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BSI Standards Publication

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

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National foreword

This British Standard is the UK implementation of ISO 21621:2021.

The UK participation in its preparation was entrusted to Technical Committee SVS/2, Tourism services.

A list of organizations represented on this committee can be obtained on request to its committee manager.

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

*Tourisme et services connexes — Restaurants traditionnels — Aspects
visuels, décoration et 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).

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.

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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.

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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 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.]