



اَوْنِبُوْرَسِيْتِيْ بِاَتِيْكَوْلُوْ كِيْ بِاَمَّارَا

UNIVERSITI TEKNOLOGI MARA

UITM PAHANG CAMPUS JENGA
FACULTY OF BUSINESS MANAGEMENT

DIPLOMA IN OFFICE MANAGEMENT AND TECHNOLOGY (BA118)

FUNDAMENTALS OF ENTREPRENUERSHIP

ENT 300

GROUP ASSIGNMENT: BUSINESS PLAN REPORT

BUSINESS NAME:

“PEACEFUL SPACE SPA”

Prepared by: GROUP 4

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Submission Date:

19th July 2021

LETTER OF SUBMISSION

Diploma in Office Management and Technology (BA118)
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19 JULY 2021

Sir Mohd Aidil Riduan Awang Kader
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Sir,

Submission of the Business Plan (ENT300)

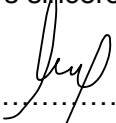
Attach is the business plan title “**PEACEFUL SPACE SPA**” to fulfill the requirements as needed as university requirements.

Below is the list of group members involved in completing this business plan:

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Thank you

Yours sincerely,



.....

Nur Adibah binti Hussain
General Manager

ACKNOWLEDGEMENT

Bismillahirrahmanirrahim. Alhamdulillah, we are most grateful to Allah S.W.T for completing this Business Plan Report as one of the requirements that need to be accomplished in the course work assessment for the code ENT 300, Fundamentals of Entrepreneurship.

In this report, we would like to wish a very deepest gratitude to our lecturer, Sir Mohd Aidil Riduan Awang Kader, and his kindness in helping us complete this report. He has given good service by teaching and providing useful information to us through the online session because of Movement Control Order (MCO). Without Sir, we would not be able to complete our report. We are extremely grateful to our parents for their love, prayers, caring, and sacrifices to educate and prepare us for our future. We also wanted to express our thanks to our classmates in class BA 118 4F for their support.

We also encountered many problems when complete this Business Plan Report, but our lecturer helps a lot, alhamdulillah finally, we can solve the problem, and lump sum can finish this course work smoothly and easily. Through this problem, we manage to become more organized and mature in dealing with issues during my research. This report covers all of the topic that we have learned throughout the class.

This report helps us understand better how a business work, how to prepare business plan, how to operate and conduct the business, and the importance of financial plan. We are hoping that all efforts and results to complete this Business Plan Report can satisfy our lecture. Finally, our thanks go to all the people who have supported us to complete the research work directly or indirectly. Thank you.

TABLE OF CONTENTS

NO.	CONTENT	PAGE
	LETTER OF SUSMISSION	
	ACKNOWLEDGEMENT	
	TABLE OF CONTENTS	
	EXECUTIVE SUMMARY	1
1.	INTRODUCTION 1.1 Business Model Canvas	2
2.	BUSINESS BACKGROUND 2.1 Vision and Mission 2.1.1 Vision 2.1.2 Mission 2.2 Organizational Chart 2.3 Logo and Motto 2.3.1 Logo 2.3.2 Motto	3 - 5
3.	BACKGROUND OF SOLE PROPRIETORSHIP 3.1 General Manager 3.2 Administration Manager 3.3 Marketing Manager 3.4 Operation Manager 3.5 Financial Manager	6 - 10
4.	ADMINISTRATION PLAN 4.1. Introduction (Administration Objectives) 4.2. Manpower Planning 4.3. Schedule of Tasks and Responsibilities 4.4. Schedule of Renumeration 4.5. Office Furniture, Fitting and Office Supplies 4.6. Administration Budget	11 - 15
5.	MARKETING PLAN 5.1 Introduction (Marketing Objectives) 5.2 Description of Services 5.3 Target Market 5.4 Market Size 5.5 Competitors	16 - 23

EXECUTIVE SUMMARY

Peaceful Space Spa is a business that give people service about skin, hair and body treatment. This spa is located at Selangor. This spa is handled by five partners. They have general manager, administration manager, marketing manager, operation manager and financial manager. Furthermore, the highest position who is general manager also monitoring her employees and she is the one who lead the business professionally.

For the process of administration plan, admin manager is the one who take care of employees' welfare and helping general manager about management. They also responsibilities for recruiting new worker and train them. All of employees' matters are under their responsibility and admin manager also motivate employees to be more desperate on their work.

Next, marketing plan served as promoting about the business affairs and make an objective to let the business looks more effort on it. As our business, the marketing strategy is product, price, place and promotion. Peaceful Space Spa provided good quality product and services to customer. The prices of the products and services affordable and suitable for each service. Peaceful Space Spa also located at centre of public so that people will recognize our premise. In addition, we provide promotions for customers during seasonal time and membership card to maintain customers' loyalty.

However, we have operational plan in our business which we want to increase our sales through this services that we give to customers. We improved staffing means that Human Resources Department help meet strategic goals. The next is production because it is a goal of many manufacturing facilities and a common operational objective. The third is to improve debt management. The marketing and finance manager do more than simply set budgets and finance sets strategies that aid in maximization of profits.

The last is about financial that manage about appliance of cost, income, profit loss, cash and budget in our business which come from operation and marketing plan of our business.