

# FACULTY OF HOTEL & TOURISM MANAGEMENT UNIVERSITI TEKNOLOGI MARA CAMPUS PUNCAK ALAM, SELANGOR

### **SUBJECT:**

ENT530 - PRINCIPLE OF ENTREPRENEURSHIP

### TITLE:

SOCIAL MEDIA PORTFOLIO

#### **GROUP:**

HM241 3B

## **COMPANY NAME**;

BUFF COOKIES by MANZIQ & MINCUPI

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## **DATE OF SUBMISSION:**

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We needed the assistance and instruction of respectable persons in order to complete our work, and they deserve my heartfelt appreciation. As completing this task provided me great joy, we would like to express our appreciation to Madam Nor Fazlina for providing us with the chance and essential advice during this assignment. Her energy, vision, genuineness, and determination have left an indelible impression on me. She has taught me the right business tactics for completing the task and presenting the job as plainly as possible on Facebook.

Working and studying under his supervision was a wonderful honor and privilege. I am deeply appreciative of all he has provided for me. We also like to express my gratitude to him for his friendship, understanding, and amazing sense of humor. I also want to express my deepest gratitude to his wife and family.

Furthermore, we would like to express our gratitude to my classmates and friends, particularly those who assisted me in completing the work social media portfolio. Last but not least, we are immensely thankful to my parents for their love, prayers, care, and sacrifices for my education and future. Thank you very much.

#### **EXECUTIVE SUMMARY**

A small business's success is determined by its capacity to generate profits on a consistent basis. The same is true for Buff Cookies, as we do our best to provide the greatest sorts of Cookies to our clients in order to draw more consumers to our shop and generate more profits if we can keep our business running for a long time. First of all, Buff cookies is a shop that operates at 10295, Jalan BBN 114/e, Taman Desa Melati Fasa 3, 71800 Nilai, Negeri Sembilan. The business is established in June 2022. In general, many of our consumers come from various locations and are also students, especially from USIM students.

After a few months of being an active stockist for the cake cheesekut product. Mr Wan Muhammad Afif made the decision to begin on his own adventure. He chose to make his own cake and cookies and rebrand them. He began afresh with a limited production. Initially, he solely did his own business and moved solo with his own manufacturing line. With a beginning capital of RM100, they may experiment with baking and their own ideas. He registered Dulce Bakery with the Companies Commission of Malaysia (SSM) under the registration number (003360835-H) and began his business, which allowed him to recoup his investment in less than two months. Mr Wan Muhammad Afif noted that the Dulce Bakery market is mostly aimed towards teens, school kids, and people who enjoy snacking. According to him, the company's products have sold the best in Negeri Sembilan and Selangor thus far.

As the Dulce Bakery agent, we are presented to change our name page Buff Cookies as his permission to request our new product and be their agent. We advertised its services using a social media channel, specifically a Facebook page. As administrators of my page, it is our job to keep all information about product promotion, advertising, comments, and customer questions and feedback up to date. It is also in charge of our social media networking and consumer relationships. We hope that this product will continue to assist give business chances to the nearby populace while also opening business branches for new entrepreneurs who desire to thrive.

#### 1.0 BUSINESS REGISTRATION

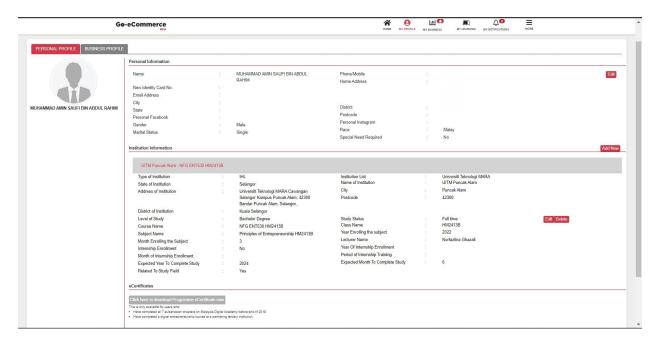


Figure 1.1: MDEC Registration of Muhammad Amin Saufi

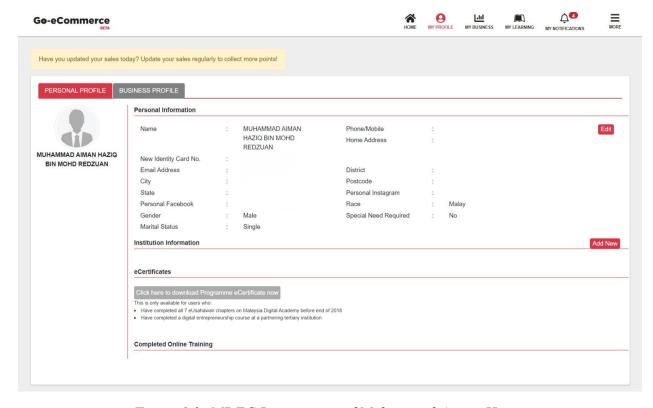


Figure 1.2: MDEC Registration of Muhammad Aiman Haziq

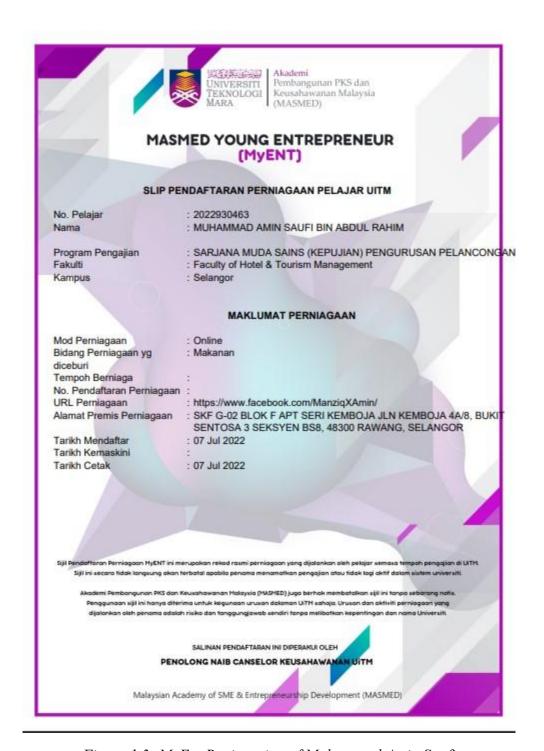


Figure 1.3: MyEnt Registration of Muhammad Amin Saufi

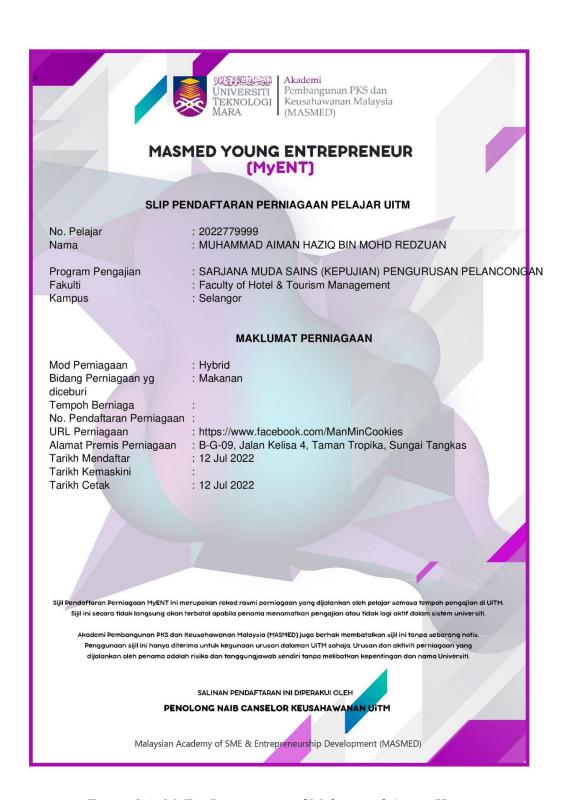


Figure 1.4: MyEnt Registration of Muhammad Aiman Haziq

### 2.0 INTRODUCTION OF BUSINESS

### 2.1Name and Address of Business

The business name is Dulce Bakery. Dulce Bakery served in June 2022. Dulce Bakery have been introduced by University Sains Islam Malaysia's student, that is Wan Muhammad Afif bin Wan Mohd Zakri. Dulce Bakery based at 10295, Jalan BBN 11/4e, Taman Desa Melati Fasa 3, 71800 Nilai, Negeri Sembilan.

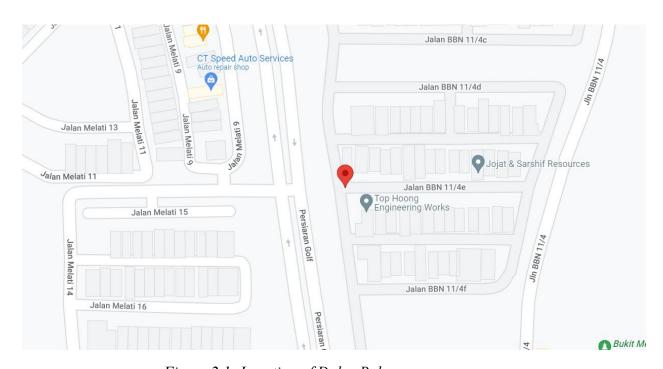


Figure 2.1: Location of Dulce Bakery

Wan Muhammad Afif start this with RM100 as modal and sold five type of product which is Kek batik, Cheesekut, Oreo cheesecake, Yogurt and Buff cookies. This business provides agent and dropship service for youngsters learning how to make business, most of the agents and dropships are students.

# 2.2 Organization Chart

We are always trying to guarantee that our firm remains competitive, proactive, and capable of meeting client demand.



Figure 2.2: Organizational Chart of Buff Cookies

## Mission

- Dulce Bakery wanted to have more franchises to expand their business and wanted to get a big company with its own factory.
- Committed to increasing sales through the broad growth of its marketing network.

## Vision

- To achieve and reach the first 6 digits in the first year 2024.
- Develop the finest product possible, avoid needless harm, and utilize business to inspire others.

### Values

- Product Quality
- Operational Excellence
- Social Benefits

### 2.3 Description of Products

Dulce Bakery is manufactured using handcrafted and high-tech machinery, with a total cost of up to RM7,000. The benefit and distinctiveness of his company's products are the chocolate, red velvet, and oreo flavors available. We have Batik cake, Oreo Cheesecake, Cheesekut, Yogurt, and Buff Cookies available. So, there are three types of cookies: original, red velvet, and oreo. It becomes even more amazing when we put extra embellishments like chocolate chips and chocolate cream inside, and when you bite it, it melts in your mouth. Cake Batik and Oreo Cheesecake are both RM10 and weigh 500 grams, while Cheesekut is RM9 and also weighs 500 grams. Aside from that, Buff Cookies, which come in a variety of flavors, are offered for RM35 every 1000-gram package containing 30 pieces of cookies, therefore yogurt is sold at RM5 for each bottle with 500ml. The items are priced reasonably so that all clients may purchase them. As a result, customers have a variety of flavors to pick from. The company offered two payment options for customers: online payment and cash payment. The company also provided promotions at specific times for our premium and loyalty consumers.

2.4 Price List

The price of each products as below:

NO	Product	Price(RM)	Weight/Milliliter (g/ml)
1	Cake Batik	10.00	500
2	Oreo Cheesecake	10.00	500
3	Cheesekut	9.00	500
4	Yogurt	5.00	500
5	Buff Cookies - Original - Red Velvet - Oreo	35.00	1000

Table 2.4: Price List of Products













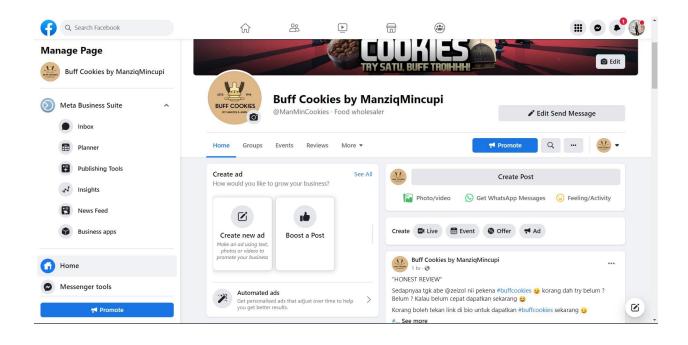
Figure 2.3: Photo for each product Buff Cookies

## 3.0 FACEBOOK (FB)

## 3.1 Creating Facebook Page

We developed our own Facebook Page when we began our business. We have opted to represent Dulce Bakery as their agent dropship. Our purpose in developing a Facebook page called Buff Cookies is to promote the products and services we offer. As previously said, the things we offer are Dulce Bakery products, and the services we provide include Charge On Delivery (COD), shipping this product via postage outside of our region, and accepting orders for Dulce Bakery to be used as a present to a partner or someone else. As a result, we will easily get consumers through this Facebook Page.

We also discovered that building a Facebook Page is an excellent platform or medium for connecting our company with our customers online. Furthermore, the bulk of individuals currently use social media in their everyday lives. As a result, we developed an engaging linguistic style on our Facebook page by using teasers, soft sells, and hard sells relevant to our company content.



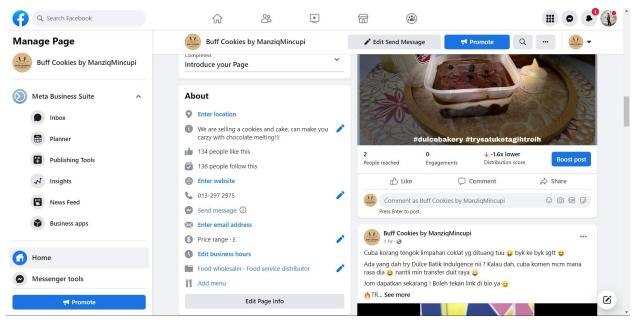


Figure 3.1: Buff Cookies Official Facebook Page

## 3.2 Customizing URL Facebook (FB) page

Other users can share and bookmark this custom URL, which normally acts as the Web address of your profile page. A Uniform Resource Locator (URL), sometimes known as a web address, is a reference to an online resource that identifies its position on a computer network as well as a retrieval method. So, we've included our Facebook page URLs below;

https://www.facebook.com/ManziqXAmin/

# 3.3 Facebook (FB) post - Teaser



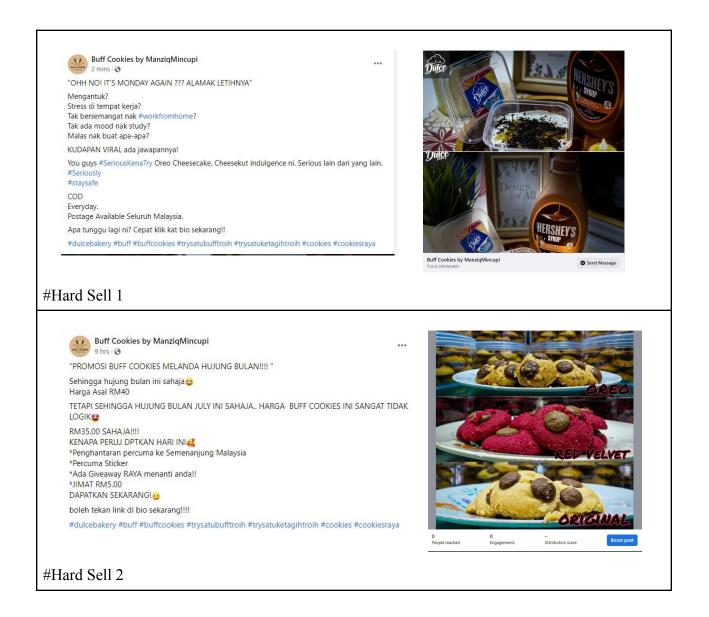






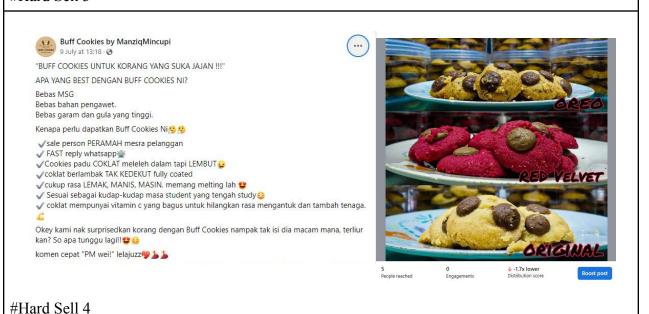
Figure 3.2: Post Screenshot of Teaser

# 3.4 Facebook (FB) post - Copywriting (Hard Sell by Amin)



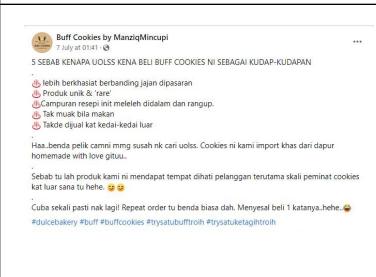


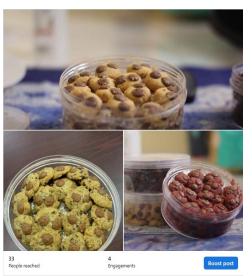


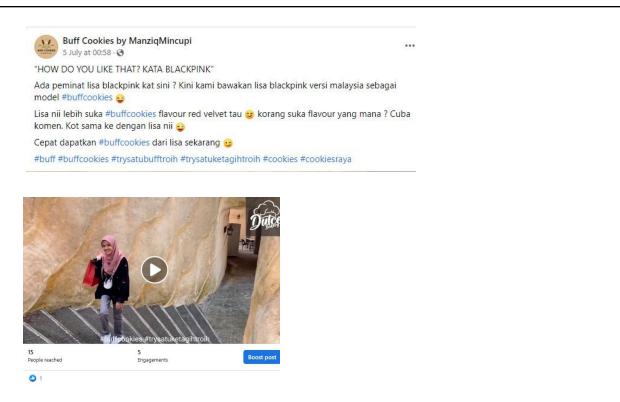
















"\*RAHSIA STUDENT POWER, NAK TAHU TAK? JOM TENGOK NI \*\*

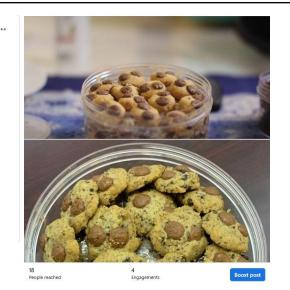
"Weyy aku nak tau sangat rahsia tu sebab asyik tertidur je dalam kelas online" 😅

"Cuba kau try makan BUFF COOKIES, aku yakin TENAGA KAU DOUBLE TRIPLE BALIK DALAM KELAS ONLINE"

Sebab Buff Cookies oreo ni penuh dibanjiri dengan chocolate oreo yang sangat premium dan tak muak langsung bila makan dengan baby crush sangat crunch lahh

Dan satu lagi AKU TAK PERCAYA ingatkan RM14 dapat topping bahagian atas jee. Rupanya bahagian BAWAHH sekali pun adaa PADU GILERR SANGAT RUGI kalau tak dapatkan sebalang disisi sepanjang kelas online

Apa lagi jom dapatkan dengan kami 😤



### #Hard Sell 9



"TAK RUGI INVEST DUIT DEKAT BUFF COOKIES, SERIOUS!"

Tak percaya ? Try dulu baru tahuu 😨 Customer sampai nak menangis makan Buff cookies ni 🙊 😜 Haa ini dia feedback padu dari customer terchentaa

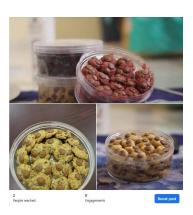
Customer kita kata memang terbaik Buff Cookies keluaran Dulce Bakery ni tau! Kena try and tak rugi beli.

Haa you guys tunggu apa lagi? Cepat spam banyak banyak kat Whastapp kalau korang ngidam sangat nak rasa Buff Cookies 👝 😝

# dulce bakery # buff # buff cookies # trysatubuff troih # trysatuket ag ihtroih # cookies # cookies rayahaji







Buff Cookies by ManziqMincupi 5 July at 00:11 ⋅ ③





Kenapa Hermosa Buff Cookies berbahaya?? Kerana ia membuatkan anda ketagih dan makan tanpa henti dek keranggupan chocorice dan kelembutan rasa coklat bak kain baldu yang mengasyikkan seseorang apabila mencuba satu suapan

APA YANG MEMBUATKAN IA KETAGIH

Buff Cookies mengunakan High Quality Chocolate

- Coklat Tidak Muak
- Tidak Terlalu Manis
- Limpahan Coklat Dalam Yang Memuaskan
- Sesuai Untuk Semua Peringkat Umur
   Buff Cookies Akan Membuatkan Anda Ter'addicted'!
- · Buff Cookies Original Akan Ditaburkan Dengan White Chip & Choc Chip, Bukan Kosong Semata Tau.

Choco Melting PLUS Pilihan Anda.

Seronok bukan?

Buff Cookies didatangkan dengan version ORIGINAL, RED VELVET DAN OREO COOKIES

Nampak button Whatsapp so tahu dah kan kena buat apa, Cecepat tekan guys!

 $\# dulce bakery\ \# buff \# buff cookies\ \# trysatubuff troih\ \# trysatuketagiht roih\ \# cookies\ \# cookies raya$ 



○ WhatsApp

#### #Hard Sell 13



ARE YOU CHEESE LOVER?? WE HAVE SOMETHHING FOR YOU!

HARD TO GET HEALTHY SNACK? Let me introduce CHEESEKUT for you!!

- 💯 % new homemade produce everyday
- · Cheese lebih sampai leleh satu bekas
- Kami gunakan Cheeswe yang Tak muak
- Tak pernah putus stock
- Sekali makan Addicted sampai esok pagi

Cepat grab sebab kita akan ada GIVEAWAY menanti anda!! 😯

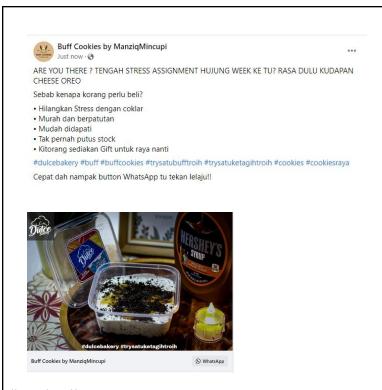
#dulcebakery #buff #buffcookies #trysatubufftroih #trysatuketagihtroih #cookies #cookiesraya

Jangan lupa clik button WhatsApp dekat bawah



Buff Cookies by ManziqMincupi

(S) WhatsApp



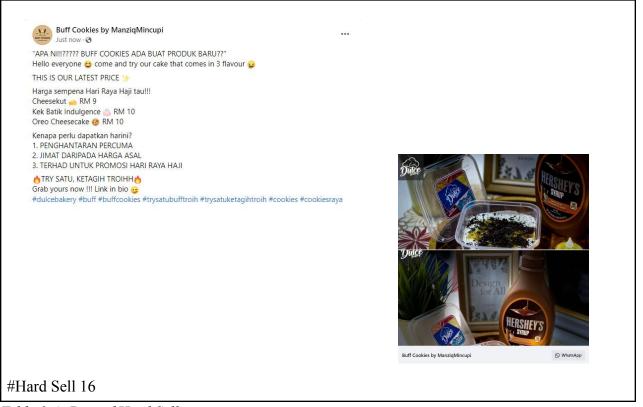
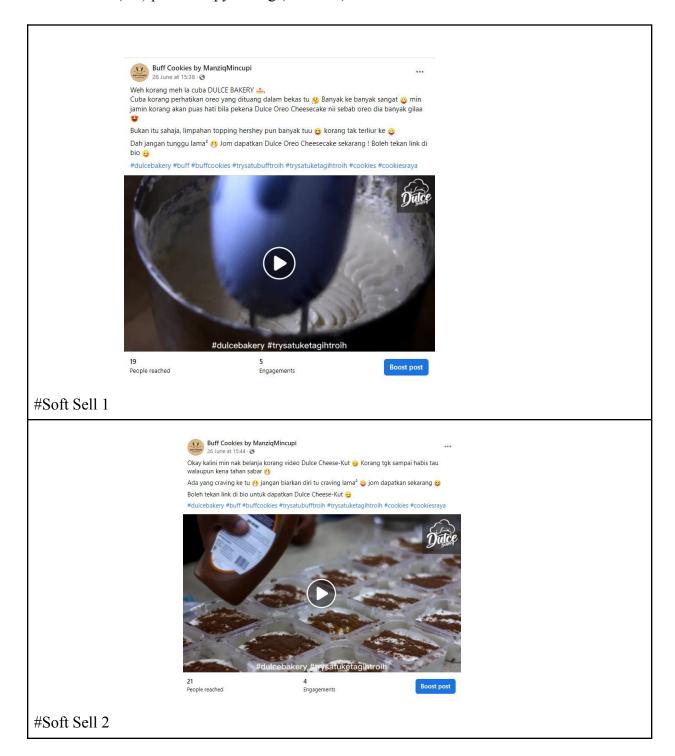
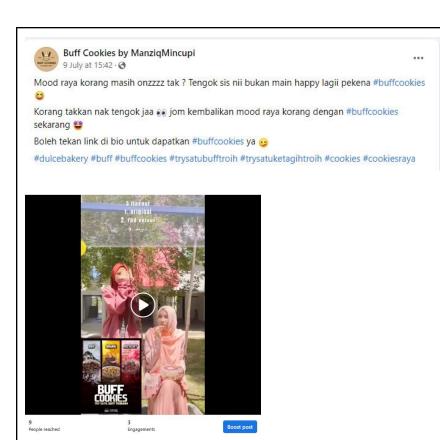


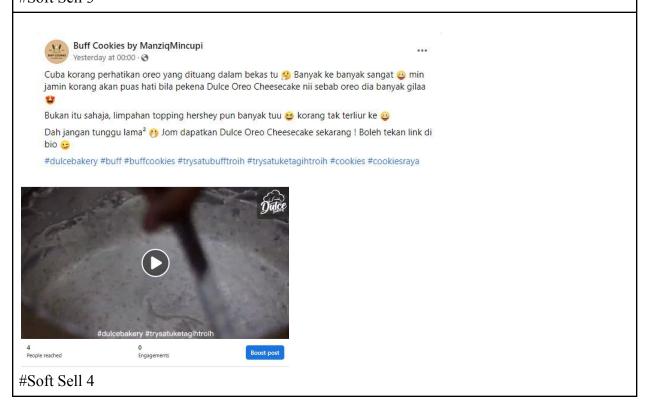
Table 3.4: Post of Hard Sell

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



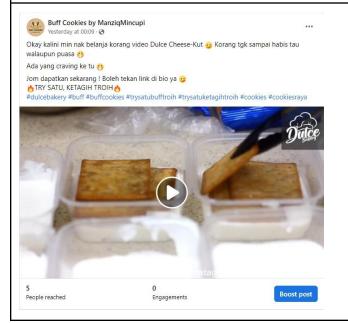


## #Soft Sell 3

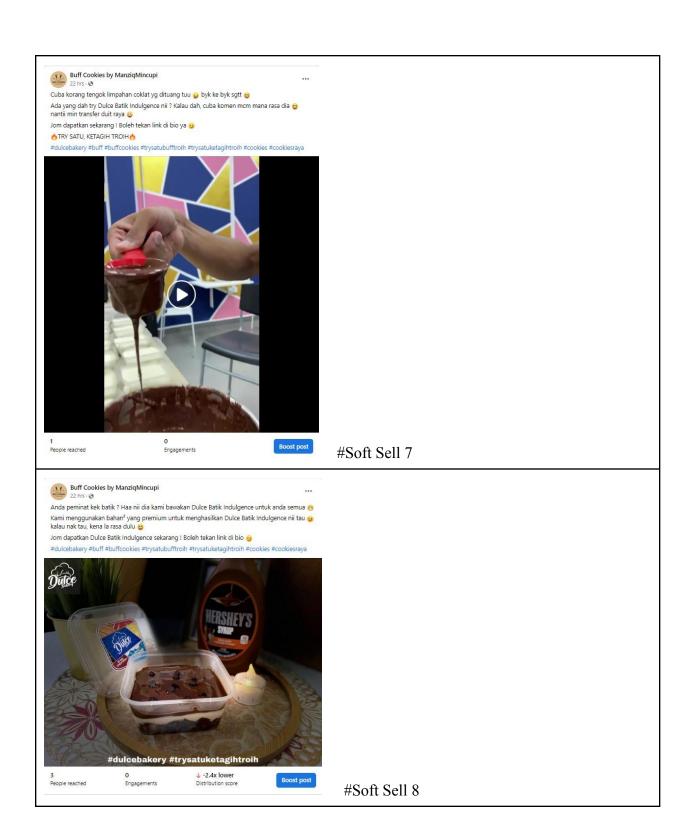




## #Soft Sell 5



#Soft Sell 6

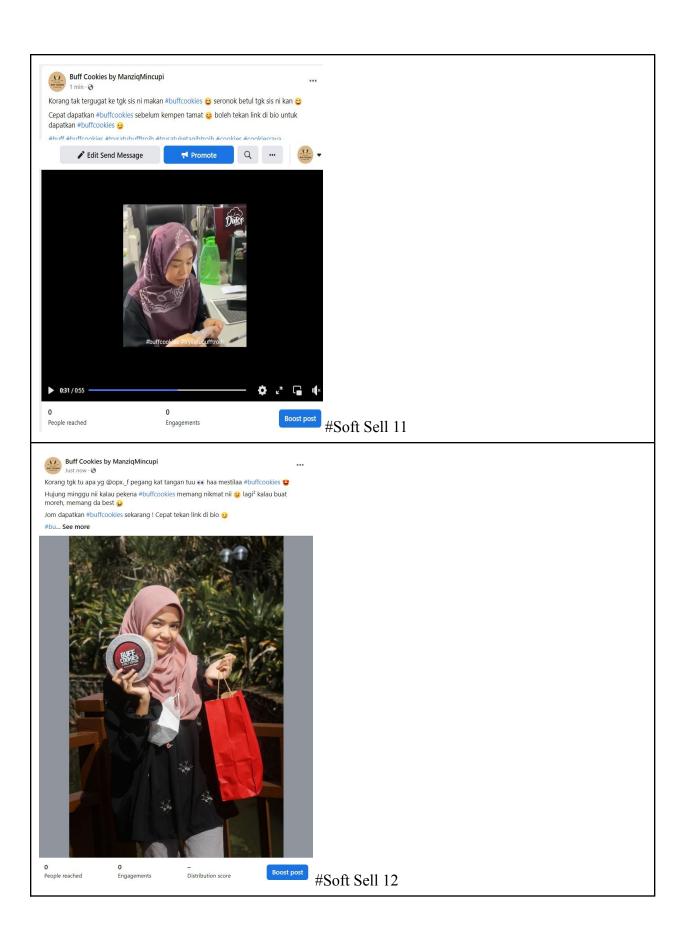


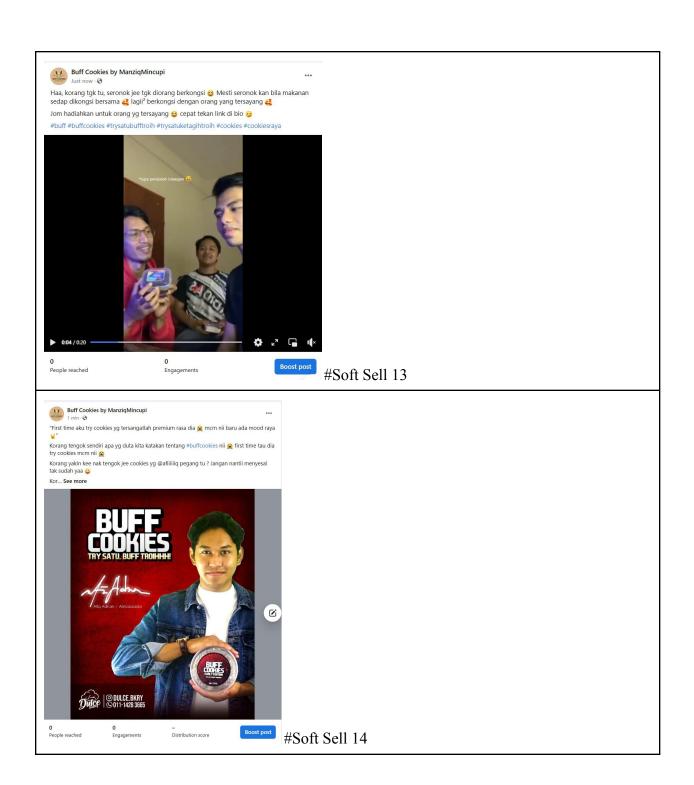


#Soft Sell 9



#Soft Sell 10





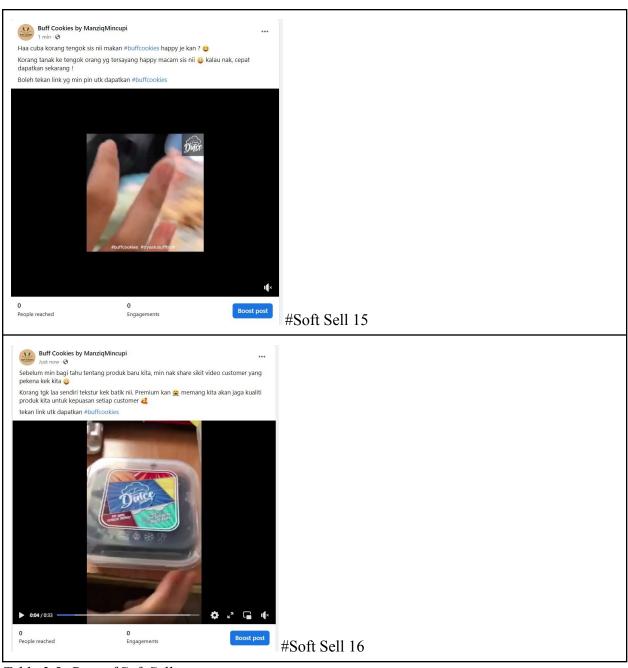


Table 3.5: Post of Soft Sell

## 3.6 Relevant graphics to each post/copywriting

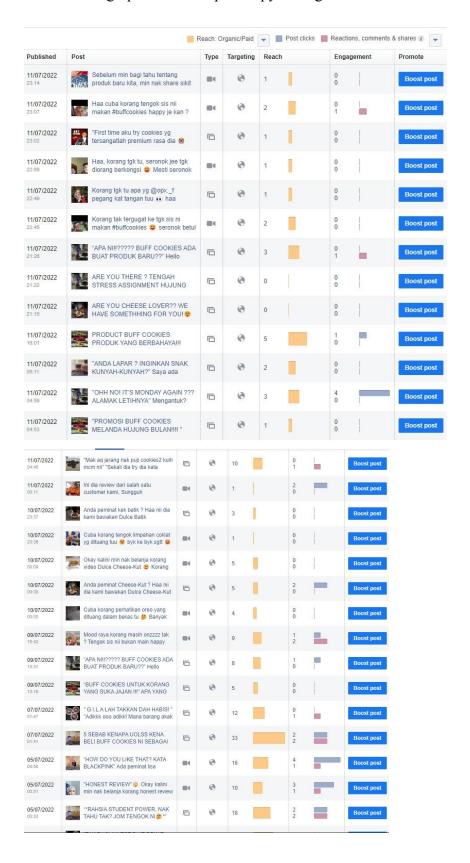




Figure: Post and Relevant graphics to each post/copywriting

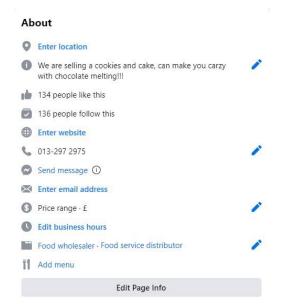


Figure 3.3: Page Facebook Business information



Figure 3.4: Insight of Facebook Page and got 131 likes

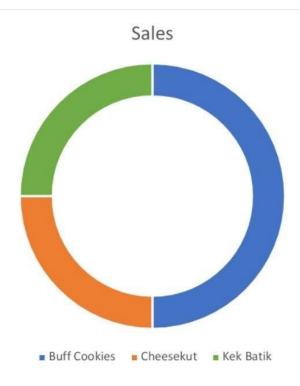


Figure 3.5: Pie Chart Sales Report

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ITEM	Quantity that has been sold	Cost per unit (RM)	Total (RM)
Buff Cookies	2	35	70
Cheesekut	1	9	9
Kek Batik	1	10	10
Total	4	54	89

Table 3.5: Product sold list

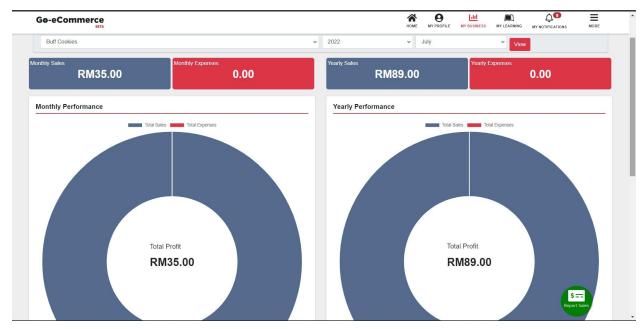


Figure 3.6: Pie Chart Income Go eCommerce

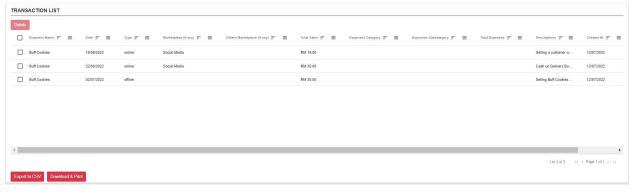


Figure 3.7: Transaction List of Sales Report

# Tracking Number and Name of Customer for Product Posting

NO	Name	Number of Item	Address	Tracking Number	Courier
1	Nurin Qistina	2	Lot 1345, Jalan kebun, Bukit Raja, 53400, Shah Alam, Selangor	620001653942776	J&T
2	Muhd Ikhmal	1	UiTM Puncak Alam	-	Cash On Delivery
3	Hakim Ammar	1	Taman Sentosa, Rawang	-	Cash On Delivery

Table 3.6: Customer Information



Figure 3.6: Buyer Muhd Ikhmal



Figure 3.7: Buyer Hakim Ammar

#### **CONCLUSION**

Finally, this prepared social media portfolio provides me with various advantages and commercial expertise. Even as a student, there are several methods to manage a company. Nowadays, there are several platforms for company promotion, such as Facebook, Instagram, and Twitter. Students may utilize this platform without paying any fees, and it makes it simpler for sellers to follow this trend and use it as one of their commercial platforms or strategies.

Buff Cookies is a small business owned and operated by two partners. The company sells Dulce Bakery goods, which are chocolate treats ideal for people of all ages. We also advertised this Dulce Bakery goods on the Facebook page platform. We also picked cookies, yogurt, and cheesecake since we believe these goods are still popular with all age groups, particularly teens and youngsters. So we picked the Dulce Bakery brand because of the benefits of this product, particularly the premium and exotic chocolate, the variety of topping alternatives, and the low price.

Starting a small business as an agent may also train us in the field of entrepreneurship and prepare us to be dedicated people who seek to attain our goals. Following that, by having our own business, we may learn how to use and manage the Facebook page platform. This platform has greatly aided us in gaining repeat consumers. This is because we said on our Facebook profile that we are Dulce Bakery agents for the locals of Bangi, Puncak Alam, and Rawang, which are all close to our home. Our clientele are largely from UITM Puncak Alam, UKM students, and those that live in the neighborhood. So far, our Facebook page has yielded positive sales results.

Furthermore, social media has made people more appealing. Anything is possible as long as students have a strong desire to succeed in business. Furthermore, colleges may assist students to become more engaged in business by requiring all students to study Entrepreneurship (ENT530) as part of their graduation course. As a student from the Faculty of Hotel and Tourism Management, I feel that by gaining more information and abilities to operate a business in the future, all students will be able to survive and advance in their business careers.