



Business Plan

Paradise Spa

CHEMICAL ENGINEERING STUDIES

COLLEGE OF ENGINEERING

FUNDAMENTALS OF ENTREPRENEURSHIP (ENT300)

J4EH1105A

PREPARED BY:

AISYAH RODHIAH BINTI MOHD RODZI (2020454916)

ATHIRAH KHAIRINA BINTI ZUHAIMI (2020827126)

AUFA BINTI ADLY (2020873802)

AZWINA BINTI AHMAD ZAMBERI (2020882966)

PREPARED FOR:

Ts MUHAMMAD IMRAN BIN ISMAIL



TABLE OF CONTENTS

1.0 EXECUTIVE SUMMARY.....	8
2.0 BUSINESS BACKGROUND.....	10
4.0 ADMINISTRATION PLAN.....	17
5.0 MARKETING PLAN.....	23
6.0 OPERATIONAL PLAN.....	36
7.0 FINANCIAL PLAN.....	53
8.0 CONCLUSION.....	62
9.0 APPENDICES.....	64

**LIST OF TABLES:**

Table 1: Business Background.....	10
Table 2: Task and Responsibilities of Administration Personnel	19
Table 3 Task and Responsibilities of Administration Personnel (Cont.)	20
Table 4 : Remuneration Schedule of Administration Personnel.....	20
Table 5 : Administration Budget.....	21
Table 6 : List of Office's Furniture.....	21
Table 7 : Treatment A Package.....	23
Table 8 Treatment A Package (Cont.).....	24
Table 9: Treatment B Package.....	25
Table 10 Description of Lotion Product	26
Table 11: List of competitors with their strengths and weaknesses.	29
Table 12 Market share before and after the entrance of Paradise Spa.....	30
Table 13: Service Strategy Plan.....	30
Table 14 : Promotion Budget.....	32
Table 15 : Schedule of Task and Responsibilities.....	33
Table 16 : Schedule of Remuneration	34
Table 17 : Marketing Budget.....	34
Table 18 : Capacity Planning of Spa Service.....	38
Table 19: BOM of Lotion Product.....	39
Table 20: Spa Treatments Items used during the treatment.	40
Table 21 : Spa Furniture's Items	40
Table 22 Spa Furniture's Items (Cont.).....	41
Table 23: Schedule of Material Requirement for Lotion Product	41
Table 24 Schedule of Material Requirement for Lotion Product (Cont.)	42
Table 25 : Schedule of Material Requirement for Spa Items	43
Table 26 : Schedule of Material Requirement for Spa Furniture	44
Table 27 Schedule of Material Requirement for Spa Furniture (Cont.)	44
Table 28 : List of Machine in Paradise Spa	45
Table 29 Supplier of Machine in Paradise Spa	45



Table 30: Business Hour in Paradise Spa.....	47
Table 31 : Operation Hour in Paradise Spa.....	48
Table 32 : Schedule of task and responsibilities.....	48
Table 33 : Schedule of Remuneration for Operational Plan.....	49
Table 34: List of Overhead Requirement.....	50
Table 35 : Operational Budget in Paradise Spa.....	51
Table 36 Administrative Budget.....	53
Table 37 Marketing Budget.....	54
Table 38 Operation Budget.....	54
Table 39 Project Implementation Cost & Sources of Financing.....	55
Table 40 Loan Repayment Schedule.....	56
Table 41 Cash Flow Pro Forma Statement.....	57
Table 42 Production Cost Pro-Forma Statement.....	58
Table 43 Pro-Forma Income Statement.....	59
Table 44 Pro-Forma Balance Sheet Statement.....	60



LIST OF FIGURES:

Figure 1 Paradise Spa 's Logo..... 18

Figure 2: Organizational Chart of Administration.....19

Figure 3 : Population of people in Kluang28

Figure 4 : Flowchart of Spa Service36

Figure 5 : Spa Building Layout.....37

Figure 6 Distance of lotion product supplier to our spa location46

Figure 7 : The store building of Paradise Spa47

Figure 8 Partnership Agreement Letter64

Figure 9 Partnership Agreement Letter (Cont.)65

Figure 10 Partnership Agreement Letter (Cont.)66

Figure 11 Partnership Agreement Letter (Cont.)67

Figure 12 Paradise Spa License68

Figure 13 Reception Area69

Figure 14 Lobby Area.....69

Figure 15 Massage Room.....70

Figure 16 Jacuzzi Room70

Figure 17 Toilet71

Figure 18 Office.....71

Figure 19 Business Card (Front)72

Figure 20 Business Card (Back).....72

Figure 21 Label Design of Bottle Lotion (Front).....73

Figure 22 Label Design of Bottle Lotion (Back).....73

Figure 23 3 in 1 Body Lotion (Front)74

Figure 24 3 in 1 Body Lotion (Back).....74

Figure 25 E-Promotional Video of Paradise Spa75



EXECUTIVE SUMMARY



1.0 EXECUTIVE SUMMARY

A beauty spa called Paradise Spa opened its doors in early November 2022 with the purpose to provide self-formulated lotions made with the highest quality ingredients and to give skin care for all age groups in order to promote healthy skin. The paradise spa offers 2 packages of massage treatments and sells lotions produced from our own formulation with good ingredients such as milk, mint and oat. Since our business is a new one on the market, there are several factors that we must take into account in order to ensure that we can compete with other skin treatment facilities and meet client demand in an industry where many individuals, including those in the health services are engaged. In this paper we will explain about the market potential, the overall project cost and the important part which is the net profit. Nowadays, there are many people who have skin problems such as allergies, irritants, genetic makeup, certain diseases, and immune system problems. We see this as an opportunity to seize opportunities in order to increase customers and improve the quality of life for others. In addition to helping those in need, particularly those with severe skin conditions. This partnership business is managed by four partners which are general manager, marketing manager, operations manager and financial manager. Each duty has a significant obligation to guarantee that this business completed may have the finest influence on the client and the company. The overall project implementation cost for this spa business is RM 149,757.00 which consists of fixed assets, working capital, pre-operations and other expenditure. Our spa building is located at Jalan Dato Tan Seng Leong, Kluang Town Area (First Floor Shop Lot), 86000, Johor. So, we believe that because of the location of our building in a metropolis, we are able to reach a wide range of potential clients and entice them to use our spa's services. Furthermore, our clinic's location is quite important because it's close to shopping centers and residential regions. Moving to the important part of this business plan which is the net profit. Our overall net profit in the first year was RM 236,508.00 while it improved by 10% to RM 605,958.00 in the second year. Consequently, there was an 8% rise in net profit, or RM 1,092,446.00, in the third year. Last but not least, we think that our corporate financial status statement will help us attain our objective. with the high-quality treatments and solid educational foundation of skin therapy



BUSINESS BACKGROUND



2.2 Reasons for Starting the Business

There are numerous underlying reasons that push us to enter this field and actively participate in the spa industry. The spa industry produces excellent profit margins due to an unlimited number of consumers who desire to be pampered and freed of stress. The great demand for spa services makes them a profitable alternative. Because daily life is so stressful these days due to job and family commitments, more individuals than ever are feeling the strain and acting by engaging in self-care and restorative practices. The spa industry is a fantastic place to network with others in your field and attract high-profile customers who might be able to assist you in other aspects of your life.

2.3 Purpose of Preparing Business Plan

- To consider and analyse the proposed business venture's viability and thorough planning in an objective, critical, and realistic manner.
- To serve as the best standards for the management of the spa business.
- To efficiently and effectively allocate business resources.
- To become profitable and successful in the spa industry.
- To meet the need for massage services.



PARTNERSHIPS BACKGROUND



4.0 ADMINISTRATION PLAN

4.1 Mission

Our main goal is to run a successful company that offers luxurious therapeutic massages and other aesthetic services in a classy, professional setting.

4.2 Vision

Making paradise spa as an international brand skin treatment therapy while selling the best lotions in Southeast Asia with affordable pricing offers.

4.3 Objectives

- To provide skin treatment to all age groups to get healthy skin
- To sell self-formulated lotions from the best and quality ingredients

4.4 Logo & Description



Figure 1 Paradise Spa 's Logo

Paradise Spa is the name of our company. "Paradise" was chosen as the name of our spa because our spa offers relaxing therapy treatment that makes you feel like in paradise. The flower and the lady in the logo represent that our spa is open for women only.



4.5 Organisational Chart

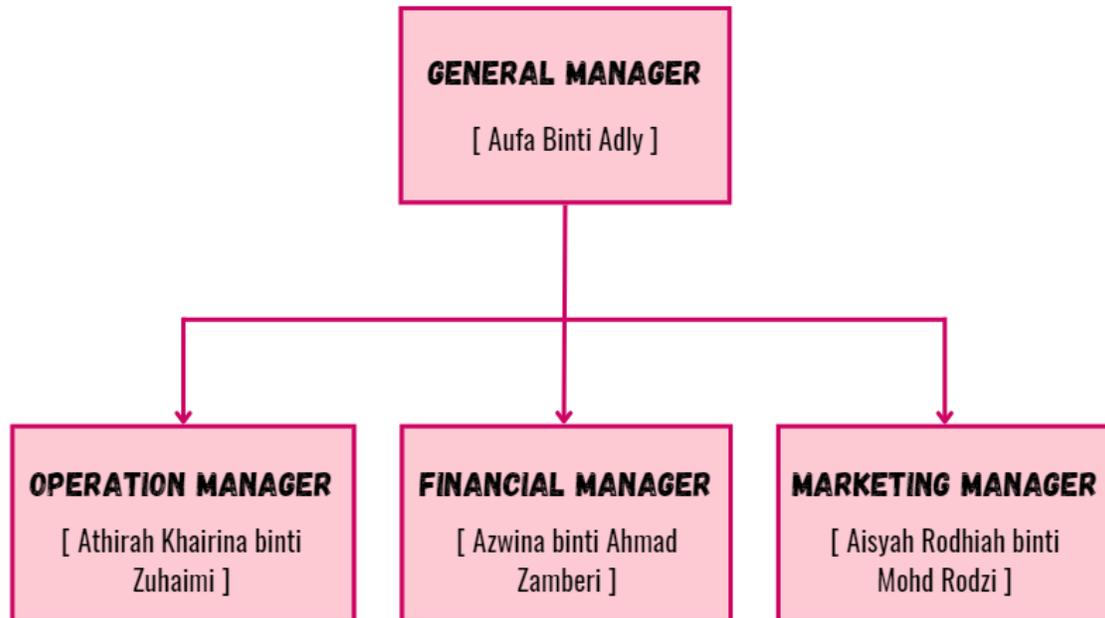


Figure 2: Organizational Chart of Administration

4.6 Administration Personnel Schedule

Table 2: Task and Responsibilities of Administration Personnel

POSITION	NO. OF PERSONNELS	TASK AND RESPONSIBILITIES
General Manager	1	<ul style="list-style-type: none"> ● Conduct all of the hiring, firing, and training of employees at the spa ● Monitor employees for correct work performance. ● Keep track of all incoming and outgoing inventory of spa
Marketing Manager	1	<ul style="list-style-type: none"> ● Create a marketing strategy to expand paradise spa services and lotion sales more effectively ● Undertake market research on selling and promoting lotions ● Understand the trends and customer preferences on skin treatment

*Table 3 Task and Responsibilities of Administration Personnel (Cont.)*

POSITION	NO. OF PERSONNELS	TASK AND RESPONSIBILITIES
Operation Manager	1	<ul style="list-style-type: none"> • Formulate a strategy to promote paradise spa treatments every month • Improve the performance in term of spa services • Ensuring that all quantities of creams, massage oils, lotions and other ingredients are sufficient during therapy sessions
Financial Manager	1	<ul style="list-style-type: none"> • Provide financial reporting, billing, collections, payroll, and budget preparation for the spa.

4.7 Remuneration Schedule

Table 4 : Remuneration Schedule of Administration Personnel

No.	Position	No. of staff required	Salary per month (RM)	EPF (RM) 13%	SOCSSO (RM) 3%	Total (RM)
1.	General Manager	1	4,500.00	585.00	135.00	5,220.00
2.	Marketing Manager	1	4,000.00	520.00	120.00	4,640.00
3.	Operation Manager	1	4,000.00	520.00	120.00	4,640.00
4.	Financial Manager	1	4,000.00	520.00	120.00	4,640.00
TOTAL						19,140.00

Reference: <http://www.salaryexplorer.com/salary-survey.php?loc=130&loctype=1&job=374&jobtype=3>



4.8 Administration Budget

Table 5 : Administration Budget

Particulars	Fixed Assets	Monthly Exp.	Others	Total
<i>Fixed Assets</i>				
Land & Building	275.00			275.00
Computer Equipment	2,200.00			2,200.00
<i>Working Capital</i>				
Rental		2,500.00		2,500.00
Salaries, EPF, SOCSO		19,140.00		19,140.00
<i>Pre-Operations & Other Expenditure</i>				
Other Expenditure			230.00	230.00
Deposit (rent, utilities, etc.)			5,000.00	5,000.00
Business Registration & Licences			120.00	120.00
Total (RM)	2,475.00	21,640.00	5,350.00	29,465.00

Table 6 : List of Office's Furniture

Material	Quantity	Safety stock	Total material requirement	Price/unit (RM)	Total price (RM)
Office table	1	-	1	115.00	115.00
Office chair	1	-	1	70.00	70.00
Printer	1	-	1	800.00	800.00
Computer	1	-	1	1,400.00	1,400.00
Shelving	1	-	1	90.00	90.00
Stationeries	N/A				100.00
A4 Paper	1	1	2	50.00	100.00
Fire extinguisher	1			30.00	30.00
				TOTAL	2,705.00



MARKETING PLAN



5.0 MARKETING PLAN

5.1 Service and Product Description

Paradise spa is a skin care treatment centre which serves the community. Today, many people are looking for skin treatment centres to relieve stress with massage, beautify the skin especially for women, as well as prenatal massages for pregnant women. This spa is specially opened for women only. This is because it is easier for women who wear hijab to do the treatment comfortably and all spa employees are women. Paradise Spa offers skin care treatments for the arms, legs, and entire body by offering several treatment packages that are customised to the client's skin concerns and at affordable treatment costs. Paradise spa also sells lotions that are formulated and uniquely created by our business. These lotions are made with premium natural components with the goal of boosting the moisture and suppleness of the skin.

5.1.2 Service

This paradise spa package offers a customized one-hour service from treatment A and treatment B where the customer can choose each one of the treatments by themselves.

Paradise Spa Package (Treatment A + Treatment B)

Treatment A: Massage Option

Table 7: Treatment A Package

Massage	Thai Massage	Swedish Massage	Shiatsu Massage
Description	<ul style="list-style-type: none"> Thai massage is the combination treatment of acupressure, Indian Ayurvedic principles and yoga positions. 	<ul style="list-style-type: none"> Swedish massage is referred to as the classical massage and the most common type of technique in the West. 	<ul style="list-style-type: none"> Shiatsu massage is a treatment that targets acupressure points to enhance the flow of energy (chi).



Table 8 Treatment A Package (Cont.)

Massage	Thai Massage	Swedish Massage	Shiatsu Massage
Description	<ul style="list-style-type: none"> • The therapist will position herself to pull or push, stretch and twist by the movements such as kneading, pressing and stretching the muscles to get the client in various positions to relieve stress and tension 	<ul style="list-style-type: none"> • The therapist uses a combination of movements, namely long strokes, kneading, circular movements and chopping motions, to manipulate the top layers of the muscles. 	<ul style="list-style-type: none"> • The therapists use finger touch with different pressure on certain points of the body with palm and thumb movements so that the pressure applied to points on the body promotes the flow of energy throughout the body which increases the flow of "meridians" (pathway where the "chi" flows).
Benefits	<ul style="list-style-type: none"> • Stress relief • Improves blood circulation • Promotes flexibility • Improves posture and help boost energy 	<ul style="list-style-type: none"> • Calms the nervous system • Promote relaxation • Relieves tension • Reduce pain and stiffness in muscles and joint 	<ul style="list-style-type: none"> • Help relieve blockages at acupressure points • Improve the energy balance in the body • Insomnia relief • Relieve neck and shoulder pain
Duration	30 minutes	30 minutes	30 minutes
Price	RM 100.00	RM 100.00	RM 100.00

**Treatment B: Add-on Option***Table 9: Treatment B Package*

Add-on	Jacuzzi body bath	Thai Heat therapy	Sea Salt Foot Scrub
Description	A Jacuzzi is a hot tub with jets of hot water under pressure, that producing the air bubbles spinning in the water.	The hot compress contains medicinal herbs and uses heat to stimulate the nerve endings that allows herbal essences to penetrate into the body through the skin and accelerates the natural body recovery.	This foot treatment removes unwanted dead skin cells by mixture of sea salts and lotion to improve skin radiance leaving your feet feeling smooth, soft and energized.
Benefits	<ul style="list-style-type: none">● Reducing tiredness● Revitalizing body● Improved sleep habits● Promote relaxation	<ul style="list-style-type: none">● Improves circulation and blood flow● Reduce fatigue● Deeply relaxation● Ease pain and tension	<ul style="list-style-type: none">● Soothe aching muscle on foot● Keeps the skin foot hydrated and fresh● Promote skin growth and regeneration
Duration	30 minutes	30 minutes	30 minutes
Price	RM 150.00	RM 50.00	RM 50.00



5.1.3 Product

Our main lotion product is basically a palm oil based that comes out with advanced ingredients that will be suitable for different skin types that deal with specific skin problems.

Table 10 Description of Lotion Product

Product	Paradise 3in1 Body Lotion (Extra Moisturizing, Refreshing and Deep Restore)
Features	Pink
Description	The formula with the unique combination of milk, mint and oatmeal that supplies deep moisture, cooling effect and gives noticeably softer and smoother skin that even suitable to the sensitive skin.
Advanced ingredient	Milk, Mint, Oat
Benefits	<ul style="list-style-type: none">● Cooling and refreshing effect● Strengthens the skin's barrier● Deep hydration● Non-sticky● Skin feels smoother and silky-soft● Suitable for sensitive skin● Locks in moisture to nourish dry skin



5.2 Target Market

Segmenting Market

- Demographic segmentation
- Geographic segmentation

Demographic segmentation

Age, race, religion, gender, family size, ethnicity, income, and education are the segments used in this analysis. In order to assist a business's target, its clients more effectively, it can be segmented into a number of markets. Our target market is represented by individuals in their early 20s up until the late 60s living in Kluang. It caters exclusively to female clientele.

Geographic segmentation

The segmentation of a company's market depending on geography is known as Geographic segmentation. It can be divided into areas in cities, counties, regions, countries, and abroad. Rural, suburban, and urban locations can all be classified as parts of a market. By segmenting the market, we can identify the product that a certain location's customers are interested in.

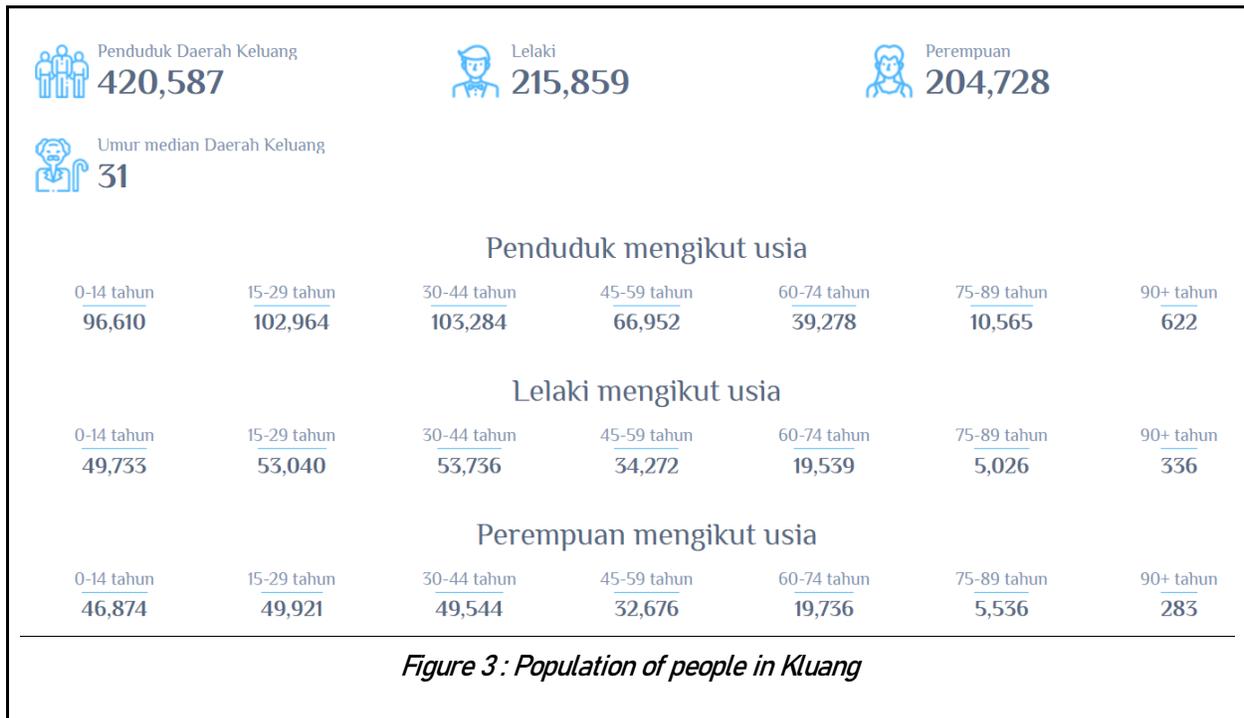
5.3 Market Size & Sales Forecast

5.3.1 Market Trend

The need for skin therapy treatments is anticipated to rise as the population ages and as people with skin conditions such as acne, eczema, psoriasis, and rosacea increase in number. Preventive and follow-up therapies for skin issues, as well as step-by-step rehabilitation programmes, should all be more widely accessible as a result of the significant rise in the number of aged people. Additionally, there is an increasing focus on the fitness and health of expecting moms in their everyday lives, particularly for those who work outside the home and do household duties. As a result, there is a greater need for skin therapy treatment centres.



5.3.2 Market size



Source: <https://ms.zhujiworld.com/my/971202-daerah-kluang/>

Population of targeted customers in Kluang, Johor

: 144,000 people (female from 20-69 years old)

Population x Average Price = Market size

144,000 x RM 200 = RM 28,800,000

Our sales forecast is 3% from market size

RM 28,800,000 X 3% = RM 864,000

From sales forecasting we would be able to generate how many customers per year.

Our average treatment price is RM 200 per session.

RM 864,000/RM 200 = 4,320 customers per year

4,320/12 months = 360 customers per month

360/24 days = 15 customers per day



5.4 Competitors Analysis & Market Share

Table below shows the competitors for Paradise Spa around Kluang city. These competitors open the same business activities like us but have different strengths and weaknesses.

Table 11: List of competitors with their strengths and weaknesses.

COMPETITORS	STRENGTH	WEAKNESS
Khatulistiwa Spa Sdn Bhd	Established businesses that have been around for a long time, and they're able to capitalise on their existing customer base.	There were only a few treatment options available at the moment.
NT Spa & Beauty House	It is a modern-looking business with specialised equipment for body massage.	New in the market but still lacks customer base growth.
Hannan Medispa	Cover many treatments and is particularly well-versed in body therapy.	The spa is located far away from Kluang, making it difficult to get there.

Market share

Market share is defined as the division of the market or sales among businesses that conduct a similar economic business. The numbers of competitors, experience, strengths, and weaknesses will all be considered. The division of market share before and after our company entered the market is shown in the table below.

*Table 12 Market share before and after the entrance of Paradise Spa*

Competitors	Market Share Before Entrance (%)	Market loss (%)	Market Share After Entrance (%)	Total Market Share (RM)
Khatulistiwa Spa Sdn Bhd	45	1	44	12,960,000.00
NT Spa & Beauty House	35	1	34	10,080,000.00
Hannan Medispa	20	1	19	5,472,000.00
Paradise Spa	-	-	3	864,000.00
Total	100	3	100	28,800,00.00

5.5 Marketing Strategy

Our spa has several strategies to increase our sales every year which are based on service, price, place and the promotion.

Service strategy

Table 13: Service Strategy Plan

Name	Paradise Spa
Service Quality	Our spa therapists are qualified from the beauty therapy field.
Service Package	Massage treatment + add-on treatment Minimum package = RM 150.00 Maximum package = RM 250.00
Service Differentiation	Customer safety and satisfaction will be our priority. All the treatment applied is based on the best current application.
After sales service	Follow-ups each spa customer. We will ask feedback from customers about our quality of service and product used to make improvements in future.



Pricing strategy

We offer the best price which is not too low or too high from our competitors. Also, the lotion price is very affordable. The stockists that registered under Paradise Spa will get a markdown price for them to sell the lotion.

Place/Distribution strategy

Paradise Spa use direct to customer channel. This type of channel is called a direct marketing channel or channel one. It has no intermediate level and consists of businesses that sell directly to consumers. It is usually used in service companies. This is the best strategy for our company to maintain the excellent quality of our services. The location of our business is also very strategic because it is close to shop lots and residential areas that make it easy for them to come and get treatment. We also chose the first-floor shop lot because it will attract customers to pass through and make it easier for them.

Promotion strategy

The purpose of doing a promotional strategy is to promote our products and services to the public to increase the number of customers. Promotional strategies are used to spread information about a company's products or services with the aim of attracting the target market. Following are several ideas to promote our "Paradise Spa" business: -

a) Advertising

In order to attract customers, our Paradise Spa brought a signboard and hung a banner in front of the place. This approach can capture more customers from various cities and people from far away can already see the signs and banners that can make our company famous, especially in certain areas in Kluang. Other than that, we also promote it in social media as we know that people are very active in using the technology. We promote it through the ads in Instagram and TikTok. Table below show the budget for the promotion



Table 14: Promotion Budget

ITEM	PRICE
Signboard	RM 2,000.00
Banner	RM 100.00
Advertisement	RM 3,000.00

b) Membership card

We introduce the membership card in our spa so that the customer will enjoy the benefits from it. This membership card will give a point in every transaction that made from our spa. If the points have been collected at the set number, the customer will have a chance to win a free gift or a surprise from our company.

c) Discount on occasional day

We will give discount to customer when there is occasional day such as birthday, anniversary and the launching of our spa.

d) Words of mouth to family and friends

Word-of-mouth marketing is when a customer's interest in a company's product or service is reflected in their daily dialogues. We know that word from our family and friends are being honest so that they can recommended over to the friends. Apart from that, when there is a client, she can spread the exceeding expectations on a product, providing good customer service, and giving exclusive information to other people.



5.6 Marketing Personnel Schedule

Table 15: Schedule of Task and Responsibilities

POSITION	NO. OF PERSONNELS	TASK AND RESPONSIBILITIES
Marketing Executive	1	<ul style="list-style-type: none">● Establish target market strategy and attempt to achieve the target● To attract customers by planning a good marketing strategy every month● Control social media accounts and actively post an update regarding the spa services and the lotion product.
Sales Personnel	1	<ul style="list-style-type: none">● Check for stock of the products at the spa● Provide customers with information about our lotion ingredients and materials● Get the feedbacks from the customers
Promotion Personnel	1	<ul style="list-style-type: none">● Generate report about customers' satisfaction, number of product and also the customer's interest level● Producing interactive materials like video, poster, and flyers to share information about the products to customers● Record each transaction and stock levels of the lotion product.
Distribution Personnel	1	<ul style="list-style-type: none">● Purchasing inventory and negotiating the best deals with vendors and suppliers● Supervising the delivery, loading, and unloading of lotion products and spa materials, as well as making sure they are carried safely.● Attending product launches and networking events, as well as conducting market research● Assisting with product launches and brand events planning.



5.6 Remuneration Schedule

Table 16 : Schedule of Remuneration

No.	Position	No. of staff required	Salary per month (RM)	EPF (RM) 13%	SOCSSO (RM) 3%	Total (RM)
1.	Marketing Executive	1	3,500.00	455.00	105.00	4,060.00
2.	Sales Personnel	1	2,200.00	286.00	66.00	2,552.00
3.	Promotion Personnel	1	2,200.00	286.00	66.00	2,552.00
4.	Distribution Personnel	1	2,200.00	286.00	66.00	2,552.00
TOTAL						11,716.00

5.7 Marketing Budget

Table 17 : Marketing Budget

Particulars	Fixed Assets (RM)	Monthly Exp. (RM)	Others (RM)	Total (RM)
Fixed Assets				
Signboard	2,000.00			2,000.00
Banner	100.00			100.00
Working Capital				
Advertisement		3,000.00		3,000.00
Salaries, EPF, SOCSSO		11,716.00		11,716.00
TOTAL	2,100.00	14,716.00	-	16,816.00



OPERATIONAL PLAN



6.0 OPERATIONAL PLAN

6.1 PROCESS PLANNING

Activity Chart for spa service

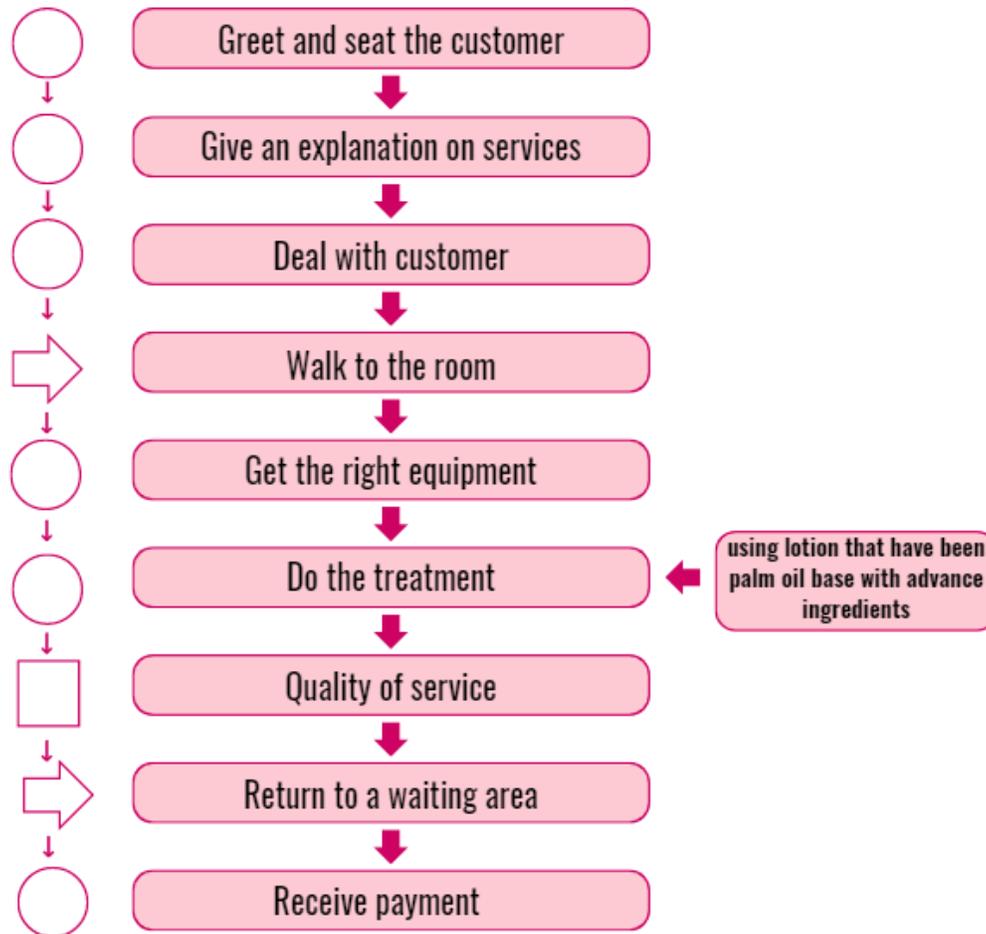


Figure 4 : Flowchart of Spa Service



6.2 OPERATION LAYOUT

Marketing Layout



Figure 5 : Spa Building Layout

Figure 4 is the marketing layout for paradise spa. There are three rooms, a lobby, a toilet, an office and a cashier area. One room was for jacuzzi treatment. The other two were for massage treatment. The lobby is the waiting area for the customers to wait for their turn. There is one emergency exit and one main entrance.



6.3 CAPACITY PLANNING

6.3.1 Spa service

Table 18 : Capacity Planning of Spa Service

Information	Calculation
Total of works days	24
Number of spa customers in a month	360
Daily spa customers	15
BOM cost per patient	RM 11.30
No. of population location selected (Kluang, Johor)	144,000
Sales forecast monthly	RM 200.00 x 360 units = RM 72,000.00
Sales forecast yearly	RM 72,000.00 X 12 months = RM 864,000.00
Market size	144,000 x RM200.00 x 3% = RM 864,000.00

6.3.2 Product sale

Lotion sales to direct customers

Average of 25 customers per day come to the spa to buy the lotion.

Each customers buy one lotion.

25 customers x 1 unit = 25 units sold per day.

25 units x 24 days = 600 units sold per month.

RM 15.90 x 600 units = **RM 9,540.00** sales per month.

Lotion sales to stockist

We have 10 stockists around Kluang city to sell Paradise Spa lotion.

The price that we give to the stockist is RM 12.90 per bottle.

Each stockist buys 300 bottles every month.

10 stockists x 300 bottles x RM 12.90 = **RM 38,700.00** sales per month.



6.3.3 Total Paradise Spa sale

Total sales per months

Spa service sale + lotion sale to direct customer + lotion sales to stockist.

=RM 72,000.00 +RM 9,540.00 + RM 38,700.00 = **RM 120,240.00** total sales per month.

6.4 MATERIAL REQUIREMENT PLANNING

Bills Of Materials (BOM)

To produce a 1000 unit of 200 ml body lotion, the bills of materials is as follow:

Table 19: BOM of Lotion Product

Item	Specification	Quantity
Water	60 kg	1
Propylene glycol	20 kg	1
Stearic acid	15 kg	1
Cetyl alcohol	25 kg	1
Raw milk	5 litres	1
Oat extract	1 kg	1
Mint extract	0.25 litre	1
Bottle	200 ml	1
Bottle cap	2.5 cm diameter	1

*Table 20: Spa Treatments Items used during the treatment.*

Item	Specification	Quantity
Face Towel	Multiple size	150
Face Mask	3-ply medical disposable mask	4
Glove	Disposable glove	4
Hand sanitizer	500 ml	5
Lotion	200 ml	1000
Sea Salt	100 grams	400
Massage oil	15 ml	400
First-aid kit	Portable	2
Body Robe	Free size	50

Table 21 : Spa Furniture's Items

Item	Specification	Quantity
Reception desk	(L) 120 x (W) 50 x (H) 80 cm	1
Reception chairs	Adjustable height	1
Shelving	(H) 2100 x (L) 1200 x (D) 600 mm	2
Sinks	Stainless steel	4
Mirrors	38 x 25 cm	3
Sofa	115 cm	2

*Table 22 Spa Furniture's Items (Cont.)*

Item	Specification	Quantity
Coffee Table	(L) 100 x (W) 60 x (H) 42 cm	1
Massage bed	(L)181 x (W) 60 x (H) 65 cm	2
Foot bucket	(L) 39.4 x (W) 35.8 x (H) 20 cm	3
Side table	(L) 50 x (W) 50 x (H) 50 cm	3
Curtain	(W) 80 X 180 (H) cm	8
Curtain rods	Stainless steel adjustable	4
Fire extinguishers	Multipurpose	1

Material Requirement Schedule

Material required to produce 1000 bottles of 200 ml lotion.

Table 23: Schedule of Material Requirement for Lotion Product

Material	Quantity	Total material requirement	Price/unit (RM)	Total price (RM)
Stearic acid	15 kg	15 kg	58.00	870.00
Propylene glycol	20 kg	20 kg	33.50	670.00
Water	60 kg	60 kg	-	-
Cetyl alcohol	25 kg	25 kg	40.00	1,000.00



Table 24 Schedule of Material Requirement for Lotion Product (Cont.)

Material	Quantity	Total material requirement	Price/unit (RM)	Total price (RM)
Raw milk	5 litres	5 litres	20.00	100.00
Oat extract	1 kg	1 kg	35.00	35.00
Mint extract	0.25 litre	0.25 litre	100.00	25.00
Bottle	1000	1000	1.00	1,000.00
Bottle cap	1000	1000	0.20	200.00
TOTAL:				3,900.00

We buy 7,000 units of lotion from the factory every month.

1000 units for spa uses.

500 units provide for each store x 10 stores = 5000 units

1000 units as safety stock.

Total cost of 7,000 units of lotion = RM 27,300.00 per month

RM 3,900 / 1000 unit = RM 3.90 per bottle is the price that we get from factory

Retail price = RM15.90

Sell price to stockist= RM 12.90

Supplier of Lotion Production

- Factory
 - Umz Bioline Manufacturer Sdn. Bhd.
 - No 7, Jalan Tiram 6, Taman Perindustrian Tiram Utama, 81800 Ulu Tiram, Johor
 - 017-787 8218



- Palm oil
 - Tristar Global Sdn. Bhd
 - 3-10, Block B, Phileo Damansara II,
NO. 15, Jalan 16/11, Off Jalan Damansara,
46350 Petaling Jaya, Selangor, Malaysia.
 - +603-7958 7166

Spa Treatment and Furniture Items

Table 25 : Schedule of Material Requirement for Spa Items

Materials	Quantity	Safety stock	Total material requirement	Price/unit (RM)	Total price (RM)
Face towel	100	20	120	4.00	480.00
Face Mask	3	1	4	15.00	60.00
Glove	3	1	4	15.00	60.00
Hand sanitizer	3	1	4	15.00	60.00
Lotion	900	100	1000	15.90	15,900.00
Massage oil	300	100	400	5.90	2,360.00
Sea salt	300	100	400	1.50	600.00
First -aid kit	1	1	2	60.00	120.00
Body robe	30	20	50	35.00	1,750.00
				TOTAL	21,390.00

*Table 26 : Schedule of Material Requirement for Spa Furniture*

Material	Quantity	Safety stock	Total material requirement	Price/unit (RM)	Total price (RM)
Reception desk	1	-	1	350.00	350.00
Reception chairs	1	-	1	70.00	70.00
Shelving	2	-	2	130.00	260.00
Sinks	4	-	4	150.00	600.00
Mirrors	3	-	3	50.00	150.00
Sofa	2	-	2	200.00	400.00

Table 27 Schedule of Material Requirement for Spa Furniture (Cont.)

Material	Quantity	Safety stock	Total material requirement	Price/unit (RM)	Total price (RM)
Coffee table	1	-	1	150.00	150.00
Massage bed	2	-	2	150.00	450.00
Foot Bucket	3	1	4	30.00	120.00
Side table	3	1	4	40.00	160.00
Curtain	8	-	8	20.00	160.00
Curtain rods	4	-	4	20.00	80.00
Fire extinguisher	1	-	1	30.00	30.00
TOTAL					2,980.00



6.5 Machine & Equipment Planning

Table 28 : List of Machine in Paradise Spa

No.	Item	Quantity	Price per unit (RM)	Total price (RM)
1.	Jacuzzi bath tub	1	4,000.00	4,000.00
2.	Cash Register	1	1,500	1,500
3.	Herbal Heat pad	3	100	300
TOTAL				5,800

6.5.1 List of Suppliers of Machine

Table 29 Supplier of Machine in Paradise Spa

No.	Item	Function	Suppliers	Address
1.	Jacuzzi bath tub	To pull any toxins that exist within your body up to the surface and help to increase the extensibility of muscles	Bathtub Malaysia	No. 163, Jalan PUJ 3/3, Taman Puncak Jalil, 43300, Seri Kembangan, Selangor Malaysia
2.	Cash Register	To calculate and record sales and transactions electronically	LEDA Technology Enterprise	34, Jalan Dedap 17, Taman Johor Jaya, 81100 Johor Bahru, Johor, Malaysia.
3.	Herbal Heat pad	Using an electric heating pad can help ease aches and pains, and reduce stiffness in the muscles and joints	Kinsmedic Sdn Bhd	9-2, Wisma Fiamma, No.20, Jalan 7A/62A, Bandar Manjalara, 52200 Kuala Lumpur, Malaysia.

c) Infrastructure

At our business area store, there is a lot of nearby infrastructure such as a parking lot, mosques, post office, restaurant and others that are convenient to customers and workers to get a good environment.

d) Condition of building

This building is in new buildings that combine with other premises. The buildings are also in such good condition that we do not have to make renovations. This area is suitable to open our spa because the area is very strategic and there will be many people that will passing through this building.

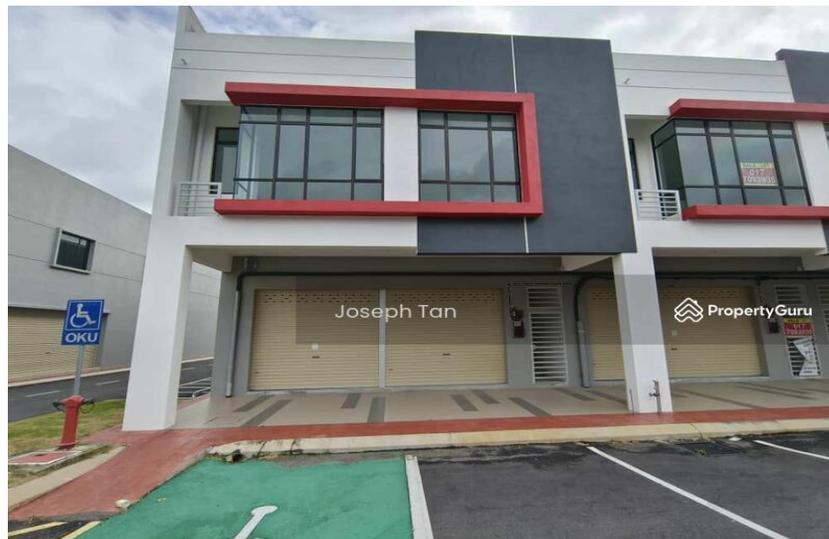


Figure 7: The store building of Paradise Spa

6.7 Business and Operation Hour

6.7.1 Business hour

Business hours refer to the time the business is open to the customers

Table 30: Business Hour in Paradise Spa

Day	Time
Saturday - Wednesday	9.00 a.m. - 5.00 p.m.
Thursday	9.00 a.m. - 2.00 p.m.
Friday	Close



6.7.2 Operation hour

Operation hours refer to the hours the workers have to work.

Table 31: Operation Hour in Paradise Spa

Day	Time
Saturday - Wednesday	9.00 a.m. - 6.00 p.m. (1 hour break)
Thursday	9.00 a.m. - 3.00 p.m. (1 hour break)
Friday	Close

6.8 Operation Personnel Schedule (Manpower Planning)

Direct Labour Planning Schedule of Operation at Spa Service

Table 32: Schedule of task and responsibilities

Position	No of personnel	Task and Responsibilities
Manager	1	<ul style="list-style-type: none"> ● Conduct all of the hiring, firing, and training of employees ● Monitor employees for correct work performance. ● Keep track of all incoming and outgoing inventory
Reception	1	<ul style="list-style-type: none"> ● Greet the guest ● Make and receive phone call ● Receive payment from guest
Consultant	1	<ul style="list-style-type: none"> ● Introduce the service and product to the guest ● Deal with the guest
Massage Therapist	3	<ul style="list-style-type: none"> ● Delivering a variety of spa services in a safe and comfortable manner ● Maintaining equipment and sample inventory of products ● Acknowledging and responding to relevant customer queries, needs and expectations
Spa Attendant/ Assistant	1	<ul style="list-style-type: none"> ● Help the massage therapist by making sure all the needs to be in place at a spa to keep it running smoothly and efficiently



6.9 Remuneration Schedule

Table 33: Schedule of Remuneration for Operational Plan

No.	Position	No. of staff required	Salary per month (RM)	EPF (RM) 13%	SOCSSO (RM) 3%	Total (RM)
1.	Manager	1	3,800.00	494.00	114.00	4,408.00
2.	Reception	1	2,000.00	260.00	60.00	2,320.00
3.	Consultant	1	3,000.00	390.00	90.00	3,480.00
4.	Massage Therapist	3	3,200.00	416.00	96.00	11,136.00
5.	Spa Attendant/ Assistant	1	2,800.00	364.00	84.00	3,248.00
TOTAL						24,592.00

6.10 Permits/ Licences Requirement

In Malaysia, a valid business licence must be obtained by every company that wants to start a business. Approval of licences, permits and regulations are very important and must be followed by those who have a business. Once the company has registered in Malaysia, the company must apply for a business licence related to the nature of its business. It is because, if the company operates without the required licence or permit, the government may close the company and/or impose heavy penalties.

The Paradise Spa will need the following necessary licences/permit in order to establish a business in Malaysia: -

- Company registration
- Company and employee's income tax registration
- Employees provident fund (EPF)
- Social security organisation (PERKESO)
- Human resources development fund (HRDF)
- Business premise licence and signboard licences



Businesses in Malaysia are required to apply for business premises licences and signboard licences from the respective State Authorities. The requirements for the application may vary according to each local authority.

6.11 Overhead Requirement

6.11.1 Operations Overhead (indirect labour/indirect material/insurance/maintenance and utilities)

Table 34: List of Overhead Requirement

No	Types of Overhead	Monthly Cost (RM)
1	Electricity	3,000.00
2	Water	2,000.00
3	Telephone	250.00
4	Internet	500.00
5	Box for transportation	300.00
6	Machine and building maintenance	750.00
	TOTAL	6,800.00



6.12 Operation Budget

Table 35 : Operational Budget in Paradise Spa

Particulars	Fixed Assets (RM)	Monthly Exp. (RM)	Others (RM)	Total (RM)
Fixed Assets				
Operational tools	5,800.00			5,800.00
Spa Furniture	2,980.00			2,980.00
Working Capital				
Treatment product		27,300.00		27,300.00
Spa Item		21,270.00		21,270.00
Salaries, EPF & SOCSO		24,592.00		24,592.00
Overhead requirement		6,800.00		6,800.00
Pre-Operations & Other Expenditure				
Other Expenditure			120.00	120.00
Insurance & Road Tax for Motor Vehicle			1,000.00	1,000.00
TOTAL	8,780.00	79,962.00	1,120.00	89,862.00



FINANCIAL PLAN



7.0 FINANCIAL PLAN

Table 36 Administrative Budget

7.1 ADMINISTRATION BUDGET	
Fixed Assets	RM
Office furniture	275.00
Computer equipment	2,200.00
Working Capital	
Rental	2,500.00
Salary, EPF & SOCSO	19,140.00
Pre-Operations	
Deposit (rent, utilities, etc.)	5,000.00
Business Registration & Licences	120.00
Other Expenditure	230.00
TOTAL	29,465.00

*Table 37 Marketing Budget*

7.2 MARKETING BUDGET	
Fixed Assets	RM
Signboard	2,000.00
Banner	100.00
Working Capital	
Advertisement	3,000.00
Salaries, EPF, SOCSO	11,715.00
TOTAL	16,816.00

Table 38 Operation Budget

7.3 OPERATION BUDGET	
Fixed Assets	RM
Operational tools	5,800.00
Spa Furniture	2,980.00
Working Capital	
Treatment product	27,300.00
Spa Item	21,270.00
Salaries, EPF & SOCSO	24,592.00
Overhead requirement	6,800.00
Pre-Operations	
Insurance & Road Tax for Motor Vehicle	1,000.00
Other Expenditure	120.00
TOTAL (RM)	89,862.00



7.4 PROJECT IMPLEMENTATION COST & SOURCES OF FINANCING

Table 39 Project Implementation Cost & Sources of Financing

Project Implementation Cost		Sources of Financing		
Requirements	Cost	Loan	Hire Purchase	Own contributions (Cash)
Fixed Assets				
Office furniture	275.00			275.00
Computer equipment	2,200.00	1,200.00		1,000.00
Signboard	2,000.00	2,000.00		
Banner	100.00			100.00
Operational tools	5,800.00	4,300.00		1,500.00
Spa furniture	2,980.00	2,000.00		980.00
Working Capital				
Administrative	21,640.00	16,640.00		5,000.00
Marketing	14,716.00	12,216.00		2,500.00
Operations	79,962.00	73,962.00		6,000.00
Pre-Operations & Other Expenditure	6,470.00	5,470.00		1,000.00
Contingencies (10%)	13,614.00	11,614.00		2,000.00
TOTAL (RM)	149,757.00	129,402.00		20,355.00

**LOAN AMORTIZATION REPAYMENT SCHEDULE***Table 40 Loan Repayment Schedule*

LOAN REPAYMENT SCHEDULE				
Amount : 135,872.10				
Interest Rate : 5%				
Duration (years) : 5				
Method : Annual Rest				
Year	Principal	Interest	Total Payment	Principle Balance
	-	-		129,402.00
1	25,880.40	6,470.10	32,350.50	103,521.60
2	25,880.40	5,176.08	31,056.48	77,641.20
3	25,880.40	3,882.06	29,762.46	51,760.80
4	25,880.40	2,588.04	28,468.44	25,880.40
5	25,880.40	1,294.02	27,174.42	-

Table 41 Cash Flow Pro Forma Statement

CASH FLOW PRO FORMA STATEMENT																
MONTH	Pre-Operations	1	2	3	4	5	6	7	8	9	10	11	12	TOTAL YR 1	YEAR 2	YEAR 3
CASH INFLOW																
Capital (Cash)	20,355	0	0	0	0	0	0	0	0	0	0	0	0	20,355	0	0
Loan	129,402	0	0	0	0	0	0	0	0	0	0	0	0	129,402	0	0
Cash Sales		120,240	122,240	124,240	128,240	130,240	134,240	138,240	142,240	146,240	150,240	152,240	154,240	1,642,880	1,807,168	1,951,741
TOTAL CASH INFLOW	149,757	120,240	122,240	124,240	128,240	130,240	134,240	138,240	142,240	146,240	150,240	152,240	154,240	1,792,637	1,807,168	1,951,741
CASH OUTFLOW																
Administrative Expenditure																
Rental		2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	30,000	30,000	30,000
Salaries, EPF, SOCSO		19,140	19,140	19,140	19,140	19,140	19,140	19,140	19,140	19,140	19,140	19,140	19,140	229,680	229,680	229,680
Marketing Expenditure																
Advertisement		3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	36,000	36,000	36,000
Salaries, EPF, SOCSO		11,716	11,716	11,716	11,716	11,716	11,716	11,716	11,716	11,716	11,716	11,716	11,716	140,592	140,592	140,592
Operations Expenditure																
Cash Purchase		27,300	27,300	27,300	27,300	27,300	27,300	27,300	27,300	27,300	27,300	27,300	27,300	327,600	360,360	389,189
Spa Item		21,270	21,270	21,270	21,270	21,270	21,270	21,270	21,270	21,270	21,270	21,270	21,270	255,240	255,240	255,240
Salaries, EPF & SOCSO		24,592	24,592	24,592	24,592	24,592	24,592	24,592	24,592	24,592	24,592	24,592	24,592	295,104	295,104	295,104
Overhead requirement		6,800	6,800	6,800	6,800	6,800	6,800	6,800	6,800	6,800	6,800	6,800	6,800	81,600	81,600	81,600
Other Expenditure		350												350	350	350
Pre-Operations																
Deposit (rent, utilities, etc.)	5,000	0	0	0	0	0	0	0	0	0	0	0	0	5,000	0	0
Business Registration & Licences	120	0	0	0	0	0	0	0	0	0	0	0	0	120		
Insurance	1,000	0	0	0	0	0	0	0	0	0	0	0	0	1,000	1,000	1,000
Fixed Assets																
Office Furniture	275	0	0	0	0	0	0	0	0	0	0	0	0	275	0	0
Purchase of Fixed Assets - Others	13,080	0	0	0	0	0	0	0	0	0	0	0	0	13,080	0	0
Loan Repayment:																
Principal		2,157	2,157	2,157	2,157	2,157	2,157	2,157	2,157	2,157	2,157	2,157	2,157	25,880	25,880	25,880
Interest		539	539	539	539	539	539	539	539	539	539	539	539	6,470	5,176	3,882
TOTAL CASH OUTFLOW	19,475	119,364	119,014	1,447,992	1,460,983	1,488,517										
CASH SURPLUS (DEFICIT)	130,282	876	3,226	5,226	9,226	11,226	15,226	19,226	23,226	27,226	31,226	33,226	35,226	344,646	346,185	463,224
BEGINNING CASH BALANCE		130,282	131,158	134,385	139,611	148,837	160,063	175,289	194,515	217,741	244,967	276,193	309,420	0	344,646	690,831
ENDING CASH BALANCE	130,282	131,158	134,385	139,611	148,837	160,063	175,289	194,515	217,741	244,967	276,193	309,420	344,646	344,646	690,831	1,154,055

**PRODUCTION COST PRO-FORMA STATEMENT***Table 42 Production Cost Pro-Forma Statement*

	Year 1 (RM)	Year 2 (RM)	Year 3 (RM)
Raw Materials			
Opening Stock	0.00	0.00	0.00
Current Year Purchases	327,600.00	360,360.00	389,189.00
Ending Stock	0.00	0.00	0.00
Raw Materials Used	327,600.00	360,360.00	389,189.00
Carriage Inward	255,240.00	255,240.00	255,240.00
	582,840.00	615,600.00	644,429.00
Salaries, EPF & SOCSO	295,104.00	295,104.00	295,104.00
Factory Overhead			
Depreciation of Fixed assets (Operations)	1,756.00	1,756.00	1,756.00
Overhead requirement	81,600.00	81,600.00	81,600.00
Total shop overhead	83,356.00	83,356.00	83,356.00
Production Cost	961,300.00	994,060.00	1,022,889.00

**PRO-FORMA INCOME STATEMENT***Table 43 Pro-Forma Income Statement*

	Year 1 (RM)	Year 2 (RM)	Year 3 (RM)
Sales	1,642,880.00	1,807,168.00	1,951,741.00
Less: Cost of Sales			
Opening Stock of Finished Goods	-	-	-
Production Cost	961,300.00	994,060.00	1,022,889.00
less: Ending Stock of Finished Goods	-	-	-
	961,300.00	994,060.00	1,022,889.00
Gross Profit	681,580.00	813,108.00	928,853.00
Less: Expenditure			
Administrative Expenditure	259,680.00	259,680.00	259,680.00
Marketing Expenditure	176,592.00	176,592.00	176,592.00
Other Expenditure	350.00	350.00	350.00
Business Registration & License	120.00	-	-
Insurance	1,000.00	1,000.00	1,000.00
Interest on Loan	6,470.00	5,176.00	3,882.00
Depreciation of Fixed Assets	860.00	860.00	860.00
Total Expenditure	445,072.00	443,658.00	442,364.00
Accumulated Net Profit	236,508.00	605,958.00	1,092,446.00



PRO-FORMA BALANCE SHEET

Table 44 Pro-Forma Balance Sheet Statement

	Year 1 (RM)	Year 2 (RM)	Year 3 (RM)
ASSETS			
Fixed Assets (Book Value)			
Land & Building	275.00	275.00	275.00
Computer Equipment	1,760.00	1,320.00	880.00
Signboard	1,600.00	1,200.00	800.00
Banner	80.00	60.00	40.00
Operational Tools	4,640.00	3,480.00	2,320.00
Spa Furniture	2,384.00	1,788.00	1,192.00
	10,739.00	8,123.00	5,507.00
Current Assets			
Cash Balance	344,646.00	690,831.00	1,154,055.00
Other Assets			
Deposit	5,000.00	5,000.00	5,000.00
TOTAL ASSETS	360,385.00	703,954.00	1,164,562.00
Owners' Equity			
Capital	20,355.00	20,355	20,355
Accumulated Profit	236,508.00	605,958	1,092,446
	256,863.00	626,313	1,112,801
Long Term Liabilities			
Loan Balance	103,522.00	77,641.00	51,761.00
TOTAL EQUITY AND LIABILITIES	360,385.00	703,954.00	1,164,562.00



CONCLUSION



8.0 CONCLUSION

We all came to the conclusion that starting a business with Paradise Spa would be the best course of action after researching the business potential and scanning the market. We have a strong sense of assurance that Paradise Spa will be accepted and acknowledged as the top skin body care clinic in our community. Additionally, we genuinely want to help clients who require a certain therapy or treatment to enhance their skin. Paradise Spa is fully owned by Bumiputera which is located at Jalan Dato Tan Seng Leong, Kluang Town Area (First Floor Shop Lot), 86000, Johor. Aside from that, we think this company will make a lot of money to cover all the costs. Aside from that, we are sure we can accomplish all of our goals. In fact, we think that after three years of operation, we won't experience a loss.

The department in this business of Paradise Spa which are administrative, marketing, operational and financial have provided a specific business planning to show that our business is the best new potential in the business field. With this entire business plan, we can convince that Paradise Spa will be the most famous and successful clinic in the business field especially among the competitors in Kluang and area around. In addition, our Paradise Spa financial management is very efficient because we take care of all the planning in the money transaction process so that our company can run business smoothly and get the maximum profit we can.

To sum up, the Paradise Spa project is incredibly important and the greatest way for us to provide the community with the best services possible. As stated in our mission statement, our major objective is to operate a prosperous business that provides opulent therapeutic massages and other beauty treatments in a sophisticated, formal atmosphere. Therefore, since our activity will have a significant influence on the community, we must obtain consent before we can begin. Last but not least, finishing this ENT300 business plan has provided us with the ideal opportunity to learn how to start our own business. Therefore, ENT300 is crucial for us since it will inform and inspire us to found our own new company so that we can survive in the future.



APPENDICES



9.0 APPENDICES

- Partnership Agreement Letter

PARTNERSHIP AGREEMENT

This Partnership Agreement is made on “10 November 2022” between “AUFA BINTI ADLY”, “ATHIRAH KHAIRINA BINTI ZUHAIMI”, “AZMNA BINTI AHMAD ZAMBERI” and “AISYAH RODHIAH BINTI MOHD RODZI”.

1. Paradise Spa

The parties hereby form a partnership under the name of “Paradise Spa” to open a skin treatment center. The location of this business shall be at Jalan Dato Tan Seng Leong, Kluang Town Area (First Floor Shop Lot), 86000, Johor.

2. Term

The partnership shall begin on “10 November 2022” and shall continue until every partner agrees to terminate this partnership agreement.

3. Capital

The capital of the partnership shall be contributed in cash by the partners as follows:

- A separate capital account shall be maintained for each partner.
- Neither partner shall withdraw any part of their capital account.
- Upon the demand of either partner, the capital accounts of the partners shall be maintained at all times in the proportions in which the partners share in the profits and losses of the partnership. The capital contribution to the partnership is stated as follows:

Name	Position	Capital Contribution (RM)	Percentage Contribution (%)
AUFA BINTI ADLY	General Manager	5,088.75	25
ATHIRAH KHAIRINA BINTI ZUHAIMI	Operation Manager	5,088.75	25
AZMNA BINTI AHMAD ZAMBERI	Financial Manager	5,088.75	25
AISYAH RODHIAH BINTI MOHD RODZI	Marketing Manager	5,088.75	25
TOTAL		RM 20,355	100%

Figure 8 Partnership Agreement Letter



4. Profit and Loss

The net profit of the partnership shall be divided equally between the partners and the net losses shall be borne equally by them. A separate income account shall be maintained for each partner. Partnership profits and losses shall be charged or credited to the separate income account of each partner. If a partner has no credit balance in their income account, losses shall be charged to their capital account.

5. Salaries and Withdrawals

Partners shall receive any salary for services rendered to the partnership. Each partner may, from time to time, withdraw the credit balance in their income account.

6. Interest

No interest shall be paid on the initial contributions to the capital of the partnership or on any subsequent contributions of capital.

7. Management Duties and Restrictions

The partners shall have equal rights in the management of the partnership business, and each partner shall devote their entire time to the conduct of the business. Without the consent of the other partner neither partner shall on behalf of the partnership borrow or lend money, or make, deliver, or accept any commercial paper, or execute any mortgage, security agreement, bond, or lease, or purchase or contract to purchase, or sell or contract to sell any property for or of the partnership other than the type of property bought and sold in regular course of its business.

8. Banking

All funds of the partnership shall be deposited in its name in such checking account or accounts as shall be designated by the partners. All withdrawals therefrom are to be made upon checks signed by either partner.

9. Books

The partnership books shall be maintained at the principal office of the partnership, and each partner shall at all times have access to the books. The books shall be kept on a fiscal year basis, and shall be closed and balanced at the end of each fiscal year. An audit shall be made as of the closing date.

10. Voluntary Termination

The partnership may be dissolved at any time by agreement of the partners, in which event the partners shall proceed with reasonable promptness to liquidate the business of the partnership.

Figure 9 Partnership Agreement Letter (Cont.)



- Paradise Spa Building Space



Figure 13 Reception Area



Figure 14 Lobby Area

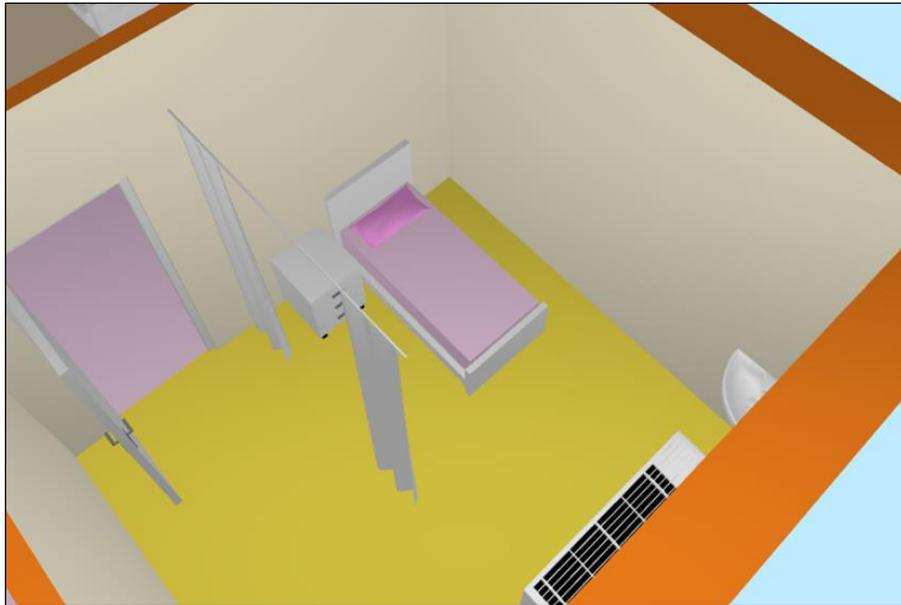


Figure 15 Massage Room

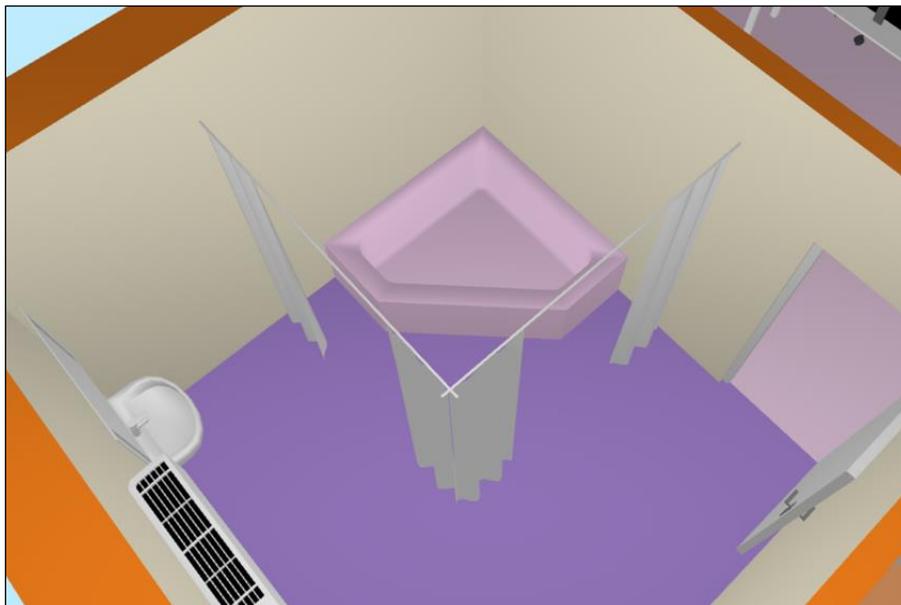


Figure 16 Jacuzzi Room

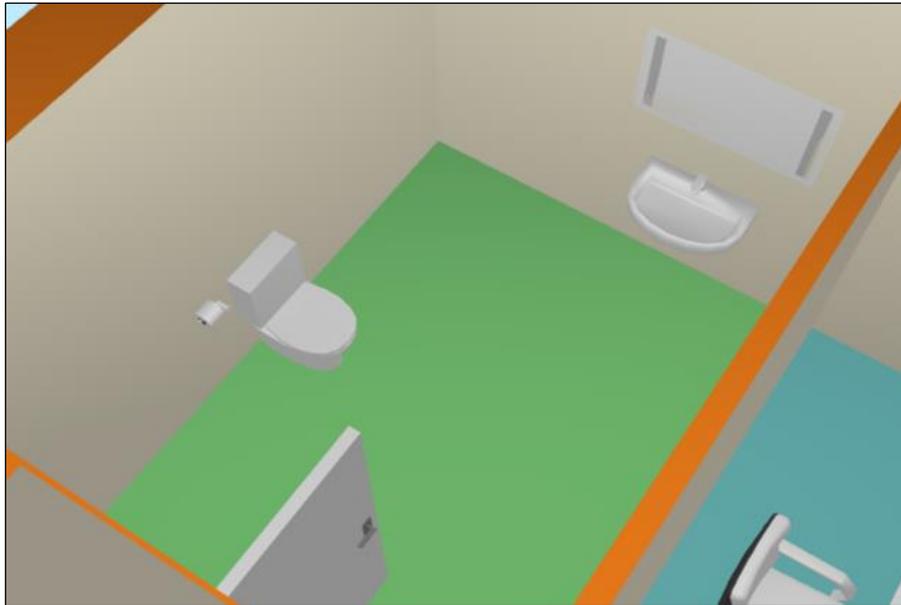


Figure 17 Toilet



Figure 18 Office



- **Business Card of Paradise Spa**



Figure 19 Business Card (Front)



Figure 20 Business Card (Back)



- Paradise Spa Lotion Packaging

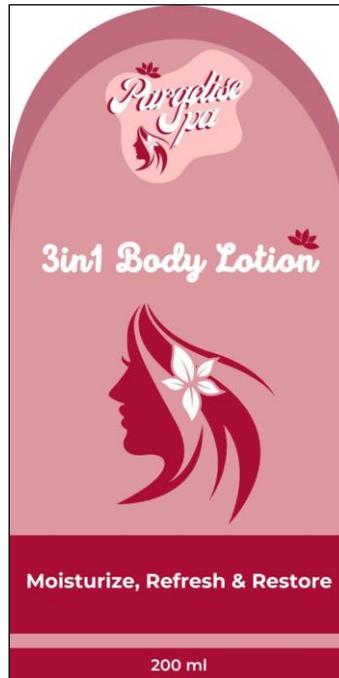


Figure 21 Label Design of Bottle Lotion (Front)



Figure 22 Label Design of Bottle Lotion (Back)

- Product



Figure 23 3 in 1 Body Lotion (Front)



Figure 24 3 in 1 Body Lotion (Back)



- E-Promotional Video



Figure 25 E-Promotional Video of Paradise Spa

Link: <https://drive.google.com/file/d/11UFvx3jTzGpviW6yQGxzW6VxgVXBMzn/view?usp=drivesdk>