

First edition
2020-04

Tourism and related services — Hotels — Service requirements

Tourisme et services connexes — Hôtels — Exigences du service



Reference number
ISO 22483:2020(E)

© ISO 2020



COPYRIGHT PROTECTED DOCUMENT

© ISO 2020

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
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

This is a preview of ISO 22483:2020. Click [here](#) to purchase the full version from the ANSI store.

Contents

	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Staff requirements	2
4.1 General requirements.....	2
4.2 Organizational structure and definition of responsibilities.....	3
4.3 Training program.....	3
4.4 Guest service.....	3
4.5 Services and facilities for staff.....	4
4.6 Subcontracted services.....	4
4.7 Concessionaires.....	4
5 Service requirements	4
5.1 Information and communication.....	4
5.2 Front desk services.....	5
5.2.1 General requirements.....	5
5.2.2 Reservation service.....	6
5.2.3 Check-in service.....	6
5.2.4 Check-out, settlement and departure.....	7
5.2.5 Luggage handling.....	7
5.2.6 VIP services.....	7
5.3 Accommodation services.....	8
5.3.1 General requirements.....	8
5.3.2 Rooms.....	8
5.4 Food and beverage services.....	10
5.4.1 General requirements.....	10
5.4.2 General requirements for buffet systems.....	11
5.4.3 Culinary offer.....	12
5.4.4 Service provision.....	12
5.4.5 Hotel kitchen facilities.....	13
5.5 Ancillary services.....	14
5.5.1 General.....	14
5.5.2 Pools.....	14
5.5.3 Sauna/spa.....	15
5.5.4 Other ancillary services.....	15
6 Events organization requirements	15
7 Entertainment activities	16
8 Safety and security requirements	16
8.1 General requirements.....	16
8.2 Risk and accident prevention.....	16
8.3 Food safety.....	17
8.3.1 General.....	17
8.3.2 Personal hygiene.....	17
8.3.3 Reception of food products.....	17
8.3.4 Storage of food products.....	17
8.3.5 Preparation.....	18
8.3.6 Waste treatment.....	19
8.4 Health safety.....	19
8.5 Security of people and assets.....	20
8.6 Safety of buildings and facilities.....	20

This is a preview of ISO 22483:2020. [Click here to purchase the full version from the ANSI store.](#)

8.7	Fire protection.....	20
8.8	Emergency management.....	21
9	Maintenance requirements.....	21
9.1	General requirements.....	21
9.2	Buildings and outdoor areas.....	21
9.3	Equipment.....	22
10	Cleanliness requirements.....	22
10.1	General requirements.....	22
10.2	Cleaning plan.....	22
10.3	General.....	22
10.4	Cleaning of common areas.....	22
10.5	Cleaning of rooms.....	24
	10.5.1 General requirements.....	24
	10.5.2 Cleaning of occupied rooms.....	24
	10.5.3 Cleaning of rooms after check-out.....	25
	10.5.4 Deep cleaning program.....	25
10.6	Linen and laundry cleaning.....	25
11	Supply management.....	26
12	Guest satisfaction and feedback compilation.....	26
Annex A (informative) List of possible categories and breakfast buffet products.....		27
Bibliography.....		29

This is a preview of ISO 22483:2020. Click here to purchase the full version from the ANSI store.

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

Choosing accommodation is one of the first issues that tourists face when they organize a trip, and hotels are the most popular accommodation choice. In fact, according to the current concept of tourism and trends, hotels are an important and motivational element of tourists' trips.

The hotel industry represents a high percentage of tourism activity and is the tourism sector that has grown the most in recent years. However, the rapid development of the sector, its high competitiveness, the role that technologies play in the tourism industry value chain and the new accommodation business models which have arisen during the last decade make the design and implementation of differentiation strategies a need not only for the hotel industry but also for the destinations themselves. In this context, offering a quality service to guests plays a major role in the differentiation strategy.

This document provides a common and attainable reference for all hotels in terms of quality service provision and has been developed considering the different types of hotels in the world, existing categorization systems, business models, sizes and services offered, as well as the current demands of guests and global trends.

This document has been conceived as a tool aimed at offering a satisfactory guest experience, promoting direct and indirect guest loyalty by ensuring the appropriate framework for providing the minimum quality service expected by an experienced global tourist.