

ABSTRACT

This study was to ascertain the customer satisfaction with the office canteen at San Miguel Beer Thailand, Pathumthani. The main purpose was to evaluate the customer satisfaction with sanitation of sellers, utilities and canteen sanitation. The survey utilized questionnaires manually distributed to staff of San Miguel Beer Thailand in Pathumthani. Then the 120 questionnaires were collected after the respondents had completed their answers.

In findings from the survey, the majority of respondents were unsatisfied with sanitation except for cleanliness conditions of sellers. Moreover, the clean food conditions and eating area were highly demanded by our respondents. The staff, however, suggested with better canteen management and improvement of the sanitary conditions, then the canteen would get high level of customer's satisfaction. The results of this survey would be useful for the human resource department and board of management to improve the canteen to meet staff satisfaction and to improve both work effectiveness and productivity.