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**A STUDY ON THE MAINTENANCE MANAGEMENT
OF FOOD COURTS**

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ABSTRACT

There is a growing need and demand in food and beverage service in Malaysia. This can be seen from the emerging of eating venues that come in the form of restaurant, food court and stalls. The study focuses on the Klang Valley area only in order to limit the scope of the study. To support this research, four numbers of food courts were selected as case studies. The primary and secondary data were gathered from questionnaire surveys, observation and interviews conducted as well as references to the published reports, seminars papers and published books.

It can be summarized that the maintenance management of food courts are not being progressively undertaken and performed due to non existence of a quality standard guideline for the maintenance works, programme and the failure to set up an appropriate maintenance management to oversee the implementation of the maintenance works. Lack of supervision and inspection is another contributing factors on the failure of carrying out appropriate and standardized maintenance works. Maintenance management of a food court in Malaysia is carried out in a general manner rather than intuitive and progressive schedule. In addition, the opinions of maintenance management implementation and quality standard were gathered through structured interview and the results were then critically analyzed. From the findings, the author hopes that the research would give clear perception to the reader on the current practice of maintenance management and its implementation in the local market.

It is recommended that a research on the same topic to be undertaken on other municipalities. In addition to this, detailed studies on the frequency of maintenance works, procedures on the maintenance works carried- out and quality assurance or inspection (QA/QC) to be also included.

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TABLE OF CONTENTS

<i>Abstract</i>	<i>i</i>
<i>Acknowledgement</i>	<i>ii</i>
<i>Table of Contents</i>	<i>Hi</i>
<i>List of Tables</i>	<i>vii</i>
<i>List of Figures</i>	<i>viii</i>
<i>List of Abbreviations</i>	<i>x</i>

Chapter 1 : Introduction

1.1	Introduction	1
1.2	Problem Statement	2
1.3	Objectives	8
1.4	Significance of Research	9
1.5	Scope of Research	10
1.6	Research Methodologies	11
1.7	Organization of Chapters	15
1.8	Summary	16

Chapter 2 : Background Studies of Food Court and Maintenance Management **17**

2.1	Introduction	17
2.2	Definition of Research	17
	2.2.1 Maintenance	18
	2.2.2 Management	19
	2.2.3 Food Court	19
	2.2.4 Summary of Research Title	19
2.3	Overview of Food and Beverage Service in Klang Valley	20
	2.3.1 Improper Planning and Mismanagement in Development	23

2.3.2	Accessibility	24
2.3.3	Lack of Standard Guidelines	25
2.3.4	Safety and Health Issues	27
2.3.5	Poor Service Performance and Quality of Facilities	27
2.4	Classification of Maintenance	28
2.4.1	Planned Maintenance	29
2.4.2	Unplanned Maintenance	34
2.5	Characteristics of Eating Venue	35
2.5.1	Food Vendors	35
2.5.2	Stalls	36
2.5.3	Restaurants	37
2.5.4	Cafes	38
2.5.5	Food Courts	39
2.5.6	Open Coffee Terrace	41
2.6	Summary	42

Chapter 3 : Case Studies of Maintenance Management of Food Courts 43

3.1	Introduction	43
3.2	Case"Study 1: Medan Selera Danau Kota, Setapak, Kuala Lumpur	44
3.2.1	Background	44
3.2.2	Maintenance Management Practice	47
3.2.3	Maintenance Programme	52
3.3	Case Study 2: Medan Selera Jalan Usahawan, Setapak, Kuala Lumpur	56
3.3.1	Background	56
3.3.2	Maintenance Management Practice	58
3.3.3	Maintenance Programme	63
3.4	Case Study 3: Al-Kaafah Food Court, Hulu Kelang	66
3.4.1	Background	66
3.4.2	Maintenance Management Practice	68