INTERNATIONAL STANDARD

ISO

21621

First edition
2021-11

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

Tourisme et services connexes — Restaurants traditionnels — Aspects visuels, décoration et services

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO 21621:2021
https://standards.iteh.ai/catalog/standards/iso/2b16ec93-5b0d-41cb-9a47-c6ed314422da/iso-21621-2021

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO 21621:2021
https://standards.iteh.ai/catalog/standards/iso/2b16ec93-5b0d-41cb-9a47-c6ed314422da/iso-21621-2021

Contents

Page

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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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.

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.

Introduction

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

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

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

Hence, in order to ensure guest satisfaction, these restaurants can provide an ambience or 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 the eating habits of other populations. Thus, it will determine criteria regarding cuisines (e.g. food, beverages and supplements), living cultural elements (e.g. dialects, costume) and catering arrangements (e.g. equipment, fixtures and accessories all in synchronization with a given historical period), which can help promote the quality of services. Therefore, visitors, both domestic and international, can choose their favourite place to eat and pay for the service that they expect.

iTeh Standards
(https://standards.iteh.ai)
Document Preview

ISO 21621:2021
https://standards.iteh.ai/catalog/standards/iso/2b16ec93-5b0d-41cb-9a47-c6ed314422da/iso-21621-2021

ISO 21621:2021
https://standards.iteh.ai/catalog/standards/iso/2b16ec93-5b0d-41cb-9a47-c6ed314422da/iso-21621-2021

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 or area.

This 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 back office spaces are not included in this document.

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 terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
traditional restaurant
public restaurant providing *traditional food* (3.2) and *traditional beverages* (3.3) 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, regionally or both for an extended time period) that play a major role in the 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 types of production and/or processing methods.

3.3
traditional beverage
common beverage belonging to the local population of a city, area or 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 to entry removed.]

1

3.5
non-conformity
non-fulfilment of a *requirement* ([3.6](#))

[SOURCE: ISO 9000:2015, 3.6.9, modified — Notes to entry removed.]

3.6
requirement
need or expectation that is stated, generally implied or obligatory

[SOURCE: ISO 9000:2015, 3.6.4, modified — Notes to entry 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

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 the guest's requirements have been agreed with the guest and fulfilled, this does not necessarily ensure high guest satisfaction.

[SOURCE: ISO 9000:2015, 3.9.2, modified — Note 3 to entry removed]

3.9
converted building
building with considerable artistic heritage value, used as a *traditional restaurant* ([3.1](#)) 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 at any specific time, taking into account at least the risk of degrading the site, its physical capacity and the visitors' experience, safety and security

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

[SOURCE: ISO 18065:2015, 3.1, modified — "safety and security" added to definition.]

4   Features of the traditional restaurant

4.1   General

Regarding physical features and operation, traditional restaurants work under the disciplines of catering establishments. The following subclauses detail the features of static appearance (e.g. gardening, building, entrances, furniture, decoration, table setting) which contain the theatrical aspects and cultural factors.

4.2 General features

4.2.1 Buildings used for traditional restaurants shall have architectural and decoration characteristics based on a defined style.

NOTE   The defined style can be related to a historical area or era (e.g. the Safavid[1] era).

4.2.2 During the conversion process, the historical and spiritual value and integrity of the converted buildings, as well as their style and character, should be protected.

4.2.3 The carrying capacity of a building shall be taken into consideration while converting it.

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

NOTE   The name of the traditional restaurant is usually the first item attracting guests and can ultimately 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 a record of any faults, measures regarding conservation issues or both. A responsible person shall be appointed to observe the maintenance plan.

4.2.6 Buildings and furniture should be built, reconstructed or redesigned with natural or local materials such as wood or stone, if applicable.

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

NOTE   ISO 21542, ISO 21902 and ISO 23599 can be useful in this respect.

4.2.8 Ventilation shall be considered in all spaces.

4.3 Entrance

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

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

4.3.3 The entrance should facilitate accessibility for people with disabilities, such as people using wheelchairs or walking aids, and people with pushchairs (e.g. a level entrance, a properly designed ramp).

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

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.

---

1) One of the ruling dynasties of Iran from 1501 to 1736, with a specific style of architecture and customs.

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

4.4.3   Coverings of the hall floor and corridors should be harmonized with the traditional ambiance; also, the floor covering should be made of materials which are easy to clean and harmonized with the hall decorations as much as possible.

NOTE   Complementary design can be used.

4.4.4   Kitchens can be designed for cooking shows. In order to have proper ventilation, there should be some 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 hot 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

4.5.1   There should be separate bathrooms for women and men with clear signage that includes tactile characters and braille.

4.5.2   At least one toilet with a toilet seat in each bathroom (for men and women) shall be available for guests.

4.5.3   Bathrooms for both women and men shall be equipped with baby-changing facilities.

4.5.4   There shall be at least one accessible bathroom facility that includes an accessible toilet with clear turning space, an accessible toilet and accessories (e.g. soap, paper towels) allocated to people with disabilities, that is clearly signed, including tactile and braille characters.

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

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

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

4.5.8   Places allocated to the staff, such as dining rooms, shall be separate and out of sight of the guests.

4.5.9   There should be a waiting area, including seats, for peak hours.

4.5.10 Dustbins should be available in all annex spaces.