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*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.

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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.