

CATEGORISATION STANDARDS
GENERAL, MANDATORY AND QUALITATIVE STANDARDS FOR
RESTAURANTS (NATIONAL, CLASSIC AND SPECIALIZED))

RESTAURANT TYPE AND NAME: _____

CREATING A CHECKLIST FOR RESTAURANTS:		
General standards	Condition:	Scores:
Under the section "General Standards" in the HOSPITALITY OPERATOR* or COMMISSION/INSPECTION BODY** columns, enter the number of points corresponding to the condition of the hospitality facility: *The column: HOSPITALITY OPERATOR is to be filled in by the hospitality operator, **The column: COMMISSION/INSPECTION BODY is to be filled in either by the Categorisation Commission (during categorisation) or inspection body (during control) (Enter the total score per specific criteria for "General Standards" in the Categorisation Table)	Excellent quality and condition/offer	2
	Standard quality and condition/offer	1
	Non existent or Not applicable (in case there is no requirement to comply with the standard)	0
	Unsatisfactory quality and condition/offer	-1
	Repairs/replacements/finishing/additions are needed	-2
	Overall impression (own assessment)	3 to (-3)
Mandatory standards		
Under the section "Mandatory Standards", fill in the column corresponding to the requested category - the facility MUST meet the "Mandatory Standards" for a specific type and category of facility:	If the facility meets the mandatory standard, circle the label "MS" (mandatory standard)	
	If the lower category facility satisfies the mandatory standard of the higher category, circle number 1 in the column "Qualitative Standards"	
	If the facility does NOT HAVE a mandatory standard, it is necessary for the COMMISSION or INSPECTION BODY to indicate the need to provide the conditions to meet the missing standard within a specified period	
Qualitative standards		
Qualitative standards relate to amenities that improve the quality of service:	If the facility meets the qualitative standard, circle the number 1. Qualitative points for MANDATORY STANDARDS (MS) are awarded only to a lower category facility in case where it meets the MANDATORY STANDARD of the higher category (which it does not have to fulfil). A facility that must fulfil the MS - DOES NOT get a qualitative point	
Facility categorisation		
In the Categorisation Table, enter the total points for general and qualitative standards:	A facility is categorised on the basis of fulfilled "Mandatory Standards", total score for "General Standards" and total score for "Qualitative Standards" compared to the required number of points for the category of facility specified in the Categorisation Table - the facility must have the minimum "general" and "qualitative" points for the relevant category	

GENERAL, MANDATORY AND QUALITATIVE STANDARDS											
	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	Scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION
FACILITY, APPROACH AND ARRANGEMENT OF SURROUNDINGS											
Condition of facility's exterior/patios/railing	2,1,0,-1,-2										
Condition of windows and doors	2,1,0,-1,-2										
Condition of the access route and entrance	2,1,0,-1,-2										
Condition of the sign posts to the restaurant and markings at the restaurant	2,1,0,-1,-2										
Quality of arrangement and maintenance of green areas and other surfaces	2,1,0,-1,-2										
Condition of the surrounding pathways	2,1,0,-1,-2										
Overall impression	3,2,1,0,-1,-2,-3										
TOTAL:											
CAR PARKING (EXCEPT FOR FACILITIES LOCATED IN THE CITY CENTRE/PEDESTRIAN ZONE)											
Parking lot capacity											
For at least 10% tables in restaurant				MS	MS						
For at least 20% tables in restaurant						MS			1		
For at least 30% tables in restaurant							MS	MS	1		
For restaurants along the road, located outside a populated place, parking space for at least 20% of tables				MS	MS						
For restaurants along the road, located outside a populated place, parking space for at least 40% of tables						MS			1		
For restaurants along the road, located outside a populated place, parking space for at least 60% of tables							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION
Supervision of vehicles							MS	MS	1		
At least one parking space is reserved for persons with disabilities				MS	MS	MS	MS	MS			
Covered parking									1		
Marked parking space for buses									1		
Valet parking offered									1		
RESTAURANT ENTRANCE											
Well-arranged guest access route and entrance				MS	MS	MS	MS	MS			
Well-arranged driveway, where applicable				MS	MS	MS	MS	MS			
Porte-cochère covering the main entrance						MS	MS	MS	1		
CONDITION OF PUBLIC AREAS - ANTEROOM/COAT STORAGE CLOAKROOM/CORRIDORS											
Quality of floors, walls and ceilings	2,1,0,-1, -2										
Quality of lightning	1,0,-1										
Quality of furniture	2,1, 0,-1, -2										
Overall impression	3, 2, 1, 0,-1, -2, -3										
TOTAL:											
COAT STORAGE CLOAKROOMS											
Clothes hanging space within the serving area				MS	MS						
Clothes hanging space outside of the serving area						MS	MS	MS	1		
LIFTS - where applicable											
A guest lift when the restaurant is on the second floor or above				MS	MS	MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION
A dumbwaiter for food delivery, if the kitchen and the serving area are on different floors				MS	MS	MS	MS	MS			
HEATING (not applicable to facilities used only in the summer season) AND AIR CONDITIONING											
Heating of guest rooms up to a minimum temperature of 18.5°C				MS	MS						
Heating of guest rooms up to a minimum temperature of 20°C						MS			1		
Heating of guest rooms up to a minimum temperature of 22°C							MS	MS	1		
Air conditioning in dining rooms (where natural ventilation is not possible) in accordance with the serving surface area				MS	MS	MS	MS	MS			
STAFF											
Uniformed staff				MS	MS	MS	MS	MS			
Identification card, badge or tag with the name, surname and position of the employee				MS	MS	MS					
Differently designed work wear for service personnel per sectors of work and badge with employee's name and surname and position							MS	MS	1		
Serving guests in one foreign language				MS	MS	MS					
Serving guests in two and more foreign languages							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Staff demonstrating good levels of food and beverage product knowledge and ability to provide explanations and recommendations to guests				MS	MS	MS	MS	MS			
Staff trained to prepare meals in front of guests						MS	MS	MS	1		
At least one employee in the wine presentation and service shift						MS	MS		1		
At least one employee in the wine presentation and service shift who has a certificate (sommelier)								MS	1		
At least one employee in shift per 40 seats				MS	MS						
At least one employee in shift per 30 seats						MS			1		
At least 2 servers per each 20 guests							MS	MS	1		
At least one employee per shift: waiter, bartender and sommelier per each 20 seats								MS	1		
Staff in charge of receiving guests and seating them							MS	MS	1		
Special staff premises (for personal hygiene and dining) in line with the number of employees				MS	MS	MS	MS	MS			
COMPLAINTS REGISTER											
Complaints register				MS	MS	MS	MS	MS			
RESERVATIONS AND TELEPHONE SERVICES											
Existence of an info desk and/or reception service at entrance								MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Possibility to use telephone in the facility				MS	MS						
Portable phone available to guests						MS	MS	MS	1		
Free Wi-Fi in the facility				MS	MS	MS	MS	MS			
Possibility to book a table by phone or on-line							MS	MS	1		
SAFETY AND FIRE SAFETY											
All rooms with a smoke detector				MS	MS	MS	MS	MS			
Standard emergency exit pathway markings				MS	MS	MS	MS	MS			
Fire extinguisher - certified				MS	MS	MS	MS	MS			
First aid kit				MS	MS	MS	MS	MS			
Video surveillance							MS	MS	1		
CONDITION OF GUEST LIFTS (where applicable)											
Elevator cabin quality	2,1,0,-1, -2										
Functioning of the lights indicating the floor	1,0,-1										
Quality of lightning	1,0,-1										
Mechanical efficiency	1,0,-1										
Emergency telephone or alarm bell	1,0,-1										
General cleanliness of the lift	1,0,-1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
TOTAL:											
RESTAURANT											
CONDITION OF THE SERVING AREA											
Quality and condition of wall coverings	2,1,0,-1, -2										

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Quality and condition of flooring/carpets	2,1,0,-1, -2										
Quality and condition of windows/curtains	2,1,0,-1, -2										
Quality, comfort and condition of furniture	2,1,0,-1, -2										
Quality of lightning	1,0,-1										
Operation of the heating, ventilation and air conditioning system (18.5-24°C) fresh air	1,0,-1										
General cleanliness of the restaurant	1,0,-1										
Menus and drinks lists (state and offer)	1, 0,-1										
Decoration of space according to special design and aesthetics standards	2,1,0,-1, -2										
Overall impression	3, 2,1,0,-1, -2, -3										
TOTAL:											
COMFORTABLE AMBIENCE											
Restaurant functional organisation and interior fittings				MS	MS	MS	MS	MS			
The national restaurant reflects the national culture and historical heritage of Montenegro							MS	MS			
Specialized restaurant reflects the type of specialization (hunting, fish, etc.).				MS	MS	MS	MS	MS			
Aperitif bar, with a capacity of at least 20% of the number of chairs in the serving area, with a surface of at least 1.20 m ² per chair							MS	MS	1		
The bar is equipped with a coffee maker/ice maker/juicer and a glass washer machine							MS	MS	1		
Live music									1		
Ornamental plants/ floral/decorative arrangements and the like									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
SERVING AREA SURFACE PER SEAT											
minimum 1.00 m ²				MS							
minimum 1.20 m ²					MS				1		
minimum 1.50 m ²						MS	MS		1		
minimum 1.80 m ²								MS	1		
CONDITION OF TABLE SETTING											
Number of high chairs is at least 2% of the total number of seats							MS	MS	1		
Tables covered with tablecloth or placemats, paper napkins for each guest				MS	MS						
Tables covered with tablecloth, table topper or placemats, paper napkins for each guest						MS			1		
Tables covered with tablecloth, table topper or placemats made of quality materials (damask and the like), paper napkins for each guest							MS	MS	1		
Crockery and cutlery, standard quality				MS	MS						
Crockery and cutlery, of higher quality						MS					
Crockery and cutlery of high quality and design, glasses of appropriate design, aligned with the drinks offered and standard regulations							MS	MS	1		
Salt shaker and other tableware on the tables served						MS	MS	MS	1		
Engraved glasses, restaurant crockery and cutlery									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Tables decorated with floral/decorative arrangements									1		
MENUS AND DRINKS LISTS											
Menus and drinks lists written in Montenegrin and at least one foreign language				MS	MS	MS	MS				
Menus and drinks lists of high quality materials with emblem of the restaurant, in Montenegrin and at least three foreign languages								MS	1		
Special menu for children/dietary/vegetarian, etc.									1		
MEALS OFFERED											
Menu for a classic restaurant, contains at least:											
Five meals, of which minimum two are international				MS							
Seven meals, of which minimum three are international					MS				1		
Specialty of the house and 12 meals, of which at least six international						MS			1		
Specialty of the house, 15 à la carte dishes, of which at least eight are international, as well as vegetarian dishes, etc.							MS	MS	1		
Menu for the national restaurant - min. 70% of traditional meals/specialised restaurant - min. 70% of meals in line with the specialisation, contains at least:											
Five meals				MS							
Seven meals					MS				1		
Ten meals and one international						MS			1		
Fifteen meals and two international							MS	MS	1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
THE MENU AND DRINKS LIST INCLUDE THE FOLLOWING CATEGORIES OF MEALS AND DRINKS:											
Warm and cold appetizers	1, 0, -1										
Selection of soups and chowders	1, 0, -1										
Selection of salads	1, 0, -1										
A wide choice of meals with meat, fish, seafood and pasta	2, 1, 0, -1, -2										
A wide choice of vegetable-based meals	2, 1, 0, -1, -2										
Choice of desserts	1, 0, -1										
Warm and cold soft drinks	1, 0, -1										
Carbonated and non-carbonated juices and mineral water	1, 0, -1										
Choice of alcoholic drinks	1, 0, -1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
TOTAL:											
CHOICE OF WINES											
Five different types of wines, two of which are good quality wines with geographical origin				MS	MS						
Fifteen different types of wines, ten of which are good quality wines and three are premium wines with geographical origin						MS			1		
Twenty different types of wines, ten of which are good quality wines and five are premium wines with geographical origin							MS	MS	1		
Wine list, including the basic data on the types and quality of wine, in Montenegrin and at least one foreign language							MS	MS	1		
SERVING MEALS AND DRINKS											
Serving hot dishes on hot plates							MS	MS	1		
Serving dishes on warmers with track grill tops									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Presentation of meals (displaying dishes to guests)									1		
Drinks exhibition stand									1		
Vitrine coolers for displaying specialties, desserts and salads									1		
KITCHEN											
CONDITION OF KITCHEN											
Quality and condition of floors, walls and ceilings	2,1,0,-1, -2										
Quality of lightning	1,0,-1										
Condition of refrigerators and freezers with a thermostat in a visible place	1,0,-1										
Quality of food preparing surfaces	1,0,-1										
Condition of kitchen sinks used for preparing foodstuffs	1,0,-1										
Condition and sufficient number of washers for separately washing eating and kitchen utensils or a triple kitchen sink	1,0,-1										
Condition of the hand-washing sink used by employees	1,0,-1										
Condition of ventilation (range hoods) and anti-fire system	1,0,-1										
Equipped and professionally designed kitchen having capacity to prepare food for at least 50% of the total number of restaurant chairs	1,0, -1										
Till used by waiters	1, 0, -1										
Red wine serving basket	1, 0, -1										
White wine cooler	1, 0, -1										
General cleanliness of the kitchen	1,0,-1										
Overall impression	3, 2,1,0,-1, -2, -3										
TOTAL:											

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
DELIVERY AND STORAGE OF GROCERIES, RAW MATERIALS AND OTHER GOODS											
Access for delivery vehicles separate from guest entrance				MS	MS	MS	MS	MS			
Covered entrance for delivery of goods							MS	MS	1		
Goods reception premises				MS	MS	MS	MS	MS			
Temporary waste disposal premises				MS	MS	MS	MS	MS			
Special cold stores / refrigerating devices / storerooms for meat, fish, fruit, vegetables, dairy products, canned goods, beverages, paper and textiles etc. as well as for hygiene products				MS	MS	MS	MS	MS			
Grill/open oven (if it exists) it is desirable to be in a separate area or within the hot kitchen									1		
BAR (TAP ROOM)											
Machine with coffee maker/ice maker/juice maker	1,0, -1										
Sink (double) or glass washer machine	1, 0, -1										
Glass/drinks rack	1, 0, -1										
General cleanliness	1,0,-1										
Overall impression	3, 2,1,0,-1, -2, -3										
TOTAL:											
SANITARY FACILITIES											
Number of WC cabins and urinals:											
Up to 20 places: at least one fully furnished toilet, shared by men and women				MS	MS	MS	MS	MS			

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
20-80 places: separate toilets with one WC cabin and anteroom for women and one WC cabin, urinal and anteroom for men				MS	MS	MS	MS	MS			
80-170 places: separate toilets with two WC cabins and anteroom with two washbasins for women and one WC cabin, two urinals and anteroom with two washbasins for men				MS	MS	MS	MS	MS			
170-350 places: separate toilets with three WC cabins and anteroom with three washbasins for women and two WC cabins, three urinals and anteroom with three washbasins for men				MS	MS	MS	MS	MS			
More than 350 places: separate toilets with four WC cabins and anteroom with three washbasins for women and three WC cabins, four urinals and anteroom with three washbasins for men				MS	MS	MS	MS	MS			
Toilet entrance outside of the serving area						MS	MS	MS	1		
For every additional amenity (decorative/floral arrangement, dressing table, chair and mirror with light, etc.) in the anteroom for women									1		
CONDITION OF TOILETS											
Quality of floors, walls and ceilings	2,1,0,-1, -2										
Quality of sanitary ware	2,1,0,-1, -2										
Ventilation system or window	1,0,-1										
Quality of lightning	1,0,-1										
Mirror consistent with the washbasin size	1,0,-1										

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
Clothes rack next to the washbasin	1, 0, -1										
Paper towel dispenser or hand dryer	1,0,-1										
Condition of the soap dish or liquid soap dispenser	1,0,-1										
General cleanliness of the toilet	1,0,-1										
Automatic air freshener system/ventilation	1, 0, -1										
Clothes rack	1, 0, -1										
Metal sanitary disposal bin	1, 0, -1										
Overall impression	3, 2, 1, 0, -1, -2, -3										
TOTAL:											
Partitions between urinals (if urinals exist)						MS	MS	MS	1		
WC cleaning schedule								MS	1		
OTHER ROOMS/GUEST AREAS											
Cocktail lounge									1		
Meeting room/themed meetings room									1		
Summer garden or terrace (same capacity standards as for the serving area)									1		
Summer garden or terrace with heating option in winter (partially glazed)									1		
Special room for children/outdoor playground									1		
One point for each additional amenity (cafeteria/pastry-shop/pizzeria/and the like)									1		
ALTERNATIVE ENERGY SOURCES AND ENVIRONMENTAL PROTECTION											
Solar energy/water saving/recycling, etc. (one point for each form)									1		

	GENERAL STANDARDS			MANDATORY STANDARDS					QUALITATIVE STANDARDS		
	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY	1*	2*	3*	4*	5*	scores	HOSPITALITY OPERATOR	COMMISSION/ INSPECTION BODY
AMENITIES FOR DISABLED PERSONS - in accordance with a separate regulation											
With impairment of limbs											
Accessible paths around the facility (width min. 120 cm, incline maximum 1:12)									1		
Accessible and designated parking near the entrance to the facility									1		
Accessible entrance to the facility (wheelchair ramps, handrails, etc.)									1		
Toilets adapted to disabled persons									1		
Wide enough doors and cabin in the lift									1		
With visual impairment											
Instructions, menu and info material in Braille alphabet									1		
Sound alarm									1		
With hearing impairment											
Visual (luminous) alarm									1		

RESTAURANT CATEGORISATION TABLE						
I GENERAL STANDARDS	Criteria	*	**	***	****	*****
Facility	Condition of exterior					
Public areas (anteroom/cloakroom/corridors)	Condition and fire protection					
Lift	Interior fittings, functionality and safety					
Serving area	Condition, interior fittings and functionality					
Menu and drinks list	Offer					
Kitchen	Condition, interior fittings and functionality					
Bar (tap room)	Condition and interior fittings					
WC	Condition and interior fittings					
Total points for general standards:						
II QUALITATIVE STANDARDS	Total points for qualitative standards:					
Required number of points for the category:						
Points for general standards:	with public areas and an elevator	15-24	25-39	40 - 59	60 - 79	80 +
	without public areas and elevator	7 - 16	17 - 31	32 - 51	52 - 71	72 +
Scores for qualitative standards:		0	1 - 9	10 - 14	15 - 19	20 +

RESTAURANT CATEGORY: _____

STATEMENT OF THE HOSPITALITY OPERATOR: I hereby declare under moral and material accountability that I vouch for the accuracy of data relating to mandatory and qualitative standards.

In _____
Date: ____/____/____

M. P.

Person responsible:

(Name and surname)

(Signature)