

## **TITLE AND SCOPE FOR TOURISM AND RELATED SERVICES ISO STANDARD**

### **1. TBS/ GTDC8 (528) DTZS Tourism and related Service-Hotels-Service requirements (ISO 22483:2020)**

**Scope:** This draft Tanzania Standard establishes quality requirements and recommendations for hotels regarding staff, service, events, entertainment activities, safety and security, maintenance, cleanliness, supply management and guest satisfaction.

The requirements are applicable regardless of their classification and category, and whether the services are provided directly by internal staff or by a subcontractor.