International Standard

ISO 16520

First edition
2025-01

Tourism and related services — Restaurants and catering — Vocabulary

Tourisme et services connexes — Restauration — Vocabulaire

Reference number
ISO 16520:2025(en)

© ISO 2025



COPYRIGHT PROTECTED DOCUMENT

© ISO 2025
All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword ..... **iv**
Introduction ..... **v**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
3.1 General 1
3.2 Establishments serving food and beverages 2
3.3 Style of services 4
3.4 Menu 6
3.5 Meals, foods and beverages 8
3.5.1 Meals 8
3.5.2 Foods and beverages 9
3.6 Facilities and equipment 10
3.6.1 Facilities 10
3.6.2 Equipment 11
3.7 Job titles 12
3.8 Others 13
Bibliography **15**
Index **16**

© ISO 2025 – All rights reserved

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC *228, Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

© ISO 2025 – All rights reserved

Introduction

Using different terms for one meaning in technical texts can cause misunderstanding. This can occur in particular when the users of the technical texts are based in different areas. One word can be used in one region for one defined meaning, but the same word can have a different meaning in a different region. Vocabularies can act as a common language resource for users all over the world. Vocabularies can help the standard developers in the related field, and can also be used as reliable references for other stakeholders such as regulators, industry, consumers, universities, etc. to reach a common understanding while researching, writing articles, studying, etc.

This document functions as a basic resource for all stakeholders in the restaurant and catering industry, as well as for their customers and other users.

© ISO 2025 – All rights reserved

Tourism and related services — Restaurants and catering — Vocabulary

1 Scope

This document defines terms used in the tourism industry in the field of restaurants and catering.

This document applies to restaurants and catering services, which prepare and serve or deliver food and beverages to customers.

This document does not apply to the production line of food and beverages.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1 General

3.1.1
catering
business of providing *food and beverage* (3.1.2) *services* (3.1.6) at a remote site

Note 1 to entry: Examples of remote sites can include a hotel, hospital, *pub* (3.2.20), aircraft, cruise ship, park, festival, wedding, school or private event.

3.1.2
food and beverage
meals (3.1.3) and drinks which may be prepared and delivered in different ways and styles

3.1.3
meal
food and beverages (3.1.2) consumed at a certain time of day

3.1.4
menu
price list of *food and beverages* (3.1.2) that can be ordered in a food and beverages establishment

3.1.5
restaurant
establishment where *food and beverages* (3.1.2) are prepared in a kitchen and served to customers

Note 1 to entry: The food and beverages are intended to be consumed on site, taken away by the customer or delivered to customers.

© ISO 2025 – All rights reserved