

<p>The level of food services quality in social clubs in Fayoum Governorate from the perspective of customers</p>	<p>عنوان البحث</p>
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<p>This study aims to assess the quality of food and beverage services in social clubs in Fayoum Governorate. The research sample consisted of a stratified random sample of a group of clients in the social clubs under study, which numbered (404) clients. The study adopted the quantitative approach by distributing a questionnaire as a tool for data collection. The study was subjected to a set of statistical analyzes using the (SPSS Version 24 IBM) program, which included frequencies and ratios - means - standard deviations - T-test - F-test - as well as a multiple regression test. The study reached a number of results, the most important of which is the validity of using the SERVEQUAL model to measure the dimensions of quality in social clubs in Fayoum Governorate. As for the effect of perceived quality on customer satisfaction, the results through multiple regression analysis confirm that the level of food and beverage quality in social clubs in Fayoum Governorate that customers receive affects their satisfaction decision, and this result is confirmed by the significance level of F of (0.00), as it is less than (0). ,05 The approved level of significance, as for the presence of statistically significant differences between customers in their assessment of the level of quality through the Anova test for the significance of differences between perceived quality between the clubs under study. It was found that there are statistically significant differences between customers in their assessment of the level of quality.</p>	<p>الملخص باللغة الإنجليزية</p>