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## Tourism and related services — Traditional restaurants — Visual aspects, decoration and services

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

Today, national and ethnic restaurants providing food with both traditional and regional cuisines are located everywhere especially in tourist destinations.

Guests of these restaurants are tourists and local citizens who take advantage of the opportunity to taste and experience other nationalities' cuisines, even in their own country.

Feedback of guests indicate that the most important elements in satisfying guests' expectations are physical appearance, harmonic combination of cultural factors, and provision of services in traditional restaurants.

Hence, in order to meet the guests' satisfaction, these restaurants can create an ambience – desired atmosphere – suitable space, equipment, table settings, menu design and other service characteristics.

Regardless of variations based on differences of nationality and culture, this document emphasizes the cultural elements while rendering services, and prioritizes a favourable environment and authentic experience of customs and lifestyle related to food habits of other populations. Thus, it will determine criteria regarding cuisines (food and beverages and supplements), living cultural elements (dialects, costume, etc.), and catering arrangements (equipment, fixtures and accessories all in synchronization with a given historical period), which can help promoting the quality of services. So, the visitors, both domestic and international, can choose their favourite place to eat and to pay for the services that they really have expected.

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# Tourism and related services — Traditional restaurants — Visual aspects, decoration and services

## 1 Scope

This document establishes requirements and recommendations related to the environment and the service provision of traditional restaurants, which belong to a specific cuisine and custom of a specific country and/or area.

The document specifies physical features of traditional restaurants (visual specifications for buildings, furniture and decoration), elements related to the specific cuisine and customs of serving food as well as staff requirements (clothing, behaviour, language) that affect the traditional style and quality of the service.

Requirements related to the technical characteristics of the buildings and general requirements of preparation and cooking in the kitchen and other spaces of back office are excluded from this standard and may be subject to other standards.

## 2 Normative references

There are no normative references in this document.

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

### 3.1

#### **traditional restaurant**

public restaurant providing traditional food and local beverages in a specific style specially aimed at ethnic cuisine

### 3.2

#### **traditional food**

foods and dishes passed through generations (or which have been consumed locally and/or regionally for an extended time period), and that play a major role in traditions, identity and heritage of different cultures

Note 1 to entry: Traditional food is generally prepared using “traditional ingredients” (raw material of primary products), “traditional composition” or “traditional type of production and/or processing method”.

### 3.3

#### **traditional beverage**

common beverages belonging to the local population of each city, area, country or prepared by the population’s ancestors

### 3.4

#### **corrective action**

action to eliminate the cause of a *non-conformity* (3.5) and to prevent recurrence

[SOURCE: ISO 9000:2015, 3.12.2, modified – Notes have been removed]

### 3.5

#### **non-conformity**

non-fulfilment of a *requirement* (3.6)

[SOURCE: ISO 9000:2015, 3.6.9, modified – Notes have been removed]

### 3.6

#### **requirement**

need or expectation that is stated, generally implied or obligatory

[SOURCE: ISO 9000:2015, 3.6.4, modified – Notes have been removed]

### 3.7

#### **sustainability policy**

intentions and direction of an organization, related to sustainability, as formally expressed by its top management

[SOURCE: ISO 21401:2018, 3.41]

### 3.8

#### **guest satisfaction**

guest's perception of the degree to which the guest's requirements have been fulfilled

[SOURCE: ISO 9000:2015, 3.9.2, modified — Note 3 has been removed]

Note 1 to entry: Guest complaints are a common indicator of low guest satisfaction but their absence does not necessarily imply high guest satisfaction.

Note 2 to entry: Even when guest requirements have been agreed with guest and fulfilled, this does not necessarily ensure high guest satisfaction.

### 3.9

#### **converted building**

building with considerable artistic heritage value, used as a traditional restaurant after having implemented the necessary changes

Note 1 to entry: There are some procedures and instructions for these changes in each country in order to maximize the conservation of the heritage value of such buildings.

### 3.10

#### **carrying capacity**

measure that addresses the question of how many visitors can be permitted into an area in any specific time, taking into account, at least, the risk of degrading the site, its physical capacity, and the visitors' experience

Note 1 to entry: These desirable limits measure the types and levels of sustainable use.

[SOURCE: ISO 18065:2015, 3.1]

## 4 Features of the traditional restaurant

### 4.1 General

Regarding physical features and operation, traditional restaurants work under disciplines of catering establishment. The following sub clauses detail the features of static appearance (such as gardening,



building, entrances, furniture, decorations, table setting) which contain the theatrical aspects and cultural factors.

## 4.2 General features

**4.2.1** The building used for traditional restaurant shall have architectural characteristics based on a defined style.

**4.2.2** During the converting process, the historical and spiritual value and consistency of the converted buildings as well as its style should be protected.

**4.2.3** Carrying capacity of the building shall be taken into consideration while converting the building.

**4.2.4** The name of the traditional restaurant should not be confusing.

NOTE The name of the traditional restaurant is mostly the first item attracting the guests, and ultimately may affect their decision to eat there. For example, a traditional restaurant named Seoul is supposed to provide Korean cuisine in Korean style.

**4.2.5** A maintenance plan for all areas shall be developed. The maintenance plan shall include the record of faults, if any, and/or measures regarding conservation issues. A responsible person shall be appointed, in order to observe the maintenance plan.

**4.2.6** Buildings and furniture should be built or redesigned with natural or local materials such as wood, stone, etc., if applicable. (standards.iteh.ai)

**4.2.7** Accessibility aspects should be considered during the converting process and operation of the restaurant, when applicable.

NOTE ISO 21542, ISO 23599, and ISO 21902 may be used as useful guides in this respect.

## 4.3 Entrance

**4.3.1** The design of the façade of the traditional restaurant should be harmonized with the manuscript and the motifs of the target culture.

**4.3.2** Inscription indicating the name of the traditional restaurant should be located at the facade.

**4.3.3** A standard ramp at the entrance should be provided to facilitate accessibility for the people with disabilities such as people in a wheelchair or guests using a walker.

**4.3.4** Separate doors for entry and exit of staff, supplies and food waste should be used.

**4.3.5** Floor cover in corridors should be appropriate with conventional coatings of the target culture.

Hygienic aspects for the covering should be considered.

NOTE Carpets, which do not conflict with the traditional style, can be used for covering the floor.

## 4.4 Main hall

**4.4.1** Integrated design for hall space should be done professionally; particularly in view of old collections such as containers, fat-burning lamps, candlesticks pots, and statues to decorate in the appropriate design.

**4.4.2** Wall coverings with consideration of table décor and other decorations should be considered in the conceptual design. Rooms next to the interior open spaces should have windows for getting light and ventilation. Curtains for covering the windows shall be harmonized with the hall decorations.

**4.4.3** Covering of the hall floor should be made of materials, which are easy to clean and harmonized with hall decorations as much as possible.

NOTE Complementary design can be used.

**4.4.4** Kitchen may be designed for cooking show. In order to have a proper ventilation, there should be a kind of separation between the work area and the dining area.

**4.4.5** Part of the hall should be allocated for welcoming guests with traditional warm or cold drinks and light snacks at times other than breakfast, lunch and dinner.

**4.4.6** The hall shall be equipped with proper ventilation according to the concept of the traditional restaurant.

**4.4.7** There shall be a collection system for smoke in the kitchen and a filter area

**4.4.8** Bioclimatic design and elements of vernacular and landscape architecture should be considered in the facilities.

## 4.5 Annex spaces

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**4.5.1** There should be separate lavatories for women and men with clear signs.

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**4.5.2** Water closets for both women and men shall be equipped with baby changing facilities.

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**4.5.3** There shall be at least one standard lavatory allocated to people with disabilities, with clear signs.

**4.5.4** The walls of the sanitary facilities shall be covered to the ceiling with materials that are easy to clean and disinfect.

**4.5.5** Sufficient water, paper tissues, and handwashing liquid shall be supplied in sanitary facilities.

**4.5.6** For saving energy, the use of smart technologies should be taken into consideration.

**4.5.7** Dining room and other staff' welfare places shall be separate and out of sight of the guests.

**4.5.8** A waiting area should be foreseen for peak hours.

## 4.6 Station and parking lots

The traditional restaurant should have facilities for parking.

NOTE Public parking close to the traditional restaurant can be used.

## 4.7 Indoor and outdoor areas

**4.7.1** The indoor area shall display clear signage to the emergency exits and lavatories.

**4.7.2** Design of the indoor area should be harmonized with the main hall.

**4.7.3** The traditional restaurant premises should be clean and scenic.

**4.7.4** Handicrafts, musical instruments and/or other traditional elements harmonized with the style of the traditional restaurant should be used in decoration of both indoor and outdoor areas.

NOTE Any country/area may have a specific element for traditional decoration for example, in Iran water-view like small pools with fountains are used as a decorative traditional element in buildings.

**4.7.5** Decorative lamp shades and lighting should be used in outdoor area.

**4.7.6** Outdoor area should not be occupied with raw materials, garbage or any other object that may affect aesthetics of the area.

**4.7.7** If temporary collection points for waste exists, necessary measures should be taken to remove smells and visual filtering of waste in the area. Hygiene aspects should be respected.

## 5 Mise en place – table setting

**5.1** There may be different types of tables and seats.

**5.2** Reception style and seating of guests should conform to the style of traditional restaurant. Other types of chairs and tables harmonized with traditional seats should be available to the guests who cannot use traditional seats.

**5.3** Variety of table linens, napkins, and other decorative elements, if applicable, should be harmonized with the style of the traditional restaurant.

**5.4** There should be side tables to assist service.

**5.5** If the culinary offer is displayed on a buffet table, it shall be kept at the right temperature.

**5.6** There should be quiet trolleys for easy transport of food containers. In case there are specific traditional ways for carrying foods, such as kinds of big trays in some traditional restaurants, they are preferable.

**5.7** There should be signs for reserved tables. Also, each table should have a defined number.

**5.8** There should be a table with necessary equipment for serving warm and cold beverages in the meal intervals with respect to the target cuisine and the number of seats.

**5.9** Tiny samples of great monuments, handicrafts, and homemade products as souvenirs should be offered.

**5.10** A wheelchair and a few special seats for children should be available.

**5.11** Table wares, cutleries and cruets used in traditional restaurants and the style of service should be harmonized to the kind of cuisine, if applicable.

**5.12** According to both hygienic considerations and style of reception, using any disposable wares such as melamine and plastic shall be avoided.