



DIPLOMA IN PUBLIC ADMINISTRATION

FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES

UNIVERSITI TEKNOLOGI MARA, KELANTAN

ENT 300

FUNDAMENTAL OF ENTREPRENEURSHIP

ASSIGNMENT TOPIC:

**Project 3:**

**BUSINESS PLAN**

**(Bakers Passion Bakery)**

PREPARED FOR:

**PUAN NUR HAZELEN MAT RUSOK**

PREPARED BY:

<b>Nur Maisarah Bt Zamani</b>	<b>2018212276</b>
<b>Nabila Hanim Bt Mohd Mohamadiah</b>	<b>2018218234</b>
<b>Fatin Amirah Bt Torji</b>	<b>2018293788</b>
<b>Nur Aisha Bt Mohd Yusoff</b>	<b>2018210606</b>
<b>Nurhana ‘Alyaa Bt Johari</b>	<b>2018254154</b>
<b>Siti Aishah Bt Ismawadi</b>	<b>2018661148</b>

DATE SUBMISSION:

**23 JANUARY 2021**

## TABLE OF CONTENTS

EXECUTIVES SUMMARY .....	1
1.0 INTRODUCTION.....	2
1.1 Business Description .....	2
1.2 Owner Description .....	3
1.2.1 General Manager .....	3
1.2.2 Administration Manager .....	4
1.2.3 Marketing Manager 1 .....	5
1.2.4 Marketing Manager 2 .....	6
1.2.5 Operation Manager.....	7
1.2.6 Financial Manager.....	8
2.0 ADMINISTRATION PLAN .....	9
2.1 Organizational chart.....	9
2.2 List of administrative personnel .....	9
2.3 Schedule of task and responsibilities.....	10
2.4 Schedule of remuneration .....	10
2.5 List of office equipment and supplies .....	11
2.5.1 List of Office equipment.....	11
2.5.2 List of Office Supplies.....	11
2.6 Administration budget.....	12
3.0 MARKETING PLAN .....	12
3.1 Profile of products or services .....	12
3.1.1 Products description .....	13
3.2 Target market .....	16
3.3 Sale Forecast .....	18
3.4 Marketing strategy.....	21
3.4.1 Product strategy.....	21
3.4.2 Price strategy .....	22
3.4.3 Promotion strategy .....	24
3.4.4 Place strategy.....	27
3.5 Remuneration of staff.....	28
3.6 Marketing budget .....	29
4.0 OPERATION PLAN.....	30
4.1 Process Flowchart.....	30
4.2 Material requirement .....	31
4.3 List of machines and equipment.....	33

4.3.1 List of machines .....	33
4.3.2 List of equipment .....	35
4.4 Layout of plan operation area/ factory.....	36
4.5 Remuneration Table .....	38
4.6 Operation Overhead .....	38
4.7 Operation Budget.....	39
<b>5.0 FINANCIAL PLAN.....</b>	<b>40</b>
5.1 Project Implementation Cost.....	41
5.3 Loan and hire purchase amortisation bakery .....	43
5.4 Pro-forma production cost statement.....	43
5.5 Pro-forma Profit and Loss .....	44
5.6 Pro-forma Balance Sheet.....	45
5.7 FINANCIAL RATIO ANALYSIS.....	46
5.7 Cash flow Pro-forma statement.....	47
5.8 Company performance .....	48
5.8.1 Graphs for financial ratio .....	48
<b>6.0 APPENDICES .....</b>	<b>49</b>
<b>7.0 OVERALL REPORT .....</b>	<b>55</b>

## **EXECUTIVES SUMMARY**

First and foremost, for the third assessment for the subject of Fundamental of Entrepreneurship (ENT300) which is business plan, students are required to form a group consisting of several members and need to create a business partnership. Therefore, my group of 6 members, namely Maisarah, Fatin, Nabila, Aisha, Hana, and also Aishah agreed to create a bakery named "Bakers Passion Bakery".

Generally, this bakery is just a small shop that sells and accepts orders for cakes, breads, muffins, macaroon and many other desserts. We also provide various types of coffee such as cappuccino, latte, Arabica and so on to customers as there are many coffee lovers in Malaysia. This bakery has a concept of elegant style but quite relaxed so that customers are comfortable and calm when entering this shop. The location of the "Bakers Passion Bakery" bakery can be said to be quite strategic as it is located in a relatively developed area and is inhabited by many residents from various walks of life. Although there are also other bakeries established here, our bakery has a different environment and taste, where the ingredients we use in the production of these desserts are healthy and high-quality ingredients. This is because we are very concerned on the customer satisfaction in every single bite of the desserts prepared by us.

In the meantime, the idea for the opening of this bakery began to emerge because each of us has our own expertise in making desserts. With this, we can ensure that the expertise we have is not wasted and that the cooperation between us can produce such a special taste of dessert that may be beyond people's expectations.

## 1.0 INTRODUCTION

### 1.1 Business Description

<b>Name of the business</b>	Bakers Passion Bakery
<b>Main products</b>	Cake
<b>Slogan</b>	One Bite, One Smile
<b>Email address</b>	bakerspassionbakery@gmail.com
<b>Contact number</b>	+603-7887 3150
<b>Facebook/ Instagram</b>	@bakerspassionbakery
<b>Business location</b>	Lot 1823 Kampung Wakaf Mek Zainab, Daerah Panji Mukim Tanjung Chat 15300 Kota Bharu Kelantan.
<b>Date of establishment</b>	19 September 2019
<b>Form of business</b>	Partnership
<b>Mission</b>	Create a sweet memories for customers in every meal by giving the satisfaction of the taste of sweetness in every bite of the dessert that made with healthy ingredients.
<b>Industry profile</b>	"Bakers Passion Bakery" is a dessert cafe established in September, 2019. This bakery opened in Kota Bharu, Kelantan. This bakery is a partnership business consisting of 6 owners, namely Maisarah, Hana, Nabila, Aisha, Fatin, and Aishah. This bakery makes cakes as their basic product. However, they also provide several other types of desserts such as muffins, donuts, macaroon, biscuits and so on as well as various types of coffee, namely cappuccino, latte, Arabica and others. Among the specialties of this bakery are, we use quality and healthy ingredients.
<b>Factors in selecting the proposed business</b>	<ol style="list-style-type: none"><li>1) Use and improve our talents and skills in making this dessert.</li><li>2) Create a bakery that produces desserts that are full of flavour and can achieve the satisfaction of customers who eat it.</li><li>3) Intend to provide healthy desserts by using quality and nutritious ingredients.</li></ol>