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Tourism and related services — Restaurants and catering — Vocabulary

Tourisme et services connexes — Restauration — Vocabulaire

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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.

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This document was prepared by Technical Committee ISO/TC *228, Tourism and related services*.

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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.

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Tourism and related services — Restaurants and catering — Vocabulary

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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.

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