

**Ministry of Municipality and Tourism**  
**General Board of Tourism**



***Quality Award***

***Quality Award for  
Cafeterias***

First edition  
2018

# *Quality Award Criteria for Cafeterias*

<b>1</b>	<b><i>Hygiene, Furniture, and general safety</i></b>
1-1	Compliance with health regulations.
1-2	Compliance with environmental regulations.
1-3	Cleanliness of sanitary facilities and applying hygiene criteria.
1-4	Distribution of furniture and freedom in movement.
1-5	Quality of furniture and suitability with purpose.
1-6	General decoration (Interior and Exterior).
1-7	Employee appearance.
1-8	Compliance with civil defense regulations.
<b>2</b>	<b><i>Food and beverages safety and varieties</i></b>
2-1	Having a mechanism for food and beverages safety and preservation.
2-2	Applying certain criteria to ensure cleanliness of food and materials used.
2-3	A variety of dishes offered.
2-4	A variety of beverages offered.
2-5	Quality of offered food and beverages.
<b>3</b>	<b><i>Service and employees</i></b>

3-1	Demonstrating the menu in several languages inside and outside the cafeteria.
3-2	Rapid delivery for customer orders.
3-3	Arrangement of the dining table.
3-4	Having a mechanism for employee training.
3-5	Employee skill.
3-6	Having services for persons with special needs.
<b>4</b>	<b><i>Customer satisfaction</i></b>
4-1	Having a mechanism to be aware of customer problems and complaints and subsequently handling them.
4-2	Having a mechanism to know extent of customer satisfaction concerning the service provided.
4-3	Awards and appreciation certificates that have been obtained in the last two years.
4-4	Having a certain mechanism to respond to customer queries.
<b>5</b>	<b><i>Marketing and Relations</i></b>
5-1	Existence of a specific (Logo).
5-2	Having a mechanism for promotion (Advertising and media).
5-3	Paying attention to electronic marketing.
5-4	Having Partnerships with other stakeholders such as (accommodation facilities, tourism companies, transportation companies, etc...).