

## UNIVERSITI TEKNOLOGI MARA (UITM) MARA MELAKA KAMPUS ALOR GAJAH

# PRINCIPLES OF ENTREPRENEURSHIP (ENT530)



#### **SOCIAL MEDIA REPORT – LITTLE MONSTR**

FACULTY/PROGRAMME: ACCOUNTANCY & AC220

SEMESTER 4

GROUP : MAC2204B

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DATE SUBMISSION : 20 JANUARY 2021

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Last but foremost, I hope that the information and the knowledge that are provided on this social media report would be beneficial for everyone. Thank you.

#### **EXECUTIVE SUMMARY**

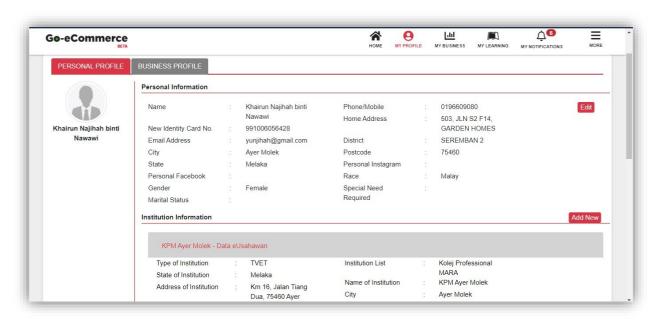
Little Monstr is a business that sell products from Monstr.my which is a dessert company that everyone loves. We are providing four products from Monstr.my which are kokokrunch mini chocojar, pour & dip kookies jar, kookies in mini and maxi size, and lastly is brownies packaging in junior and senior size. Little Monstr's customer are from various people especially that surrounded by us which are friends, neighbors, officemate and relatives. The products that we sell are suitable for all ages. We are also selling our product with affordable price in accordance with the ingredients used that everyone can buy our product.

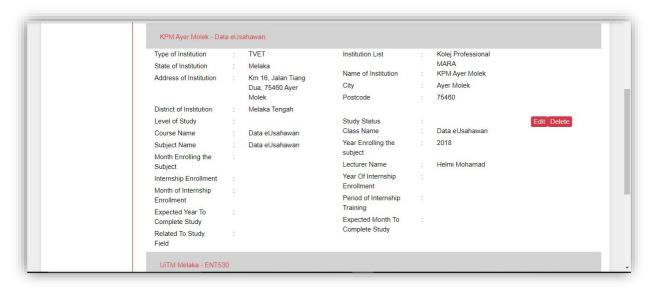
Our business was started on 21<sup>st</sup> October 2020. According to the customer review, our product gave a fantastic taste because Monstr.my uses the best ingredient to satisfy our customer. The best seller among the four products that we sell is pour & dip kookies jar which is cookies dip with chocolates. Little Monstr marketing strategy is to emphasize the quality and the price of the product and services. We are offering affordable prices because we want our product to be taste and loved by everyone. Thus, we have developed a marketing strategy that gives attraction to buy from Little Monstr. The service will be charged on delivery and postage based on the customer's location. The management of Little Monstr consists of Khairun Najihah Binti Nawawi and Nurin Syakirah Binti Nor Azlan.

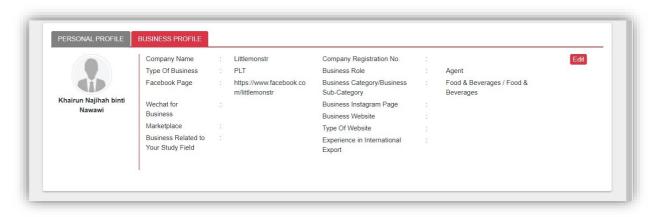
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#### **GO-ECOMMERCE REGISTRATION**







## 1.0 INTRODUCTION OF BUSINESS

## 1.1 Name of Business and Business Address

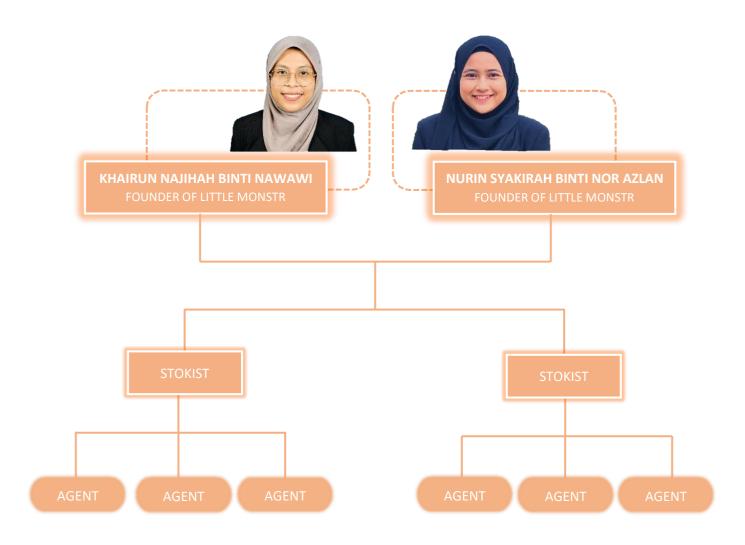


Figure 1: Logo of Business

Name of Business	Little Monstr		
Business Address	No 503, Jln S2 F14, Garden Homes, 70300, Seremban 2, Negeri Sembilan.		
Corresponding Address/ Email	yunjihah@gmail.com		
Telephone Number	019-6609080		
Link of Facebook	https://www.facebook.com/littlemonstr		
Link of Instagram	https://www.instagram.com/littlemonstr /		
Main Activities	Retail sales of chocolate cookies		
Name of Bank	Bank Islam Malaysia Berhad (BIMB)		
Bank Account Number	05010202094385		

## 1.2 Organizational Chart

This is our organizational chart for Little Mosntr.



#### 1.3 Mission and Vision of Business

We believe that every business has their own mission and vision in order to run their business according to their goals. A mission statement describes the current state of an organization and its primary goals or objectives. It provides detailed information about what the organization does, how it does it, and who it does it for. Therefore, our business mission is to be part of people's lives by offering tasty food, with high quality, innovation and at affordable prices anywhere around the world that allow them to enjoy fun moments. We are passionate and are our first reason to provide our consumers the best tasting. We will continue to use nothing but the finest quality ingredients and implement strict operational procedures to ensure that all our products are produced perfectly. Our serving through online is the most generous as we want you to indulge to the customer heart's content and will put a smile on the customers face.

A vision statement is used to describe the future state of the organization, i.e., what the organization hopes to become in the future. It is, therefore, a long-term goal provides direction for the organization. It also communicates the purpose of the organization to the employees and other stakeholders and provides them with the inspiration to achieve that purpose. With that, Little Monstr has a vision which is to be one of leading food companies in the world, admired for its brand, innovation and results, contributing to a better and sustainable world.

#### 1.4 Descriptions of Products



**Figure 2: Monstr Products** 

Little Monstr is a business that offers variety of chocolate dessert from Monstr.my which is a dessert company that are affordable price and have a luxurious taste of high quality of chocolate. Simple, satisfying, and nostalgic, a chocolate chip cookie is the quintessential sweet treat. We have four types of products from Monstr.my which are Kookrunch Mini Chocojar, Pour & Dip Kookies Jar, kookies in mini and maxi size, and lastly is brownies packaging in junior and senior size.

All of our products is made by a premium chocolate that are not too sweet but just nice for everyone to eat. Dare we say that these chocolate chip cookies are better than any homemade cookie you have ever tasted. These cookies are our second most popular cookie for good reason. Our secret recipe includes dark brown sugar, butter, margarine and semi-sweet chocolate chips. These cookies have a luscious with slightest outer crunch.

In addition, if you are one of those "fudgy" brownie lovers, our brownies are for you! These brownies are thick, fudgy, and chewy. They are ultra-moist without feeling heavy and underbaked. They have that perfect crinkly crust on top which you will completely obsessed with. They are absolutely incredibly fudgy the next day and the day after that, and even stay fudgy after freezing them or eating them cold out of the refrigerator up to a week later.

## 1.5 Products Price List





ITEMS	NAMES	PRICE
	Brownies	Besar – RM18.00 Kecik – RM10.00
	Cookies Pour n Dip	RM18.00
CONSTR. CO	Kookerunch Chocojar	RM18.00
To not it is a second of the s	Cookies	Besar – RM18.00 Kecik – RM10.00

#### 2.0 FACEBOOK (FB)

#### 2.1 Creating Facebook (FB) Pages

As we are starting our business, we had created a Facebook page. Nowadays everyone is using social media every day where they can search and find information easily and fast. Everything is on social media, so we use Facebook page as our platform to promote our products. We are not just can create attraction to the customer from nearby but all over Malaysia. Therefore creating a Facebook page is one of the best ways to connect with our customers and build a following for our business.

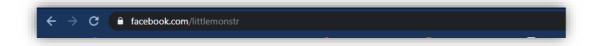
A Facebook page can gives us a way to communicate directly with our target audience. Facebook insights also provide useful information about fans of our products and their interactions on our page. Most people on Facebook visit the site every day, so regular status updates, shared links and videos, and other information give us a chance to connect with our customers daily.

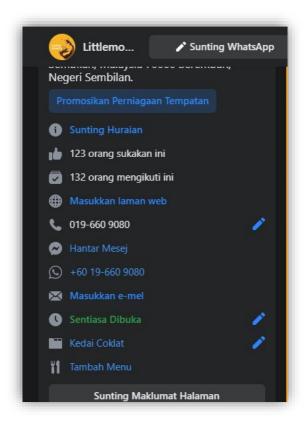


#### 2.2 Customing URL Facebook (FB) page

Little Monstr manages to get 123 likes from customer since November 2020 until January 2021. Little Monstr also had customed their URL FB page, where customer can find our facebook page by clicking on this link given below. Besides that, customer also can find us through Instagram.

- ✓ Facebook https://www.facebook.com/littlemonstr
- ✓ Instagram <a href="https://www.instagram.com/littlemonstr">https://www.instagram.com/littlemonstr</a> /





#### 2.3 Facebook (FB) post – Teaser

A teaser post is a marketing technique whereby often mysterious advertisements are released, usually with an aim of creating a rumour about a new product or service. Teaser post can generate social engagement, interest and excitement when done right. Popular platforms for teaser post can include print, in the form of billboards, or through social media platforms (photos or video).















#### 2.4 Facebook (FB) post – Copywriting (Hard sell)

A hard sell is a direct approach to asking for the sale. Hard selling involves directness, aggression and forward thinking to achieve a lead or sales quickly. Hard selling is a more straightforward approach where a sales rep tries to close the deal as soon as possible. Hard sellers rely on an absolutely solid sales pitch which frequently only has one chance to succeed.











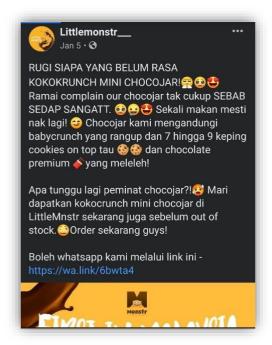






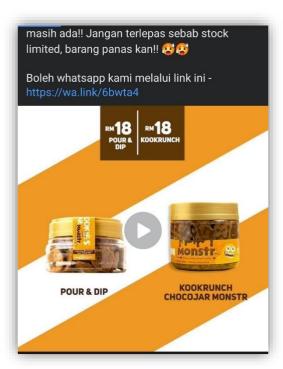
























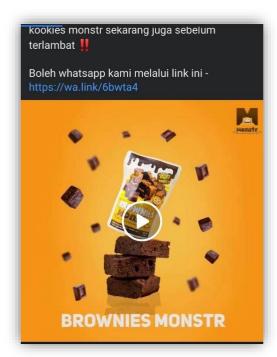






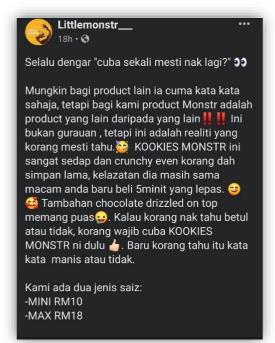


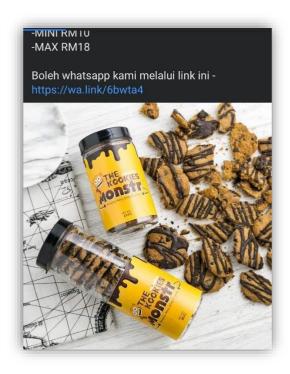


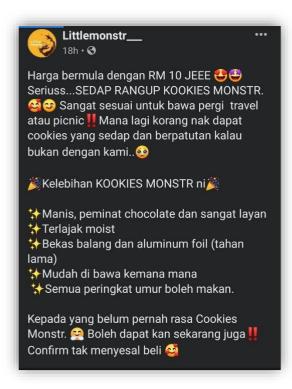








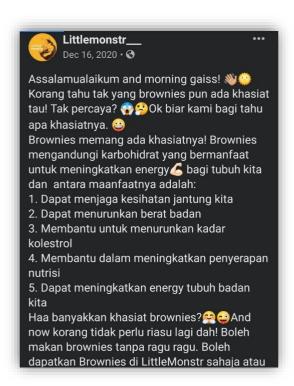






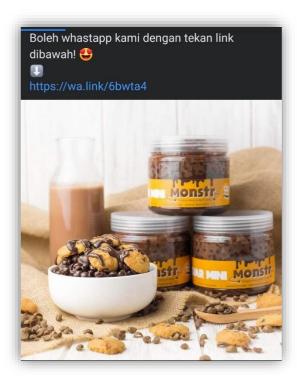
#### 2.5 Facebook (FB) post – Copywriting (Soft sell)

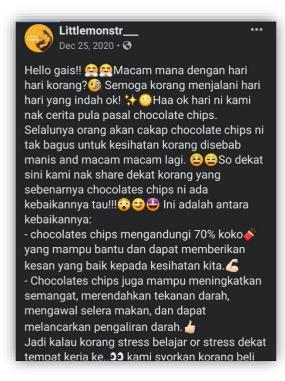
A soft sell is an indirect approach to persuading a customer to buy a product or service. Soft selling involves using subtlety during the sales process, relying on persuasion and persistence to achieve success. With a soft sell technique, sales focus more on relationship building with their prospects to build trust than pushing for the sale.



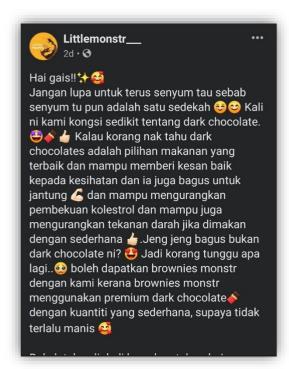


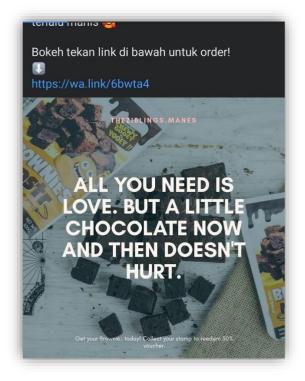








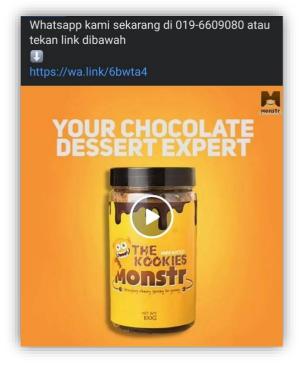


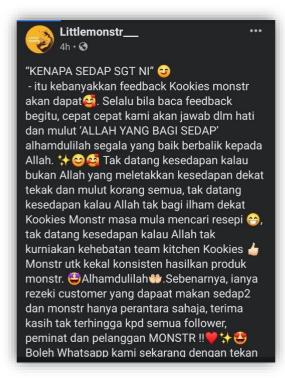
























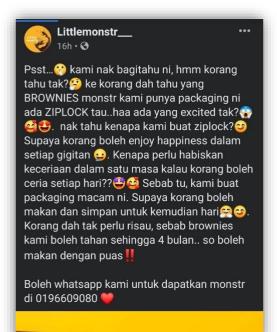
















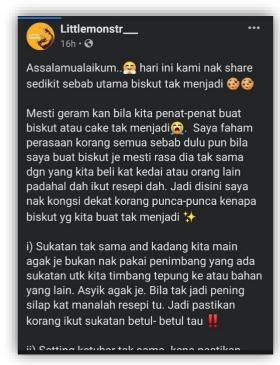




- Cookies merupakan sejenis kuin kering yang dibakar dan biasanya nipis, leper dan rangup bila dimakan. Ocokies merupakan istilah yang biasa digunakan untuk pelbagai produk makanan yang berasaskan tepung dan dibakar.

- Perkataan 'Cookies' pula berasal dari perkataan Belanda '\_koekjes\_' dari kata asal 'koek' yang bermaksud kek. Ia menjadi perkataan yang popular di US sedangkan di England, mereka lebih gemar memanggil Cookies dengan nama Small Cakes, Seed Biscuits atau Tea Cakes.









#### 2.6 Graphics





















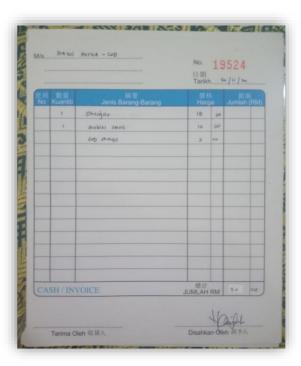
## 2.7 Sales Report

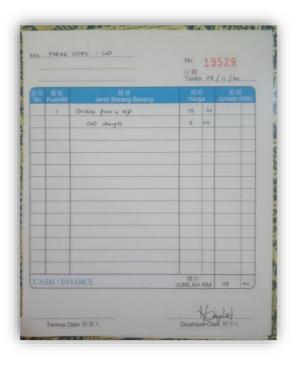
During this two months, Little Monstr successfully making a sales more than RM400. The tables below shows our customer details:

Date	Customer Details	Item	Postage (RM)	Selling price (RM)
11/11/20	Aini Khairul Anuar A-3A-09 , PANGSAPURI SRI EMBUN , JALAN PJU 10/18 , SUTERA DAMANSARA , DAMANSARA DAMAI 47830 PETALING JAYA SELANGOR	cpd (1)	8	18
11/11/20	Nurin Syakirah - Self Pickup	cj (1)	-	18
20/11/20	Hanis Husna - COD/Self Pickup	cj (1) cs (1)	2	28
23/11/20	<b>Nurul Atiqah</b> 17225 Jalan 11A Selayang Pandang 68100 Batu Caves, selangor	cpd (1) cs(1)	8	28
25/11/20	<b>Nur Afiqah</b> F4 FELDA ULU JEMPOL 26400 BANDAR JENGKA, PAHANG.	cpd (1) cl(1)	8	36
25/11/20	Farah Izzati - COD	cpd (1)	5	18
27/11/20	Wan Nur Amira - COD	cl (1)	5	18
30/11/20	<b>Luqman Nurhakim</b> - Pickup	cl(1)	-	18
1/12/20	<b>Siti Masturah</b> No. 1, Jalan SS7, Taman Seri Selendang, 75350, Batu Berendam, Melaka	bs(4), cpd (1)	8	58
1/12/20	Hariz Afham Satria Aces Synergy (M) Sdn Bhd 3212-D, Jalan Tempayan Emas 2, Paya Jaras Dalam, 47000 Sg Buloh, Selangor	cpd(1)	8	18
5/12/20	<b>Siti Masliza</b> JC 731, Jalan Rimbunan Kaseh 3, Taman Rimbunan Kaseh, 77300 Merlimau, Melaka	cpd(2)	8	36
8/12/20	<b>Aisyah Latif</b> No, 83 Jalan Uda Utama 1/1 bandar uda utama, 81200 Johor Bahru, Johor	cpd(1)	5	18
8/12/20	<b>Nelti Nur Syafiqa</b> No 50 Jln Perdana 8/4 Pandan Perdana 55300 K.Lumpur.	cpd(1)	5	18
9 /12/20	Syera Cheteh - Kedah	cpd(1), bs(1)	8	28
13 /12/20	Hanani - COD	cpd(1)	4	18
13/12/20	<b>Aisyatul radhiah</b> 4, JALAN ELEKTRON U16/52F, DENAI ALAM, 40160 SHAH ALAM, SELANGOR	cpd (2)	8	36
15/12/20	<b>Zafirah Mahadzir</b> 13A-16, Sentul Village Condominium, Jalan sentul pasar , 51000, KL	cpd (1)	8	18
			TOTAL	430

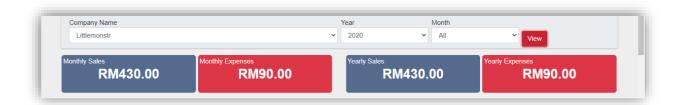
These are Little Monstr's the reports of sales for two months and some receipts for the evidence:

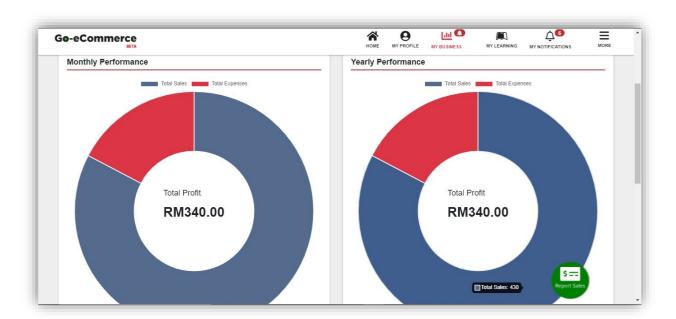












#### **CONCLUSION**

In a word, Little Monstr is a business that sells a variety of dessert from Kookies Monstr through an online method by creating a Little Monstr Facebook page. We can conclude that by conducting our business through Facebook page we are able to promote and market our products and services as well as making consciousness of our existing business among Facebook users especially those who are nearby to our business area. Through this kind of platform, we are also able to post the latest updates of our business activity.

As we carry out this project, we had learned to promote our business product by using social media such as Facebook. We gained a lot of knowledge in this subject which is Principles of Entrepreneurship. As example, we used more hash tag while posting photos in the social media to attract people to follows our product. Moreover, hashtags also play an important role in business engagement. People can see our post when they search for the similar product without following us and it can increase our sales.

On the other hand, the key to success in social media is to provide good content. The key to attract attention is reaching out to a large number of influencers. As a small business, we need to be active in making research which social network influencers are a great fit to our products. Lastly, we can share photos and videos in social media to promote our product. As well as allowing us to post in wording form, Facebook let us upload photos and videos for our products. This can be a powerful way to communicate with customers and potential customers.

## **APPENDICES**

## Pictures of some of our customers purchases by COD:













#### **Pictures of customers feedbacks:**











