

Research of Space Management and Service Quality of College On-Campus Catering Services

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ABSTRACT

ABSTRACT With the quality of life of a request to upgrade the campus of the University of space requirements, not only is the dissemination of knowledge-based teaching room. students on campus living space is a balanced attention to the trend of the future, especially in the current oversupply of the University environment, schools must provide more characteristics of the various types of campus facilities to serve the students. The campus facilities, the campus restaurants are students daily use and attaches great importance to space to understand how the schools operating room and catering contract management on the present state and characteristics, restaurants and services provided by the quality of the students right now is the status of the restaurant, satisfaction is the primary purpose of research. This study collected undisturbed Taiwan University Campus Ministry, Food different kind of space operation contracts totaling nine cases, Trading on its Similarities and differences between management and analysis of the types of restaurants in the contract signing and implementation on the part of attention, including contract type, contract periods, signing bonuses and other conditions, and a case the actual restaurant space exploration and interviews A B analysis of the management and operating contract set a different cognitive aspects, in order to clarify the campus of the University of restaurant space in operation, management, contract enforcement and facing many issues. The study found that the present campus of the University of restaurant space in operating modes, can be roughly divided into the school self-management and outsourcing two, the school self-management and implementation, the problems faced by smaller, but the lack of choice and competition dynamics, while outsourcing business, the management and implementation of manufacturers will have a malicious breach of mismanagement, vendors and schools lack professional managers with questions; the outsourcing of business management contracts, the contract forms will be the appointment of the school management company, for the promotion and management jobs. the school has also appointed Food experienced operators, the school will provide all the equipment for their use, the contract for the duration within two to four years. Together, the schools signed and enforcement have their needs and focus on the part of, relatively speaking, the problems faced by the management, the implementation, the objective conditions, etc., will be different.

Keywords : College campuses, the restaurant space, service quality, operation analysis, contract management

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