

ISO 22483:2020-04 (E)

Tourism and related services - Hotels - Service requirements

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Staff requirements	2
4.1	General requirements	2
4.2	Organizational structure and definition of responsibilities	3
4.3	Training program	3
4.4	Guest service	3
4.5	Services and facilities for staff	4
4.6	Subcontracted services	4
4.7	Concessionaires	4
5	Service requirements	4
5.1	Information and communication	4
5.2	Front desk services	5
5.2.1	General requirements	5
5.2.2	Reservation service	6
5.2.3	Check-in service	6
5.2.4	Check-out, settlement and departure	7
5.2.5	Luggage handling	7
5.2.6	VIP services	7
5.3	Accommodation services	8
5.3.1	General requirements	8
5.3.2	Rooms	8
5.4	Food and beverage services	10
5.4.1	General requirements	10
5.4.2	General requirements for buffet systems	11
5.4.3	Culinary offer	12
5.4.4	Service provision	12
5.4.5	Hotel kitchen facilities	13
5.5	Ancillary services	14
5.5.1	General	14
5.5.2	Pools	14
5.5.3	Sauna/spa	15
5.5.4	Other ancillary services	15
6	Events organization requirements	15
7	Entertainment activities	16
8	Safety and security requirements	16
8.1	General requirements	16
8.2	Risk and accident prevention	16
8.3	Food safety	17
8.3.1	General	17
8.3.2	Personal hygiene	17
8.3.3	Reception of food products	17
8.3.4	Storage of food products	17

	8.3.5	Preparation.....	18
	8.3.6	Waste treatment.....	19
8.4		Health safety.....	19
8.5		Security of people and assets.....	20
8.6		Safety of buildings and facilities.....	20
8.7		Fire protection.....	20
8.8		Emergency management.....	21
9		Maintenance requirements.....	21
	9.1	General requirements.....	21
	9.2	Buildings and outdoor areas.....	21
	9.3	Equipment.....	22
10		Cleanliness requirements.....	22
	10.1	General requirements.....	22
	10.2	Cleaning plan.....	22
	10.3	General.....	22
	10.4	Cleaning of common areas.....	22
	10.5	Cleaning of rooms.....	24
		10.5.1 General requirements.....	24
		10.5.2 Cleaning of occupied rooms.....	24
		10.5.3 Cleaning of rooms after check-out.....	25
		10.5.4 Deep cleaning program.....	25
	10.6	Linen and laundry cleaning.....	25
11		Supply management.....	26
12		Guest satisfaction and feedback compilation.....	26
		Annex A (informative) List of possible categories and breakfast buffet products.....	27
		Bibliography.....	29