



**International
Standard**

ISO 16520

**Tourism and related services —
Restaurants and catering —
Vocabulary**

Tourisme et services connexes — Restauration — Vocabulaire

**First edition
2025-01**

**iTeh Standards
(<https://standards.itih.ai>)
Document Preview**

[ISO 16520:2025](https://standards.itih.ai/catalog/standards/iso/ff2e3685-a854-4900c-8f3b-9dc676048d8d/iso-16520-2025)

<https://standards.itih.ai/catalog/standards/iso/ff2e3685-a854-4900c-8f3b-9dc676048d8d/iso-16520-2025>

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

[ISO 16520:2025](https://standards.iteh.ai/catalog/standards/iso/ff2e3685-a854-490c-8f3b-9dc676048d8d/iso-16520-2025)

<https://standards.iteh.ai/catalog/standards/iso/ff2e3685-a854-490c-8f3b-9dc676048d8d/iso-16520-2025>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2025

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 General.....	1
3.2 Establishments serving food and beverages.....	2
3.3 Style of services.....	4
3.4 Menu.....	6
3.5 Meals, foods and beverages.....	8
3.5.1 Meals.....	8
3.5.2 Foods and beverages.....	9
3.6 Facilities and equipment.....	10
3.6.1 Facilities.....	10
3.6.2 Equipment.....	11
3.7 Job titles.....	12
3.8 Others.....	13
Bibliography	15
Index	16

iTeh Standards
(<https://standards.itih.ai>)
Document Preview

[ISO 16520:2025](https://standards.itih.ai/catalog/standards/iso/ff2e3685-a854-490c-8f3b-9dc676048d8d/iso-16520-2025)

<https://standards.itih.ai/catalog/standards/iso/ff2e3685-a854-490c-8f3b-9dc676048d8d/iso-16520-2025>

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 document 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).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

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.

ISO 16520:2025

<https://standards.iteh.ai/catalog/standards/iso/ff2e3685-a854-490c-8f3b-9dc676048d8d/iso-16520-2025>

Introduction

Using different terms for one meaning in technical texts can cause misunderstanding. This can occur in particular when the users of the technical texts are based in different areas. One word can be used in one region for one defined meaning, but the same word can have a different meaning in a different region. Vocabularies can act as a common language resource for users all over the world. Vocabularies can help the standard developers in the related field, and can also be used as reliable references for other stakeholders such as regulators, industry, consumers, universities, etc. to reach a common understanding while researching, writing articles, studying, etc.

This document functions as a basic resource for all stakeholders in the restaurant and catering industry, as well as for their customers and other users.

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

[ISO 16520:2025](https://standards.iteh.ai/catalog/standards/iso/ff2e3685-a854-490c-8f3b-9dc676048d8d/iso-16520-2025)

<https://standards.iteh.ai/catalog/standards/iso/ff2e3685-a854-490c-8f3b-9dc676048d8d/iso-16520-2025>

Tourism and related services — Restaurants and catering — Vocabulary

1 Scope

This document defines terms used in the tourism industry in the field of restaurants and catering.

This document applies to restaurants and catering services, which prepare and serve or deliver food and beverages to customers.

This document does not apply to the production line of food and beverages.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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 General

3.1.1 catering

business of providing *food and beverage* (3.1.2) *services* (3.1.6) at a remote site

Note 1 to entry: Examples of remote sites can include a hotel, hospital, *pub* (3.2.20), aircraft, cruise ship, park, festival, wedding, school or private event.

3.1.2 food and beverage

meals (3.1.3) and drinks which may be prepared and delivered in different ways and styles

3.1.3 meal

food and beverages (3.1.2) consumed at a certain time of day

3.1.4 menu

price list of *food and beverages* (3.1.2) that can be ordered in a food and beverages establishment

3.1.5 restaurant

establishment where *food and beverages* (3.1.2) are prepared in a kitchen and served to customers

Note 1 to entry: The food and beverages are intended to be consumed on site, taken away by the customer or delivered to customers.

**3.1.6
service**

provision of *meals* (3.1.3) in a *restaurant* (3.1.5), by which *food and beverages* (3.1.2) are delivered to the customers, after being prepared.

EXAMPLE *Buffet service* (3.3.4), *table service* (3.3.23)

3.2 Establishments serving food and beverages

**3.2.1
bar**

establishment equipped with a counter selling alcoholic or non-alcoholic beverages, and where light food is sometimes served depending on the specialization

**3.2.2
barbecue restaurant**

establishment offering a range of food items that are cooked in part, using live fire or smoke

**3.2.3
bistro**

small *restaurant* (3.1.5), serving simple *meals* (3.1.3)

Note 1 to entry: Bistros are defined mostly by the foods they serve (e.g. home-style cooking and slow-cooked foods like cassoulet or a bean stew).

**3.2.4
buffet**

self-service offer displaying *food and beverages* (3.1.2) which the customer can freely choose, in variety and quantity

**3.2.5
buffet car**

railway coach which serves *snacks* (3.5.1.15) and drinks which may be taken back to the seats

**3.2.6
cafeteria**

restaurant (3.1.5) in which the customers serve themselves or are served at a counter and may take the food to the tables to eat

Note 1 to entry: Cafeterias are also referred to as "self-serving establishments".

**3.2.7
casual dining restaurant**

restaurant (3.1.5) that serves moderately priced *food and beverages* (3.1.2) in a relaxed and friendly atmosphere

**3.2.8
coffee shop**

establishment where hot and cold beverages, cakes, sometimes sandwiches, light *meals* (3.1.3), and coffee beans are served and/or sold

**3.2.9
concession stand
stall booth**

stall without place for sitting from which customers can purchase light *snacks* (3.5.1.15) and beverages, as well as fully prepared *meals* (3.1.3)

**3.2.10
dinner theatre**

restaurant (3.1.5) in which a play is presented after or during the *meal* (3.1.3)

3.2.11

drive-in restaurant

drive-through restaurant

restaurant (3.1.5) in which food is ordered and served indoors and also through a window to motorists in their vehicles

3.2.12

family-style restaurant

type of *restaurant* (3.1.5) in which food is brought to the table in large platters or serving dishes, in order for the customers to serve themselves

3.2.13

fast-food restaurant

quick-service restaurant (QSR)

limited menu restaurant (3.2.18) characterized both by its *fast-food* (3.5.1.9) cuisine and by minimal *table service* (3.3.23)

Note 1 to entry: Fast food restaurants can be open 24 hours or offer continuous *service* (3.1.6).

3.2.14

fine dining restaurant

gourmet

full-service *restaurant* (3.1.5) with sophisticated and expensive *meal* (3.1.3) and beverage *services* (3.1.6), in an elegant and formal atmosphere

3.2.15

food court

section of a commercial or institutional centre that hosts a collection of food vendors, where *food and beverages* (3.1.2) can be purchased for taking away, or for being consumed on site

3.2.16

food truck

vehicle that may move from place to place, in which food can be cooked and served

3.2.17

international restaurant

restaurant (3.1.5) providing *food and beverages* (3.1.2) typical of different nations or different cultures

3.2.18

limited-menu restaurant

restaurant (3.1.5) with a small selection of *food and beverages* (3.1.2)

Note 1 to entry: Restaurants delivering or serving food such as pizza, kebab, etc. are examples for this kind of restaurant.

3.2.19

mobile catering

serving food directly from a vehicle, cart or truck which is designed for that purpose

Note 1 to entry: Mobile catering is common at outdoor events, such as concerts, and in business districts.

3.2.20

pub

establishment where alcoholic beverages are served and consumed

Note 1 to entry: A pub is differentiated from a *bar* (3.2.1) based on the decoration, opening times and type of beverages and food served (e.g. no hot beverage in the evening, finger food available).

Note 2 to entry: In a pub, it is quite common to play darts or other games.

3.2.21

quick casual restaurant

restaurant (3.1.5) that serves light *food and beverages* (3.1.2) which normally offers a "grab-and-go" experience

Note 1 to entry: "Grab-and-go" can refer to a pre-packaged *meal* (3.1.3) or *snack* (3.5.1.15) that is ready to take quickly when there is little time.

3.2.22

restaurant car

railway coach where passengers can sit, eat and drink

3.2.23

self-service restaurant

restaurants (3.1.5) such as a *cafeteria* (3.2.6), where *meals* (3.1.3) are self-served

3.2.24

service bar

relatively small *bar* (3.2.1) where service *bartenders* (3.7.2) prepare beverages for *servers* (3.7.10) to present to customers

3.2.25

snack bar

establishment providing light *food and beverages* (3.1.2) for consumption where customers commonly sit or stand at a counter

3.2.26

traditional restaurant

restaurant (3.1.5) providing traditional food and local beverages in a specific style, specially aimed at ethnic cuisine

3.2.27

virtual restaurant

restaurant (3.1.5) that has a full *menu* (3.1.4) offered online for collection or delivery that does not offer *restaurant services* (3.1.6) on the premises

ISO 16520:2025

3.3 Style of services

3.3.1

bar direct service

method of *bar service* (3.3.2) where the drinks are prepared in full, in front of the customer

Note 1 to entry: Bar direct service requires beverages, utensils, bottles, and glasses to be transported in a tray or appropriate cart.

3.3.2

bar service

service (3.1.6) where the customer orders, pays and collects *food and beverages* (3.1.2) from a *bar* (3.2.1)

3.3.3

boxed-lunch catering

lunch in a box, typically prepared by a *caterer* (3.7.5) for a customer's dining needs

3.3.4

buffet service

service (3.1.6) where food is displayed on tables and where customers take plates then proceed to the *buffet* (3.2.4) to be served or self-served

3.3.5

butler style service

service (3.1.6) in which *food and beverages* (3.1.2) are served by butlers