

## TITLE AND SCOPE FOR TOURISM AND RELATED SERVICES ISO STANDARDS

### 1. TBS/ GTDC8 (1337) DTZS Tourism and related services - Heritage hotels - Equipment and service requirements (ISO 21620:2021).

**Scope:** This document establishes the requirements and recommendations related to the equipment and services applicable to heritage hotels in order to provide quality services in a traditional style.

This document emphasizes the harmonization of the equipment, furniture and service provision style with the historical period to which the heritage hotel belongs. It does not deal with the equipment or services of other types of hotels.

### 2. TBS/ GTDC8 (1336) DTZS Tourism and related services -Traditional restaurants -Visual aspects, decoration and services (ISO 21621:2021).

**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.