

Sri Lanka Tourism Development Authority

Guidelines for Tourist-Friendly Eating Places

- **DEFINITION:**

An establishment with minimum of 8 covers and a maximum of 39 covers where prepares and/or serves food, drink and dessert to customers on commercial operation.

The “eating places” which are taken into consideration here are the places that do not comply with gazzetted registration guidelines for restaurants by SLTDA but similar places that cater to the domestic and foreign travelers mainly in touristic areas.

- **MINIMUM CRITERIA FOR CERTIFICATION**

- 1. Location**

- 1.1 The Locality and environment should be suitable for a Eating Place used by domestic & foreign travelers

- 2. Access/Approach**

- 2.1 Access/Approach should be easy and convenient for the customers & services

- 3. Building**

- 3.1 Building should have proper shelter with a ceiling or equivalent that prevents dust/insects from falling into the food. A dry, clean and a leveled floor should be available. The walls should be properly painted or done in a suitable manner befitting the purpose.

- 4. Maintenance**

- 4.1 Maintenance of all areas of the Eating Place including the building (inside and outside) furniture, equipment, furnishings, fixtures, fittings, etc. should be of a standard that assures safety and sufficient hygiene conditions befitting the purpose.

- 5. Number of covers**

- 5.1 A minimum of 8 covers up to a maximum of 39 covers should be available

GUIDELINES

01. Kitchen

1. The kitchen area should be free of insects and rodents
2. Running water should be available for cooking and washing purpose
3. The place should be well ventilated and lit up with artificial or natural lighting
4. A sink should be available for washing purpose, it should be cleaned and maintained on regular basis
5. The pots, pans and other cooking utensils should be stored in a proper place washed on daily basis
6. The preparation surface should be clean and well maintained
7. The floor should be clean and maintained
8. Chopping boards should be available separately for Fresh meat/Fish, Fruits/vegetables and bread etc.
9. There should be drains to carry away the waste water and they should be covered which should be discharged under the supervision & recommendations made by Local Authority/ Municipality
10. Adequate waste bins (foot-operated) with lids should be available and the waste should be properly disposed under the supervision & recommendations made by Local Authority/ Municipality

02. Cooking Staff

1. The staff should be of proper health conditions and the owner/management of the Eating Place should be responsible to take the staff for a health checkup at least in every 6 months.
2. The sick or wounded staff members should be given leave until they are completely recovered
3. The staff should be properly dressed in clean clothes with aprons, gloves and the hair should be combed and properly tied and should wear hair nets.
4. Hand washing facility should be available with soap/disinfectants to be used before and after handling food
5. The staff should be provided with washroom facilities with water and soap and they should be located in adequate distance from the kitchen/or the doors of the washroom should be placed away from kitchen area
6. A First-aid box should be available to use in minor sicknesses, injuries/burns
7. Rest rooms should preferably be available for the staff

03. Supplying, Storing of Cooking Ingredients

1. Fresh ingredients should be used for cooking, the owner/manager should check the expiry dates of the packaged food before using
2. Fresh meat, fish, eggs and dairy products should be supplied from reputed or known suppliers and should store in a refrigerator separated from cooked food and fresh vegetables, fruits & leaves, to prevent cross contamination
3. The owner/manager should provide a space and equipment to wash vegetables, fruits and leaves
4. The storage of remaining cooked food in refrigerator and re-heat them to serve next day is strictly discouraged.
5. Store room/Storage cupboards with doors should be available for storage of dry cooking ingredients
6. The shelves should be secured with mesh doors to prevent insects
7. The cleaning agents should store separately and away from food items
8. Wrapping and packing of food should be done in clean and proper hygienic manner

04. Dining Area

1. The dining area should preferably be covered. If it is an open area, the food should be stored in glass containers/cupboards
2. The place should be free of insects, rodents, cats, dogs, birds & other animals
3. There should be comfortable tables and chairs or equivalent seating facilities for customers
4. The area should be properly ventilated and lit up
5. Fans should be available if located in a warm area
6. Bottled water should be available to serve on request or a water dispenser with disposable cups should be available.
7. Adequate number of clean Cutlery, Crockery, glassware considering the available number of covers should make available
8. A sink to wash hands with soap or liquid hand wash should be available and should be cleaned regularly
9. Paper serviettes should be available
10. Foot-operated bins should be available for customers and for the staff

11. Thongs should be used for serving food items or the serving staff should use disposable gloves

05. Serving Staff

1. The serving staff should be of proper health conditions and the owner/management of the Eating Place should be responsible to take the staff for a health checkup at least in every 6 months.
2. The sick or wounded staff members should be given leave until they are completely recovered
3. The staff should properly dressed with clean cloths and the hair should be combed and properly tied
4. Hand washing facility should be available with soap/disinfectants to be used before handling food

06. Guest Wash Rooms

1. Washrooms should be available; preferably 1 each for males & females with proper signage
2. Washroom floor and walls should be tiled or finished with smooth cement
3. Running water should be available in washrooms
4. A bidet hand shower should be available
5. The wash room floors should be maintained dry all the time
6. Soap, hand wash, toilet papers and a waste bin should be available.
7. Wash rooms must be cleaned at least twice a day

07. General

1. Name Boards should be fixed to identify the eating place
2. A menu card should be available and a price list should be displayed in the premises
3. A valid bill should be issued for all transactions
4. All areas of the Eating Place should be well-lit with natural or artificial lighting
5. Water storage tanks should be closed with lids & cleaned on regular basis to ensure the quality of water

Important

Further to the above guidelines, it is advised to comply with the provisions of the Food Act No26 of 1980 and the regulations made under the above Food Act.