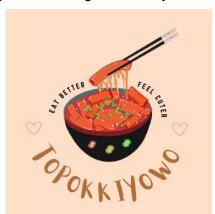


# FACULTY OF BUSINESS MANAGEMENT BACHELOR'S IN OFFICE SYSTEMS MANAGEMENT (HONS)

# ENT530 PRINCIPLES OF ENTREPRENEURSHIP

# **SOCIAL MEDIA PORTFOLIO:**

Chingu Topokki & Chingu Gochu by TOPOKKIYOWO



# PREPARED BY:

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## **DATE OF SUBMISSION:**

30 JANUARY 2022

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First and foremost, we would like to express our greatest gratitude to our lecturer, who is Miss Najjah as she had given us a lot of guidelines and help during completing the assignment. She had been very kind and patient while suggesting the outlines of this assignment to us.

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Finally, thanks to the dear team members – Anisya and Syahirah for always sticking together and working hard to produce a good report with efforts and responsibilities. Hope that all of the efforts we poured into this group project will give us a lot of advantages in our marks.

Thank you.

#### **EXECUTIVE SUMMARY**

Topokkiyowo is a trademark for our Chingu Topokki and Chingu Gochu. The main objective is to offer a variety of Halal Instant Tteokbokki from Korea to our customers with affordable prices and luxurious tastes of Korea.

Our business was started in October 2021. According to the customer review, our products give a great taste because the taste of chewiness and spiciness on Chingu Topokki and Chingu Gochu leaves an unforgettable taste for them. As an agent of Chingu Malaysia HQ, we are happy with their good feedback toward our product. Other than it is easy to cook because it only takes around seven minutes to cook, this product is also favored because it is cheap and affordable price for them to try and repeat buying it again. Hence, this product provides a good insight for the continuation of sale to our customers.

Since early of its opening, Chingu Topokki and Chingu Gochu by Topokkiyowo was sold more than 30 packages with different flavors. The increasing demands for our product result in a good profitable sale revenue to our business. Therefore, Chingu Topokki and Chingu Gochu by Topokkiyowo is a good marketable product of choice that can be further expanded to many different areas as the business keeps on growing.

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#### 1.0 GO-ECOMMERCE AND MYENT CERTIFICATE

#### 1.1 Go-Ecommerce certificate



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## 1.2 MyENT Certificate



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Fakulti : Faculty of Business & Management

Kampus : Selangor

#### **MAKLUMAT PERNIAGAAN**

Mod Perniagaan : Online
Bidang Perniagaan yg : Makanan

diceburi

Tempoh Berniaga

No. Pendaftaran Perniagaan :

URL Perniagaan : https://www.facebook.com/topokkiyowo.syasya/

Alamat Premis Perniagaan

Tarikh Mendaftar : 16 Dec 2021

Tarikh Kemaskini

Tarikh Cetak : 16 Dec 2021

Sijil Pendaftaran Perniagaan MyENT ini merupakan rekod rasmi perniagaan yang dijalankan oleh pelajar semasa tempoh pengajian di UiTM.
Sijil ini secara tidak langsung akan terbatal apabila penama menamatkan pengajian atau tidak lagi aktif dalam sistem universiti.

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# MASMED YOUNG ENTREPRENEUR (MyENT)

#### SLIP PENDAFTARAN PERNIAGAAN PELAJAR UITM

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Fakulti : Faculty of Business & Management

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#### 2.0 INTRODUCTION OF BUSINESS

#### 2.1 Name and Address of Business

Our business name is Topokkiyowo and it was established on 1 November 2021. The name 'Topokkiyowo' is derived from the combination of the words 'Topokki' and 'Kiyowo'. 'Topokki,' which also can be spelled as 'tteokbokki', is a Korean word that means Korean hot and spicy rice cakes while 'Kiyowo' is also a Korean word that means 'cute'. Thus, combining these two both words imply "A cute Korean hot and spicy rice cakes." We opted for the name because is a play word since the word Topokki ends and Kiyowo starts with both words which is 'Ki'. Moreover, we also want to exhibit clearly to the customers that we are selling the product, so they do not need to ask for validation of what we are trying to sell.



Figure 1: Topokkiyowo's logo

As for the location, we have decided to choose Putrajaya as the business location since our target customers are students and people who are busy working, and Putrajaya is close to high schools, universities such as Universiti Putra Malaysia (UPM) and Universiti Tenaga Malaysia (UNITEN), and office buildings. Furthermore, Putrajaya is also close to cities such as Cyberjaya, Kuala Lumpur, and Shah Alam which only took about 15 minutes to 1-hour driving. Hence, we do not have any problem if our customers did not want to use postage service and opt for cash on delivery instead where both of us can deliver the product directly to them. Nevertheless, we do not have a business premise since we only conduct the sales activity on our Facebook (FB) page only. However, the business address is our home address, which is in Precinct 9, Putrajaya.

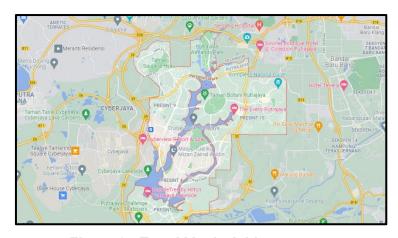


Figure 2: Topokkiyo's Address

# 2.2 Organizational Chart

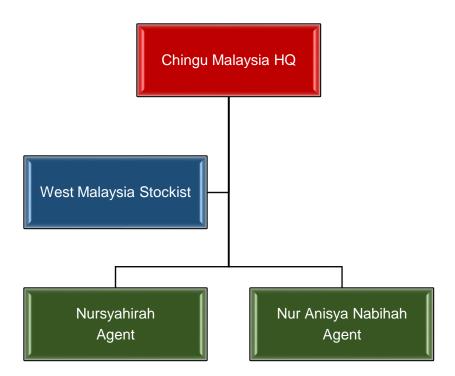


Figure 3: Organizational Chart of Topokkiyowo

Both of us work as an agent for Chingu Malaysia, where we enable to have complete control over the sale of products and the stocking. Apart from that, we also serve as a marketer and promote the products. Nevertheless, Topokkiyowo's is entirely owned by us, Nursyahirah and Nur Anisya Nabihah, thus, both of us have complete control and decision-making authority over the company's financial, operational, and administrative activities. Therefore, Topokkiyowo operates as a partnership.

#### 2.3 Mission and Vision

We believe that every business has its own mission and vision statement to run its business according to its goals which need to be achieved. While companies commonly use mission and vision statements interchangeably, it is important to have both. One does not work without the other, because having purpose and meaning are critical for any business. A mission statement defines the company's business, its objectives, and its approach to reach those objectives. Other than that, a vision statement describes the desired future position of the company. Elements of mission and vision statements are often combined to provide a statement of the company's purpose, goals, and values. Therefore, we have made our mission and vision for our business so that we know what to achieve in short- and long-term goals. This motivated us to work harder to achieve success.

## **Mission**

- To provide the best instant tteokbokki for customers.
- To become the best agent in Klang Valley.

#### **Vision**

To make Chingu Topokki and Chingu Gochu by Topokkiyowo become known and the top instant Chingu Topokki in Malaysia.

#### 2.4 Descriptions of products and services

Chingu Malaysia is a business that offers wholesale of a variety of goods without any specialization, export, and import of other food products and retail sale of other food products. Topokkiyowo is an agent under Chingu Malaysia that sells Halal instant tteokbokki to customers at an affordable price and luxurious taste in Korea. We decided to sell Chingu Topokki and Chingu Gochu because we believe that this product is marketable among young people and those who like Korean food taste.

Firstly, Chingu Topokki is the original sauce of spicy rice cake or tteokbokki. Inside the pack, there is one pack of special tteokbokki sauce and one pack of rice cake or tteokbokki. The halal ingredient inside Chingu Topokki is rice, sugar, chili powder, chili sauce, water, and salt. It is not too spicy as Samyang but more to sweet and spicy which everyone can eat especially children.

Secondly, Chingu Gochu is a bit different from the original sauce because it is an extra spicy rice cake or tteokbokki. Inside the pack, there is one pack of gochu tteokbokki powder and one pack of rice cake or tteokbokki. The halal ingredient inside Chingu Gochu sauce is rice, sugar, chili powder, chili sauce, red chili flakes, water, and salt. Even though Chingu Gochu is extra spicy than the original one, it still does not taste too much spicy and those who cannot stand spicy can still eat with a calm heart. It tastes more Korean and unlike the other packets in which the sauce is provided in liquid form, Chingu Gochu uses powder.

One pack consists of 30 pieces small bite-size of 270g rice cake or tteokbokki. The serving size per pax is one to two people. It is easy to cook which only takes around seven minutes and have instruction on their packaging. Other than that, the sauce is made from 100% halal ingredients and is safe to eat. It is a halal-certified imported topokki from Korea and a Muslim homemade. In addition, it can last up to three months if put in the fridge also can last up to one month if put at room temperature.

As for the services, Chingu Topokki and Chingu Gochu by Topokkiyowo offer delivery services to customers in West Malaysia for only RM8 while the customers in Sabah and Sarawak for only RM10. Not only that, mostly our customers can also get free chopsticks in every purchase on the promotional day or monthly sale. This is because we want our customers to also feel how Korean people eat using a chopstick.

# 2.5 Price List

PRODUCT	NAME AND PRICE (RM)
CHINGU TOPOKKI  ##################################	Loose Pack Chingu Topokki (Original) RM 13
CHINGU GOCHU CHINGU TOPOKKI 전기에서이	Loose Pack Chingu Topokki (Gochu) RM 13
CHINCU TOPOKKI  GET A FREE CHOPSTICK  TOPOKK 1 YOWO	Kiyowo Combo RM 24
RABORRI COMIBO #1.  CHINCU TOPOKI LATER CHOPSTICKS  TOPOKKIÝOWO	Rabokki Combo #1 RM 16.50



Rabokki Combo #2 RM 16.50



Rabokki Combo x2 RM 29

# 3.0 FACEBOOK (FB)

We started our business by creating a Facebook (FB) page since Facebook is a great social media platform to promote the products we are selling and create awareness of our business. The reason we chose Facebook to conduct the sales activity is that it was reported that the Facebook user in Malaysia has reached 23 million users as of March 2021. Hence, by having a Facebook page, our business will be known easily to a lot of Malaysian Facebook users.

Apart from that, we are also aware that people love to find information and product online where it is from the tip of their finger. Thus, creating a Facebook page is one of the good mediums to connect with our customers where they can find all the information about our products which is Chingu Topokki and Chingu Gochu on our Facebook page. On Topokkiyowo's Facebook page, we have created a lot of posts which is teaser post, hard sell post, and soft sell post related to the products we sell.

## 3.1 Facebook (FB) Page



Figure 4: Topokkiyowo's Facebook (FB) page

We managed to create our Facebook (FB) page on 1 November 2021. We used this facebook page mainly to promote the products that we are selling which are Chingu Topokki and Chingu Gochu and interact with our customers. We also have created our own logo to distinguish ourselves from people that sells the same product as us. The logo helps people to know that there is on the right Facebook page of ours. Apart from that, we also have made our own Facebook page's header that comprises of a bowl of tteokbokki, the product we sell which is Chingu Topokki and Chingu Gochu and, a statement that says "halal" and our business name which is Topokkiyowo.

Moreover, in the span of 2 months, we have successfully acquired at least 131 Facebook users to like our Facebook page and 135 people to follow our Facebook (FB) page. This is one step closer to making our business and Facebook (FB) page to be known by a lot of people. Last but not least, we also have put our telephone number and enabled a Facebook messenger so our customers can contact us through WhatsApp and Messenger if they want to purchase the product.

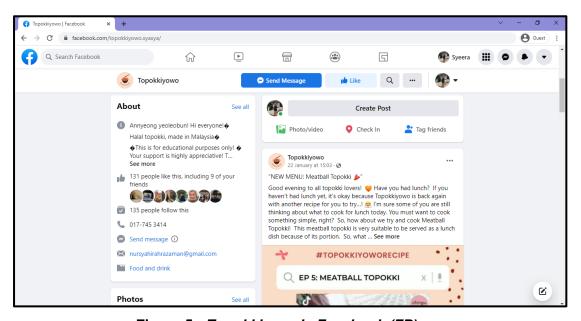


Figure 5: Topokkiyowo's Facebook (FB) page

#### 3.2 Custom URL Facebook Page

FB pages URL: https://www.facebook.com/topokkiyowo.syasya/

## 3.2 Facebook (FB) Post - Teaser

First and foremost, one of the Facebook posts that we had done on the Facebook page is teaser postings. Teaser postings are like some kind of advertising, and their goal is to get people excited about a product. It also can be an introduction to a new product and a re-introduction to an existing product. The purpose of teaser postings is to increase curiosity among audiences. Thus, Topokkiyowo has applied this element to tease our existing product which is Chingu Topokki and Chingu Gochu.



















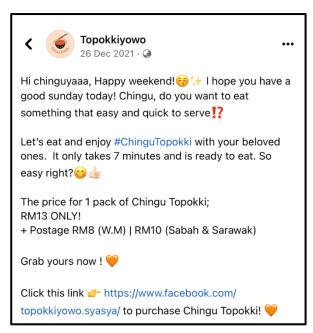
Figure 6: Some of the Topokkiyowo's teaser postings

# 3.4 Facebook (FB) Post - Copywriting (Hard Sell)

The next post that we have created for our Facebook (FB) post is a hard sell. A hard sell is a marketing or sales strategy that uses language that is particularly direct and demanding, and it is intended to persuade a customer to purchase a product or service immediately rather than considering his or her options and possibly postponing the purchase (Kenton, 2021). As for the copywriting for hard-sell posts, we use the AIDCA formula which is the acronym for Awareness, Interest, Desire, Conviction, and Action.

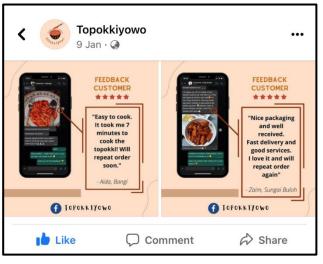


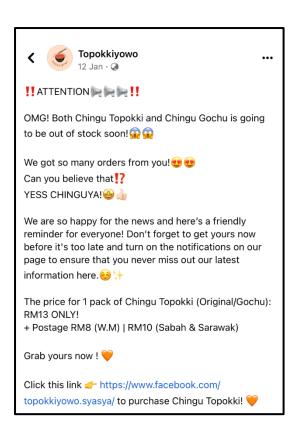


















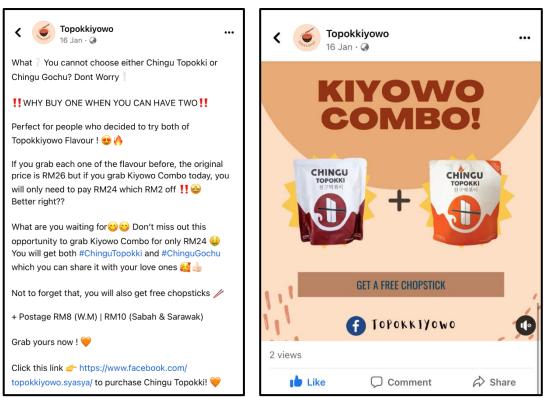


Figure 7: Some of the Topokkiyowo's hard sell postings

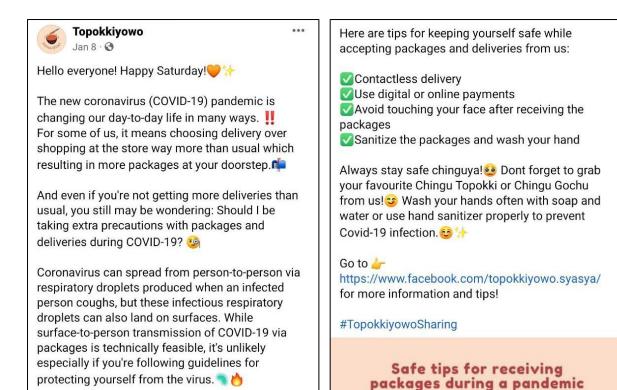
## 3.5 Facebook (FB) Post - Copywriting (Soft Sell)

In addition, the next post that we have created for our Facebook (FB) post is a soft sell. A soft sell is a marketing and sales strategy that uses gentle language and a non-aggressive attitude. A soft sale, on the other hand, is intended to prevent enraging potential clients and driving them away. Soft selling is a low-pressure, persuasion-based, and delicate sales method that may not result in a sale the first time a product is given, but it does assist to stimulate recurring purchases. (Kenton, 2019)













WHAT ARE THE ALTERNATIVE WAYS TO STORE TTEOKBOKKI ???

Tteokbokki, whether it's homemade or store-bought, can be difficult to store. Rice cakes tend to have a short shelf life, so make or buy small portions and consume them within a few days if you can. However, If you must store them, there are a few basic steps you can take to keep them fresher for longer and still delicious even has been stored for a long time.

So, what's the best way to store tteokbokki (rice cakes) !?Let us tell you how !

- Firstly, you can just leave the rice cakes in the package if you get them from the store
- If the package is already opened, put your rice cakes in the airtight container while the sauce is in another container.
- Keep your rice cakes in the fridge for 3 days and consume them afterward.
- To keep your rice cakes from being spoiled, you can freeze them and they can be kept for 3 months.

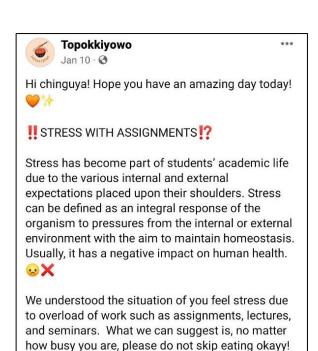
These methods also can be applied to our instant Chingu Topokki or Chingu Gochu Now, you can still enjoy our Chingu Topokki or Chingu Gochu whether it is still in the package or already open. No need to throw away your opened package or leftover topokki! So So Now, https://www.facebook.com/topokkiyowo.syasya/ to know more information and tips.

#TopokkiyowoSharing

Leave the rice cakes in their package if you got them from the store

TTEOKBOKKI





Your health matter! 6

Foods can help tame stress in several ways. Next time your stress levels start soaring, fill your plate with these foods that are scientifically proven to help you feel less frazzled. What you eat can play a big role in how you feel. 😂 🤞 If you feel like wanting to eat something that easy to cook in a short of time and delicious, grab Chingu Topokki or Chingu Gochu from us! It only takes 15 minutes and is ready to eat. 3 3 The price for 1 pack of Chingu Topokki (Original/ Gochu): RM13 ONLY! + Postage RM8 (W.M) | RM10 (Sabah & Sarawak) Grab yours now! Click this link 👉 https://www.facebook.com/topokkiyowo.syasya/ to purchase Chingu Topokki! Stressed





Lately, we have been receiving many inquiries especially by students on our Facebook Messenger and WhatsApp such as "Sis, can student buy Chingu Topokki?" or "Sis, I'm staying in a hostel right now and we are not allowed to cook using stove 6.9"

Don't worry dear!! As we have stated many times, Chingu Topokki is very easy to cook even when you don't have a stove to boil the topokki.

Let us teach you how!!! 😙

- 1) Firstly, you need hot water in a bowl. And then soak the topokki in it for 15 minutes
- 2) Once the topokki becomes soft, drain the water.
- 3) Put the soft topokki in a bowl or plate, then pour the soft topokki onto it and mix it well.
- ... And done! Your topokki is ready to be eaten 😊 🧳









Figure 8: Some of the Topokkiyowo's soft sell postings

#### 4.0 CONCLUSION

In conclusion, Topokkiyowo is a business that sells two kinds of instant toppoki which are Chingu Topokki and Chingu Gochu by Chingu Malaysia online by creating a Topokkiyowo's Facebook page. We may conclude that by conducting our business through a Facebook page, we can promote and market our products and services, as well as raise awareness about the products we are selling among Facebook users, particularly among Korean cuisine fans. Furthermore, this kind of platform helps us to share the most recent information about our business's activities or events.

Furthermore, overall, this assignment has demonstrated that Facebook or any other social media is a crucial platform for everyone who wants to begin conducting business marketing. Based on our social media portfolio, we have discovered that social media assists online businesses in connecting with customers, increasing product or service awareness, and increasing business profits. Apart from that, we also have learned that to have a good online business in social media is that we are being able to create a good posting that consists of a teaser post, hard sell post, and soft sell post by not simply writing the caption but with a good copywriting skill to attract customers.

In our opinion, an online business can be a beneficial tool for new businesses to manage their operations. It allowed us to gain experience running a business even though we do not have a physical location. Also, we hope the skills we acquire by conducting a business through Facebook page, will help us to expand and conduct our business through other available social media as well as improve our marketing strategy.

# 5.0 REFERENCES

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