

**Restaurants and Cafés**

 Quality and Environmental Certification

On the Way to Sustainable Tourism

Specific Quality Criteria no. 224

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vakinn.is

**The following quality criteria are filled out by a company representative. A clear explanation of how each applicable criterion is fulfilled must be given with reference to appropriate documentation, e. g. employee handbook/quality manual, safety plans, photos etc. Random and/or selected criteria will be verified by the auditor.**

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| --- | --- | --- | --- | --- |
| ***224-1*** | ***Facilities and Hygiene***  | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-1.1*  | Entrance and immediate vicinity are clean and tidy. |  |  |  |
| *224-1.2*  | Buildings and facilities have been checked regarding accessibility for all (i. e. for all age groups, persons with restricted mobility, visual or hearing impaired etc.). |  |  |  |
| *224-1.3*  | Furnishings and tables are arranged in a way that minimises disturbance from e. g. guests waiting for service, passage of employees or cold air. |  |  |  |
| *224-1.4* | Coatracks are available. |  |  |  |
| *224-1.5* | Tables and chairs are in very good condition. |  |  |  |
| *224-1.6* | Minimum table size is 0.50x0.30 m per guest. |  |  |  |
| *224-1.7* | Tables and tablecloths are clean and in good condition. |  |  |  |
| *224-1.8* | Table decorations, condiment sets (salt, pepper, oils etc.) and other items on customers’ tables are kept clean and in proper condition. |  |  |  |
| *224-1.9* | Tables, contact surfaces, menus, condiment sets etc. are disinfected after each guest/family/group. |  |  |  |
| *224-1.10* | Reminders on personal hygiene and infection prevention measures i. e. hand washing and sanitizing are visible to guests and employees.  |  |  |  |
| *224-1.11* | If a buffet is offered, special arrangements are made regarding disinfection and infection prevention. |  |  |  |
| *224-1.12* | Used tableware must not be stored or stacked in the dining area. |  |  |  |
| *224-1.13* | Employees are presentable and dress in clean and appropriate working attire. |  |  |  |
| *224-1.14* | Toilets are marked, clean and in very good condition. |  |  |  |
| *224-1.15* | Active internal control system is in place cf. current laws and regulations on food safety and according to the directions of the Icelandic Food and Veterinary Authority. |  |  |  |
| ***224-2*** | ***Service***  | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-2.1* | Opening hours are advertised e. g. in the window or on the company’s web page. |  |  |  |
| *224-2.2* | Menu including price list is clearly displayed at the entrance. |  |  |  |
| *224-2.3* | Menus are neat and legible in an appropriate format in at least one language besides Icelandic. |  |  |  |
| *224-2.4* | The menu displays prices of food and drinks as well as information on volume per glass or bottle of beverages. |  |  |  |
| *224-2.5* | Employees are familiar with courses on the menu and can assist guests with their choices. |  |  |  |
| *224-2.6* | Products from the local area are used as much as possible. The origin must be known and explained to guests. |  |  |  |
| *224-2.7* | Effort is made to purchase products and raw materials produced in Iceland, organic products and Fairtrade products, e. g. coffee tea, cocoa and sugar. |  |  |  |
| *224-2.8* | Employees have knowledge of the wine selection and other beverages on offer and can assist guests in making their choices. |  |  |  |
| *224-2.9* | Employees are aware of service timing and avoid unnecessary delays or excessive haste when serving guests. |  |  |  |
| *224-2.10* | Children’s needs are taken into consideration, e.g. by offering children’s portions and highchairs. |  |  |  |
| *224-2.11* | Guests’ special requests regarding food intolerance and food allergies are responded to. |  |  |  |
| *224-2.12* | Written guidelines, regarding the choice and volume of music in the dining area, are in place. The guidelines are introduced to all employees.  |  |  |  |
| ***224-3*** | ***Beverages*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-3.1* | Wine is offered by the glass; with a choice of at least two types of each, red and white. |  |  |  |
| *224-3.2* | The restaurant offers a wide selection of beer. |  |  |  |
| *224-3.3* | Common varieties of strong liquor are on offer. |  |  |  |
| *224-3.4* | Accredited measures are used for measuring correct volume of strong drinks. |  |  |  |
| *224-3.5* | Various types of coffee are on offer, such as cappuccino, espresso and café latte. |  |  |  |
| *224-3.6* | Various kinds of tea are on offer. |  |  |  |
| ***224-4*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-4.1* | At an “a la carte“ restaurant\* the chef has completed a journeyman‘s examination in culinary art (valid from January 1st 2026). |  |  |  |
| *224-4.2* | At an “a la carte“ restaurant\* the head waiter has completed a journeyman‘s certificate in waiting (valid from January 1st 2026). |  |  |  |
| *224-4.3* | Kitchen and service employees have received teaching and training in the handling of food according to Vakinn course descriptions or comparable. A written description on how this is performed and what is covered is available. |  |  |  |
| *224-4.4* | Employees have received teaching and training in the importance of hygiene and cleaning according to Vakinn course descriptions or comparable. A written description on how this is performed and what is covered is available. |  |  |  |
| *224-4.5* | Service employees have received teaching and training in the reception of guests and waiting tables according to Vakinn course descriptions or comparable. A written description on how this is performed and what is covered is available. |  |  |  |
| *224-4.6* | At least one member of the kitchen staff has completed a course on food intolerance and food allergies. |  |  |  |
| *224-4.7* | (Service) employees attend a refresher course in initial reactions to suffocation and anaphylaxis. |  |  |  |

*\* A la carte restaurant offers the choice of at least three starters, three main courses and three desserts.*