

# KRITERIER FÖR ATT BLI ETT HOME OF WELLBEING FÖR DIG INOM GASTRONOMI



## Wellbeingkriterier för restaurang & café

Wellbeingturism skapar harmoni och balans för sinne, kropp och själ för både gäster och värdar, i ett hållbart samspel med lokalsamhället och miljön. För att bli ett wellbeingföretag och ett Home of Wellbeing måste du inledningsvis utvärdera din verksamhet och dina erbjudanden mot ett antal kriterier.

I denna folder hittar du kriterier för dig som är verksam inom restaurang, café och bageribranschen. Kriterierna ska på ett praktiskt och upplysningsfullt sätt ge dig inspiration och vägleda dig genom självutvärderingstestet på vår hemsida [wellbeingtourism.com](http://wellbeingtourism.com) inom samma ämnesområde. Kriterierna kan även ses som goda råd och tips för hur du kan utveckla ditt företag i linje med wellbeingkonceptet.

*Kriterierna i denna folder är beskrivna på engelska. I självutvärderingstestet på vår hemsida hittar du dem på svenska. En fullständig svensk version kommer.*



## Guidelines on how to use the wellbeing criteria

The wellbeing criteria are a tool for self-evaluation on how your company already comply with important aspects of wellbeing. If most of the criteria can be answered positively your company is entitled to be displayed in our South Baltic Wellbeing Atlas to many potential customers interested in wellbeing travel and leisure. For a touristic offer, product, or service to qualify as delivering wellbeing to the guest, the provider and host should strive towards implementing these five core values and act following them:

- 1) An honest tourism product, service and host that guests can trust. It will make the guest feel safe and relaxed. For both hosts and guests, honesty is, therefore, pivotal to experience inner harmony and wellbeing.
- 2) Caring means providing for the physical and emotional needs of others and supporting life in all its forms. It involves empathy, compassion, and consideration.
- 3) When being aware, both hosts and guests are attentive to how they feel and perceive the ambience around them consciously. Therefore, awareness is a prerequisite to intentional and conscious cherishing of harmony and balance for the body, mind, soul, community, and the World.
- 4) Being kind implies a positive and friendly attitude and behaviour, considering the feelings of others.
- 5) Joy is a state of wellbeing characterized by positive and pleasant feelings. Hosts can, and should, also share their joy with guests. A joyful encounter, experience and day bring happiness to life.

A wellbeing enterprise is the one that implements and cherishes the five core values of wellbeing within its offer. In the wellbeing tourism initiative (The SB WELL project), we have chosen to work with enterprises being active in these sectors: accommodation, gastronomy, products, and services. According to these four themes four sets of criteria have been designed as questionnaires. Filling in a questionnaire for one theme would take approximately 30 to 55 min.



## Instructions for filling-in the questionnaire

- You may fill out one or multiple questionnaires when your company provide more than one touristic offer such as accommodation, gastronomy, products, and services. You will be displayed on the Wellbeing Atlas in each of the categories if the criteria are fulfilled accordingly.
- Each of the four questionnaires comprises 21 questions. For being entitled to be displayed on the Wellbeing Atlas you need:
  - o Answering 75% of all questions affirmative and;
  - o Answering the five questions in bold affirmative (mandatory questions).

**Please note:** To some questions SMEs have the option to answer with 'not applicable' with no negative effect on the final score (not the number of affirmed questions counts but the percentage over all questions = 75 %).



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## The questionnaire - criteria for wellbeing gastronomy

### 1. Do you have a strategy on making use of all food products wasting as little as possible?

**Examples:** Adjust dishes to include leftover food resources; Offer a sustainable doggy bag for customers; Sell for a discounted price at the end of the day; Join a food rescuing application such as Karma; Donate; Offer leftovers to staff to take home or to eat at venue.

### 2. Do you minimize the use of disposable plastic items?

**Examples:** Avoid vanity items, plastic cutlery, cups, coffee/ sugar/cookie sachets, wrappings/ coverage for food and cutlery.

### 3. Are you dedicated to serve a high share of organic/ecological food, snacks, or drinks?

**Example:** Use of organic products.

### 4. Do you offer plant-based (vegetarian or vegan) food?

**Explanation:** At least a few options for each offered dish are plant-based and presented on the menu. Vegan and vegetarian dishes are well harmonized and composed of ingredients that makes the meals fully nutritious and filling.

### 5. If offering meat, fish, or other animal products on your menu, is it sustainably and locally sourced?

**Examples:** All wild caught fish is MSC certified and sustainably sourced according to WWF. Meat is sustainably sourced according to the WWF meat guide, if it is ecological or certified as organic, natural local. Venison (game meat) is local and is regulated by the national hunting laws.

**Note:** Option to answer, "We do not serve animal products".

### 6. Do you provide clear information and health and safety at your venue?

**Explanation:** Ensure the clients feels safe and cared for; Information on first aid, nearest medical services, phone number to health care and emergency; health and safety information available in all public and private areas. Exit signs and maps are made visible for the guests; Location of fire blankets and extinguisher are clearly indicated.



**7. Do you give employees fair wages based on governmental rules and staff qualifications, regardless of e.g., gender and ethnicity?**

**Explanation:** Transparency of remuneration; Fair remuneration; Provision of qualification training; Development paths for employees; Actions that make your employees feel your sincere care and attention to them.

**8. Are you open during parts of the shoulder season or of the cold season?**

**Explanation:** Any commitment to extend the opening times beyond the main summer season is beneficial for sustainability.

**9. Do you have a strategy for a positive interaction with and between your staff?**

**Examples:** An implemented process for evaluating employee satisfaction; Using positive words; Keeping a positive attitude; Keeping work-related discussions among staff in dedicated meetings; Integrate staff in organizational processes; Staff trainings.

**10. Have you developed hospitality guidelines for positive interaction with your guests?**

**Explanation:** A well-established inviting and service-oriented attitude; Show appreciation; Genuine interest in the person behind each guest; Using positive words; An implemented process for evaluating customer service; Keeping a positive attitude; Having a complaint management within the house; Personalized attendance.

**11. Do you offer guests something of value added without extra charge to their experience with you?**

**Examples:** Welcome treat; Fresh flowers/plants on tables; Live music; Personal guidance/storytelling; free tasting/degustation.

**12. Are you welcoming towards everyone?**

**Examples:** Keeping an accepting attitude towards people of different gender, ages, sexual orientation, ethnicity and, religious beliefs; Transparent communication on food content (to be able to inform if it is kosher, halal or similar).

**13. Do you make an effort towards offering guests a connection to nature at your venue?**

**Examples:** Easy access to a garden, a park, nature views, fresh flowers on the table.

**14. Do you pay attention to designing your interior and decorating in a way that is pleasant for the eyes so that the guests feel joyful and at ease?**

**Examples:** Paintings, artwork, pottery, ponds, fountains, sculptures, flowers, plants, mood lighting, textiles, interior or exterior decorations.

**15. Is there a calmer more secluded seating area for patrons to enjoy their food in peace?**

**Examples:** A private dining room; A dining booth or a secluded outdoor area; No loud music or people passing by; Advising guests not to use mobile phones, tablets, and laptops.



**16. Do you serve food and drinks that are free of additives and synthetic flavour?**

**Examples:** Artificial additives are artificial flavouring, odour, colouring or preservatives. Pure fruit/vegetable juices and smoothies, teas, water, and lemonades.

**17. Are you using a high share of regional or local products for your food production and inform your customers about it?**

**Example:** Offer local seasonal food; Provide a food/kitchen philosophy on the menu card.

**18. Are you collaborating with local actors such as SMEs, NGOs, local tourism organization or others?**

**Examples:** Advise our guests on other local destinations, services, and products; Inform and educate people about the wellbeing concept in cooperation with the community and local tourism organization; Using local suppliers and transportation services whenever possible.

**19. Do you contribute to common good of your region?**

**Examples:** Share your knowledge for free to e.g. schools, eldercare, startups, youth groups; Hiring local talents and local young people in your business; Donate or invest part of your turnover in local social projects;

Donate your products to NGOs working with people in vulnerable situations; Collaborate or being partner of a National Park, other protected areas or spots of cultural heritages.

**20. Are you aware of your social responsibility of “fair trade” when buying products or materials that originate from ethically sensitive areas?**

**Examples:** Fair trade labelled coffee, cacao, chocolate, bananas, sugar, tea, orange juice, spices etc. or from small cooperatives. Note: option to answer, “We don’t use food products from ethically sensitive areas”.

**21. Do you have a strategy on minimizing the use of water and energy, and increasing the share of clean energy?**

**Examples:** Install energy meters; Choose green electricity from your supplier; Set up solar cells; Choose vehicles and transports that run on biogas, Hydrogen or electricity; Ensure that lighting, heating etc. only are on where needed using a timer or motion detector; Install low-flush toilets, showers and taps and have information on saving water; Offer room cleaning as an option for multi-night stays.

*Endnotes: A strategy includes current inventory, goals and things to do; Unless it is requested by health institutes; Shoulder season April-May & Sept-Oct; Cold season Nov-Mar.*

*Photos: Linnaeus University, Getty Images and Unsplash.*