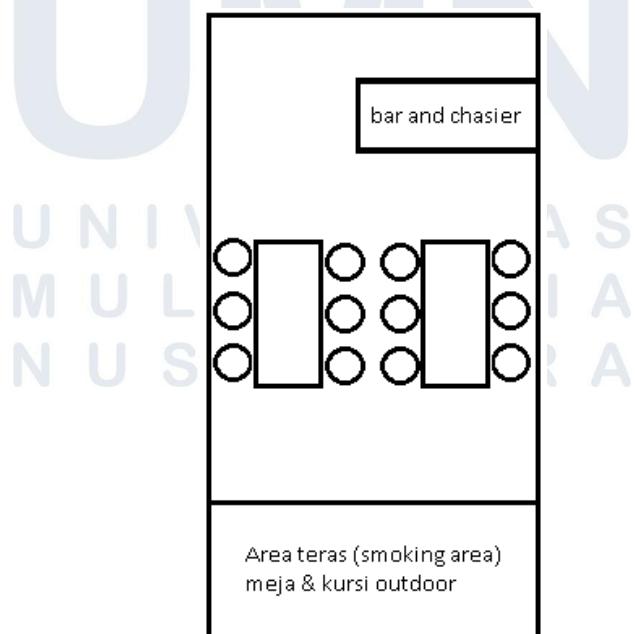


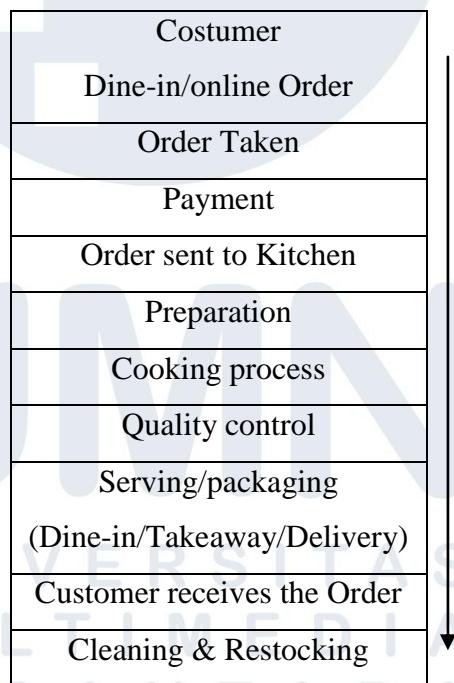
Figure 3.4 Urban Bites Warkop production area layout



3.2 Operational Flow

For the operational flow, here are the diagram of how the orders are taken during production in order.

Figure 3.5 the Operational flow of Urban Bites Warkop



3.3 Supplies and Suppliers

Urban Bites Warkop's equipment and supplies are selected based on the operational needs of small kiosks with fast food menus. All equipment is designed to support production efficiency, cleanliness, and speed of service, and is supplied by easily accessible local vendors.

Table 3. 1Facilities List

No.	Facilities	Qty	Units	Supplier
1	plates	24	Pcs	Tokopedia
2	Spoon	24	Pcs	Tokopedia
3	Fork	24	Pcs	Tokopedia
4	Gas stove	1	Unit	Kitchenware store
5	Toast grill	1	Set	Kitchenware store
6	Refrigerator	1	Unit	Kitchenware store
7	Prep table	1	Unit	Tokopedia
8	Cashier table	1	Unit	Furniture store
9	2x4 table	2	Unit	Furniture store
10	Chair	12	Unit	Furniture store
11	Stool	6	Unit	Furniture store
12	Storage rack	2	Unit	Kitchenware store
13	Dishwashing Sink	1	Unit	Kitchenware store
14	POS system/ Cash Register	1	Unit	Qasir

3.4 Control Procedures

To maintain product quality, smooth operations, and customer satisfaction, Urban Bites Warkop has operational procedures in place. Each stage of the procedure is designed to be easy to follow and to ensure consistency in every operation. Raw materials are purchased from well-known and trusted suppliers to maintain quality, ensure stable prices, and guarantee freshness. Purchases are made based on daily stock and sales records to prevent materials from piling up.

When raw materials arrive, staff immediately check the quantity, packaging condition, and expiration date. Unsuitable ingredients are separated and returned to the supplier. To keep accurate stock records, all incoming goods are recorded. Ingredients are stored according to type to maintain quality, with the ingredients that arrived first being used first.

The production process is carried out according to Urban Bites Warkop's standard recipes. Kitchen staff maintain the cleanliness of their hands, equipment, and work area before cooking. Each order is made individually to ensure consistent taste and appearance. Takeaway or delivery food is securely packaged by staff to ensure safety during transport.

Sales transactions are recorded using a POS system. Payments are accepted in cash and non-cash. After operations, sales are summarized and reconciled with cash to ensure no discrepancies.

3.5 Staffing

Urban Bites Warkop is designed as a small-scale coffee shop with efficient and fast operations. Therefore, the number of staff is limited to three people, but each position has its own responsibilities.

Table 3.2 staff and position

position	Number of staff	Responsibility
Kitchen staff	1	Preparing, cooking, and maintaining kitchen hygiene
Service, Cashier, and	1	Taking orders,

Bar staf		payments, and making drinks
		Serving, cleaning the dining area, and assisting in the kitchen during busy times

Urban Bites Warkop sets simple but clear requirements so that staff can work effectively:

- A. Minimum high school graduate or equivalent
- B. Honest, disciplined, and responsible
- C. Friendly attitude towards customers
- D. Experience in the F&B industry is a plus, but not required.

Staff wages are adjusted according to the scale of the business and follow local MSME wage standards, namely:

- A. Kitchen staff = Rp 3.500.000,-/ month
- B. Service, Cashier, and Bar staff =Rp 3.000.000,-/ month

Urban Bites Warkop operates every day from 10:00 a.m. to 10:00 p.m., so staff work one long shift with rotating days off..

- a. Working hour: 12 hour /day
- b. Working day: 7 days, no days off

Time	Activity	Responsible staff
09.30-10.00	Persiapan opening, cek stok	All
10.00-15.00	Operasional normal	All
15.00-17.00	Jam ramai	All
17.00-21.30	Peak hours	All
21.30-22.00	Closing, cleaning, recap	All