

## EXECUTIVE SUMMARY

The prime intention of this management skills project was to improve profitability of C CAFÉ. CAFÉ is a sole trader business established in 2017 and operates a chain of canteens at Universal College Lanka - Rajagiriya, Chartered Institute of Personnel Management – Colombo 05 and at The Royal College – Colombo 07.

Currently, C CAFÉ is experiencing a decline in profitability as it is largely reliant on a single supplier for all its food supplies. As a result, the company is highly dependent on the competencies of this supplier. While it is cynical for an organization dealing with food items, to not handle its manufacturing, C CAFÉ has been operating in these terms for over 15 months. Therefore, although the company was privileged to have access to locations that bring substantial amount of revenue, a large portion of these inflows were spent in paying back the supplier.

This project was initiated to enable C CAFÉ independent and thereby be capable of manufacturing its own food items. As a result of the successful implementation of this project, in January 2019, C CAFÉ initiated a fully equipped kitchen and bakery to facilitate its own production.

Many managerial techniques such as Cause and effect analysis, Gantt chart, Strategy canvas, SWOT analysis were adopted to identify the project gaps persisting in this organization. The author also being the project owner has been able to improve certain skills such as conceptual skills, technical skills and interpersonal skills in magnificent proportions. The project owner, being a 26-year-old Attorney at Law earned much of the industry specific knowledge through this skills project. Thus, this MBA can be said to have paved the way to the dawn of a true entrepreneur.