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

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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.
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