

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



***Quality Award***

***Quality Award for***  
***“Fast Food” providers***

First edition  
2018

# *Quality Award Criteria for “Fast Food” providers*

<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 safety and varieties</i></b>
2-1	Having a mechanism for food safety and preservation.
2-2	Applying certain criteria for cleanliness of food and used materials.
2-3	The variety of dishes offered.
2-4	The quality of dishes offered.

<b>3</b>	<b><i>Service and Employees</i></b>
3-1	Having informative panel / panels in several languages, legible and fixed in a suitable place/places indicating the types of dishes and their prices.
3-2	Rapid delivery for customer orders.
3-3	Having a mechanism for employee training.
3-4	Developing employee skill.
3-5	Having services for persons with special needs.
<b>4</b>	<b><i>Customer satisfaction</i></b>
4-1	Existence of a certain mechanism in order to be aware of customer problems and complaints and subsequently handle them.
4-2	Having a mechanism to know the 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 required attention to electronic marketing.
5-4	Existence of partnerships with other stake holders (Accommodation facilities, tourism companies, transportation companies, etc...).