

Ministry of Municipality and Tourism
General Board of Tourism



Quality Award

***Quality Award for
Restaurants***

First edition
2018

Quality Award Criteria for Restaurants

1	<i>Hygiene, Furniture, and general safety</i>
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.
2	<i>Food safely and varieties</i>
2-1	Having a mechanism for food safety and preservation.
2-2	Applying required criteria to ensure cleanliness of food.
2-3	The variety of dishes offered.
2-4	Quality of dishes offered.
3	<i>Service and employees</i>
3-1	Providing the (Menu) in several languages inside and outside the restaurant.
3-2	Rapid delivery for customer orders.

3-3	Arrangement of the dining table.
3-4	Having a mechanism for employee training.
3-5	Chef and employee skill.
3-6	Quality of supplies used (utensils, etc...).
3-7	Having services for persons with special needs.
4	<i>Customer satisfaction</i>
4-1	Having a mechanism to be aware of customer complaints and handling them.
4-2	Having a mechanism to know extent of customer satisfaction concerning the service provided.
4-3	Dealing with the customer from the time of entry to the restaurant until departing.
4-4	Awards and appreciation certificates obtained by the restaurant in the last two years.
4-5	Having a mechanism to respond to customer queries.
5	<i>Marketing and Relations</i>
5-1	Having 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...).