

MINISTRY OF FOREIGN AFFAIRS AND TOURISM
DEPARTMENT OF TOURISM

MINIMUM REQUIREMENTS FOR RESTAURANTS

RESTAURANT

Definition

There shall be only one licence category *restaurant*, defined as follows:

Restaurant means *any establishment that prepares cooks and serves meals and beverages for sale to customers, either on a self-service or full-service basis.*

This restaurant licence has incorporated the previous cafeteria category and allows the licence holder to operate either on a self-service (as cafeteria) or full-service basis. Alternatively, an establishment may decide to operate on a self-service basis during the day and on full-service during the evening to allow greater flexibility.

1.0 ACCESS

- 1.1 Such access should be in the form of one entrance to the property with separate access into the building, i.e. two separate doors; one for guests (front of house) and one for staff and loading (back of house). Where an entrance or driveway is applicable the minimum width should be 3.5 metres wide with a lay-by to service fire engines in case of an emergency.

2.0 PARKING

- 2.1 Restaurants on Mahe and Praslin should have parking facilities. The ratio i.e. number of parking spaces should be in line with Department of Land Transport requirements.
- 2.2 The surface should be smooth, levelled and without potholes or damages.
- 2.4 On La Digue, a bicycle parking facility is required.

3.0 EXTERIOR

- 3.1 All grounds and gardens under the control of the operator must be neat and appropriately maintained.

Signboard with full name of the establishment must be displayed in a prominent place. It must be in good condition.

- 3.2 There must be appropriate signage to direct guests to the main entrance as well as clearly visible and neat property identification signage.
- 3.3 All paths must be well lit and directional signage should be provided

4.0 BUILDING

- 4.1 There is no specific requirement for the architecture of a building however, a building concept inspired from the Seychelles architectural heritage is highly recommended. The infrastructure must first and foremost blend in with the natural and physical environment and must meet the requirements of the Planning Authority.
- 4.2 Special measures must be undertaken for environmental matters prior to construction such as energy efficiency considerations, waste management and building finishes upon completion.
- 4.3 Where possible, the management/owner of the restaurant should consider making provision to accommodate disabled people. In doing so, some of the facilities including the grounds should be made accessible to wheelchair users.

5.0 MAINTENANCE

- 5.1 The interior and exterior of the buildings including all fittings, fixtures and furnishings must be maintained in a sound and clean condition and must be fit for the purpose intended.

6.0 PUBLIC TOILETS

- 6.1 A separate toilet facility should be provided.
- 6.2 Where the toilets are used to service the restaurant clients of 30 covers and over, the Planning Authority Regulation will apply.
- 6.3 All toilets should be well maintained, clean and frequently checked.
- 6.4 A wash hand basin with running water, toilet paper, soap and a drying mechanism (paper towels, hot air dryer, etc.) should be provided.

7.0 FOOD AND BEVERAGE

- 7.1 **Furnishings** - should include table and chairs of appropriate height and large enough for uncluttered use. (Some plastic furniture on slippery surfaces is not recommended for safety reasons).
- 7.2 **Flooring** - should be of hard durable and non slippery surface that can be easily cleaned and disinfected. However, if using sand, same should be clean and hygienic.
- 7.3 **Walls and ceilings** - should be of durable material and in good condition.
- 7.4 **Menu and beverage lists** - Menu and beverage list with prices should be made available. Same should be well presented and clean.
- 7.5 **Ventilation** – Adequate artificial or natural ventilation must be available.
- 7.6 **Space**- There should be adequate manoeuvring space between tables and chairs to facilitate movements of clients and service staff.
- 7.7 **Lighting** - There should be adequate natural and artificial lighting.(Energy saving lights is recommended)

8.0 BAR AREA

It is a basic requirement to have a bar. Bar areas must be well maintained, clean and hygienic. All equipment including sinks with hot and cold water, chiller and fridge, glass washer, ice machine, storage facility for glassware, dishwasher and wash hand basins must be in good working order and clean.

8.1 Bar Facilities and equipment- The following should be provided;

- 8.1.1 Bar display for drinks
- 8.1.2 Updated Beverage lists in good condition
- 8.1.3 Basic equipment such as chiller/fridge and glass washer
- 8.1.4 Storage facility for glassware
- 8.1.5 Wash hand basin
- 8.1.6 Sink with hot/cold water
- 8.1.7 Stools, chairs and tables

8.2 Walls; must be in good condition and clean.

8.3 Ceiling; must be clean, in good condition and well painted.

8.4 Floors; must be of hard, impervious surface that is non slippery, clean and without any damage.

8.5 Lighting; must be adequate, in good working condition and clean.

8.6 Ventilation; Adequate artificial or natural ventilation must be available.

8.7 Furniture; All furniture should be in good state of maintenance (some plastic furniture on slippery surfaces is not recommended for safety reasons).

8.8 Bar display; should be adequate, in good condition and clean.

8.9 Glassware; There should be sufficient range of glassware appropriate for the service of a range of drinks. All glassware should be in good condition and clean.

8.10 Hand washing amenities; Liquid soap must be available. Liquid soap dispensers must be replenished and in working order.

8.11 Hand drying amenities; paper towels must be replenished and automatic dryer must be in good working order.

8.12 Beverage and Cocktail lists; should be in good condition, well-presented and up to date.

8.13 Refuse Bin; must be available in good condition, with plastic liners.

8.14 Store; must be rodent proof, well organised and clean.

8.15 Storage space; should have adequate shelves, fridges and chillers.

BACK OF HOUSE

9.0 KITCHEN

Kitchen ancillary areas should include a hot kitchen, scullery, cold preparation area, fish cleaning, butchery and dry/cold storage facilities. All kitchen ancillary facilities must be well maintained, clean and hygienic. All equipment, appliances and facilities must be in good working order and clean.

- 9.1 The size of the kitchen should be based on the number of equipment in use for proper manoeuvring as per the regulations/requirements of the Planning Authority and Ministry of Health.
- 9.2 Worktops and preparation tables should be of hard durable material such as stainless steel or granite surface so that it can be easily cleaned and disinfected.
- 9.3 Basic requirements include wash hand basin, sink and hot/cold water supply.
- 9.4 Shelves/storage space should be adequately provided.
- 9.5 Ventilation - Adequate ventilation should be provided either natural or artificial

9.6 Hot Kitchen

- 9.6.1 Heat extracting system should be provided as per health regulations/requirements.
- 9.6.2 Both electrical and gas cookers are acceptable.
- 9.6.3 Worktops should be of hard durable material, easy to clean and to disinfect.
- 9.6.4 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 9.6.5 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 9.6.6 Other basic requirements include wash hand basins, sinks, worktops and hot and cold water supply.

9.7 Scullery/Washing up Area

- 9.7.1 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 9.7.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 9.7.3 Adequate shelving/storage facilities should be provided.
- 9.7.4 Drains should be clean and serviced regularly.

9.8 Cold Storage Facility

- 9.8.1 Adequate storage facilities should be provided.
- 9.8.2 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 9.8.3 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 9.8.4 Physical separation for different food types should also be provided.

9.9 Dry Storage Facility

- 9.9.1 The store should be screened against pests and other vermin.
- 9.9.2 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 9.9.3 Walls should be well maintained and clean.
- 9.9.4 Adequate shelving/storage facilities should be provided.
- 9.9.5 Food items should not be stored on the floor.
- 9.9.6 Adequate ventilation and lighting must be available.

9.10 Larder Room/Cold Preparation Area

- 9.10.1 The larder room should be enclosed and the size should be proportionate according to the size of the restaurant and volume of cooking activities. However the latter is subject to Planning Authority and Public Health Regulations
- 9.10.2 All larder rooms must be air conditioned and maintained at optimum temperature.
- 9.10.3 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 9.10.4 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 9.10.5 Doors can be of different types except chip board and should be self closing.
- 9.10.6 All worktops and other food contact surfaces must be of hard non-corrosive material such as stainless steel or granite.
- 9.10.7 It should also have sinks with hot/cold water supply and hand washing facilities.

9.11 Pastry/Bakery Room

- 9.11.1 Where available it should be proportionate according to the size of the restaurant and volume of pastry and baking activities. However the latter is subject to Planning Authority and the Public Health Regulations.
- 9.11.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
- 9.11.3 The floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 9.11.4 Adequate natural or artificial ventilation should be provided.
- 9.11.5 Lighting should be adequate to enable the undertaking of the required work.
- 9.11.6 Worktops should be of solid material with a smooth finish eg. Stainless steel or granite.
- 9.11.7 Other requirements include: sinks with hot/cold water supply, hand wash basin and storage facilities (i.e. chillers etc).

9.12 Pizzeria

- 9.12.1 Restaurant with pizzeria should have a separate baking room for pizza.
- 9.12.2 Proper pizza oven/furnace should be provided.

9.13 Fish Cleaning Area/ Butchery

- 9.13.1 The size for the fish cleaning area/ butchery should be proportionate and be considered according to the size of the restaurant and volume of cooking activities. However the latter is subject to the Planning Authority and Public Health Requirements.
- 9.13.2 Flooring should be of hard durable and non slippery surface that can be easily cleaned and disinfected
- 9.13.3 Walls should be tiled to a height of not less than 2m from floor level. Tiling up to the ceiling may also be considered

- 9.13.4 Worktops and other work surfaces should be of solid and non-corrosive materials. Provision of stainless steel or marble will be considered.
- 9.13.5 It would be appropriate to have the room air-conditioned but it is not compulsory.

9.14 **L P Gas Store** - Storage must be well ventilated and **secured**. The “No Smoking” sign must be legibly displayed thereon.

9.15 **Garbage Area**

- 9.15.1 The garbage area should be an enclosed area that is rodent and insect proof.
- 9.15.2 It should be adequately ventilated as per requirements of the Public Health Section.
- 9.15.3 The floor should be of hard durable surface that are easily cleaned and disinfected.
- 9.15.4 Walls should be tiled to facilitate cleaning.
- 9.15.5 Ideally, the garbage room should be air conditioned and an insectocuter provided.
- 9.15.6 A contract with the responsible agent for the removal of garbage from the establishment is also a basic requirement.

10.0 **STAFF FACILITIES**

- 10.1 The restaurant should have adequate staff facilities which include toilets, individual staff lockers and changing rooms, staff resting/canteen/eating area.
- 10.2 The size should be in line with the Planning Authority’s regulations.

10.3 **Sanitary Facility**

- 10.3.1 A restaurant with less than 10 staff is required to have a separate changing room with individual lockers and a minimum of one male and one female toilet.
- 10.3.2 Above 10 staff they should have a separate changing rooms with individual lockers and the sanitary facilities should comply with the Planning Authority regulations
- 10.4 Flooring should be of hard durable and non slippery surface that can easily be cleaned and disinfected.
- 10.5 Adequate shower facilities and wash hand basins should also be provided.
- 10.6 Adequate lighting should be provided to serve both male and female changing rooms.
- 10.7 Adequate artificial and/or natural ventilation should be provided.

11.0 **HUMAN RESOURCES**

- 11.1 The Manager should have the necessary qualifications and experience to run the restaurant/cafeteria.
- 11.2 All employees should be provided with the following:
- Uniform
 - Job Description
 - Contract of Employment

- Medical tests for all food handlers
- Protective equipment

11.3 The employer should keep an updated file with all relevant information on each employee.

11.4 Training

11.4.1 Continuous training, including in-house programmes should be available.

11.4.2 A person responsible for organising staff training should be available.

11.5 **Scheme of service-** Scheme of Service or payment structure should be as per Ministry responsible for Employment.

11.6 **Fire Drill-** Every employee must be trained once a year on appropriate action to take in the event of fire out break. (Fire Training)

11.7 **First Aid.** Management and staff should be trained in basic first aid.

11.8 **Emergency Response Plan-** All establishment are encouraged to mainstream risk and disaster management in their business operation. It is encouraged that emergency Response Plan in line with DRDM (Department for Risk and Disaster Management) requirements are developed. This is necessary in case of a Natural Disaster.

12.0 QUALITY AND STANDARD

The Restaurant/Cafeteria will also need to comply with the requirements of other regulatory bodies namely the Ministry of Health, Fire Safety Department and the Seychelles Bureau of Standards, not excluding any other Authority for the implementation of quality improvements.