

UNIVERSITI TEKNOLOGI MARA, KAMPUS PUNCAK ALAM

CAWANGAN SELANGOR

PRINCIPLES OF ENTREPRENEURSHIP

(ENT530)

INDIVIDUAL ASSIGNMENT: SOCIAL MEDIA PORTFOLIO

(FACEBOOK)



93

NAME: AQILAH BINTI SALLEH

MATRIC NO: 2019217986

CLASS: HM2404B

PREPARED FOR: DR. ZAWANI BINTI MAMAT@IBRAHIM

ACKNOWLEDGEMENT

In the name of Allah, the Beneficent, the Knower of the worlds, I would like to express my gratitude to Allah s.w.t for having given blessings from Him to the health of this self to successfully complete the Social Media Portfolio course work. Also, throughout the process of completing this work, I have made myself think creatively in the field of online business in order to grow sales of goods. It also increases the attitude of patience in starting a business, especially when our country is hit by a pandemic which is indeed an increase and decrease in business profits.

Next, I would like to express my deepest gratitude to someone who has helped me a lot in terms of giving me encouragement and guidance to complete this assignment. This award would like to be given to my beloved lecturer, Dr. Nur Zawani binti Mamat@Ibrahim, who has contributed a lot of services, patience in serving all the questions of her students and education that there is a lot of knowledge without any fatigue, especially in this individual course work. I am very lucky to have been one of his students and lucky to have Dr. Zawani as a lecturer in this 4th semester.

In addition, a word of appreciation is also given to my family members, namely my beloved parents, Mr. Salleh bin Murman and Mrs. Pauziah binti Md Zin, as well as siblings who are also the backbone in the success of this Social Media Portfolio. Their help in terms of support in promoting my business to their friends on the social media site Facebook is the main reason for me to succeed in learning.

Last but not least, I would also like to give appreciation and millions of thanks to classmates of HM240 especially to Abid Kamaruddin, Nur Shuhada and Izzati Ahmad for giving me a lot of guidance, guidance, sharing ideas, etc. to start a small business. Many thanks also to those who are involved or not involved in helping me succeed in the course work for the subject ENT530 which is Principles of Entrepreneurship in this 4th semester. May all my loved ones always be in the blessings and embrace of love from Allah SWT.

2

EXECUTIVE SUMMARY

The Social Media Portfolio is one of the assignments that has been entrusted to all HM2404B students under the subject Principles of Entrepreneurship (ENT530). In the assignment, all students are required to create a Facebook account to set up their own business that will be operated online. There are several steps that have been given by Dr. Zawani bin Mamat@Ibrahim as a guide for all students to start a business and end by making a report on the business that has been done. The business I have set up on the Facebook page is selling Victoria Secret brand perfume called VictoriaSecret.bygagak.

In order to complete this social media portfolio assignment, students need to provide a registration form in Go-ecommerce that has been filled in as proof of business registration. In addition, in this assignment also need to introduce the business VictoriaSecret.bygagak such as name, address, organizational chart that has been established in the business VictoriaSecret.bygagak, mission and vision, describe more information about the product marketed that is Victoria Secret perfume and list all sales product prices.

In addition, creating an account and providing a Facebook page URL link is also stated to facilitate the search for VictoriaSecret.bygagak business on social media sites. A teaser video is also provided as an introduction to VictoriaSecret.bygagak branded business startups and products. Last but not least, the task also requires activities in hard sell and soft sell techniques that have been done by VictoriaSecret.bygagak on the social media site Facebook.

TABLE OF CONTENT

CONTENTS	PAGE
Acknowledgement	2
Executive Summary	3
Table of Content	4
Go-Ecommerce Registration of VictoriaSecret.bygagak	5-6
Introduction to VictoriaSecret.bygagak	
• Name and address of VictoriaSecret.bygagak	7
Organizational Chart	7-9
Mission/ Vision	10
Description of Products	11-27
• Price List	28
Facebook (FB)	
• Facebook page in VictoriaSecret.bygagak	29
Customizing URL Facebook of VictoriaSecret.bygagak	30
• Facebook (FB) post – Teaser	31-32
• Facebook (FB) post – Copywriting (Hard sell)	33-35
• Facebook (FB) post – Copywriting (Soft sell)	36-38
Conclusion	39
	\checkmark

GO-ECOMMERCE REGISTRATION OF VICTORIASECRET.BYGAGAK

Go-eCommerce				HOME	O MY PROFILE	LIII MY BUSINESS	MY LEARNING	MY NOTIFICATION S	MORE
PERSONAL PROFILE	BUSINESS PROFILE								
	Personal Information								
	Name		AQILAH BINTI SALLEH	Phone/Mobile Home Address					Edit
AQILAH BINTI SALLEH	New Identity Card No. Email Address	:							
	City			District					
	State Personal Facebook			Postcode Personal Instagra		null			
	Gender Marital Status		Female Single	Race Special Need Required		Malay No			

titution Information						
UITM Puncak Alam - NZI EN	Т530					
Type of Institution	1	IHL	Institution List	:	Universiti Teknologi MARA	
State of Institution	1	Selangor	Name of Institution	1	UiTM Puncak Alam	
Address of Institution		Universiti Teknologi MARA	City	1	Puncak Alam	
		Cawangan Selangor Kampus Puncak Alam, 42300 Bandar Puncak Alam, Selangor, .	Postcode	:	42300	
District of Institution	1	Kuala Selangor				
Level of Study	1	Bachelor Degree	Study Status	:	Full time	Edit Delete
Course Name	1	NZI ENT530	Class Name	1	NZI ENT 530	
Subject Name		PRINCPLE OF	Year Enrolling the subject	1	2021	
		ENTREPREEURSHIP	Lecturer Name	1	NOR ZAWANI BT	
Month Enrolling the Subject	1	3			MAMAT@IBRAHIM	
Internship Enrollment	1	No	Year Of Internship Enrollment	1		
Month of Internship	1		Period of Internship Training	1		
Enrollment			Expected Month To	1	9	
Expected Year To Complete Study	1	2022	Complete Study			
Related To Study Field	1	Yes				

o-eCommerce BETA				HOME	O MY PROFILE		BUSINESS	MY LEARNING	MY NOTIFICATIONS	MORE	
Have you updated your sale	es today? Update your sales	regu	larly to collect more points!								
PERSONAL PROFILE	BUSINESS PROFILE										
	Company Name		VictoriaSecret.bygagak	Company Registration No).					Edit	
	Type Of Business		Sdn. Bhd	Business Role		: (Dropshipp	ber		_	
	Facebook Page		https://www.facebook.co m/VictoriaSecretbygagak-	Business Category/Busin Sub-Category	ess		Apparel, I Accessori	Health & Beaut es	ty / Apparel &		
AQILAH DINTI SALLEH		101794178725398/	101794178725398/	101794178725398/ E	Business Instagram Page	9					
	Wechat for Business			Business Website							
	Marketplace		None	Type Of Website							
	Business Related to Your Study Field		No	Experience in Internationa Export	al	: 1	No				

Go-eCommerce is an online site that provides a step-by-step guide to interested microentrepreneurs and small businesses seeking to increase their business by digital methods. Furthermore, entrepreneurs and traders can take use of a variety of online training classes to improve their digital transformation knowledge. The Go-eCommerce website also offers services for evaluating e-Commerce readiness.

In addition, E-commerce is used online and makes it easier for merchants to use this platform only through mobile phones, computers, tablets and so on. With the advent of advanced technology today, indirectly leading to the birth of more small traders in our country, especially in the era of the COVID-19 pandemic who can not do business face to face and can only do business online. Moreover, eCommerce is such a big platform that spans many various sorts of enterprises, it has a huge impact on retail. A big variety of things are now available for purchase and could be purchased immediately online.

INTRODUCTION OF VICTORIASECRET.BYGAGAK

• NAME AND ADDRESS OF VICTORIASECRET.BYGAGAK

VictoriaSecret.bygagak is a business online using social media. The business sells perfume items that have various types of bottle designs and fragrances that contain special content. Next, VictoriaSecret.bygagak's business is located at No.23, Jalan Melati, Simpang 3, Taman Baiduri, 45300, Sungai Besar, Selangor Darul Ehsan.

• ORGANIZATIONAL CHART



VictoriaSecret.bygagak, a perfume business, was only getting started on a dropship basis and has been quickly growing into a profitable business, particularly in the online business area. Because it aims to attract more customers online, this company focuses more on internet businesses such as Facebook, Twitter, Telegram, and Instagram. Aqilah Salleh, widely known by her nickname Gagak, is a 22-year-old young entrepreneur and the founder of the VictoriaSecret.bygagak's company.

Although she merely planned to start a business to make some extra money initially, due to the tremendous interest in the business and its continued growth, she has created an organisation chart for the VictoriaSecret.bygagak business to help with all aspects of management. In the organisation chart, positions such as firm founder, assistant manager, sales manager, stock manager, finance manager, and marketing manager have been formed. The charts also have their own functions and responsibilities in the VictoriaSecret.bygagak company success.

To help with the business process of VictoriaSecret.bygagak, which is gaining more and more attention on social media sites, the founder of this company has appointed Abdul Zahid as an assistant manager. Abdul Zahid is an assistant VictoriaSecret.bygagak who is very efficient in managing all business management VictoriaSecret.bygagak if Miss. Aqilah requires additional assistance. In addition, an assistant manager is responsible for handling any employee complaints, recruiting and hiring new employees, resolving problems that cannot be resolved by other employees, and managing changes in employees' daily schedules.

The next position is sales manager VictoriaSecret.bygagak. This position has been held by Siti Zubaidah, someone who needs to be an expert in handling customer complaints that are difficult to resolve because online businesses often face this problem due to dissatisfaction with the product. Furthermore, all sales of perfume products in the packaging and delivery sector, will be managed by the sales manager to ensure that the sales process is carried out efficiently.

To meet the demands of clients, any business must have a large number of products that are of high quality and complete. As a result, in the operations of VictoriaSecret.bygagak, the job of stock manager is critical, and Nurul Azimah has held this position. This position is responsible for ensuring that all products entering and exiting VictoriaSecret.bygagak are in proper working order. In fact, this job must ensure that all new goods acquired are free of damage and of acceptable quality in order to maintain and meet the level of customer satisfaction. They are also in charge of assessing the cost of obtaining additional stock in the event that existing stock is depleted.

In addition, the post of financial manager for VictoriaSecret.bygagak was created and assigned to Nur Syamira to oversee the financial sector's balance. This role will not only maximise the VictoriaSecret.bygagak company's wealth and revenues, but will also investigate the company's finances. This profession is quite close to that of a stock manager in that it entails spending money to purchase new product stock. In the case that the company develops a debt

system, the financial manager will be solely responsible for restoring financial stability and making payments to creditors and debtors.

Last but not least, Nur Atifah holds the job of VictoriaSecret.bygagak's marketing manager, which is crucial to the promotion of all VictoriaSecret.bygagak items on the most popular social media platforms in order to entice clients to purchase perfume. A marketing manager's role can span the entire spectrum of how a firm communicates, and they can lead and influence the way a brand appears and feels in the marketplace. The marketing manager is also in charge of the websites, social networks, advertising, and content management, as well as evaluating data on VictoriaSecret.bygagak product sales increases and decreases.

• MISSION/ VISION

This is the mission and vision that VictoriaSecret.bygagak business wants to achieve.



• DESCRIPTION OF PRODUCTS

VictoriaSecret.bygagak has a wide variety of bottle designs and fragrances that can entice many customers to buy them. For the purchase of 1 to 2 bottles, the delivery charge will be RM7.00, 3 to 5 bottles will be RM10.00 only. Furthermore, if any customers want to check the contents of VictoriaSecret.bygagak perfume, they can directly enter the bottle batch code number on this link to see all the contents of the bottle,

- The link: <u>http://www.checkfresh.com</u>
- The batch code:



Among the perfume products available in VictoriaSecret.bygagak are Old Bottle Edition, Candy Edition, Shimmer Edition, Sunkissed Edition, Noir Edition, Frosted Edition, Bloom Edition, and EDP Edition.



1. Old Bottle Edition.

Old Bottle Edition is a perfume that many customers prefer because of the low price of only RM35.00 and the 250ml capacity of each bottle. Furthermore, the majority of the products in this edition are suitable for both genders and ages, and can last for 3 to 6 months. Aqua Kiss, Amber Romance, Coconut Passion, Pure Seduction, Temptation, Vanilla Lace, Velvet Petal, Love Addict, and Love Spell are among the 10 VictoriaSecret.bygagak scents available for this edition. Each perfume has its own distinct scent. Here are the fragrance shadows in each type of VictoriaSecret.bygagak's perfumes for customers to refer to:

No.	Name of the perfume	The guidelines of the perfumes.
1.	Aqua Kiss	 Freshness. A gentle kiss of fresh and marine with a slightly soft sweet

<u>г</u>		1
		scent. - Floral, marine and aromatic.
2.	Amber Romance	 Warm and cozy. Sweet vanilla chocolate, blend of black cherry, creme anglaise and sandalwood. Warm, vanilla and chocolate.
3.	Coconut Passion	 Change your mood. Refresh skin with the sensation blend of vanilla, coconut and lily of the valley. Soft, vanilla and warm.
4.	Pure Seduction	Sweet and strong red plum.Fruity, sweet and scent.
5.	Temptation	 Floral fruity composition with fresh apple and saguaro flower. Very floral and so girly. Floral, green and fruity.
6.	Vanilla Lace	 An oriental vanilla fragrances for women and men. Vanilla, musky and powdery.
7.	Velvet Petals	 Sweet almond glaze and creamy sandalwood with fruity scents. Sweet, fruity and floral.
8.	Love Addict	- Sweet fresh wild orchid and blood orange.
9.	Love Spell	- Sweet cherry blossom and peach.

10.	Blush	- Grapefruit blossom and
		magnolia.



2. Candy Edition

Candy Edition is a perfume that many customers prefer because of the affordable price of only RM40.00 and the 250ml capacity of each bottle. Furthermore, the majority of the products in this edition are suitable for women, regardless of young or old age, and can last for 3 to 6 months. Sugar High, Cake Confetti, Fruit Crush, and Candy Baby are among the 4 types of VictoriaSecret.bygagak perfumes available for this edition. Each perfume has its own scent, and this one is more of a candy scent. For buyers, here are the scent shadows for 4 different sweet editions of VictoriaSecret.bygagak's perfume.

No.	Name of the perfume	The guidelines of the perfumes.
1.	Sugar High	- A warm fruity rock candy and fruit nectar scent.
2.	Cake Confetti	- A warm vanilla cream and marshmallow scent.
3.	Fruit Crush	- A fruity floral with notes of citrus and raspberry punch.
4.	Candy Baby	- A warm fruity glazed mango and sugar scent.

\checkmark



3. Shimmer Edition

Shimmer Edition is a perfume that many customers prefer because of the affordable price of only RM38.00 and the 250ml capacity of each bottle. Furthermore, the majority of the products in this edition are suitable for women, regardless of young or old age, and can last for 3 to 6 months. On top of that, this edition perfume contains a gold glitter shimmer that can attract light reflections if this perfume is sprayed on the shirt. More suitable to wear at night such as attending a dinner party. Pure Seduction Shimmer, Coconut Passion Shimmer, Love Spell Shimmer and Love Addict Shimmer are among the 4 types of VictoriaSecret.bygagak perfumes that are available for this shimmer edition. Each perfume has its own scent, and this one is more of a candy scent. For buyers, here are the scent shadows for 4 different sweet editions of VictoriaSecret.bygagak's perfume.

	Name of the perfume	The guidelines of the perfumes.
1.	Pure Seduction Shimmer	 Sweet fruity redplum. Casaba Melon, Red Plum, and Freesia combined. Utterly seductive and irresistible. Fruity and floral notes
2.	Coconut Passion Shimmer	 Refreshing and cool. Herbal notes complete the scent in chamomile and aloe vera. Mild scent.
3.	Love Spell Shimmer	 Hypnotize in love spells. A vibrant, irresistible blend of lush cherry blossom and juicy peach. A fruity, floral fragrance.
4.	Love Addict Shimmer	 Featuring wild orchids and blood oranges. Truly addictive for the fragrances.



4. Sunkissed Edition

Sunkissed Edition is a perfume that many customers prefer because of the affordable price of only RM40.00 and the 250ml capacity of each bottle. Furthermore, the majority of the products in this edition are suitable for both genders and ages, and can last for 3 to 6 months. Bare Vanilla Sunkissed, Love Spell Sunkissed, Coconut Passion Sunkissed, Pure Seduction Sunkissed and Velvet Petals Sunkissed are among the 5 VictoriaSecret.bygagak scents available for sunkissed edition. Each perfume has its own distinct scent. Here are the fragrance shadows in each type of VictoriaSecret.bygagak's perfumes for customers to refer to:

No.	Name of the perfume	The guidelines of the perfumes.
1.	Bare Vanilla Sunkissed	 Warm vanilla. Vanilla glimmer. Amber beams.
2.	Love Spell Sunkissed	- Fruity warm.

		Bright nectarine.Bronzed sandalwood.
3.	Coconut Passion Sunkissed	 Warm coconut. Jasmine petals. A luminous twist beaming with golden woods, sheer musks, solar blooms and amber accords.
4.	Pure Seduction Sunkissed	Fruity floral.Tigre flower.Guava glows.
5.	Velvet Petals Sunkissed	 Floral warm. Solar blooms. Kiwi rush.

 \checkmark



5. Noir Edition

Noir Edition is a perfume that many customers prefer because of the affordable price of only RM38.00 and the 250ml capacity of each bottle. Furthermore, the majority of the products in this edition are suitable for both genders and ages, and can last for 3 to 6 months. Velvet Petals Noir, Amber Romance Noir, Coconut Passion Noir, Bare Vanilla Noir, Love Spell Noir and Pure Seduction Noir are among the 6 VictoriaSecret.bygagak scents available for noir edition. Each perfume has its own distinct scent. Here are the fragrance shadows in each type of VictoriaSecret.bygagak's perfumes for customers to refer to:

No.	Name of the perfume	The guidelines of the perfumes.
1.	Velvet Petals Noir	- Floral, fruity warm, woody, musky, chocolate and powdery.

		- Tempting berry and dark blooms.
2.	Amber Romance Noir	Golden amber.Rich pomegranate.Amber Romance gets decadent.
3.	Coconut Passion Noir	 Featuring notes of warm, milky coconut and creamy vanilla. The aroma has a strong gourmand accord laced with sweetness.
4.	Bare Vanilla Noir	Fruity warm.Creamy vanilla and warm pear.
5.	Love Spell Noir	 Deep sandalwood adds a sensuous flair to the lush peach Fruity warm notes of the fragrance.
6.	Pure Seduction Noir	 A dark floral and fruity fragrance mist. Black plum and sugared musk.



6. Frosted Edition

Frosted Edition is a perfume that many customers prefer because of the affordable price of only RM40.00 and the 250ml capacity of each bottle. Furthermore, the majority of the products in this edition are suitable for both genders and ages, and can last for 3 to 6 months. Velvet Petals Frosted, Bare Vanilla Frosted, Love Spell Frosted and Pure Seduction Frosted are among the 4 VictoriaSecret.bygagak scents available for frosted edition. Each perfume has its own distinct scent and this is more to the icy cold. Here are the fragrance shadows in each type of VictoriaSecret.bygagak's perfumes for customers to refer to:

No.	Name of the perfume	The guidelines of the perfumes.
1.	Velvet Petals Frosted	Fruity and floral.Soft and fresh.
2.	Bare Vanilla Frosted	- Vanilla cupcake.

		- A mixture of fresh smells.
3.	Love Spell Frosted	Sweet floralMixed sweet fruity.Fresh and tempting.
4.	Pure Seduction Frosted	Fruity Redplum.Marshmallow candy and freshy.



7. In Bloom Edition

In Bloom Edition is a perfume that many customers prefer because of the affordable price of only RM35.00 and the 250ml capacity of each bottle. Furthermore, the majority of the products in this edition are suitable for both genders and ages, and can last for 3 to 6 months. Velvet Petals In Bloom, Bare Vanilla In Bloom, Love Spell In Bloom, Pure Seduction In Bloom and Amber Romance In Bloom are among the 5 VictoriaSecret.bygagak scents available for in bloom edition. Each perfume has its own distinct scent. Here are the fragrance shadows in each type of VictoriaSecret.bygagak's perfumes for customers to refer to:

No.	Name of the perfume	The guidelines of the perfumes.
1.	Velvet Petals In Bloom	Peony garden.Lychee blush.
2.	Bare Vanilla In Bloom	- Vanilla orchid.

		- Golden amber.
3.	Love Spell In Bloom	Honeysuckle petals.Apricot rose.
4.	Pure Seduction In Bloom	Violet twist.Pink guava.
5.	Amber Romance In Bloom	Soft jasmine.Creamy musk.



8. EDP Edition

EDP Edition or stands for Eau De Parfum is a perfume that is a lighter perfume, giving a fresh breath of beautiful scent that can last from 3 to 5 hours. Many consumers choose this product because the bottle looks exclusive. Meanwhile, the price is a bit pricey around RM130.00 to RM120.00 and the capacity of each bottle is 100ml. Furthermore, the majority of the products in this edition are suitable for both genders and ages. In the EDP edition, there are a lot of versions which are Bombshell, Bombshell Intense, Bombshell Seduction, Tease and Tease Rebel that are 5 VictoriaSecret.bygagak scents available. Each perfume has its own distinct scent. Here are the fragrance shadows in each type of VictoriaSecret.bygagak's perfumes for customers to refer to:

No.	Name of the perfume	The guidelines of the perfumes.
1.	Bombshell	 Light, floral-fruity scent with purple passion fruit. Shangri-La peony and vanilla orchid.
2.	Bombshell Intense	 Chypre fruity floral. Lush cherry, red peony and sultry vanilla.
3.	Bombshell Seduction	- Lush cherry, red peony and sultry vanilla.
4.	Tease	 Like a pear, juicy but not too much of either - it's just right. Fruity, flower, wood - musk structure.
5.	Tease Rebel	 An unexpected floral. Blending the subtle musk scent of leather with violet and rose to create a complex and layered fragrance that breaks from floral traditions.

• PRICE LIST

No.	Product	Price
1.	Old Bottle Edition	RM35.00
2.	Candy Edition	RM40.00
3.	Shimmer Edition	RM38.00
4.	Sunkissed Edition	RM40.00
5.	Noir Edition	RM38.00
6.	Frosted Edition	RM40.00
7.	In Bloom Edition	RM35.00
8.	EDP Edition	
	• Tease	RM120.00
	• Tease Rebel	RM130.00
	• Bombshell	RM120.00
	Bombshell Seduction	RM120.00
	Bombshell Intense	RM130.00

6.0 FACEBOOK (FB)

• CREATING FACEBOOK (FB) PAGE



The Facebook page for the VictoriaSecret.bygagak business was developed by myself with the help of Dr. Zawani, the ENT530 topic lecturer, in order to qualify in completing the individual assignments of this social media portfolio.

Next, our Facebook page, VictoriaSecret.bygagak, was created on April 21, 2021 and started operating on May 25, 2021 by introducing our business with various perfume products that will be sold to customers on social media. The customer can directly type our brand name which is VictoriaSecret.bygagak in the search section to find out our business.

Using Facebook as a business platform has a lot of advantages. One of them is the ability to promote sales products without incurring large advertising costs. Furthermore, merchants can engage in two-way communication with customers via the comments area, Facebook Live, and other tools, allowing customers to easily interact with merchants when purchasing things. Additionally, businesses may determine who their target market is through their Facebook Page, which is frequently a faithful fan for every new release. Indirectly, be able to detect gains and drops in business product sales indirectly.

• CUSTOMIZING URL FACEBOOK (FB) PAGE



VictoriaSecret.bygagak business can be found on this URL link of our Facebook (FB) page <u>https://www.facebook.com/VictoriaSecret.bygagak</u> to make it easier for customers to find us on social media.



• FACEBOOK (FB) POST – TEASER

The 15-second teaser video can capture the interest of any customers who view it on social media, as well as generate numerous inquiries from all customers about what products are published from VictoriaSecret.bygagak. Not only that, but the teaser video also features in introducing all the information regarding the products that will be sold by VictoriaSecret.bygagak.

The teaser videos are the primary reason for all merchants, as videos play an important part in launching a business on social media platforms today. One of the key reasons is to introduce new products in order to pique client interest in social media marketing and encourage people to buy them before they are released. Furthermore, with the teaser video, be able to develop a distinct brand from external competition. This is due to the fact that a business brand can develop its own character and is a very effective technique for new merchants. In addition, teaser videos that are interesting in terms of having animations, complete information related to products to be sold, etc. can also make it easier for customers to find products they like.



→ C Attps://www.facebook.com/VictoriaSecret.bygag 🕸 🖈 🤤 🛪 🚇 : 4 2 × 👎 VictoriaSecret.bygagak 25 May · @ VictoriaSecret.byGagak NEW PRODUCT Kami, VICTORIA SECRET by Gagak, ingin memperkenalkan produk-produk edisi menarik yang akan kami jual kepada anda! Antara edisi yang kami sediakan adalah : Antara edisi yang kami sedial CANDY EDITION PERFUMES EDP EDITION SUNKISSED EDITION KROSTED EDITION OLD BOTTLE EDITION NORE EDITION NORE DITION NORE DITION NORE DITION Victoria Secret by Gagak Banyak pilihan sehingga tak tahu nak pilih? Boleh hubungi saya untuk ketahui pembelian See less CO 🕄 14 184 People reached 29 Reactions, comments and shares TAP TO SEE MORE 63 3-second video views Retention curve 🌣 🖬 🗗 🌵 0:03 / 0:04 -

• FACEBOOK (FB) POST – COPYWRITING (HARD SELL)

Hard sell is a technique of selling goods where the trader has to sell diligently in order to attract and persuade any potential customers to buy the product sold by sellers. This technique also plays a very important role in creating great psychology for the customers. This is because it can make the customers decide immediately for the purchase of the product being sold. Indirectly, the products sold will be bought by customers without having to wait for a decision until it is delayed for a long period of time from them and also the sales target desired by the seller can be achieved.

In addition, the characteristics of this hard sell technique can be identified through persuasion and making compliments to customers so that they feel appreciated getting special treatment from traders. Sellers will also work diligently to inform customers so that they need to make a wise decision to buy the product so that there is no loss the next day. In addition, the advantages that can be found by using the hard sell technique is that it can provide profits with a quick and immediate period, reduce competition with other sellers, and do not waste time waiting for customers to buy products.

Among the hard sell techniques that have been done by VictoriaSecret.bygagak is to make a promotion on Wesak Day by offering a special price of as low as RM40.00 up to RM30.00 only. Not only that, the price reduction was also made which previously only amounted to RM120.00 but due to the promotion offered to customers, the price has been reduced by only RM90.00. The price reduction will not affect the quality of perfume products because VictoriaSecret.bygagak's business places great emphasis on the quality and level of satisfaction of its customers. Indirectly, hard sell techniques have been used in promoting VictoriaSecret.bygagak products by offering promotional prices that are very different from the original price. Here is a hard sell technique used by VictoriaSecret.bygagak.





• FACEBOOK (FB) POST – COPYWRITING (SOFT SELL)

Soft Sell is a sales and advertising technique that can be seen in terms of approaching its customers in a position of empathy and mostly using more subtle, gentle and relaxed language. Usually, this soft sell technique can be found when the salesperson prioritizes what the customer wants and has been widely applied by salespeople today, especially in online business such as social media on Facebook, Instagram and others because of the support from loyal customers is very important in sales.

In addition, the technique is also done to avoid customers from going in search of other brands and any of their dissatisfaction with customer service. This is because, soft sell technique has less pressure like hard sell and does not force customers to make a purchase. Although this technique takes time for the salesperson to achieve success in business, it will lead to repeat sales where loyal customers will often buy goods or products over and over again because they have believed in the product sold by the salesperson. Furthermore, the use of language and tone used throughout the purchasing process between customers will also provide comfort for them to interact.

Among the soft sell techniques that have been done by VictoriaSecret.bygagak is to introduce perfume products along with fragrance guides so that customers can find out the content that suits their needs. Next, VictoriaSecret.bygagak also gave some words of encouragement and advice to their customers during the lockdown period. Besides that, perfume application techniques are also provided so that customers can know the actual techniques when wearing perfume and even knowledge on the advantages of using perfumes is also shared on the Facebook page. Here is a soft sell technique used by VictoriaSecret.bygagak.

36





CONCLUSION

In conclusion, there is a lot of knowledge in the field of business that I can learn from the social media portfolio assignment under the subject Principles Of Entrepreneurship (ENT530). Among them is that before starting a business on a small scale, we must have knowledge of the ins and outs of business because there are a lot of competitors that we have to face to make a profit. Also, I need to make a business registration in E-commerce. This is the main thing that new entrepreneurs need to do before creating a business account that makes sales on social media such as on Facebook because it does not require a high registration fee cost as a new entrepreneur. Not only the cost, but also facilitates and helps all the process of product sales journey for young entrepreneurs as a guide to them in the field of business can run in an orderly and organized pranner.

In addition, I was also able to learn new knowledge about hard and soft sell in the business world where the technique plays a very important role in attracting any customers to buy our own products. Businesses are also not just making a profit but also learning how to maintain business performance and customer satisfaction levels like the great competitors out there.

Last but not least, there are many advantages and disadvantages that I have gained in the field of business by using social media platforms which indeed have various challenges so that customers continue to believe in our own branded products namely VictoriaSecret.bygagak. This portfolio is very important for me in the future if i want to build new business for making own profits.