



**International
Standard**

ISO 16520

**Tourism and related services —
Restaurants and catering —
Vocabulary**

Tourisme et services connexes — Restauration — Vocabulaire

**First edition
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Foreword

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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).

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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.

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.

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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.

3.1.6

service

provision of *meals* (3.1.3) in a *restaurant* (3.1.5), by which *food and beverages* (3.1.2) are delivered to the customers, after being prepared.

EXAMPLE *Buffet service* (3.3.4), *table service* (3.3.23)

3.2 Establishments serving food and beverages

3.2.1

bar

establishment equipped with a counter selling alcoholic or non-alcoholic beverages, and where light food is sometimes served depending on the specialization

3.2.2

barbecue restaurant

establishment offering a range of food items that are cooked in part, using live fire or smoke

3.2.3

bistro

small *restaurant* (3.1.5), serving simple *meals* (3.1.3)

Note 1 to entry: Bistros are defined mostly by the foods they serve (e.g. home-style cooking and slow-cooked foods like cassoulet or a bean stew).

3.2.4

buffet

self-service offer displaying *food and beverages* (3.1.2) which the customer can freely choose, in variety and quantity

3.2.5

buffet car

railway coach which serves *snacks* (3.5.1.15) and drinks which may be taken back to the seats

3.2.6

cafeteria

restaurant (3.1.5) in which the customers serve themselves or are served at a counter and may take the food to the tables to eat

Note 1 to entry: Cafeterias are also referred to as "self-serving establishments".

3.2.7

casual dining restaurant

restaurant (3.1.5) that serves moderately priced *food and beverages* (3.1.2) in a relaxed and friendly atmosphere

3.2.8

coffee shop

establishment where hot and cold beverages, cakes, sometimes sandwiches, light *meals* (3.1.3), and coffee beans are served and/or sold

3.2.9

concession stand

stall booth

stall without place for sitting from which customers can purchase light *snacks* (3.5.1.15) and beverages, as well as fully prepared *meals* (3.1.3)

3.2.10

dinner theatre

restaurant (3.1.5) in which a play is presented after or during the *meal* (3.1.3)

3.2.11

drive-in restaurant

drive-through restaurant

restaurant (3.1.5) in which food is ordered and served indoors and also through a window to motorists in their vehicles

3.2.12

family-style restaurant

type of *restaurant* (3.1.5) in which food is brought to the table in large platters or serving dishes, in order for the customers to serve themselves

3.2.13

fast-food restaurant

quick-service restaurant (QSR)

limited menu restaurant (3.2.18) characterized both by its *fast-food* (3.5.1.9) cuisine and by minimal *table service* (3.3.23)

Note 1 to entry: Fast food restaurants can be open 24 hours or offer continuous *service* (3.1.6).

3.2.14

fine dining restaurant

gourmet

full-service *restaurant* (3.1.5) with sophisticated and expensive *meal* (3.1.3) and beverage *services* (3.1.6), in an elegant and formal atmosphere

3.2.15

food court

section of a commercial or institutional centre that hosts a collection of food vendors, where *food and beverages* (3.1.2) can be purchased for taking away, or for being consumed on site

3.2.16

food truck

vehicle that may move from place to place, in which food can be cooked and served

3.2.17

international restaurant

restaurant (3.1.5) providing *food and beverages* (3.1.2) typical of different nations or different cultures

3.2.18

limited-menu restaurant

restaurant (3.1.5) with a small selection of *food and beverages* (3.1.2)

Note 1 to entry: Restaurants delivering or serving food such as pizza, kebab, etc. are examples for this kind of restaurant.

3.2.19

mobile catering

serving food directly from a vehicle, cart or truck which is designed for that purpose

Note 1 to entry: Mobile catering is common at outdoor events, such as concerts, and in business districts.

3.2.20

pub

establishment where alcoholic beverages are served and consumed

Note 1 to entry: A pub is differentiated from a *bar* (3.2.1) based on the decoration, opening times and type of beverages and food served (e.g. no hot beverage in the evening, finger food available).

Note 2 to entry: In a pub, it is quite common to play darts or other games.

3.2.21

quick casual restaurant

restaurant (3.1.5) that serves light *food and beverages* (3.1.2) which normally offers a "grab-and-go" experience

Note 1 to entry: "Grab-and-go" can refer to a pre-packaged *meal* (3.1.3) or *snack* (3.5.1.15) that is ready to take quickly when there is little time.

3.2.22

restaurant car

railway coach where passengers can sit, eat and drink

3.2.23

self-service restaurant

restaurants (3.1.5) such as a *cafeteria* (3.2.6), where *meals* (3.1.3) are self-served

3.2.24

service bar

relatively small *bar* (3.2.1) where service *bartenders* (3.7.2) prepare beverages for *servers* (3.7.10) to present to customers

3.2.25

snack bar

establishment providing light *food and beverages* (3.1.2) for consumption where customers commonly sit or stand at a counter

3.2.26

traditional restaurant

restaurant (3.1.5) providing traditional food and local beverages in a specific style, specially aimed at ethnic cuisine

3.2.27

virtual restaurant

restaurant (3.1.5) that has a full *menu* (3.1.4) offered online for collection or delivery that does not offer *restaurant services* (3.1.6) on the premises

3.3 Style of services

3.3.1

bar direct service

method of *bar service* (3.3.2) where the drinks are prepared in full, in front of the customer

Note 1 to entry: Bar direct service requires beverages, utensils, bottles, and glasses to be transported in a tray or appropriate cart.

3.3.2

bar service

service (3.1.6) where the customer orders, pays and collects *food and beverages* (3.1.2) from a *bar* (3.2.1)

3.3.3

boxed-lunch catering

lunch in a box, typically prepared by a *caterer* (3.7.5) for a customer's dining needs

3.3.4

buffet service

service (3.1.6) where food is displayed on tables and where customers take plates then proceed to the *buffet* (3.2.4) to be served or self-served

3.3.5

butler style service

service (3.1.6) in which *food and beverages* (3.1.2) are served by butlers

3.3.6

**cafeteria service
counter service**

service (3.1.6) in which *food and beverages* (3.1.2) are served at a counter

3.3.7

cart service

variation of *table service* (3.3.23) used by *servers* (3.7.10) for preparing *menu* (3.1.4) items beside the customers' table in the dining room

3.3.8

catering service

service (3.1.6) provided by a *caterer* (3.7.5)

3.3.9

**cocktail party
cocktail reception**

serving *food and beverages* (3.1.2) to standing customers

3.3.10

contract catering

providing *food and beverages* (3.1.2) under the terms of a contract

3.3.11

corporate catering

catering services (3.3.8) for business customers, organized by a *catering* (3.1.1) company

3.3.12

dine in

style of *service* (3.1.6), which refers to consuming the *meal* (3.1.3) within certain establishments, such as *restaurant* (3.1.5), home or canteen.

3.3.13

event catering

catering services (3.3.8) at an event that can include cooking on site

3.3.14

mise en place, (fr.)

setting out of *tableware* (3.6.2.15) in a *restaurant* (3.1.5), ready for customers

3.3.15

**off-premises catering service
outside catering**

catering (3.1.1) in which the food is transported from an off-site kitchen to the event venue

3.3.16

on-premises catering service

catering (3.1.1) in which the *food and beverages* (3.1.2) are provided by the *caterers* (3.7.5) exclusively at the event

3.3.17

outdoor catering

catering (3.1.1) for large numbers of people in the open air

3.3.18

plate service

style of restaurant *table service* (3.3.23) in which food is portioned and plated in the kitchen before being served to customers

Note 1 to entry: Plate service is called "American service" in some countries.

3.3.19

platter service

table service (3.3.23) style in which *servers* (3.7.10) carry platters and present them to the customers for approval, and the customers serve themselves using serving *cutlery* (3.6.2.3)

Note 1 to entry: Platter service is called “French service” in some countries.

3.3.20

silver service

style of *restaurant* (3.1.5) *table service* (3.3.23), in which the *server* (3.7.10) transfers food from a serving dish to the customer’s plate using *cutlery* (3.6.2.3)

3.3.21

special plate service

service (3.1.6) in which hot dishes are covered with lids of silver or *glassware* (3.6.2.4)

3.3.22

table plan service

service (3.1.6) in which a layout of the tables in a large room for a function shows where each person is to sit, allowing for efficient *service* (3.1.6)

3.3.23

table service

waiter service

service (3.1.6) by a *server* (3.7.10) to customers sitting at a *restaurant* (3.1.5) table

3.3.24

takeaway

style of *service* (3.1.6), where the *meal* (3.1.3) is delivered at the establishment, but not consumed on site

3.3.25

service charge

additional fee for providing a product or *service* (3.1.6) provided by the *restaurant* (3.1.5) to the customers

3.4 Menu

3.4.1

à la carte, (fr.)

menu (3.1.4) with many different dishes at different prices, from which a customer can choose

3.4.2

accompaniment

item offered separately with a main dish of food

3.4.3

by-product

dish that is produced by utilizing another *menu* (3.1.4) item

3.4.4

children’s menu

menu (3.1.4) adapted to suit typical children's tastes, featuring simple and popular *food and beverages* (3.1.2) served in small *portions* (3.4.12) and priced accordingly

3.4.5

combination menu

menu (3.1.4) in which popular items are repeated each day and others are changed on a cyclical or irregular basis

3.4.6

e-menu

digital menu

virtual list of *food and beverages* (3.1.2), which can be accessed from various electronic devices, apps or programs

3.4.7

fixed menu

static menu

menu (3.1.4) that is used for several months or longer before it is changed

3.4.8

menu card

card placed on the table at meal *service* (3.1.6), showing the dishes which will be served

3.4.9

menu design

artwork, layout and pattern of a printed *menu* (3.1.4)

3.4.10

menu of the day

carte du jour, (fr.)

list of special dishes prepared for the day and not listed in the printed *menu* (3.1.4) or *digital menu* (3.4.6)

3.4.11

menu planning

preparation of *menus* (3.1.4) for special occasions, as well as for daily use

3.4.12

portion

amount of food for one person

3.4.13

pre-theatre menu

special dinner *menu* (3.1.4) of light dishes, prepared for quick *service* (3.1.6) to customers who are going on to the theatre after dinner

3.4.14

special dietary menu

menu (3.1.4) that seeks to accommodate people with special dietary health needs

Note 1 to entry: The menu can offer items low in calories, sodium, fat or cholesterol, items which are *lactose-free* (3.8.6), *gluten-free* (3.8.3), items which are suitable for *vegetarians* (3.8.12), *vegans* (3.8.11), etc.

3.4.15

specialty menu

menu (3.1.4) that differs from the typical breakfast, lunch or dinner menu, which is usually designed for holidays and other special events or for specific customers

3.4.16

standard recipe

tested combination of ingredients which yields a pre-specified number of *portions* (3.4.12) of a *menu* (3.1.4) item

3.4.17

substitute menu

alternate menu

competing menu items

items offered as additional options for the same *meal* (3.1.3) course

3.4.18

supper menu

menu (3.1.4) containing various light dishes, served in the evening

3.5 Meals, foods and beverages

3.5.1 Meals

3.5.1.1 appetizer starter

small *portion* (3.4.12) of *food and/or a beverage* (3.1.2) taken before the *main course* (3.5.1.13) to stimulate the appetite

3.5.1.2 brunch

meal (3.1.3) served late in the morning and early afternoon, which is a combination of breakfast and lunch

3.5.1.3 business lunch

convenient lunchtime *meal* (3.1.3), usually quick and filling, which includes a set of several dishes, usually a soup, a salad and a beverage, available for order at a specified time

3.5.1.4 continental breakfast

breakfast containing at least bread, butter, marmalade, honey and/or jam and a hot beverage

3.5.1.5 cold cut

thin slices of cooked meat which are served cold

3.5.1.6 dessert sweet course

dessert course afters

sweet dish eaten at the end of a *meal* (3.1.3)

3.5.1.7 entrée, (fr.)

small dish eaten before the *main course* (3.5.1.13) in a formal *meal* (3.1.3)

3.5.1.8 expanded breakfast

continental breakfast (3.5.1.4) supplemented by a greater variety of bread, marmalade and/or jam, cold beverages and cheese and/or cold meat

3.5.1.9 fast food

easily prepared food served in *snack bars* (3.2.25) and *limited-menu restaurants* (3.2.18) as a quick inexpensive *meal* (3.1.3)

3.5.1.10 full breakfast

expanded breakfast (3.5.1.8) supplemented by additional hot and cold *food and beverages* (3.1.2)

Note 1 to entry: Full breakfast is also called “English breakfast” in some countries

3.5.1.11 full meal

dinner or *supper* (3.5.1.16) consisting of all three courses: *starter* (3.5.1.1), *main course* (3.5.1.13) and *dessert* (3.5.1.6).

Note 1 to entry: The number, the quantity and the type of dishes are strictly related to the local culture and the typology of the *restaurant* (3.1.5)

3.5.1.12

hot pot

kind of *meal* (3.1.3) in which customers blanch food in a pre-prepared broth eaten in a special heated pot

Note 1 to entry: The pot can be heated by charcoal, gas, electricity, etc.

3.5.1.13

main course

main serving or dish of a *meal* (3.1.3), usually cooked

3.5.1.14

small bite

piece of food, small enough to be eaten as a single mouthful

3.5.1.15

snack

small *portion* (3.4.12) of *food and beverages* (3.1.2) generally eaten between *meals* (3.1.3)

3.5.1.16

supper

evening *meal* (3.1.3), especially a light informal meal

3.5.2 Foods and beverages

3.5.2.1

clean food and beverage

natural *food and beverage* (3.1.2), neither processed nor refined, consumed to promote or sustain good health

3.5.2.2

cocktail

beverage consisting of mixed ingredients

Note 1 to entry: Ingredients used can typically include fruit juice, cream, syrups, etc.

Note 2 to entry: Alcoholic cocktail contains spirits.

Note 3 to entry: Non-alcoholic cocktails are also called "mocktails".

3.5.2.3

cocktail snack

light and easy to eat finger food such as canapés, hors d'oeuvres, and other *small bites* (3.5.1.14), usually served at parties or other social gatherings

3.5.2.4

garnish

piece of food or other edible materials used to decorate, complement or flavour food or beverages

3.5.2.5

halal food

food that is permissible under Islamic law

3.5.2.6

Jain food

lacto-vegetarian (3.8.7) food that excludes all root vegetables

3.5.2.7

Kosher food

food satisfying the conditions of Jewish Dietary Laws

3.5.2.8

organic food

fresh or processed food produced by farming methods without the use of synthetic chemicals (e.g. human-made pesticides and fertilizers), and which does not contain genetically modified organisms

Note 1 to entry: Organic food includes fresh produce, meats and dairy products, as well as processed foods such as crackers, drinks and frozen *meals* (3.1.3).

3.5.2.9

plant-based meat

combination of soy or pea protein, spices, vegetables and natural flavours

Note 1 to entry: Ingredients may vary depending on the product.

3.5.2.10

savoury snack

salty, spicy, or cheese-based *snack* (3.5.1.15)

3.5.2.11

signature dish

special dish for which a particular *restaurant* (3.1.5) is well known

3.5.2.12

signature drink

special beverage for which a particular *restaurant* (3.1.5) or *bar* (3.2.1) is well known

3.5.2.13

slow food

food that is prepared using traditional methods and high-quality, usually local, ingredients

3.6 Facilities and equipment

3.6.1 Facilities

3.6.1.1

carving stations

place where large cuts of meat are carved into *portions* (3.4.12), and served to customers, as part of the *meal* (3.1.3)

3.6.1.2

display area

place for culinary and/or cultural demonstrations

3.6.1.3

food server station

certain section or number of tables in the dining room for which a *server* (3.7.10) is responsible

3.6.1.4

self-catering facilities

provision of installations and equipment for preparing, cooking and serving *meals* (3.1.3) by the customer

3.6.1.5

servery

pick-up station

place where *servers* (3.7.10) pick up dishes ready to be taken to the customers' tables

3.6.1.6

serving hatch

small opening in a wall for passing food and *crockery* (3.6.2.1) from a kitchen to a dining room

3.6.1.7

still room

room near to the kitchen for making hot beverages such as tea and coffee

3.6.2 Equipment

3.6.2.1

crockery

dishes such as plates, cups and all types of domestic pots usually made of ceramic material, used for *meals* ([3.1.3](#))

3.6.2.2

cruet set

cruet

set of containers for seasoning and condiments, which is put on the table or kept on a special stand

EXAMPLE Salt, pepper, mustard, ketchup, mayonnaise, relish.

3.6.2.3

cutlery

utensils such as knives, forks and spoons, used as *tableware* ([3.6.2.15](#))

3.6.2.4

glassware

objects, especially containers, made of glass used in a *restaurant* ([3.1.5](#))

EXAMPLE Drinking glasses.

3.6.2.5

napperon, (fr.)

slip cloth

overlay

small square table cloth placed over a larger table cloth to keep it clean

3.6.2.6

place setting

set of knives, forks, spoons, glasses, etc. for one person

3.6.2.7

public tableware

public knives, forks, spoons, chopsticks, etc. provided when two or more people are seated at the same table

3.6.2.8

service cloth

white cloth carried by a *server* ([3.7.10](#)) over their arm and used to hold hot plates when serving customers

3.6.2.9

service ware

serving plates and trays, knives, forks and spoons, used for a *service* ([3.1.6](#))

3.6.2.10

sideboard

piece of furniture for keeping articles for use on the tables, such as cloths, *napkins* ([3.6.2.5](#)), *cruets* ([3.6.2.2](#)) or *cutlery* ([3.6.2.3](#)), but not plates or glasses

3.6.2.11

side plate

small plate placed beside the main plate and *cutlery* ([3.6.2.3](#)), usually used for bread

3.6.2.12

silence cloth

oil cloth or other padded material placed under the table cloth to absorb noise

3.6.2.13

table linen

cloth including table cloth and *table napkin* ([3.6.2.14](#)) used in setting a table

3.6.2.14

table napkin

serviette

square piece of cloth used to protect clothes and wipe the mouth and hands while eating

3.6.2.15

tableware

utensils including *crockery* ([3.6.2.1](#)), chopsticks, *cutlery* ([3.6.2.3](#)) and *glassware* ([3.6.2.4](#)), used for serving and eating *meals* ([3.1.3](#)) at a table

3.7 Job titles

3.7.1

barista

person, usually a coffeehouse employee, who prepares and serves espresso-based coffee drinks

Note 1 to entry: In some countries, a barista may serve also other beverages.

3.7.2

bartender

person who serves in a *bar* ([3.2.1](#)) and prepares beverages

3.7.3

bus person

busser

assistant *server* ([3.7.10](#)) who offers breads, pours water, clears away dirty plates and *cutlery* ([3.6.2.3](#)), but does not take the order or serve the food

3.7.4

catering manager

professional person responsible for monitoring the quality of food, *beverages* ([3.1.2](#)) and *service* ([3.1.6](#)) at their outlets, from cooking food to serving customers

3.7.5

caterer

person or business that organizes the *food and beverages* ([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.

3.7.6

food and service outlet manager

person responsible for the profitability of the outlet, who performs outlet-level support functions including customer service, scheduling, day-to-day operations, cashiering, loss prevention, maintenance and back-office support

3.7.7

host

person who receives or entertains customers at a *restaurant* ([3.1.5](#))

3.7.8

restaurant robot

robot used in a *restaurant* ([3.1.5](#)) for rendering part or all *services* ([3.1.6](#))

3.7.9

restaurateur

person who runs a *restaurant* ([3.1.5](#))

3.7.10

server

person whose job is to serve customers at their tables in a *restaurant* ([3.1.5](#))

Note 1 to entry: Server is also known as “waiter”.

3.7.11

sommelier

trained and knowledgeable wine professional, usually working in *fine dining restaurants* ([3.2.14](#)), who specializes in all aspects of wine service such as wine and food pairing

3.7.12

steward

person responsible for maintaining the overall cleanliness in a *restaurant* ([3.1.5](#))

3.8 Others

3.8.1

foodie

gastronome

person who enjoys and knows about *food and beverages* ([3.1.2](#))

3.8.2

gastronomy

<food tasting> art of preparing and serving rich or delicate and appetizing food

3.8.3

gluten-free

meal ([3.1.3](#)) that does not contain any gluten

Note 1 to entry: Gluten is a group of proteins present in wheat and other grains.

3.8.4

ketogenic

low-carb, moderate protein, high-fat diet to help burn fat more effectively

3.8.5

lacto-ovo vegetarian

person who does not eat meat or fish, but does eat eggs and milk or foods made from milk

3.8.6

lactose-free

food that does not contain lactose

Note 1 to entry: Lactose is a type of sugar in milk.

3.8.7

lacto-vegetarian

person who does not eat meat, fish or eggs, but does drink milk and eat some foods made from milk

3.8.8

mixology

skill of mixing various beverages

Note 1 to entry: The person who performs this task is called a mixologist.

3.8.9

ovo-vegetarian

person who does not eat meat, fish, or dairy products including milk or foods made from milk, but does eat eggs

3.8.10

pescatarian

person who does not eat meat but does eat fish

3.8.11

vegan

person who does not eat any food derived from animals and who typically does not use other animal products, especially for moral, religious or health reasons

3.8.12

vegetarian

person who does not eat meat or fish, and sometimes other animal products, especially for moral, religious or health reasons

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