



# FACULTY OF HOTEL AND TOURISM MANAGEMENT BACHELOR OF SCIENCE (HONS.) TOURISM MANAGEMENT (HM241)

## NAME OF BUSINESS

PN.BYTES (MINI-CHEESECAKE)



## **GROUP MEMBERS**

NURUL NASHWA BINTI HYREE202PUTRI EZZATI FITRISHA BINTI AHMAD FAUZI202

2022987559 2022900953

## PREPARED FOR

MADAM NORFAZLINA BINTI GHAZALI

DATE OF SUBMISSION

12th July 2022

#### ACKNOWLEDGEMENT

To be truthful, we owe Allah SWT a huge debt of gratitude for providing us with the strength and ability to complete the task given. First and foremost, we consider ourselves fortunate enough that each of us is actively participating and working together to ensure the success of this project. Thanks to both of us as well because we are very wisely in allocating assignments to each of us and always keeps us on track so that we don't execute the task incorrectly.

Furthermore, having an understandable lecturer in University's life is such a blessing like our most encouraging lecturer, Madam Norfazlina binti Ghazali, who is constantly detailed in explaining and providing guidelines for us all so that the work we produce is accurate as well as being the one that is always approachable to her students whenever her students have any questions regarding the project. Thus, she will always keep us in check just in case we forgotten what has been explained. We would like to express our most sincere appreciation and thanks to Madam Norfazlina binti Ghazali for her assistance and encouragement to us in completing this project.

We would also like to express our deepest gratitude to the most wonderful classmates who work together and are always mindful about each other. Overall, we gained a lot of knowledge about business plans that will be useful to us all in the future when we want to run a business. Learning principles of entrepreneurship is also interesting and enjoyable because it allows us to think creatively and critically. Hopefully, we will be able to put this knowledge to good use at some point in the future. Aamin.

#### **EXECUTIVE SUMMARY**

For the subject ENT 530, Principles of Entrepreneurship, the task that been given to us which is Social Media Report where students need to choose a product to sale or promote in the social media platform such as Facebook. As we know, social media is one of the most success key factor to produce an amazing online business where it is easily connected with consumer.

For this task, we have decided to start a small business that is founded by determined and dedicated two individuals which are Putri Ezzati Fitrisha and Nurul Nashwa to sell and promote a product named PN.BYTES. The inspiration of PN.BYTES came from our initial name of P and N. PN.BYTES first started on 16 May 2022 that sells mini cheesecake with 3 different flavours such as original cheesecake, lemon cheesecake, chocolate cheesecake and mix and match of these 3 flavours. Besides that, PN.BYTES has a secret menu or ingredients that contain Vegan and Plant-Based cheese for customers to choose from. PN.BYTES cheesecake is a pure and 100% natural based ingredients with no added flavour.

PN.BYTES major goal is to provide with the greatest premium flavour of mini cheesecake with affordable price compared to the market price. There are two types of copywriting strategies that may be used to sell our online business or products.

One is hard sell that's an immediate and insistent language of advertising. It is taken into consideration as a high-stress and competitive method to influence customers in the quick-term. The second is soft sell which capabilities greater appropriate language, consultative tone, and a non-competitive method.

These strategies are used to draw more customers and convince them to buy our product, additionally to create consciousness and offer updates about the product. Thus, for our report, Facebook is used as our channel to sell or promote our product to the general public using the copywriting strategies discovered in the subject. Facebook is one of the excellent systems of social media to sell an internet business because it turned into the maximum top user account around the world that used this social media. Therefore, it is able to assist online businesses to attain their product to the public as a good deal as they could.

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# **1.0 GO-ECOMMERCE REGISTRATION**

## Nurul Nashwa's Profile

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	Persona	al Information						
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## > Putri Ezzati Fitrisha's Profile

No

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Yes :

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Subject

Enrollment Expected Year To

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Month of Internship

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	Personal Information								
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Figure 1.1 PN.Bytes Go-Ecommerce Registration

Period of Internship

Complete Study

Expected Month To

: 1

Training

## 2.0 MYENT CERTIFICATE

Nurul Nashwa's Certificate





## **3.0 SSM REGISTRATION**



Figure 1.3 PN.Bytes SSM Registration

## **4.0 INTRODUCTION OF BUSINESS**

**4.1 Name and Address of Business** *PN.BYTES* 

## 4.2 Organizational Chart

## PN.BYTES CHART ORGANISATION



NURUL NASHWA BINTI HYREE

Manager



PUTRI EZZATI FITRISHA BINTI AHMAD FAUZI

**Assistant Manager** 

Figure 1.4 PN.Bytes Organizational Chart

#### 4.3 Mission/Vision

#### Mission

- To ensure PN.BYTES achieve customers' satisfaction.
- To serve customers with the best and high premium quality mini cheesecake.
- To be the people's favorite mini cheesecake in the market.

#### Vision

 PN.BYTES vision is to become the best and the most outstanding mini cheesecake in Malaysia with diversify flavour that suit everyone's taste. We intend to grow bigger in the food industry with our mini cheesecake.

#### **4.4 Descriptions of Products**



Figure 1.5 PN.Bytes products

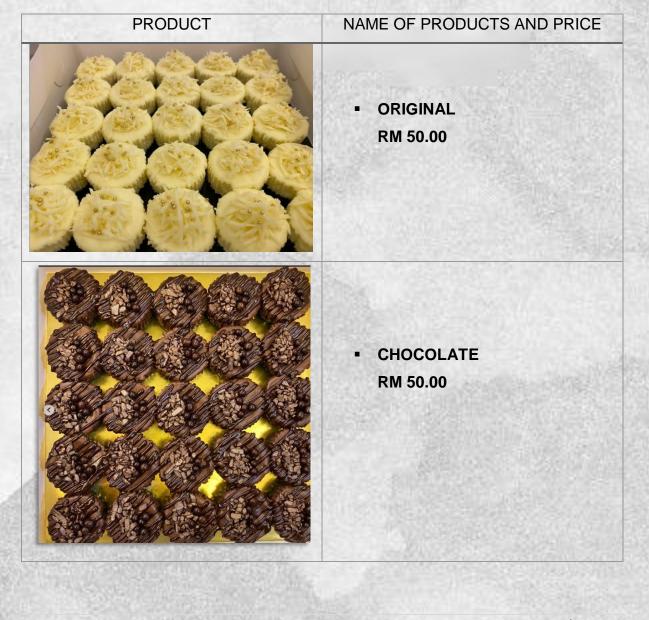
PN.Bytes is a name taken from both of our names which P is stands for Putri while N stands for Nashwa and we chose Bytes as similar as the word 'bites'. The reason why we decided to sell Mini Cheesecake because it is easy to make and the costs to buy the ingredients are not more than our budget. Mostly, we target for young generation who are a fan of Cheesecake. This is due to the fact that some of them disliked it because it was too sweet for them, particularly for baby boomers and some of them are unwilling to eating anything containing cheese.

Next, we will be selling the product online which is through social media, for instance, Facebook. Also, we decided to post an advertisement when there is an open order only. For example, we will post many photos of Mini Cheesecake with different flavour and affordable price. For those who wanted to buy it, they can direct message or WhatsApp both of us to order.

#### 4.5 Price List

PN.Bytes will be selling a mini-cheesecake and there are about 3 flavours which is Original flavour, Chocolate flavour and Lemon flavour. The prices are all the same for every flavour including mix and match. We will arrange the mini-cheesecake inside a window box nicely.

For per box, it will cost about RM 50.00 and it will consist around 25 pieces only. Lastly, about delivery services, we plan to use Lalamove and Grab, the charge will be determined by the rate of distance from the place unless if their place is near to our place which is area Putrajaya, then we will give them a free delivery.



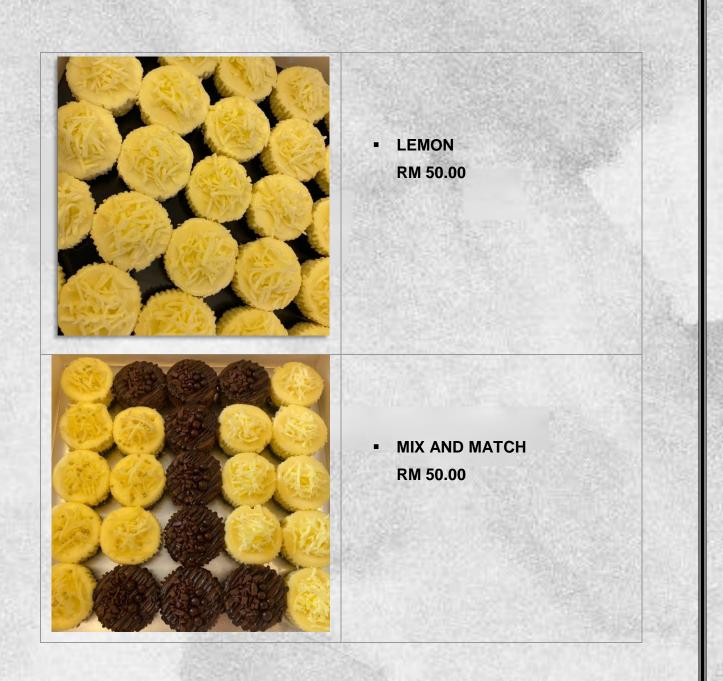


 Table 1.1 PN.Bytes Price List and Products

#### **5.0 FACEBOOK MATERIALS**

As we're starting our enterprise, we had created our very own Facebook Page. We are decided to do an enterprise about baking that is selling a mini-cheesecake. Our aim in developing a FB web page is also to sell the goods and services we provide.

As we have mentioned above, the products we sell are mini-cheesecake products and the services we do are including Charge on Delivery (COD), delivery of this product through postage out of our location, and we also taking orders of our minicheesecake to be used as a present to a partner or someone else. So, thru this Facebook Page, we are able to easily get a few customers.

We additionally observed that developing a Facebook Page is a superb platform or medium to attach our business with our customers online. Moreover, these days the majority of people use social media in their everyday lives. So, we created an interesting language style on our FB web page thru teasers, soft sell and hard sell that are associated with our business information.

#### 5.1 Creating Facebook (FB) page

PN.Bytes have used Facebook as the main advertising web page for business purposes. It is constructed from the first day the mini-cheesecake was about to be sold. From this platform, common updates on products price, video making, and associated information are being posted. By the mid of June 2022, PN.Bytes have acquired pretty a number of supports from the customer.

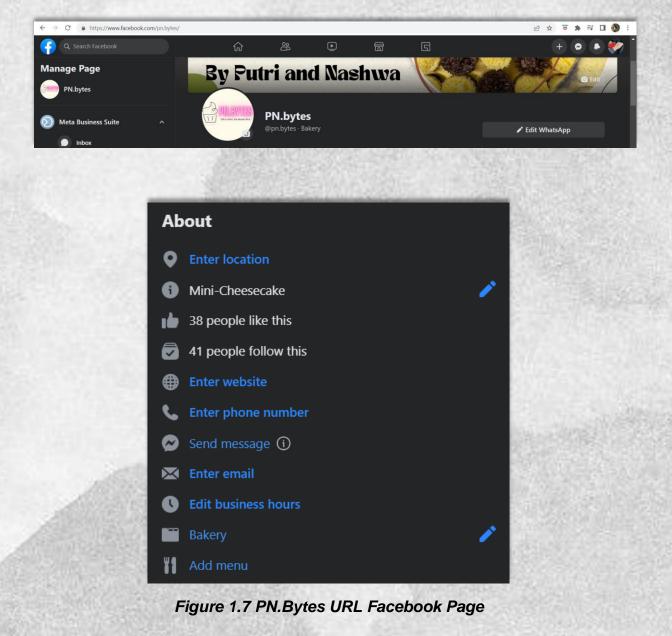


Figure 1.6 PN.Bytes Facebook Official Facebook Page

#### 5.2 Customizing URL Facebook (FB) page

First thing first, the meaning of URL is an acronym for Uniform Resource Locator and is a reference (an address) to a useful resource on the Internet. A URL has fundamental components which is protocol identifier and also a resource name. PN.Bytes managed to personalize our own Facebook (FB) web page URL. This will assist potential customers get an easier deal with the web page and be able to see our published content frequently. Given URL to our Facebook (FB) web page.

#### https://www.facebook.com/pn.bytes/





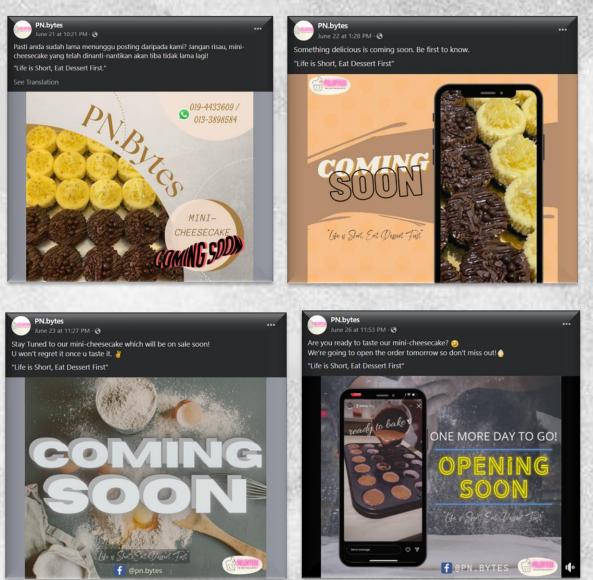
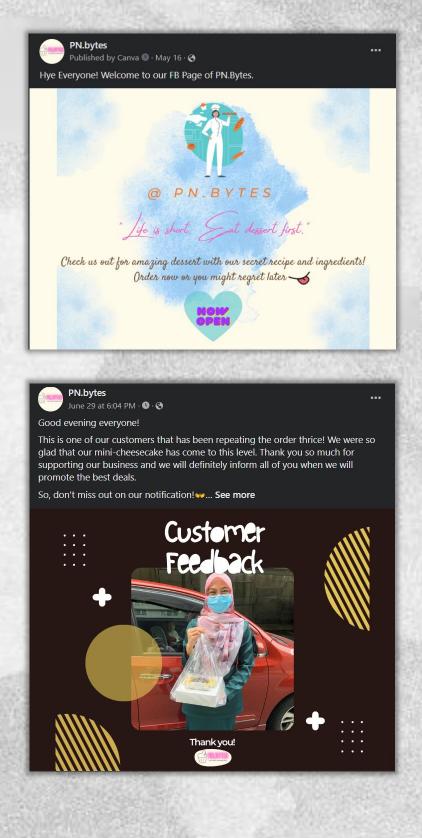


Figure 1.8 PN.Bytes Teaser's Post

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

## Hard Sell 1





-

Thank you for purchasing with us! Hope you like the taste of our mini-cheesecake

So what are you guys waiting for? Get yours now! "Life is Short, Eat Dessert First"





Morning Everyone! We really appreciate those who love the taste of our minicheesecake and are willing to repeat the order 🐣 If you want to order, you can WhatsApp us, and don't forget

"Life is Short, Eat Dessert First"







Hello everyone! 🙌 We feel so happy to share one of our customer feedback. Thank you for purchasing with us 🌖

"... See more

Customer Review

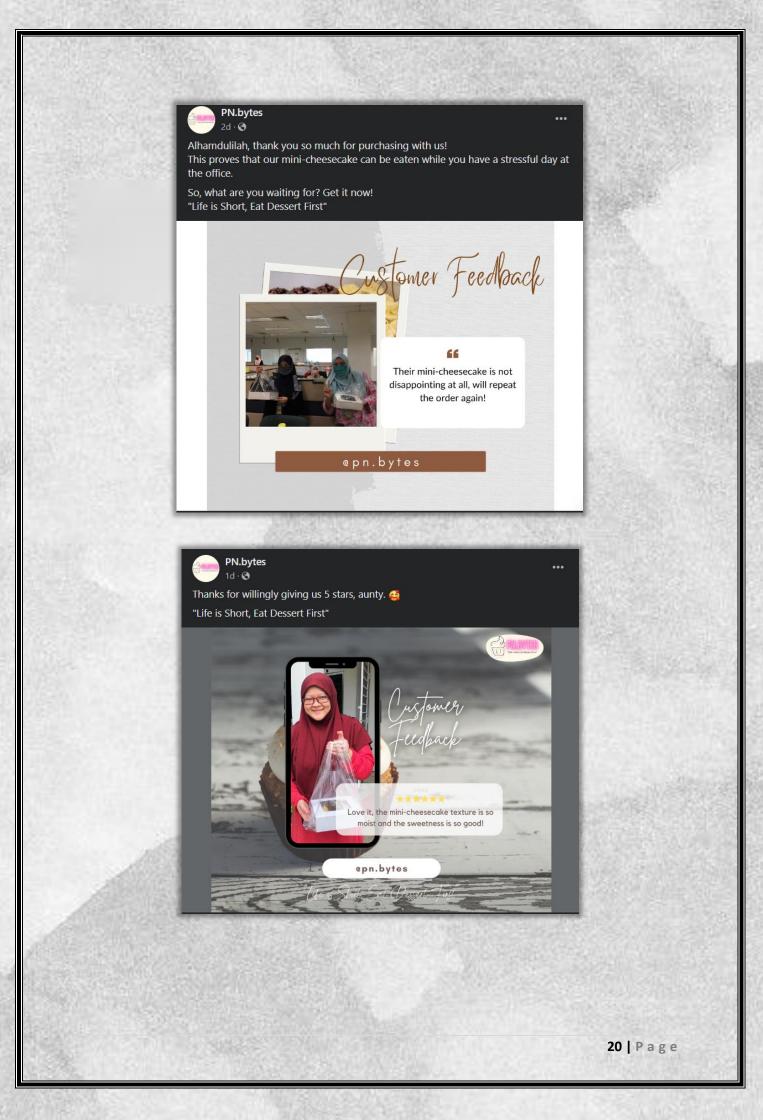
## \*\*\*\*

"This is one of the best minicheesecake I have ever bought! Love the taste and I'm going to repeat order it for sure."





...





Thank you sir for giving a good impression of our mini-cheesecake 😁 So guys, as you can see many people like to buy our mini-cheesecake, what are you waiting for? You can WhatsApp us to order

#### "Life is Short, Eat Dessert First"



# PN.bytes

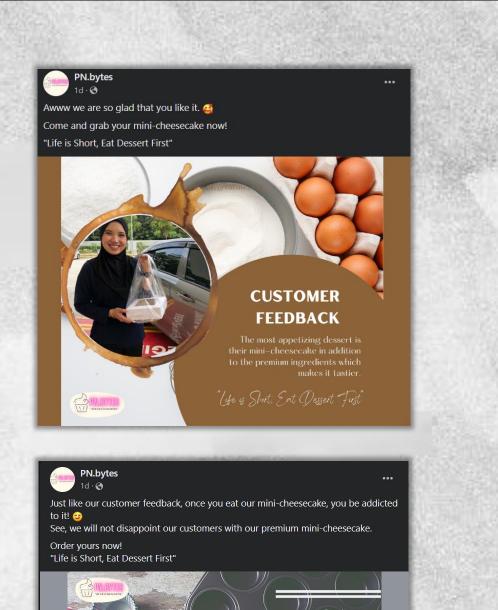
Look what we receive feedback from one of our customers. Really glad that all the kids love it. Thank you so much for purchasing with us. 😆

So guys, if you have an event or a birthday party but you don't have an idea what kind of dessert to serve to your guests, don't be shy to order from us because we are kindly to accept it 😄

"Life is Short, Eat Dessert First"



yte is Shurt, Ent (Dessert First











Thanks for the order!

Now, it is time to get some dessert. We will guarantee you all that this is the BEST mini-cheesecake you will ever have. We come in three different toppings: ... **See more** 





Figure 1.9 PN.Bytes Hard Sell's

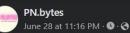
### 5.5 Facebook (FB) post – Copywriting (Soft sell)



So what's not to love about cheesecake? It can be eaten each time of the day or night, it is easy to make or even easier to buy, it tastes divine, and on top of all this, it creates a sense of nicely-being that only comes from being good to yourself. So move ahead, eat and be jolly! Then you may realize why people love cheesecake!

"Life is Short, Eat Dessert First"



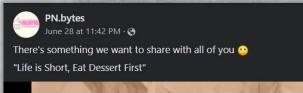


Shout out to Dessert Lovers out there!

Your Favourite Mini-Cheesecake is here, you can order with us thru Whatsapp. We provide FREE delivery for the Putrajaya area only! You can order either one topping or you can choose to mix and match all toppings. It will be RM 50 for 25 pieces. We would recommend sharing it with your family and friends 😁

"Life is Short, Eat Dessert First"

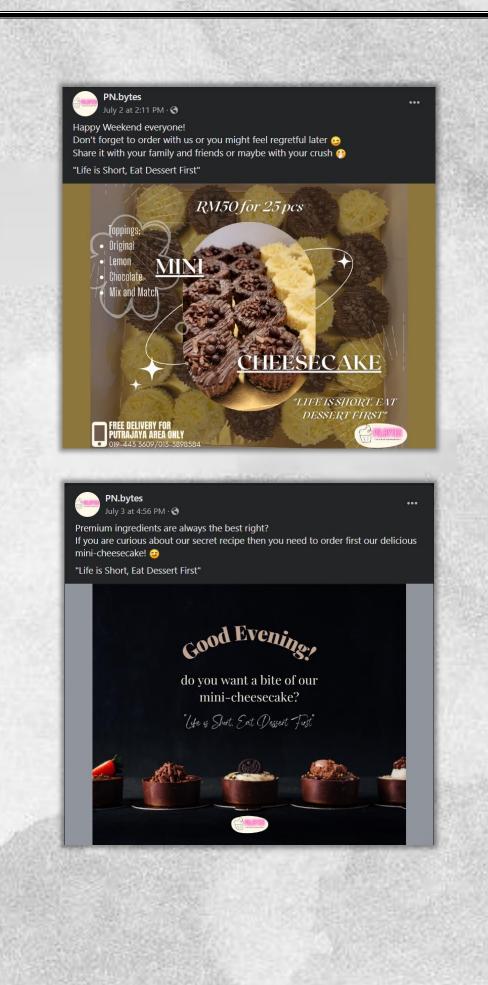






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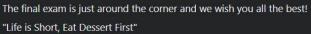
Hello Everyone~

Now, it is time to get some dessert.

PN.Bytes guarantee you all that this is the BEST mini-cheesecake you will ever have. We come in three different toppings: Original, Chocolate, and Lemon Get yours now!... See more







There's always much ways to achieve your goals, you just need to wake again everytime you fall. •••







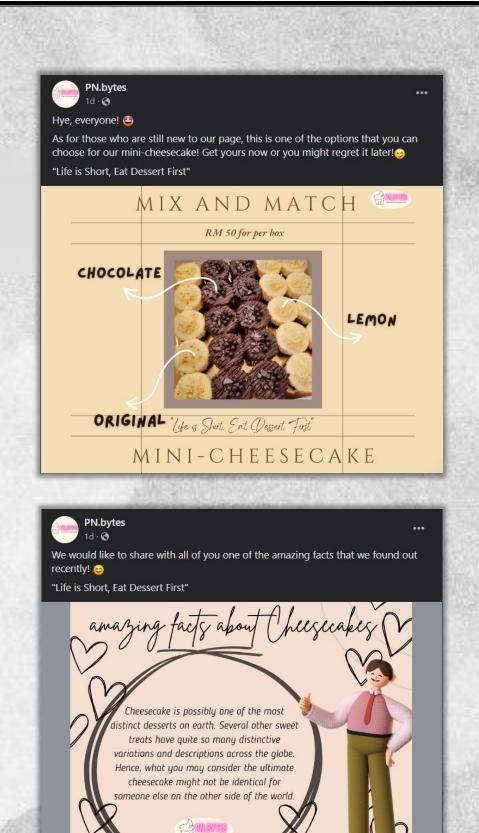
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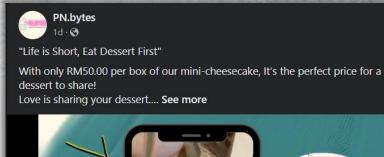
Every food in the world has its own history. I think we need to find out about the history of National Cheese Day. Isn't it interesting? Now that you know, it is time to take a bite of our mini-cheesecake! ... **See more** 

History of National Cheese Day!

...

National Cheese Day is all about learning more about cheese, celebrating cheese, eating cheese-and not feeling guilty about it! In addition, National Cheese Day is all about embracing this culinary delight, getting well educated about all things related to cheese, and trying out different recipes that incorporate this amazing ingredient.





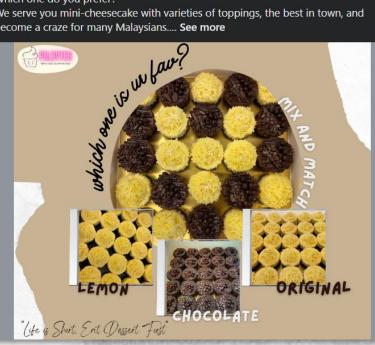






Which one do you prefer?

We serve you mini-cheesecake with varieties of toppings, the best in town, and become a craze for many Malaysians.... See more





We from PN.Bytes would like to wish 'Happy Eid Al-Adha' to all Muslims 😔 "Life is Short, Eat Dessert First"



Figure 2.0 PN.Bytes Soft Sell's

...

## 5.6 Relevant graphics to each post

PN.Bytes currently have 46 posts and there is a publication that is ongoing. The total post of soft sell and hard sell are 32 posts from May till July. The figure below indicates PN.Bytes web page of publishing tools within side the function views from our latest and previous posts.

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3		Pasti anda sudah lama menunggu po	<ul> <li>Published</li> </ul>	06/21/2022 10:21 PM Nurul Nashwa	1 S	+1.3x Average	17	13	10
٢	A construction of the cons	Hye Everyone! Welcome to our FB Pa	Published	05/16/2022 4:42 PM Nurul Nashwa	A 7	+1.4x Higher	19	14	11
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٢		Stay Tuned to our mini-cheesecake w	<ul> <li>Published</li> </ul>	06/23/2022 11:27 PM Nurul Nashwa	\$\$ L	+1.4x Higher	18	12	9
٨	Short	Something delicious is coming soon	Published	06/22/2022 1:28 PM Nurul Nashwa	\$\$ \$	+1.3x Average	17	12	8
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		Every food in the world has its own hi	Published	Nurul Nashwa 07/08/2022 2:41 PM Nurul Nashwa 07/08/2022 2:36 PM Nurul Nashwa	\$\$ <b>€</b> ⊠ €	Lower +1.2x	11	11	7
		PN bytes Every food in the world has its own hi PN bytes STOP SCROLLING! We have an annou	Published     Published	Nurul Nashwa           07/08/2022 2:41 PM           Nurul Nashwa           07/08/2022 2:36 PM           Nurul Nashwa           07/09/2022 10:10 PM	% € Ø @ % € Ø @	Lower +1.2x	11	11	-

					Ente			1923	
		If you craving something, don't wait n	Published	07/09/2022 10:25 PM Nurul Nashwa	1 L	+6.6x Higher	54	52	11
. 3	WE LOVE OUR CUS TOWERS	Thank you sir for giving a good impre	Published	07/09/2022 10:17 PM Nurul Nashwa	1 I I I I I I I I I I I I I I I I I I I	+1.4x Higher	11	11	7
		Thanks for willingly giving us 5 stars,	<ul> <li>Published</li> </ul>	07/09/2022 10:13 PM	Ø 4	+1.1x Average	9	9	7
				24.57%			-		
□ ⊗	Carlos Ca	Just like our customer feedback, onc	<ul> <li>Published</li> </ul>	07/09/2022 10:36 PM Nurul Nashwa	\$ L	+1.0x Average	8	8	7
□ ⊗		Awww we are so glad that you like it	Published	07/09/2022 10:34 PM Nurul Nashwa	Ø 4	+1.1x Average	9	9	7
•	CUSTOMEA AELDBACK	Look what we receive feedback from	Published	07/09/2022 10:28 PM Nurul Nashwa	17 L	+1.1x Average	9	9	7
		122		- 1.5				100	2.5
		This or That? Which one do you	<ul> <li>Published</li> </ul>	07/09/2022 10:46 PM Nurul Nashwa	1 II	+1.1x (i) Average	9	9	8
. 3		"Life is Short, Eat Dessert First" High	Published	07/09/2022 10:44 PM Nurul Nashwa	Ø 4	+1.1x Average	9	9	8
□ 🍪		Thank you for ordering with us! "Life i	Published	07/09/2022 10:38 PM Nurul Nashwa	≪ 4	+1.0x Average	8	8	8
•	e de la constante de la consta	Thank you and hope you enjoy eating	<ul> <li>Published</li> </ul>	07/09/2022 10:56 PM Nurul Nashwa	Ø₽	+1.4x Higher	11	10	9
. 3		We from PN.Bytes would like to wish '	<ul> <li>Published</li> </ul>	07/09/2022 10:54 PM Nurul Nashwa	12 B	+1.4x Higher	12	11	9
	Review	Thanks for the order! Now, it is time t	Published	07/09/2022 10:51 PM	Ø A	+1.0x Average	8	8	8

Figure 2.1 PN.Bytes relevant graphics

## 5.7 Sales Report



#### Go-eCommerce

Business Name	Date	Туре	Marketplace(if any)	Others Marketplace (if any)	Total Sales (RM)	Expenses Category	Expenses Subcategory	Total Expenses (RM)	Description s
PN.BYTES	29/06/2 022	online	Social Media		100				Mini Cheesecake
PN.BYTES	03/07/2 022	online	Social Media		100				Mini cheesecake
PN.BYTES	01/05/2 022	expens es				Marketing	FB & Instagram Ads	10	
PN.BYTES	06/07/2 022	online	Social Media		100				mini-cheesed ake
PN.BYTES	02/07/2 022	expens es				Marketing	FB & Instagram Ads	150	mini-cheesed ake
PN.BYTES	03/07/2 022	expens es				Marketing	FB & Instagram Ads	45	mini-cheesed ake
PN.BYTES	08/07/2 022	online	Social Media		200				mini-cheesed ake
PN.BYTES	09/07/2 022	online	Social Media		300				null
PN.BYTES	11/07/2 022	expens es				Marketing	FB & Instagram Ads	60	
PN.BYTES	11/07/2 022	online	Social Media		250				

ALL PRINTERS

## Figure 2.2 PN.Bytes Sales Report

#### **6.0 CONCLUSION**

Finally, we would like to express how glad we are able to complete this social media portfolio. All of the tasks were clear and provided the student with the opportunity to comprehend and learn more about entrepreneurship. It was a good idea to be aware of teasers, hard-selling copywriting, and soft-selling while starting a firm. It teaches us as students how to be more disciplined as entrepreneurs, as well as how to get experience before beginning a business. Furthermore, after finishing this task, we have learnt a great deal about the modern world of business. If we intend to manage our own business in the future, we will be more driven and informed.

We must be prepared for any future obstacles by implementing a new strategy of marketing the goods via social media. In order to build the business, we had to learn how to be effective entrepreneurs by learning about the strategy for conducting social media in order to grab the customer's attention and get them to buy the goods. Before marketing the products to the user, we must guarantee that it is of high quality and at a reasonable price. With mutual cooperation, the notion of doing this social media evaluation might assist students directly and indirectly grow their business from time to time. Lastly, while developing this social media portfolio, we got a great deal of knowledge and experience.

We believe we have a great chance of success in our business if we work hard and know how to brand the product based on our marketing plan strengths. Despite the fact that there will be many challenges in running the business and many rivals, we believe that with a strong start as an entrepreneur industrious and marketing the product via social media may go farther in the future and entice many people to try the Asian appetizers.