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**CERTIFICATION AND ACCREDITATION INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

RB/T 309-2017

**Requirements for service certification of restaurant catering
(English Translation)**

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Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard is proposed and managed by the National Certification and Accreditation Administration.

This standard was drafted. Shanghai Institute of Quality Management Science, Shanghai Quality System Audit Center, Beijing Engewei Certification Center Co., Ltd.

Division, China Business Federation Professional Manager Research Committee, Shanghai Catering and Cooking Industry Association, Shanghai Beiheng Testing Technology Co., Ltd., North Beijing Food and Beverage Industry Association, Shanghai Renjia Restaurant Management Co., Ltd., Beijing Donglaishun Group Co., Ltd.

Introduction

In order to promote the healthy and orderly development of the catering service industry, it is necessary to improve service quality and standardize by means of service standardization and service certification.

exhibition. The restaurant catering service certification is to clarify the catering service requirements, and the results of the catering service quality evaluation are clearly indicated to the service purchase by means of certification.

Buyers are conducive to the brand development of catering enterprises.

This standard is based on customer perception, analyzes every real moment of contact with customers, and uses service blueprint (SB) technology and services.

Touch the theory to identify and determine the restaurant catering service requirements and management requirements, from the catering service location, facilities, quality, safety and other aspects its requirements for standardized operation.

Restaurant catering service certification requirements

1 Scope

This standard specifies the regulatory requirements for restaurant catering service certification, including service requirements, management requirements, and certification evaluation requirements.

content.

This standard is applicable to the implementation of restaurant catering service certification activities by certification bodies, and is also applicable to restaurant catering service organizations to regulate their service activities.

And the organization's related parties (such as industry associations) confirm their compliance.

This standard does not apply to non-dinner catering services, including take-away meals, fast food, group meals, buffets and other forms of services.

2 Normative references

The following documents are indispensable for the application of this document. For dated references, only dated versions apply to this article.

Pieces. For undated references, the latest edition (including all amendments) applies to this document.

GB/T 10001.1 Common information graphical symbols - Part 1. General symbols GB 14934 food (drinking) with disinfection standards GB 16153 restaurant (restaurant) hygiene standard GB/T 19004-2011 Pursuing the organization's continuous success quality management method GB/T 22000 Food Safety Management System Requirements for various organizations in the food chain GB/T 27306-2008 Food Safety Management System Catering Industry Requirements GB/T 27341 Hazard Analysis and Critical Control Point (HACCP) system General requirements for food production enterprises RB/T 314-2017 Conformity Assessment Service Certification Model Selection and Application Guide JGJ64 Diet Building Design Standard Catering Service License Review Specification (Guo Food and Drug Administration [2010] No. 236) Catering Service Food Safety Operational Regulations (Guo Food and Drug Administration [2011] No. 395) Hygienic norms for catering industry and group meal delivery units (Wei Jian Fa [2005] No. 260)

3 Terms and definitions

The following terms and definitions apply to this document.

Catering service Provide food, food, and facilities to consumers by means of instant production, commercial sales, and service labor.

Work, sales and consumer service activities.

[GB/T 27306-2008 Definition 3.2] 3.2 Dinner service A variety of Chinese and Western dishes, mainly for lunch and dinner, are served in a certain place, and the waiter delivers meals to the table.

Note: Does not include take-away meals, fast food, group meals, buffets and other forms of service.