



**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
DIPLOMA IN PUBLIC ADMINISTRATION**

**UNIVERSITI TEKNOLOGI MARA
SARAWAK**

SMART CLEANING SERVICE

ETR 300

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Table of Content

	PAGE NUMBER
GENERAL MANAGER	
Acknowledgment	1
Letter of transmittal	2
Executive summary	3
Introduction	4
Purpose of the business plan	5
Name of business	6
Nature of business	7
Industry profile	8
Factors affecting the choice of business and location	9
Location map	10-11
Logo	12
Future prospect	13
Business objectives	14
Mission & vision	15
Business/ company background	16
Background of owner	17-21
Member's contribution	22
ADMINISTRATION MANAGER	
Introduction to the administration	23
Administration objectives	24
Administration strategies	25
Organizational chart	26
Position and the number of staff	27
Job description	28-31
Remuneration for administrative staff	32
Compensation and benefits of the workers	33
List of equipment, furniture & fitting	34
Office stationeries expenses and other expenses	35
Schedule of administration expenses	36
Office layout	37-39
MARKETING MANAGER	
Introduction	40
Introduction to marketing	41
Market analysis summary	42
Objectives	43
Market size	44
Target market	45
Market share	46

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This business plan reflects the cooperation and teamwork among members that lead to completion of this business plan. The members include;

1. Nur Afisha Bt Yusuf
2. Siti Mas Dewi Bt Liakbar
3. Nadhrah Bt Ahmad Zaki
4. Dayang Patinas Bt Awang Jos
5. Hazura Bt Siri

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EXECUTIVE SUMMARY

After carrying extensive research on the business opportunities available in Kuching, our group decided to specify our business in servicing. Our group agrees to register our company as private limited company under Company Act 1965.

// You got to use the word "Sdn. Bhd" in your Co. name.

In the effort to establish this business plan, all aspect including the four major functions in business such as administration, marketing, operation and finance are seriously taken into consideration.

Remember - you got to pay corporate tax!

The administration corner will tell us about the budget, the organizational chart, the remuneration table, job description and so on. But most important of all, this section it will specify our company's goal and objectives.

to show in the fin. statement.

Marketing on the other hand, is important to specify the target market, determining the market size and market share as to develop a proper sales forecast. Our target market is business premises especially small office. The projected sales for the first 3 years is RM300,000 followed by RM321,000, and RM349,890. As a result of this plan, we hope that our marketing strategies will be effective.

Operational plan is aim to meet the customers expectations. Our operational plan, is to ensure that all operations regarding the service provided is carried out smoothly. Operational plan is regard as the vital part of our company, as it reflects the ability of the company in providing cleaning services.

Finally is the financial plan. This plan will tell us the financial standing of the business which includes the preparation of pro forma income statement and balance sheet of the business. Our projected profit for the first 3 years are RM 4294, RM 11,793.08 and RM 26,208.14.

As a conclusion, by having all the elements that is vital for company's performance we really hope that our business plan will be accepted.

INTRODUCTION

Smart Cleaning Service is a service based company where it provides cleaning services to organization premises. In recent years, more and more organization is depending on other company to keep their premises clean. On the other hand, with the increasing of new establish company, it creates more opportunity for cleaning service company to enter the market.

Cleanliness in organization is vital as it affect the workers productivity. When the environment is clean the workers are more likely to do their task (known as job satisfaction). The positive relationship between cleanliness and workers productivity, will lead to increase in productivity.

Smart Cleaning Service is committed to supplying the business community with consistent quality maintenance services at below market prices. Unequaled in service, response time and value, our mission is to provide you with the cleaning services that you need to protect and maintain your property. We are in the cleaning business of making your business look good and clean.