



Pdf-5, grammar-5 format-5 fbpg-1, intro-1 likes-4

**75/100** 

## SOCIAL MEDIA PORTFOLIO CHERITA KEDAI KOPI

FACULTY AND PROGRAMME	FACULTY OF BUSINESS AND MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS) INSURANCE
SEMESTER	SEMESTER 4
NAME	MUHAMMAD AIMAN ZAFRAN BIN FAUDZI     RAJA HARRIS BIN RAJA MUHAMMAD ALI
GROUP	BA2414B
LECTURER	ENCIK RASLAN NORDIN

#### ACKNOWLEDGEMENT

First and foremost, I, Muhammad Aiman Zafran bin Faudzi and my fellow partner Muhammad Raja Harris bin Raja Muhammad Ali are very grateful to be able to work as a pair for this report.

Me and my partner, Harris have different ideas on approaching this assignment and do a report but yet we managed to completed the task given. I must say, the differences in our ideas helped us on developing new ideas in which as a result "Cherita Kedai Kopi" was created.

Secondly, a huge thanks to our lecturer Encik Raslan bin Nordin. For helping us as well guiding us on completing this report. It will be much harder and only Allah knows how hard would it be if it's not because of you.

Not to forget, we would like to thank and give a huge credit to our fellow friends and classmates for sharing your ideas and thoughts regarding this report with us. It does mean a lot because most of the time, we tend to find ourselves stuck here and there, thus with your time and effort on helping us managed to get us finished this report.

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#### **EXECUTIVE SUMMARY**

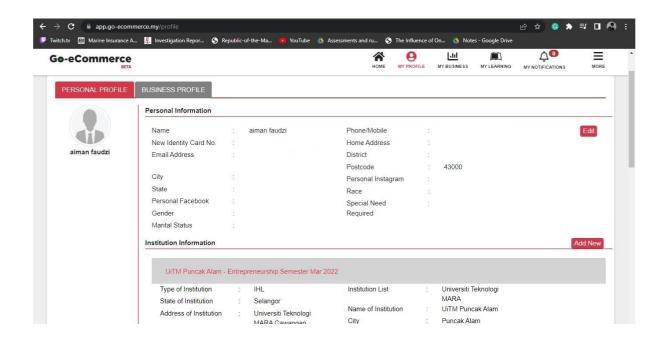
Cherita Kedai Kopi, bunch of simple words but it might mean a lot for certain people. We both came up with this idea it hopes it might put a smile on the coffee lover's faces. As for now, our business is still small and we trying our best to promote our product but we feel with the effort we put in we might be able to expand our business even bigger in the future.

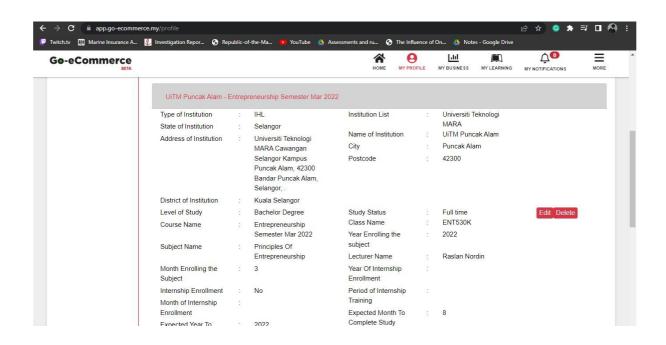
Cherita Kedai Kopi offers a variety of coffees from different brand to choose from. Brands that famous and favorite among people in Malaysia for instance, Nescafe, Wanda coffee, Alicafe, and may more. Packed in small packages, simple and sell in cheapest price that you'll ever get today.

We start our business on May 9<sup>th,</sup> 2022. Start off with bunch of ideas and creating a logo as well our Facebook page to promote our product there. We believe by mainly focus to promote our product there as well few other social media platforms might help us to increase our customer. We can't deny that Facebook page is the best way to gather information regarding our product as well to get our contact number to place order.

Lastly, we believe that there are a lot of coffee loves out there in Malaysia. People most of the time spend their time doing work late at night or wake up early to finish their work, by doing so having their favorite coffee to accompany them might be the best feeling as well help them to stay fresh all day.

#### 1. GO-ECOMMERCE REGISTRATION





#### 1.2 MYENT CERTIFICATE



# MASMED YOUNG ENTREPRENEUR (MyENT)

#### SLIP PENDAFTARAN PERNIAGAAN PELAJAR UITM

No. Pelajar : 2021117933

Nama : MUHAMMAD AIMAN ZAFRAN BIN FAUDZI

Program Pengajian : SARJANA MUDA PENTADBIRAN PERNIAGAAN (KEPUJIAN) INSURAN

Fakulti : Faculty of Business & Management

Kampus : Selangor

#### **MAKLUMAT PERNIAGAAN**

Mod Perniagaan : Hybrid Bidang Perniagaan yg : Makanan

diceburi

Tempoh Berniaga : 4 BULAN

No. Pendaftaran Perniagaan :

URL Perniagaan : https://www.facebook.com/cheritakatkita

Alamat Premis Perniagaan : Petaling Jaya, Selangor

Tarikh Mendaftar : 30 Apr 2022
Tarikh Kemaskini : 07 Jun 2022
Tarikh Cetak : 07 Jun 2022

Sijil Pendaftaran Perniagaan MyENT ini merupakan rekod rasmi perniagaan yang dijalankan oleh pelajar semasa tempoh pengajian di UiTM.
Sijil ini secara tidak langsung akan terbatal apabila penama menamatkan pengajian atau tidak lagi aktif dalam sistem universiti.

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Penggunaan sijil ini hanya diterima untuk kegunaan urusan dalaman UiTM sahaja. Urusan dan aktiviti perniagaan yang
dijalankan oleh penama adalah risiko dan tanggungjawab sendiri tanpa melibatkan kepentingan dan nama Universiti.

SALINAN PENDAFTARAN INI DIPERAKUI OLEH

PENOLONG NAIB CANSELOR KEUSAHAWANAN UITM

Malaysian Academy of SME & Entrepreneurship Development (MASMED)



# MASMED YOUNG ENTREPRENEUR (MyENT)

#### SLIP PENDAFTARAN PERNIAGAAN PELAJAR UITM

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Program Pengajian : SARJANA MUDA PENTADBIRAN PERNIAGAAN (KEPUJIAN) INSURAN

Fakulti : Faculty of Business & Management

Kampus : Selangor

#### **MAKLUMAT PERNIAGAAN**

Mod Perniagaan : Hybrid Bidang Perniagaan yg : Makanan

diceburi

Tempoh Berniaga : 4 BULAN

No. Pendaftaran Perniagaan :

URL Perniagaan : https://web.facebook.com/cheritakatkita

Alamat Premis Perniagaan : Petaling Jaya, Selangor

Tarikh Mendaftar : 06 Jun 2022
Tarikh Kemaskini : 07 Jun 2022
Tarikh Cetak : 07 Jun 2022

Sijil Pendaftaran Perniagaan MyENT ini merupakan rekod rasmi perniagaan yang dijalankan oleh pelajar semasa tempoh pengajian di UiTM.
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#### 2.0 INTRODUCTION OF BUSINESS

#### 2.1 BUSINESS NAME AND ADDRESS

We both shared the same interest in which we would like to have a small touch of old school mood, for that particular reason we chose "Cherita Kedai Kopi" as our go to brand for this business. A simple name that brings 1001 different stories behind it. furthermore, our business located at Petaling jaya, Selangor.

On top of that, we do market our business through Facebook page and also few other social media platforms. Thus, those who are interested on buying our product will get the chance on grabbing one. Meaning, customers from other places in Malaysia can also place their order by reaching out to us.



Figure 1: Our business logo

BUSINESS INFORMATION		
NAME OF BUSINESS	Cherita Kedai Kopi	
BUSINESS ADDRESS	Petaling Jaya, Selangor	
BUSINESS EMAIL		
CONTACT NUMBER		
FORM OF BUSINESS	Partnership – instant coffee bundle pack	
MAIN ACTIVITIES	Selling products	
DATE OF COMMENCEMENT	9 <sup>th</sup> May 2022	
NAME OF BANK	Maybank	
ACCOUNT BANK		

Table 1: Business Information

#### 2.2 ORGANIZATIONAL CHART



GENERAL MANAGER
RAJA HARRIS
BIN RAJA
MUHAMMAD ALI



GENERAL MANAGER MUHAMMAD AIMAN ZAFRAN BIN FAUDZI

Organizational chart

#### 2.3 MISSION AND VISION

We both shared the same mission in which to give opportunity that they can't get elsewhere in which the ability to buy packs of coffee in affordable price. Moreover, our vision is to give each and every one have an option to pick and choose what kind of coffee flavor they love the most, pack in one small bundle and sold in an affordable price.

#### 2.4 DESCRIPTION OF PRODUCT

As for our product, there are various different brands and flavors to choose from. We currently giving our customers the ability to fully customize the product that they desire to get their hands on. We are selling 5 coffee packs stack in one bundle with a price of RM5 per bundle. Customers can pick 5 different flavors according to their likes and buy it by contacting us.

# **PRODUCT** DISCRIPTION FRANCHE ROAST SALTED CARAMEL LATTE RM1 PER PACK **CREAMY TASTE AND** STRONG COFFEE SCENT **ALICAFE CARAMEL** RM1 PER PACK **BEST FOR MEN** STRONG CARAMEL FLAVOR



- NESCAFE
- LATTE CARAMEL
- RM1 PER PACK
- RICH FLAVOR IN LATTE CARAMEL, SWEET AND CREAMY



- NESCAFE
- ORIGINAL
- RM1 PER PACK
- CLASSIC NESCAFE FLAVOR
- NOTHING BEATS THE ORIGINAL CLASSIC FLAVOR



- ALICAFE
- TONGKAT ALI DAN GINSENG
- RM1
- STRONG TONGKAT ALI AND GINSENG FLAVOR



- INDOCAFE
- COFFEEMIX 3 IN 1
- RM1
- FULLY COMPLETE 3 IN 1
  COFFEE, CREAMY AND
  RICHNESS OF COFFEE
  FLAVOUR



- ALICAFE
- CLASSIC FLAVOR
- RM1
- CLASSIC FLAVOR SUITS FOR ALL AGE



- RADIX
- CLASSIC FLAVOR
- RM1
- SIMPLE BUT FLAVORFUL TASTE

### 2.5 PRICE LIST

PRODCUT	PRICE LIST
FRANCHE ROAST	RM1 PER PACK
ALI CAFÉ CARAMEL	RM1 PER PACK
NESCAFE LATTE CARAMEL	RM1 PER PACK
NESCAFE ORGINAL	RM1 PER PACK
ALICAFE TONGKAT ALI DAN GINSENG	RM1 PER PACK
INDOCAFE MIX 3 IN 1	RM1 PER PACK
ALICAFE CLASSIC	RM1 PER PACK
RADIX CLASSIC FLAVOUR	RM1 PER PACK

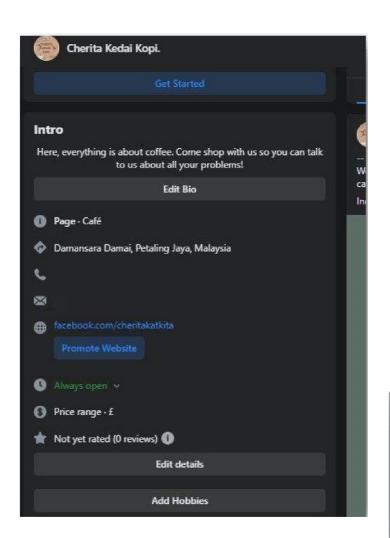
Table 2: price list for the products

#### 3.0FACEBOOK (FB)

#### 3.1 CREATING FACEBOOK PAGE

To start off, we both decided to start our business by advertise it through social media platform. Thus, we both agreed to choose Facebook as our first step on promoting our business due to the fact that Facebook is one of the best social media platform to start doing business. By creating a Facebook page, customers that have an intention on buying our product can get early and important information regarding on the products we currently sell, the availability of our product, ways to contact us and any relevant information regarding us. Moreover, Facebook also one of the largest social media network in the world and we certainly think we should take a full advantage of it by promoting our business there.





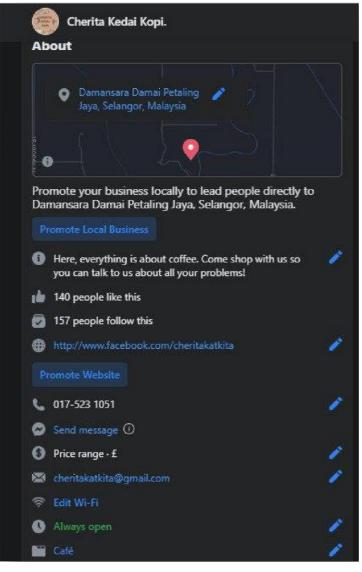


Figure 2: Facebook page

We created our Facebook page on 10<sup>th</sup> May 2022. We make use of the Facebook page by promoting our products and brand name starting by our username page, page header, tag line and our first very own logo. At first, it was a bit struggle to get the people's attention. It is indeed not an easy task to attract people but thankfully, today's technology we can easily get people's attention by shared our Facebook page to all social media platform available.

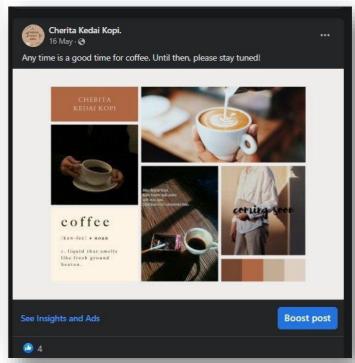
#### 3.2 FACEBOOK PAGE URL

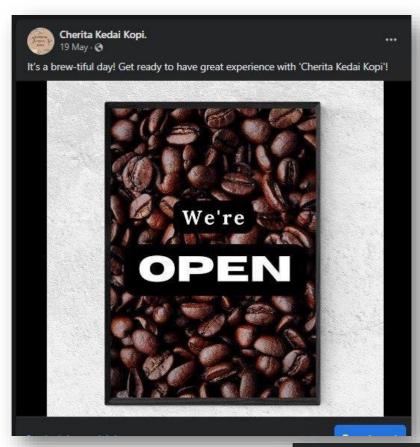
This is our URL Facebook page <a href="https://www.facebook.com/cheritakatkita">https://www.facebook.com/cheritakatkita</a>

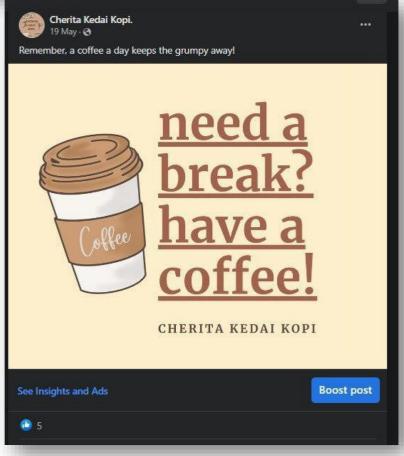
#### 3.3 FACEBOOK POST-TEASER

Its best to start our business by showing our teaser first so we can get our potential customers curious on what kind of product we will be selling on our Facebook page. We post our teaser a minimalist information regarding our product just enough for them to get a glimpse and idea of our product.

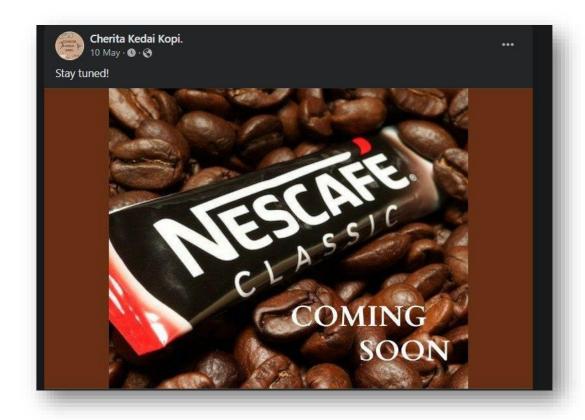














#### 3.4 FACEBOOK POST- HARD SELL

Hard sell posting is an immediate and direct way to promote and advertise our product at our Facebook page. A hard sell posting is indeed the best way to show our customers the products that we currently sell and we lay them few ways for them to contact us and immediately place order.





#### Cherit:a Kedai Kopi. :9 July al 23:42

Enjoy a smooth, creamy beverage while drifting off to slumber

Live your moment with a great cup of NESCAFE.

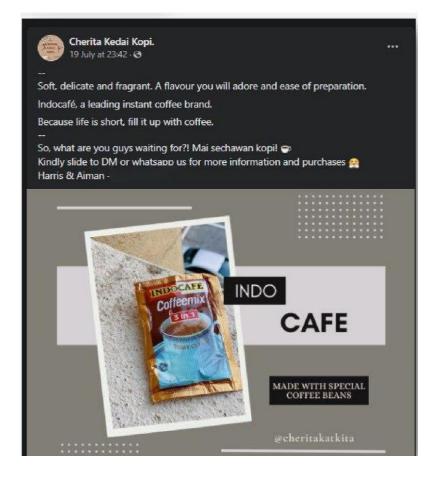
Take a deep breath of the coffee and let out aH of your frustrations

So, what are you guys waiting for?!. Mai sechawan kopi!

Kindly slide to DM or whatsapp us for more information and purchases fi

Harris & Aiman-



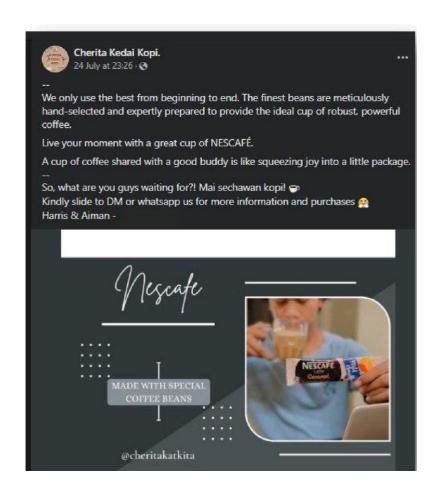




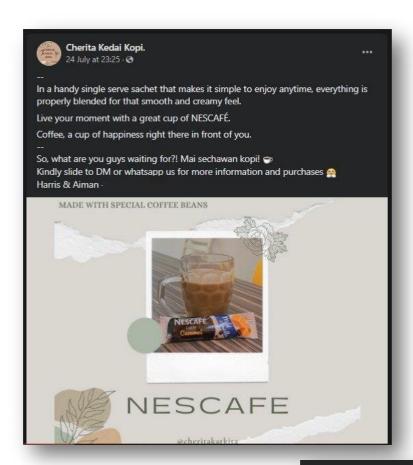




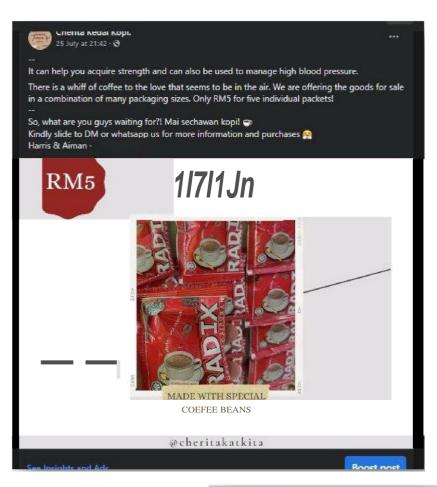




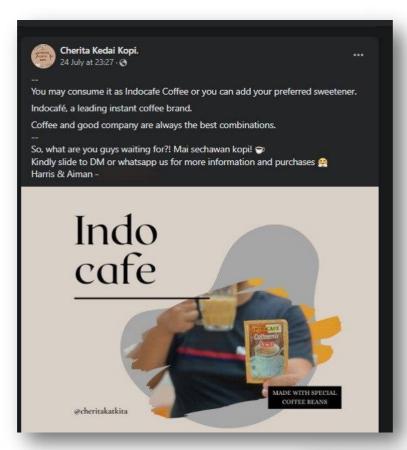














#### 3.5 FACEBOOK POST- SOFT SELL

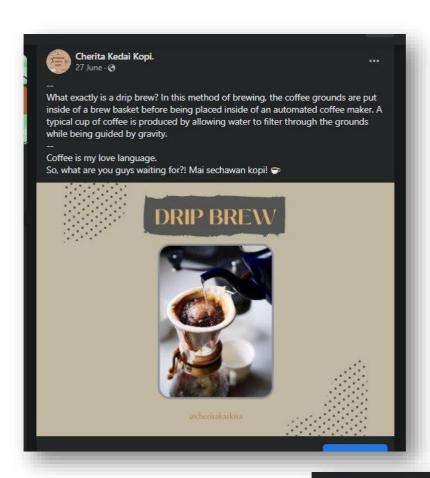
Next, we also promote and advertise our business through soft sell posts. It is another method to encourage customers by engaging them with different style. it is a technique that relies on being persuasive and conversational language. It is basically publishing and advertising our product but indirectly approach them.

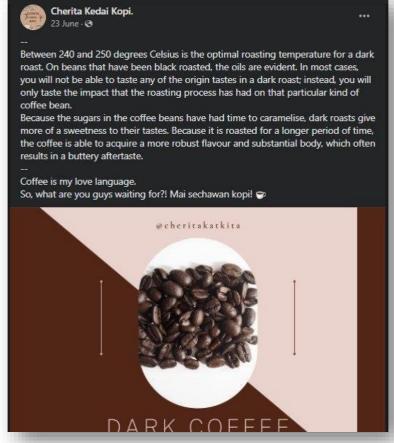










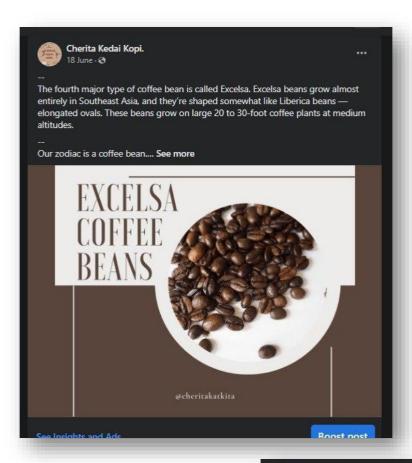


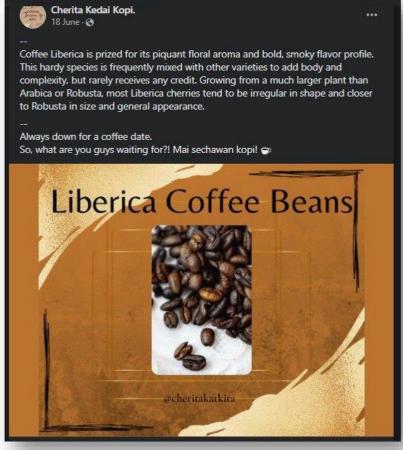














Cherita Kedai Kepi.

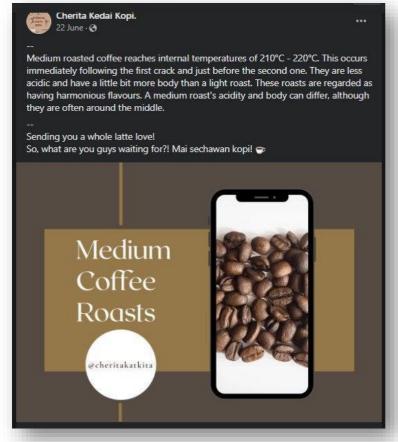
Americanos are a common choice for morning beverages, and most people believe that they were first created during the Second World War. To get most out of their rations, soldiers would dilute their coffee wnth water before drinking it. Even though it is diluted by the water, the espresso still contains a significant amount of caffeine.

#### Coffee is my love language.

So. what are you guys waiting for?! Mai sechawan kopi!









You will need eithe r an espresso machine or a cappuccino madline in order to successfully brew espresso. These devices force boiling water under pressure through a filter that is packed with darkly roasted and finely ground coffee beans. Because of the power of the water, the shot of coffee comes out very ooncent ra ted. This is the procedure that is used most often for the foundation of coffee-based beverages.

Coffee is my love language.

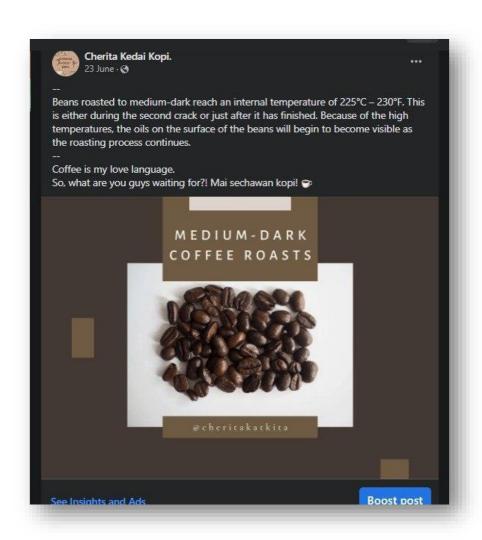
So, what are you guys waiting for?! Mai sechawan kopi!

## **ESPRESSO BREW**

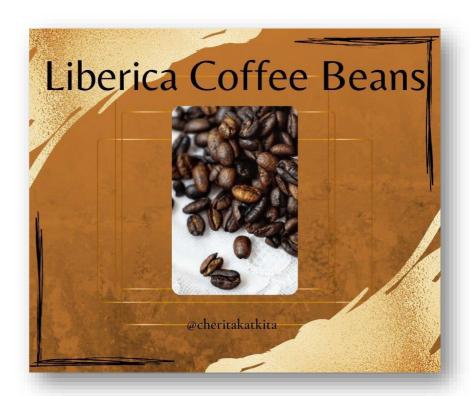


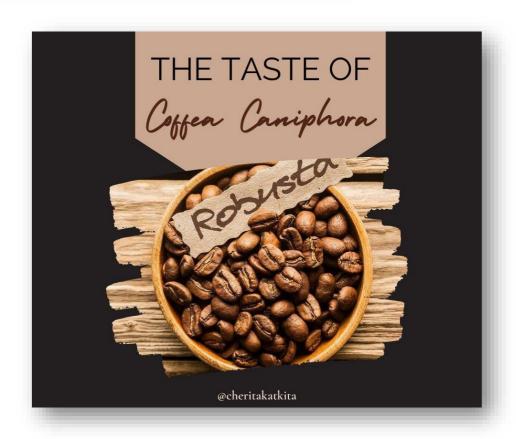
orcheritakatkisa.



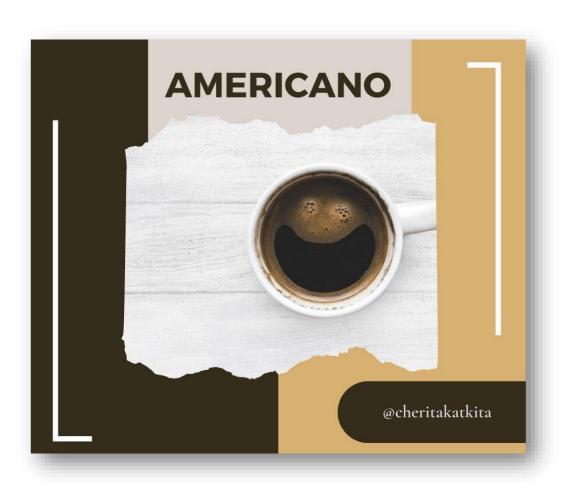


#### 3.6 GRAPHICS









#### 4.0 CONCLUSION

To conclude, doing a business for it is indeed hard and struggle especially for us beginners. On the other hand, I was a very fun experience. Starting off by brainstorming and getting the idea of what kind of product we should sell. Not to forget, there were hurdles that seems quite impossible for us to go through at first but with the help from our lecturer Encik Raslan Nordin and our fellow friends we manage to handle it with ease.

Secondly, promoting our business at Facebook was an excellent idea. We gain popularity by shared the URL link of our business to another social media platforms and as simple as that. Although, people nowadays mostly spend their time scrolling over *Tiktok*, *Twitter*, *Instagram* but we still managed to get their attention because Facebook are still one of the best platform to do business.

For the time being, there is not much of a product that we can offer to sell but we are working on it. We will sell more new products and keep on updating our social media by posting more on our soft sells and hard sells so that customers can get new information regarding our business. There are indeed so much room for improvement and we will push it to the limit.

We do acknowledge that our business is still lacking here and there but we are still new in the business and we growing and learning fast. On top of that, all those critiques, comments and complaints we got will help us to improve better in the near future. From the day we agreed to do business, we are ready to face all the consequences and risks just to get the benefit after. It was the best decision we ever made.