

Skills for the Workplace

Module Assignment Submission

Student Name:	Sara Jayne Griffiths
Student Number:	1302902
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Module Title:	Part 1 Business Plan

Statement of Confirmation of Authenticity

By the act of making this submission, the student declares that this is the work of the student named above. The work has not, in whole or in part, been knowingly presented elsewhere for assessment, or where assessment has been built on a previous assessment, this has been identified. Where materials have been used from other sources it has been properly acknowledged. If this statement is untrue, the student acknowledges that an assessment offence has been committed.

Attention is drawn to the plagiarism and unfair practice policies of both the University and of ILM.

Sara's SIGNATURE G LAMOUR.



The new face of cosmetics online.

16 Frondeg Terrace,
Llanelli,
Carmarthenshire,
SA151PZ

Tel:- 07491 140905 / 01554 228750

Email: - saragriffiths16@gmail.com

Web: - www.sgc cosmetics.com

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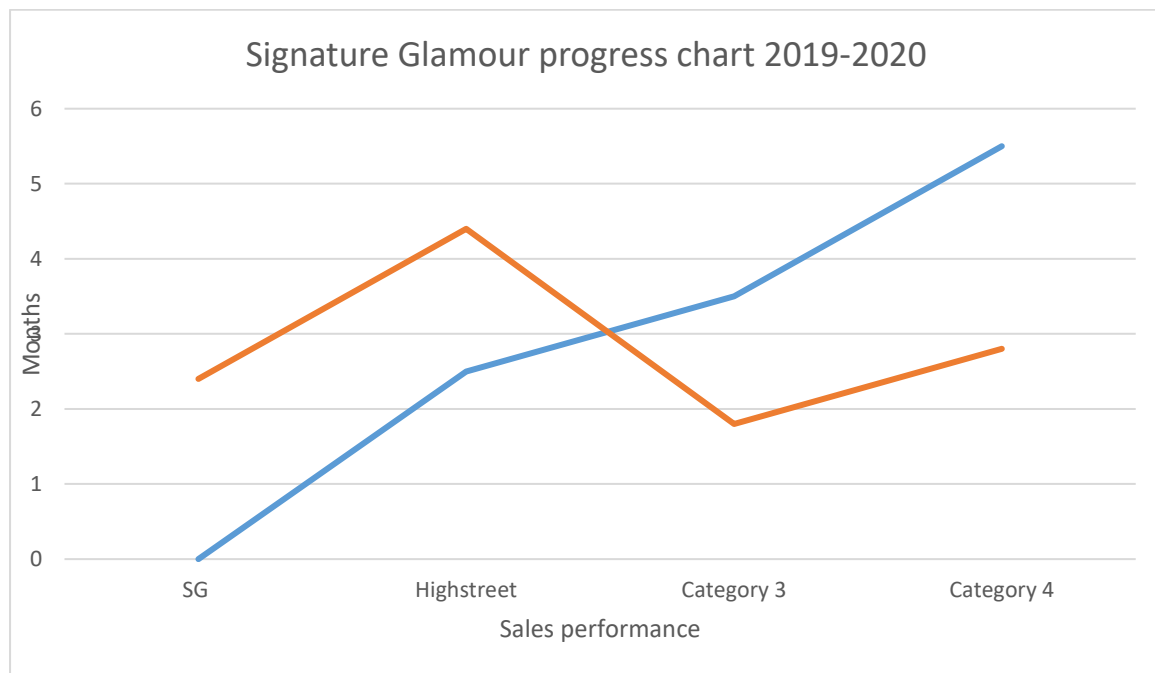
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Executive Summary

Sara's Signature Glamour is a new business supplying all aspects of cosmetics and beauty products on an online platform. Utilising our unique buying power we can offer massive discounts on the high-street prices therefore offering you the customer a "Signature" discount.

Sara's Signature Glamour is a relatively new business that has gone from strength to strength. Established in 2019 by Sara Griffiths who has a lifetime of knowledge in the cosmetics industry from purchasing to using the end product and over the years has used just about all the top brands. After seeing how much mark-up was being added by the high street stores she developed a relationship with the main suppliers where her negotiation skills came in to effect she managed to secure top brands at rock bottom prices which she now passes on to you the customer.

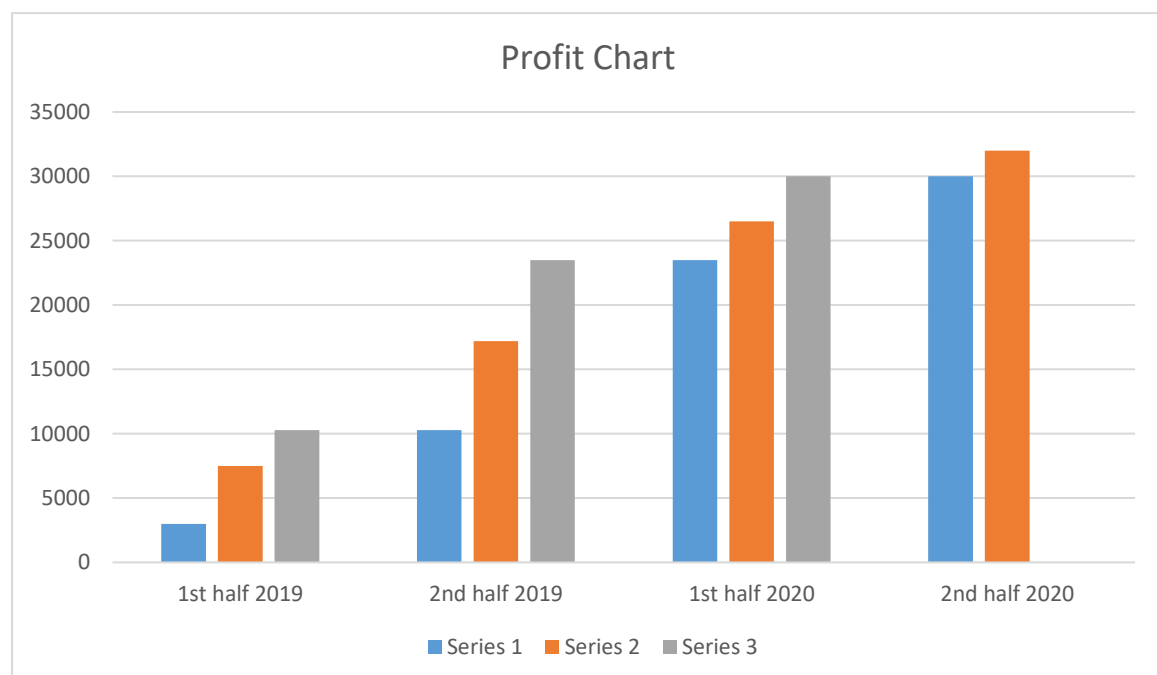
Highlights



After starting in 2019 with an initial investment of £3000 we were able to get our website and first batch of stock. We then started a relationship with Moveitquick.com couriers and started to move stock at a modest pace, but after 3 weeks we noticed that we were struggling to keep up with demand for our stock and therefore had to source a loan to purchase a bigger range of stock due to customers asking for different brands etc. The loan was sourced from HSBC BANK and helped to increase our yield by 25%.

Financial overview

Sara's Signature Glamour



Timeline

Having set out in 2019 we aim to progress to larger premises to hold more stock along with a bigger sales team where we can process more orders on a daily basis. We are already exporting to Europe but would like to go global with the right infrastructure in place,

We feel that we have the ability and the knowledge to make this happen and will strive to accomplish this.

This is how we have developed from day 1.

March 2019 started online with 3% of the orders we have today.

July 2019 orders were up by 20% more diverse stock was required.

October 2019 orders up by a further 25% and delivering the whole of UK.

December 2019 orders up by 50% due to Xmas and now delivering to France Spain and Germany.

January 2020 orders up by a further 25% bit of a slump after Xmas but still good introduced new brands of Eye shadows and lip sticks with new lines of perfumes.

March 2020 as we entered lockdown sales still increased due to shops being closed and we hit a 65% increase in sales and now the decision had been made to look for bigger premises.

July 2020 Sales still rising steadily and still looking for a bigger warehouse.

Business Description

Sara's Signature Glamour was developed to sell make up, perfume and all glamour and beauty products online with ranges from all the top brands like

YSL,
Marc Jacobs,
Anastasia Beverly Hills.
NYX Professional Makeup.
MAC.
E.L.F. Cosmetics.
Kat Von D.
L'Oréal Paris.
Too Faced.
Maybelline.

Having found a reliable source we are able to fulfil our orders and offer a massive discount and a personal touch.

Sara's Signature Glamour



Company ownership

Owner – Mrs Sara Griffiths Sole Trader

16 Frondeg Terrace

Llanelli

Carmarthenshire

SA151PZ

We are open 24hours a day 7 days a week and will guarantee to get all orders dispatched the same day if ordered by 2pm.

Suppliers

We deal with one company from London who only sell in bulk they are called Makeup factory of Camden.

We have a 28 day payment terms agreed with this company and have never broken the terms.

Our hauliers are on a fortnightly invoice and have been with us from the start.

Financial Forecast

Starting date	Nov 20
Cash balance alert minimum	25,000

	Beginning	#2019	#2020	#2021	#2022	#2023	Column1
Cash on hand (beginning of month)		3,000	2,120	12,865	17,110	68,100	153,880

CASH RECEIPTS		#2019	#2020	#2021	#2022	#2023	#2024
Cash sales		10,000	25,000	27,245	64,490	137,980	274,760
Returns and allowances		1,500	1,755	500	1,000	1,200	1,000
Collections on accounts receivable		0	0	0	0	0	0
Interest, other income		0	0	0	0	0	0
Loan proceeds		0	0	0	0	0	0
Owner contributions		3,000	0		10,000	0	0
TOTAL CASH RECEIPTS		11,500	23,245	26,745	73,490	136,780	273,760
Total cash available	0	14,500	25,365	39,610	90,600	204,880	427,640

CASH PAID OUT		#2019	#2020	#2021	#2022	#2023	#2024
Advertising		500	500	1,000	1,000	1,000	
Commissions and fees		0	0	0	0	0	
Contract work		0	0	0	0	0	
Employee benefit schemes		1,500	1,500	1,500	1,500	1,500	
Insurance		1,000	1,000	1,000	1,000	1,000	

Interest expenses		500	0	0	0		
Materials and supplies (in COGS)		1,500	4,000	5,500	5,500	10,000	
Meals and entertainment		0	0	0	0	0	
Mortgage interest		0	0	0	0	0	
Office expenses		500	500	500	500	500	
Other interest expense		0	0	0	0	0	
Pension and profit-sharing plan		0	0	0	0	0	
Purchases for resale		0	0	0	0	0	
Rent or lease		0	0	0	0	0	
Rent or lease: vehicles, equipment		500	1,000	1,000	1,000	1,000	
Repairs and maintenance		0	0	0	0	0	
Supplies (not in COGS)		0	0	0	0	0	
Taxes and licences		0	0	0	0	0	
Travel		0	0	0	0	0	
Utilities		0	0	0	0	0	
Wages (less emp. credits)		2,880	4,000	12,000	12,000	36,000	
Other expenses		0	0	0	0	0	
Other expenses		0	0	0	0	0	
Other expenses		0	0	0	0	0	
Miscellaneous		0	0	0	0	0	
SUBTOTAL		8,880	12,500	22,500	22,500	51,000	0
CASH PAID OUT		#2019	#2020	#2021	#2022	#2023	#2024
Loan principal payment		0	0	0	0	0	
Capital purchases		3,000	0	0	0	0	
Other start-up costs		500	0	0	0	0	
To reserve and/or escrow		0	0	0	0	0	
Owners' withdrawal		0	0	0	0	0	
TOTAL CASH PAID OUT		12,380	12,500	22,500	22,500	51,000	0
Cash on hand (end of month)	0	2,120	12,865	17,110	68,100	153,880	427,640

OTHER OPERATING DATA		#2019	#2020	#2021	#2022	#2023	Column1
Sales volume (pounds)		14,500	25,363	39,610	90,600	204,883	
Accounts receivable balance		14,500	25,363	39,610	90,600	204,883	
Bad debt balance		0	150	0	0	0	
Inventory on hand		5,000	5,000	5,000	5,000	10,000	
Accounts payable balance		1,200	2,000	2,000	2,000	2,000	
Depreciation		0	0	0	0	0	

CV

Sara's Signature Glamour



Sara Jayne Griffiths
Curriculum Vitae
saragriffiths16@gmail.com
Mobile number 07474601603

PERSONAL PROFILE:

I am a dedicated, loyal, hardworking individual who strives to achieve high standards in all tasks undertaken. As an experienced administrator I have a vast working knowledge of using various computer packages including word processing, database and also M/S Office 2007. I am a person who enjoys meeting people and who can work well alone or as part of a team. I can adapt to any working environment. I have an outgoing, caring, honest and approachable demeanour. I also take pride in my appearance and work to the highest standard. I am very reliable. Excellent at time management. Good negotiating skills and customer relations. As a Community Town Councillor, I have extensive experience of working within the community.

CAREER OBJECTIVE

To secure employment that allows for both personal and professional development

EDUCATION AND TRAINING:

Currently working towards CIPD Level 4-5
Certificate in Higher Education Skills for the Workplace
ILM Level 4 Leadership and Management
RSA Level 2
Medical Terminology

2008 – Nov 09 Llanelli Rural Council Training

NVQ Level 2 – Business Administration
Key skills Level 2 – Numeracy
Key skills Level 2 – Literacy
Steps to Excellence – Pacific Institute
Microsoft PowerPoint

Word processing 1 & 2
Typing (speed typist)

EMPLOYMENT:

March 2015- Present employment Carmarthenshire Bond Scheme Gwalia

Carmarthenshire Bond scheme Bond Project Officer

To administer a Bond Guarantee scheme for individuals and families within Carmarthenshire who are homeless or at risk of homelessness. Provide advice to clients to help enable them to establish and maintain their tenancies. Assist Priority Need homeless individuals and families to obtain suitable private rented sector accommodation. Offer support to such individuals and families during the initial (12 week) period of their tenancy and ongoing advice as required. Financially assessing applications for a bond. Negotiating with tenants & landlords. Completing inventories, processing claims for rent arrears and damages. Help complete housing benefit forms and discretionary housing forms. Liaise with referrals from probationary services or housing options Carmarthenshire County Council. Managing the bond scheme for Carmarthenshire region.

September 2013- March 2014 Financial Assessments Carmarthenshire County Council

Collect financial information and undertake financial assessments for residents admitted into residential and/or nursing care to ensure that the correct charges are applied. Visit service users in their own homes to collect financial information and undertake financial assessments for all service users accessing chargeable Non Residential Social Services and ensure that the correct charges apply. Calculate charges from service users in accordance with charging for Non Residential Social Services legislation and guidelines. To assist service users to claim housing benefit and/or income support/pension credit where appropriate to maximise income for service users. Assist the Team Leader in the protection of property, including the preparation of inventories of household contents and the removal of valuables into safekeeping and also liaising with officers from the Authority's Asset Management Section in order to safeguard the interests of clients admitted to residential care to periodically inspect properties as instructed by the Team Leader. To liaise with residents' representatives e.g. family, solicitors etc. to obtain information required to undertake a financial assessment in order to ensure that the correct charge is applied. Visit service users who refuse/do not agree to pay charges to ensure they understand the requirement of the scheme/policy and to arrange payment of outstanding accounts. To update and maintain accurate information on the computerised system to ensure

financial assessments and charges are accurately applied.

March 2011 -2013 employment Carmarthenshire County Council

Housing Services (Housing Assistant)

Provide operational support for the area team

Provide advice to applicants and tenants regarding a range of housing services by telephone or correspondence.

Undertake court liaison role for the team ensuring that all papers are prepared in accordance with procedures.

Assist in the allocation of properties by preparing the weekly void list for the area team.

Liaise with the housing officer, building services and the prospective tenant regarding allocations, void management and lettings processes, ensuring keys and managed property and in line with the agreed procedure.

Sign up new tenants. Ensure Keys and managed properly and in line with the agreed procedure.

Sign up new tenants; draw their attention to the rights and responsibilities as in their tenancy agreement. Complete housing benefit claims and other relevant procedural forms are processed with the new tenants.

Liaise with building services to ensure all the tenants receive an annual heating appliance service and follow the appropriate enforcement procedure when necessary.

Carry all duties as may be appropriate to the post as directed by the Assistant Area Manager.

May 2007– Feb 2011 Carmarthenshire County Council Technical Services

Trostre Depot

(Administrator/ Payroll/ enquiries of pay& holidays)

Paying invoices

Data entry

Payroll

Dealing with customers and **contractors**

General administrative duties for example mail,

Dealing with a wide range of queries.

Handling confidential data.

2000 to May 2007 Carmarthenshire Registration Service Carmarthenshire County Council

Business Support Officer

Reception duties

Data entry

Answering all calls

Writing certificates

End of day banking
Organising British Citizenship
Liaising with the Home office
All administration duties

2012 to November 2013

Bassets Citroen Swansea.

(Receptionist /sales Administrator)

Answer all calls
Divert calls to the correct department
Be the first one to resolve a complaint
Meet and greet all customers
Banking for the company
Letters to clients
Excel spread sheets for end of the month tax
Microsoft packages
Administration on the ADP system
Clean coffee machine

2010-2012 Legal Redress Ltd. (Administrator / accounts department)

Claims Accessor
Invoicing
Setting up payment plans
Taking payments via PDQ
Administration duties
Chasing unpaid fees
Using different systems
Credit control

2006 – 2008 Anyone one waiting, Llanelli. (Events co-ordinator)

Management of Agency staff
Co-ordinating events throughout the UK
Promotions & sales

2001 – 2006 Baron Ltd, Ammanford. (PA)

Stock administration
General office duties
Leasing between staff and clients
Sales

EDUCATION HISTORY:

2012- Present Graig Campus Technical College

Medical Typing
Audio Typing
Word processing

2008- 2009 Llanelli Rural Council Training

NVQ Level 2 Business and Administration

1987 – 1988 CCTA

Preliminary Courses

Manual Handling

NVQ in Health & Beauty

1993 – 1994 Swansea Art College

Foundation in Art

Art & Design

1980 – 1986 Bryngwyn Comprehensive School, Llanelli.

‘A’ Level – Art

‘O’ Level – Art ‘O’ Level – Drama

‘O’ Level – English Language & Literature

‘O’ Level – History

‘O’ Level – General Science

‘O’ Level – Home Economics

KEY SKILLS:

Good organisational and planning skills

Exceptional customer services skills

Very good management and supervisory skills

Good computer skills

Full UK driving licence

Committees & outside bodies

One voice Wales

Llanelli Town Councillor

Committee of Ty Bryngwyn Hospice

Governor of Old Road Primary School

Member of Joint Burial Authority

Member of Planning Licensing and Consultation.

Member of Selwyn Samuel Centre Committee.

Member of Twinning Committee.

Trustee of the charity known as Llanelli Town Estate.

HOBBIES/INTERESTS:

Swimming & gym

Keeping Fit

Gardening

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REFERENCES: Available on request