

Restaurants and Cafés

Specific Quality Criteria no. 224 - Checklist

4th edition 2018

Self assessment

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**In 4th edition the specific quality criteria is based on self-assessment checklists that applicants/participants complete themselves. The applicable criteria must be completely fulfilled. A clear explanation of how each 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*** | ***Safety and facilities*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-1.1* | The company has written safety plans covering all services offered to customers. |  |  |  |
| *224-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *224-1.3* | Staff members are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *224-1.4* | Accessibility and facilities for all people are arranged as possible. |  |  |  |
| *224-1.5* | Furnishings and tables are arranged in a way that minimises disturbance from; guests waiting for service, passage of employees, drought or cold air. |  |  |  |
| *224-1.6* | Cloakroom or coatracks are available. |  |  |  |
| *224-1.7* | Tables and chairs are in very good condition. |  |  |  |
| *224-1.8* | Minimum table size is 0.50x0.30 m per guest. |  |  |  |
| ***224-2*** | ***Hygiene and Food Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-2.1* | Entrance and immediate vicinity are clean and tidy. |  |  |  |
| *224-2.2* | Employees are presentable and dress in clean and appropriate working attire. Written guidelines regarding employee clothing and personal hygiene are in place. |  |  |  |
| *224-2.3* | Tablecloths and/or table tops are clean and in good condition. |  |  |  |
| *224-2.4* | Table decorations, condiment sets and other items on customers’ tables are kept clean and in proper condition. |  |  |  |
| *224-2.5* | Used tableware must not be stored or stacked in the dining area. |  |  |  |
| *224-2.6* | Toilets are marked, clean and in impeccable condition. |  |  |  |
| *224-2.7* | 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. |  |  |  |
| ***224-3*** | ***Service*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-3.1* | Opening hours are advertised e.g. in the window or on the company’s web page. |  |  |  |
| *224-3.2* | Information on the company website are accessible in at least one language apart from Icelandic and updated regularly. |  |  |  |
| *224-3.3* | Menu including price list is clearly displayed at the entrance. |  |  |  |
| *224-3.4* | Menus are neat and legible in an appropriate format in at least one language besides Icelandic. |  |  |  |
| *224-3.5* | The menu displays prices of food and drinks as well as information on volume per glass or bottle of beverages. |  |  |  |
| *224-3.6* | Employees are familiar with courses on the menu and can assist guests with their choices. |  |  |  |
| *224-3.7* | Employees have knowledge of the wine selection and other beverages on offer and can assist guests in making their choices. |  |  |  |
| *224-3.8* | Employees are aware of service timing and avoid unnecessary delays or excessive haste when serving guests. |  |  |  |
| *224-3.9* | Children’s needs are taken into consideration, e.g. by offering children’s portions and high chairs. |  |  |  |
| *224-3.10* | Guests’ special requests in regard to food intolerance and food allergies are responded to. |  |  |  |
| *224-3.11* | Written guidelines regarding the choice and volume of music in the dining area are in place. |  |  |  |
| ***224-4*** | ***Beverages*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-4.1* | Wine is offered by the glass; with a choice of at least two types of each, red and white. |  |  |  |
| *224-4.2* | The restaurant offers a wide selection of beer. |  |  |  |
| *224-4.3* | Common varieties of strong liquor are on offer. |  |  |  |
| *224-4.4* | Accredited measures are used for measuring correct volume of strong drinks. |  |  |  |
| *224-4.5* | Various types of coffee are on offer, such as cappuccino, espresso and café latte. |  |  |  |
| *224-4.6* | Various kinds of tea are on offer. |  |  |  |
| ***224-5*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *224-5.1* | At an “a la carte“ restaurant\* the chef has completed a journeyman‘s examination in culinary art (valid from January 1st 2022). |  |  |  |
| *224-5.2* | At an “a la carte“ restaurant\* the head waiter has completed a journeyman‘s certificate in waiting (valid from January 1st 2022). |  |  |  |
| *224-5.3* | 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. |  |  |  |
| *224-5.4* | 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. |  |  |  |
| *224-5.5* | 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. |  |  |  |
| *224-5.6* | At least one member of the kitchen staff has completed a course on food intolerance and food allergies. |  |  |  |

*\* “A la carte” restaurants offer at least the choice of three starters, three main courses and three desserts.*