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**CUSTOMER'S SATISFACTION WITH THE FACILITIES PROVIDED  
AT FOOD COURT IN SHAH ALAM**

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## ABSTRACT

Food court is one of the activities business that brings a lot of business opportunities especially for small traders. There is a growing need and demand in food beverage service in Malaysia. The purpose of the dissertation is to describe the research methods used for studying on facilities provided at food court with conformity to Food Hygiene Regulations 2009 and Food Act 1983 (Amendment 2006). The study focuses on the Shah Alam area only in order to limit the scope of the study. To support this research, 3 numbers of food courts are selected as the sampling of the research.

The research has its own specific aim and objectives which are to be achieved in the end of the research. The aim of the research is to establish factors that can be learned in food court design based on customers part of view and current conditioned of food court. The first objectives of this research is to identify the types of customers facilities provided that commonly used at food court. Next, to examined the satisfaction level of customers towards facilities provided at food court in Shah Alam. Last but not least, to evaluate the current conditioned of the food court building at Shah Alam.

The data collection method of the research are observation, interview, questionnaire and checklist. Each of data collection method will explained the research sample, objectives, instruments and how to analyzed the data. Bar chart, table and graph are the diagrams that show the data analysis result for facilities in each case studies. From the findings, the author hopes that the research would give clear perception to the reader about the food court building condition and the satisfaction level by customers towards facilities provided in each food court.

Last but not least, the conclusion from the research findings and recommendations for future improvements of food court facilities.

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Finally, I hope this dissertation will be a guidance and reference to the related organization towards nation environment.

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