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EXECUTIVE SUMMARY

Our company's name is BEST CARWASH SDN. BHD., which consists of five members to form partnership. Each partner contributes particular amount of capital which has been agreed in the contract. The major business activity is car cleaning services, which consists of snow wash, interior cleaning, waxing, engine cleaning and polishing. Our premise is located Perumahan Fasa II, 93050, Petra Jaya, Kuching, Sarawak. The main reason we chose this area to open our business is because of the strategic location. We will provide the best and fast services to our customers'. Besides that, we also provide a sundry shop which sells ice creams to the customers. This is one of the way to let our customers enjoy their time while waiting for their cars to be cleaned and detailed. Furthermore, all the profits from the sundry shop will be donated to the charity.

There are no passive partners in this business and all of us are assigned with the respective business management posts. We assigned Wan Faris Zain bin Wan Ahmadi as our General Manager, Michelle Eliza Michael as Marketing Manager, Nadzirah binti Sahmad as our Operation Manager, Muhammad Shahrin bin Che Mohd Noor as our Administration Manager and Lemunai anak Garan as our Financial Manager. All of us are assigned based on our respective education qualification, experience, skills and capability.

The management team will be headed by General Manager, which is responsible in planning, leading, monitoring and organizing the business.

The Marketing Manager will be responsible to create the sales forecast, marketing plan, identifying the customers' need and demand, identifying the competitors, target market and market size.

The Operation Manager is responsible for the entire job which is connected to the operation such as supervise and coordinate the operation flow of business.

The Administration Manager is responsible for the task of administration such as planning and arranging the business information, besides of arranging the remuneration schedule of salary and office-related items.

Finally, the Financial Manager will handle the financial affairs such as preparing the budget and financial statement for expenses of each department, and controlling the flow of the cash of the organization.

LETTER OF SUBMISSION

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Madam ,

SUBMISSION OF BUSINESS PLAN

On behalf of our company, BEST CAR WASH Sdn. Bhd, I would like to submit our business plan for your deliberation.

We are very grateful for your motivation, advice and guidance as we are struggling to complete this business plan from the first week of semester until the presentation day recently takes place.

We have no idea about what is the definition of entrepreneurship before learning this subject. We have no idea about how to set up business activity since we are the Civil Engineering student and never learn a single basic of entrepreneurship. The introduction of Fundamentals of Entrepreneurship toward us have changed our perception toward entrepreneurship, and we expect that this subject provide the knowledge about the process flow during the set up new business activity. We also optimist that this knowledge will assist us to materialize this business activity in the future.

We were facing a lot of challenges and new experience during the completion of this project. We learn about how to communicate efficiently with the related agencies and also how to deal with them with the great confidence without doubt. In short, we realize that soft skills is the most important skill that should be applied among us. Though the challenges such as time constraint, bureaucracy problem and transportation affair are interrupting the process of our project but this circumstances were solved successfully thanks to the effort of teammates, lecturer and also the related party either directly or indirectly.

In conclusion, our business plan were accomplished thanks to the guidance and assistance from you and the related party as well.

Thank you.

1.2 BUSINESS PLAN OBJECTIVES

Best CarWash Sdn. Bhd. did some research on how often an individual is available to wash their own cars. From the research, we can conclude that not many individual has the time to wash their own car and getting a carwash in Astana area is not easy due to the lack number of car wash business in this area. The individuals have to go to Matang or even Satok to get a carwash.

Therefore, our company came out with an idea to open up a carwash business in the Astana area. By opening a car wash in the Astana area, we will help to reduce the effort to go to other carwash which is further away. Our car wash is also helping the charity by giving away all our sundry shop profit to charity every month. We open up a sundry shop which sells ice-cream at the carwash. It is to ensure the people can enjoy refreshing ice-cream and spend some time with their family and friends while waiting for their car to be washed.

Business Plan is constructed and arranged according to several listed objectives. The objectives of the business plan are:

- i. To be the first business in Kuching that actually encourages the people to participate in charity by washing cars.
- ii. To spread the awareness and help overcome poverty in our society and become charitable incorporated organization (CIO).
- iii. Formal statement of business goals and clear ways to achieve the goals.
- iv. Work with professional pride and passion.
- v. Take good care of the customers and the environment.
- vi. Strive for long lasting partnership by creating added value for our customer's business.