

# FACULTY OF HOTEL & TOURISM MANAGEMENT BACHELOR SCIENCE (HONS) FOODSERVICE MANAGEMENT

#### SOCIAL MEDIA PORTFOLIO (FACEBOOK PAGE)



PREPARED BY:

NABILAH SYAMIMI BINTI ABDUL HALIM

2021124301

HM2404B

PREPARED FOR:

DR NOR ZAWANI MAMAT @ IBRAHIM

#### **ACKNOWLEDGEMENT**

Alhamdulillah, I am being most grateful to Allah S.W.T for the completion of Social Media Portfolio as one of the requirement that need to be accomplish in the course work for assessment the code ENT 530.

Special thanks to my parents in supporting me to complete this Social Media Portfolio. This report has been prepared with the cooperation and support from many people. Besides, not to be forgotten to my lecturer, Dr Nor Zawani Mamat @ Ibrahim and her kindness in helping me during the process of completion of this Portfolio. She has given me a good service by providing useful information to me. Without her, I would not be able to complete this Portfolio. Without her, I would not be able to complete this portfolio.

Through this problem, I manage to become more acknowledgeable about this Social Media Portfolio. This portfolio explained about what is our mission and vision, teaser, hard sell, soft sell and many more. From here, we know more how to be a successful entrepreneur. Last but not least, to those who had involved and contributed directly and indirectly in this portfolio, I am very grateful to them for the effort and initiative that they have shown in my portfolio until I successfully complete this portfolio. I would like to apologize to all that I am not mentioned their name who helped me a lot to complete this portfolio. I hope this social media portfolio can give me a little bit knowledge about how to be an entrepreneur and be successful in our business.

Thank you so much.

#### **EXECUTIVE SUMMARY**

"Made by Yours Truly, Bella" is an online business that sells dessert which is more focusing on Tornado Cheese Cake. Tornado Cheese Cake is a special recipe focusing on chocolate cheese cake and this business was created for a person who love chocolate cheese cakes. Moreover, this business is more focusing in one specific outcome or the product itself is straightforward. The reason for that is to make the product to be better in quality and quantity so that the customer will be satisfied and enjoy with what there are buying. Besides that, study showed that eating dark chocolate more than 5 times a week will lowered the risk of heart disease while cream cheese is high fat and it is a good source of riboflavin and vitamin A. this online business gives better and modest price for two different sizes of product which RM 12 for the small size, and RM 20 for the larger size. The reason that two sizes is because, usually the small size is for people who just want to try out the cake for the first time while the large size is for people who loved chocolate cheese cake. Plus, larger size cake can be shared with 2 people.

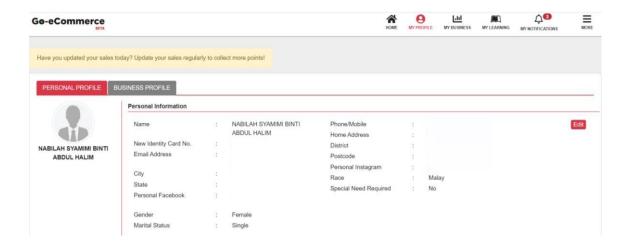
"Made by Yours Truly, Bella" main marketing strategy is to provide and make a good flavour and quality of the product. Not only that, its price is also reasonable, so that customer could love the product more. For example, I will make the cakes when I received the order. This is because, it is to keep the quality of a product while keeping it freshly baked. I confidently, I would say that customer will looked for and outspread the words when the product is good in quality, and for that reason, it will increase sales of the business. Not only that, it can give advantage to the business by experience a good relationship that can give a "business-customer" trustworthiness which is a good advantage and hopefully someday, it will give profit as well as good appearance to my business. Furthermore, the reason I created Facebook page for my business is to become bigger and well-known about dessert that I sell and during to Covid-19 pandemic, it is a great way to expend your audience especially for people are not be able to go freely finding dessert.

To get people know my product, I used the method of promoting a good bargain with my product to the customer. In addition to that, I share the feedback of my customers that give compliment to my dessert. By doing it this way, people will persuade to buy with more trust and at the same time, it will give more profit to my business. Although it was very difficult to do promoting because there is many competitors out there, but I manage to do it.

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#### 1. GO E - COMMERCE







# Certificate of Completion

This acknowledges that

NABILAH SYAMIMI BINTI ABDUL HALIM

has successfully completed

# eUsahawan Course Level 1 – Go Digital

organised by



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#### 2.0 INTRODUCTION OF BUSINESS

#### 2.1 Name of business

The sole proprietorship business name is *Made by Yours Truly, Bella* this is to show acknowledgement and inform customer about the product that I am selling hence to cheer customer that who is enjoy in consuming my product, Tornado Cheese Cakes. Yet, to high spot one and only my product at the best quality of taste.

#### **Address of Business**

The address of the business is NO. 27, JALAN AU2A/17, TAMAN SRI KERAMAT, 54200 KUALA LUMPUR SELANGOR.

#### 2.2 Organizational chart



OWNER

NABILAH SYAMIMI BINTI ABDUL HALIM



#### 2.3 Mission & Vision

#### **Mission**

"Made by Yours Truly, Bella" mission is to provide our customer a good quality and deliciously satisfying dessert at the most reasonable price point.

#### Vision

"Made by Yours Truly, Bella" vision is to make my dessert known as the best chocolates cheese cake in Malaysia or around the world.

#### 2.4 Description of Product and Service







"Made by Yours Truly, Bella" is more targeted to people who love chocolate cheese cakes the most by creating a good quality of Tornado Cheese Cake to satisfy customer's needs. The ingredient of Tornado Cheese Cake that I used is from high quality materials, such as the cream cheese and the chocolate to make the taste more flavourful and mouthwatering. Besides that, I do free deliveries for 20 early customers who purchase the cake. Not only that, customer can also order through Facebook and get free delivery within a certain area. This free delivery is valid for two locations, which is Taman Keramat and Setiawangsa. For those who is located outside these locations range there will be some delivery charge depend on the distances.

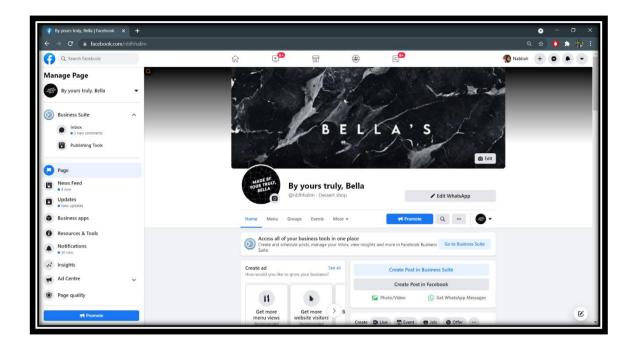
#### 2.5 Price List

"Made by Yours Truly, Bella" is giving a modest price with two type of different size which is small size and large size. The price of small size is RM 12, while the large size is RM 20. Then, for charges delivery is will be within RM 5 – RM 15 depends on the customers' location.

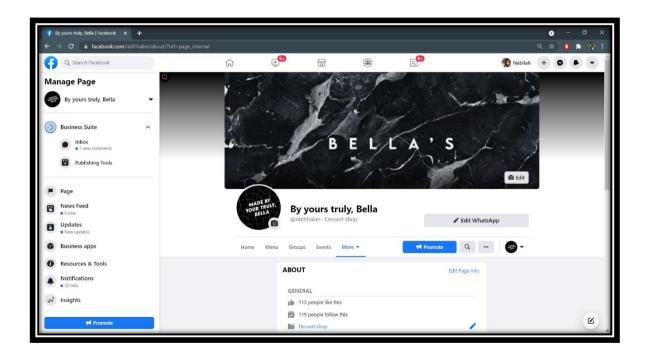
Product	Size / Weight	Price			
Tornado Cheese Cakes	Small / 250g	RM 12			
	Large / 500 g	RM 20			

#### 3.0 FACEBOOK (FB)

#### 3.1 Creating Facebook Page



## 3.2 URL Facebook Page: <a href="https://www.facebook.com/nblhhalim">https://www.facebook.com/nblhhalim</a>

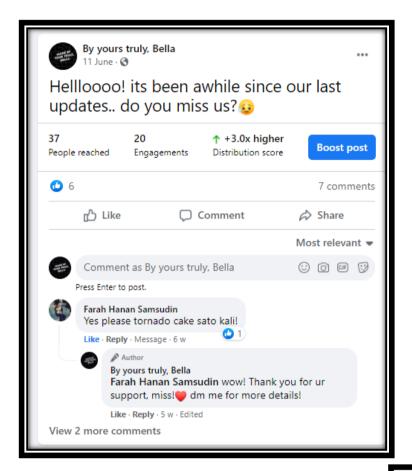


Total like: 113 likes with 119 followers

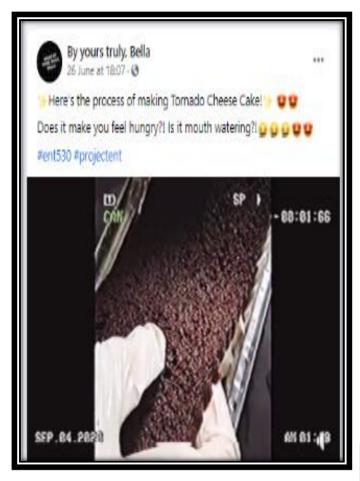
# 3.3 Facebook (FB) post – Teaser – 7



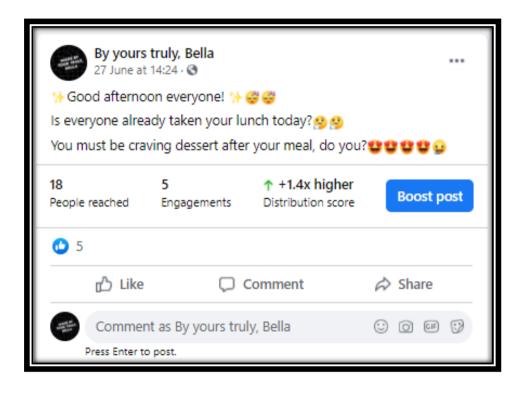




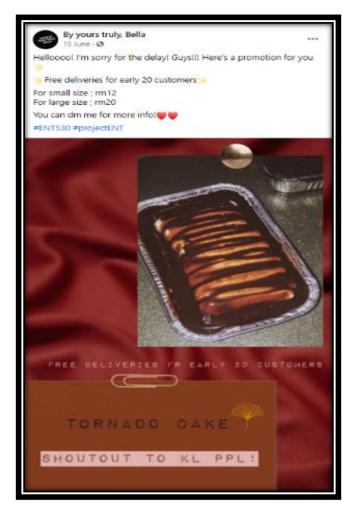








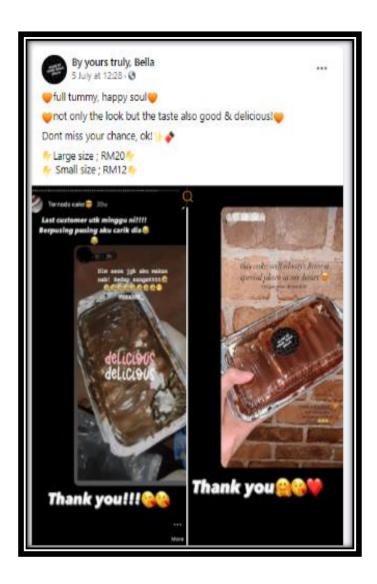
### 3.4 Facebook (FB) Post – Copywriting (Hard sell)



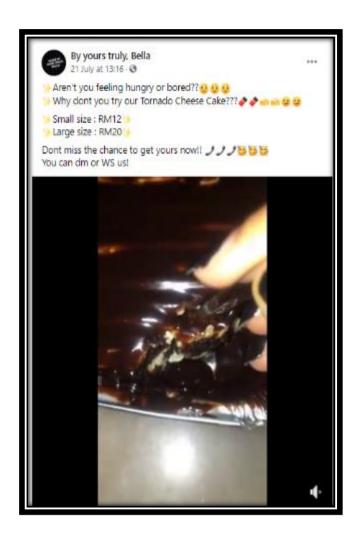




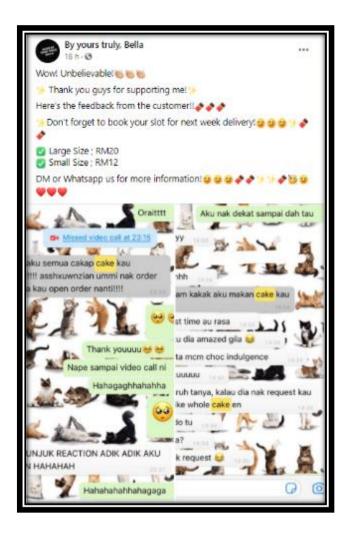




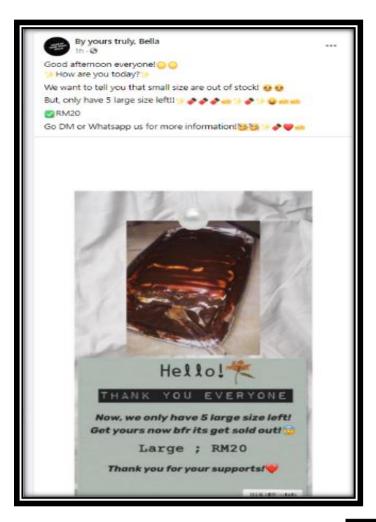














#### 3.5 Facebook (FB) post – Copywriting (Soft sell)

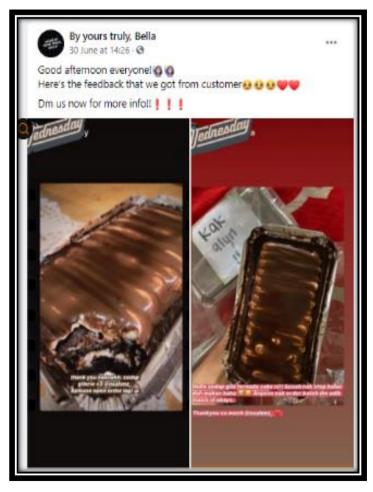


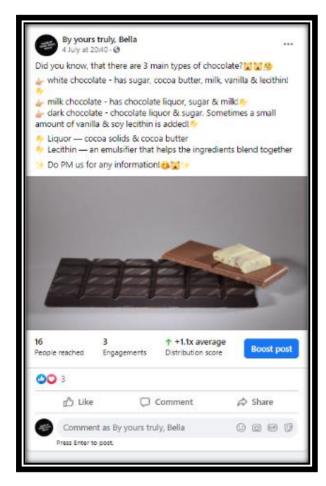








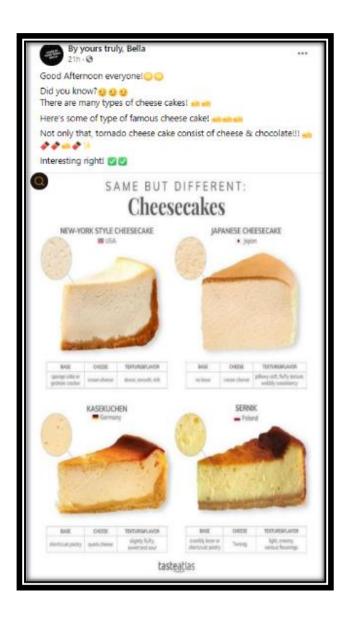




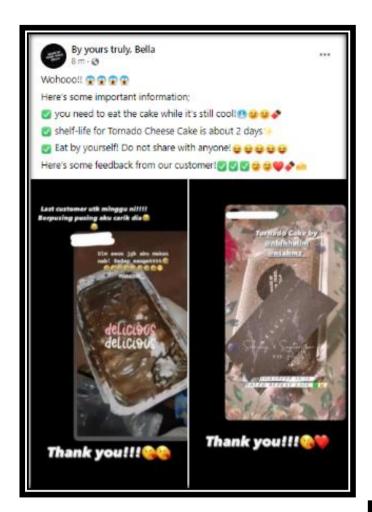


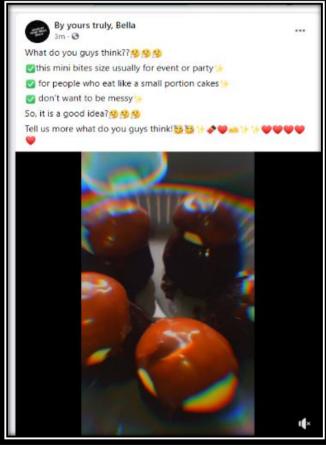






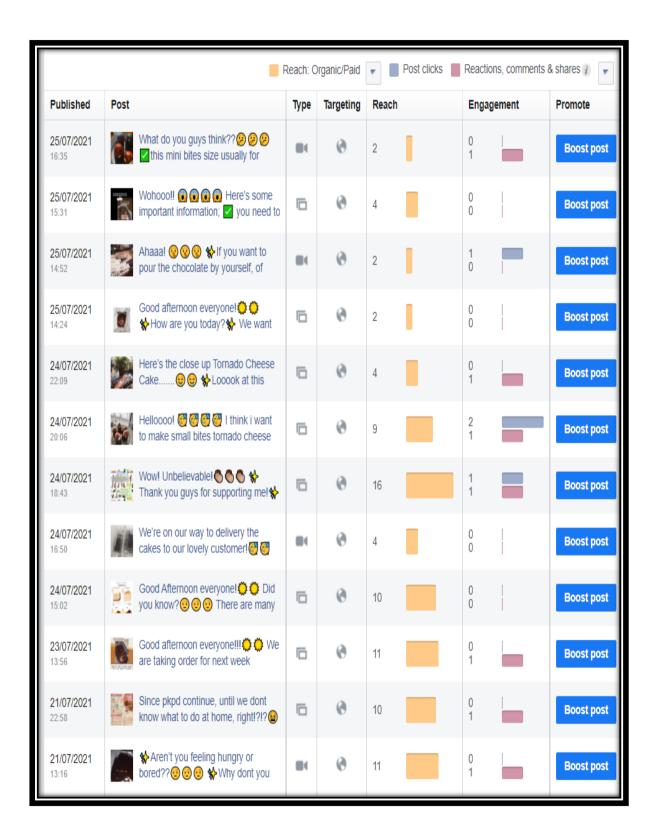






# 3.6 Graphics





20/07/2021 20:09	Guess what we have here! ☺️ ☺️ ☺️ ❤️ Delicious Tornado Cheese Cake	0	•	17	0	Boost post
19/07/2021 21:08	₩₩₩Hello everyone! Selamat Hari Raya Aidiladha!₩₩₩	iji.	0	9	0	Boost post
05/07/2021 21:08	♣ Fun facts about chocolate  it takes 400 cocoa beans to make one		0	12	0 2	Boost post
05/07/2021 14:54	★ Freshly baked all day. Every day! ★ We'll make your tummy smile!	6	0	20	0 5	Boost post
05/07/2021 12:28	♥full tummy, happy soul♥♥not only the look but the taste also good	6	0	15	0 4	Boost post
<b>04/07/2021</b> 20:40	Did you know, that there are 3 main types of chocolate? (1) (2)	6	•	16	0	Boost post
04/07/2021 16:16	Guys look! How beautiful it is?? (a)	6	0	20	0 2	Boost post
03/07/2021 15:43	Hello everyone! How are you today!	<u></u>	0	19	0 4	Boost post
02/07/2021 17:02	Hello everyone! ( how are you today? Everything's good? ( )	<b>m</b> (	0	17	1 4	Boost post
30/06/2021 21:54	Does anyone know what is fresh cheese? 2 2 Fresh cheese		0	18	1 4	Boost post
30/06/2021 14:26	Good afternoon everyone! ( (a) (b) Here's the feedback that we got from	<u></u>	0	17	0	Boost post
29/06/2021 14:06	Good afternoon everyone! (a) (b) (b) (c) Cook of the c		0	12	0	Boost post
27/06/2021 20:56	Did you know that? ② ② ⑤ ⑤  ✓ Cream cheese is a good source of	6	0	15	0 4	Boost post

27/06/2021 14:24	water of the contract grid		ļ	0	18	0 5		Boost post
26/06/2021 21:24		Did you know that? ② Chocolate is often connected with positive	6	0	14	0 5		Boost post
26/06/2021 18:07		♦ Here's the process of making Tornado Cheese Cake! ♦ ②		0	16	2 7		Boost post
26/06/2021 15:01		Hello! Im back again!! (		0	15	0 5		Boost post
<b>16/06/2021</b> 21:00	ward to the treet pack	Wow! Guys! Unbelievable! You guys are so sweet! I need to closed order	ij.	0	14	1 4		Boost post
<b>15/06/2021</b> 14:21	i	Helloooo! I'm sorry for the delay! Guys!!! Here's a promotion for you		0	52	9		Boost post
<b>11/06/2021</b> 12:35	Marie ST THE THAT THE REAL	Hellloooo! its been awhile since our last updates do you miss us?	ij.	0	37	5 15		Boost post
03/05/2021		Tada! The long awaited Tornado Cheese Cake loved by everyone is	•	0	49	9		Boost post
01/05/2021 20:36	HERE ET THE TRAFF, SELLA	This content isn't available at the moment	ij.	0	30	0 3		Boost post
01/05/2021 16:37		shuuh, coming soon 🔞 😡	<b>B</b> (	0	35	5 13	-	Boost post
01/05/2021 16:24	William State of Stat	By yours truly, Bella	6	8	0	0 9		Boost post

#### 4.0 CONCLUSION

In conclusion, I'm very grateful to be able to manage my social media portfolio for Facebook through the time has been given. Truthfully, it was little tough due to there are lot of thinking and process to achieve for every single posting. However, from here, I learn a lot of new things and proficiency that I can use for my future business if I decided to continue to sell this product. Create a Facebook page was quiet challenging as I need to attract people and make them buy the product that I am selling. Nevertheless, social media also is one of the most profitable digital marketing methods for distributing content and increasing your company's visibility.

Principle of Entrepreneurship ENT530 is teach a student on how an entrepreneur would think or act to do business. Not only that, the purpose in this course is turning me in how to become entrepreneur and being monitored by my lecturer, Dr Noor Zawani Mamat @ Ibrahim. As we know, entrepreneurship is characterized as the act of beginning doing your business or propensity to be imaginative and wish to work for yourself in yours possess wanders. Furthermore, one of the most objectives of nearly all businesses, is creating a faithful client. By considering customer fulfilment and brand dependability ordinarily by hand in hand, it is vital to routinely engage with customers and start creating a bond with them. Every information or skills that I have gained through this social media portfolio has given more advantageous as a student and also be better entrepreneur.

Making a profile Page is free for nearly all social organizing stages, and any paid advancements you choose to contribute in are moderately moo-fetched compared to other showcasing strategies. Not only that, being a cost-efficient is such an advantage since you'll be able to see a more noteworthy return on speculation and hold a greater budget for other showcasing and commerce costs.

Last but not least, each commerce has distinctive objectives and ways it measures achievement. I am now able to show up with a new ideas with a techniques that I have learn throughout finishing the social media portfolio process.

# FACEBOOK PORTFOLIO NABILAH SYAMIMI

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