

**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

THE FACILITIES MANAGEMENT OF GOLF COURSE RESORT

**This academic project is submitted in partial fulfillment of the
requirement for the Bachelor Of Building Surveying (Hons.)**

**AHMAD FAIZ BIN AHMAD RUSDI
(2007120447)**

OCTOBER 2010

DEPARTMENT OF BUILDING SURVEYING

THE FACILITIES MANAGEMENT OF GOLF COURSE RESORT

"I hereby declare that this academic project is the result of my own research
except for the quotation and summary which have been acknowledged"

STUDENT'S NAME : AHMAD FAIZ BIN AHMAD RUSDI

SIGNATURE :

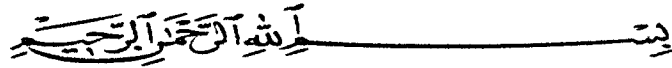
UITM NO : 2007120447

DATE : 25 NOVEMBER 2010

ABSTRACT

Resort management is a department that had been long existed for managing the whole operation of resort. The main purpose of resort management is to ensure that the customer of resort can enjoy their stay in the resort with maximum comfort. To achieve that, the management of resort has not only providing the best services, but also to manage the facilities of resort in the best condition. Because of that, facilities management is expected to be applied in resort management for the managing resort facilities. However, the management's perspectives and understanding had been the Important factor to determining the applicable for facilities management. So, to prove the applicable of facilities management, this research had been carried out to identify of the management of resort about facilities management. The perspective of the management of resort had been chosen as the key to identify applicable of facilities management because it can be used to determined whether the concept of facilities management can be accepted by the management of resort or not. From the research, it had been found out that the perspective of the management of resort were good.

ACKNOWLEDGEMENT



With high gratitude to Allah S.W.T who gave me the ideas and physical strength in preparing this dissertation. Alhamdulillah.

This research was successfully done in partial fulfilment the requirement for the degree of Bachelor of Building Survey (Hons). Therefore, I would like to express my thanks to several people for their support to me completing the final year project at Universiti Teknologi MARA.

First, special thanks to my first and second supervisor, En. Mohd Nadzri Bin Md Jalil for giving generously his valuable time, advice and continuous encouragement throughout my degree of bachelor program. I appreciate the guidance, dedication and exemplary academic standard of his lead me to the right way in succeeding my thesis.

Secondly, I would like to express thanks to my course mates for giving all their suggestion, opinion, corporation and helps when I needed. Their kindness and helpful are very much appreciated. I am also thankful to the parties involved to complete my thesis for their cooperation and experienced shared.

Last but not least, with all appreciation I would like to thank whoever that I have left out in this list especially to my family.

FASILITIES MANAGEMENT OF GOLF COURSE RESORT

TABLE OF CONTENT

ABSTRACT	i
ACKNOWLEDGEMENT	ii
CHAPTER 1	
1.0 INTRODUCTION	1-2
1.1 PROBLEM STATEMENT	3
1.2 STUDY OBJECTIVES	4
1.3 SCOPE OF LIMITATION	5
1.4 METHODOLOGIES	6
1.5 CHAPTER AGREEMENT	7-9
CHAPTER 2	
OVERVIEW	
2.1 INRODUCTIONS	10-11
2.2 DEFINITION OF FACILITIES MANAGEMENT	11-13
2.3 RATIONAL FM	14
2.4 CHARACTER OF FACILITIES MANAGEMENT	15
2.5 STRATEGY FACILITIES	16-17
2.5.1 OBJECTIVES	18