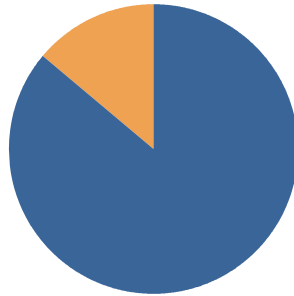


MOZAMBIK

Wilson's Wharf

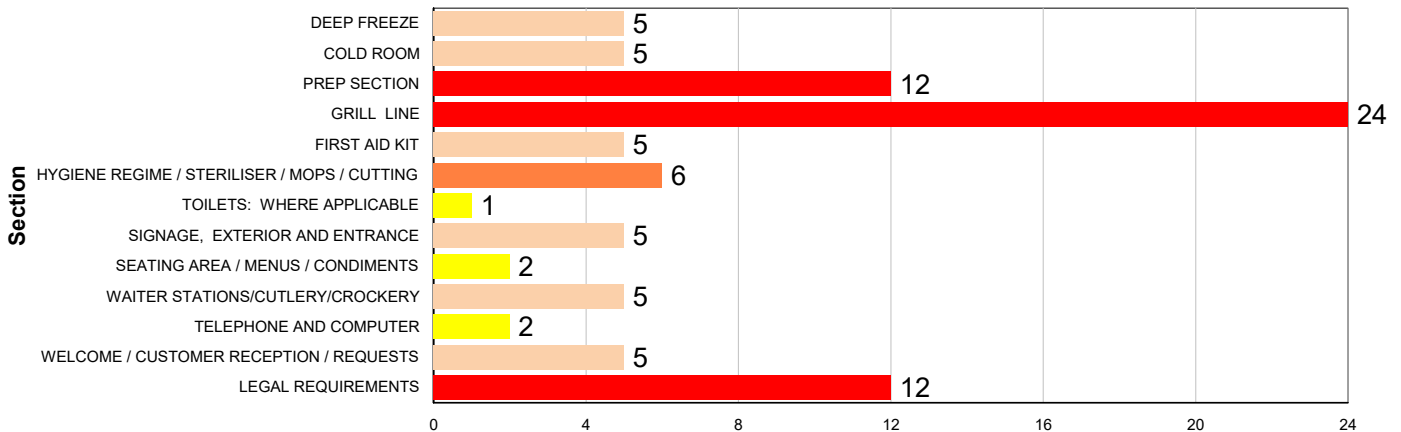
Task ref#	10727		
Date	26-04-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	59156	End odometer	59205
Distance traveled	49 km		
Start time	Wednesday 23 April, 2025 11:12:04	End time	Friday 25 April, 2025 14:19:18
Time taken	3067 mins		
Collector	Operations Managers		
Score	551/640 (86%)		

Assessment performance

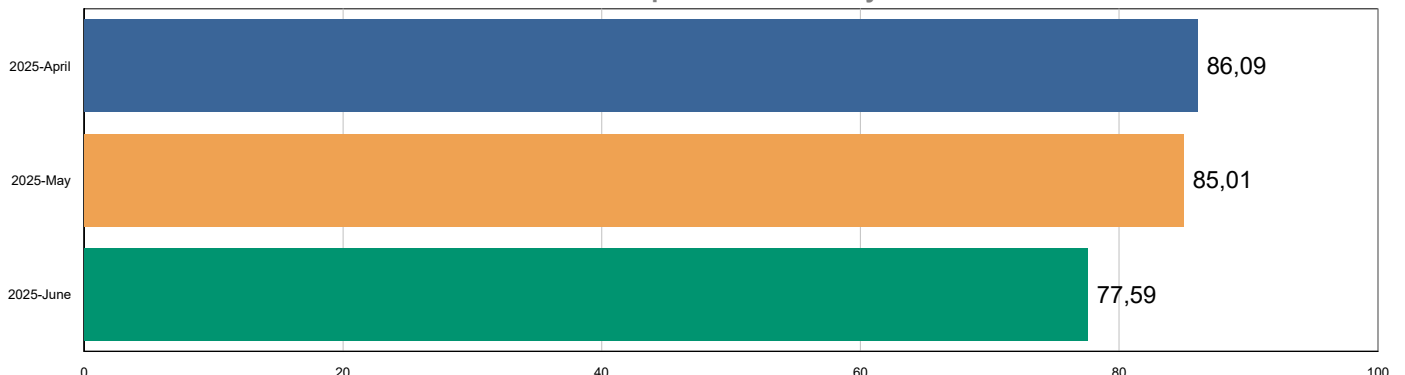


■ Passed	551	86.1%
■ Failed	89	13.9%
Total:	640	100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result
Stock rotation F.I.F.O.		5	
Defrosted and cleaned once a week	Very clean	5	
Correct labeling and dating Photo 1	Dates missing on prepped food and containers	0	
Storage of all products to be done according to Health Standard		5	
Temperature to be between -18 and -20 deg		5	
Condition and maintenance of freezer		5	

Scoring25 / 30

COLD ROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	
Correct labeling and dating		10	
Storage of all products to be done according to Health Standard		10	
Correct temp - 2c to 7c (dependent on defrost cycle)		5	
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1	Overall excellent cleanliness, only curtain need a clean	0	

Scoring30 / 35

STOREROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	
Correct labeling and dating	Clean and labelled well, only a couple of items missing dates pen broke	5	
Storage of all products according to health Standard - Chemicals stored separately		5	
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans	Very clean	5	

Scoring20 / 20

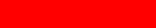
DELI SECTION

Statement	Comment	Weight	Result
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5	
Recipes for salads and desserts followed		5	
Cleanliness of areas		5	
Deli Equipment in working order		5	
Food stored correctly after preparation eg: lettuce, coconut rice etc		1	

Scoring

21 / 21

PREP SECTION

Statement	Comment	Weight	Result
Shelving neat, clean and organized		5	
Fridges clean, correct temperature and working - handles and seals unbroken		5	
All prescribed hygiene specifications followed Photo 1	Leaking roof into wall behind prep area that is broken, water all on floor. Drain very dirty . To be fixed in renovation. Brasco is enlisted to repair leaking gutters on roof	0	
Are products defrosted and stored correctly after production?		5	
Any rusting or broken tables and legs? Photo 1 Photo 2	To be replaced on revamp	0	
Portion scale working and clean		5	
All prep and portions sheets in use and filled in? Photo 1	Kitchen says they were not given the portion sheets. Karen delivered these personally , they have been found in the bar	0	
Platform scale working and clean Photo 1	Broken, new cable on order	0	
Are the portion sizes correct?		1	
Portion size (kg): Cheese		1	
Portion size (kg): Calamari tubes		1	
Portion size (kg): Calamari heads		1	
Portion size (kg): Ribs		1	
Portion size (kg): Chicken livers		1	

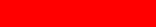
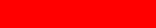
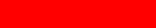
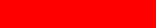
Scoring

26 / 43

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result
Cleanliness of section and equipment		2	
Cutting boards, pots, cutlery and crockery stacked correctly		2	
No leaking plumbing		2	
Correct use of chemicals and all staff to be trained by supplier on usage and safety		2	
Hand santizer / hand soap / hand paper / bin available		2	
Grease traps cleaned daily.		2	
All equipment working, dishwasher, taps, hose.		1	
Bin area clean		1	

GRILL LINE

Statement	Comment	Weight	Result
Fridges clean, correct temperature and working - handles and seals unbroken		12	
Flat top and gas lines clean, burners working, heat shield and base tray in good condition		12	
Open Flame grill clean and stones changed twice a month Photo 1	Missing valve handles x 5	0	
Chip Fryer clean, drained daily and working - thermostat checked Photo 1	Broken basket	0	
Oil quality as per spec,		5	
Following Moz cooking procedure		10	
Salamander and frame clean, all heat elements working Photo 1	Missing element	0	
All serving plates and platters clean and stacked correctly		2	
Co-ordinating area cleaned and clear of clutter		6	
Gas boiling table / Inductions clean and all burners and valves working correctly		4	
Extraction system and canopy working (incl lights), cleaned daily including filters	Due 03/05	14	
Extraction professionally cleaned - record last date	Due 3 May	5	
Chips, Rice and Veg freshness		4	
Moz sauces and Spices to Moz specification		2	
Cleanliness of light switches and isolators		1	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		1	
No broken wall or floor tiles Photo 1 Photo 2	Holes in walls, hole in door please mend with a wooden panel, missing tiles to be repaired in revamp.	0	

GRILL LINE

Statement	Comment	Weight	Result
Electrical compliance loose wires, fixtures, etc. Photo 1 Photo 2	Same loose and exposed wires as always.	0	
Correct Mozambik uniform regulations must be adhered to Photo 1	No chefs pants, kitchen staff in jeans, some in takkies	0	
Plates Unchipped, Moz Spec		5	

Scoring83 / 109

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications		5	
Mozambik approved suppliers in use only		5	
Control stock levels		5	
All sauces not OFF / SOUR		3	
Is the store buying 26% of stock from DC according to Store turnover sheet?		30	

Scoring48 / 48

FIRST AID KIT

Statement	Comment	Weight	Result
A fully equipped first aid kit must be present in stores	No plasters, no bandages, savlon almost finished	0	
First Aid officer on duty	Lee	5	

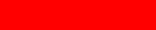
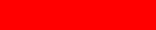
Scoring5 / 10

FIRE EXTINGUISHERS/FIRE BLANKETS

Statement	Comment	Weight	Result
Fire extinguishers must be wall mounted		5	
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Due 03/26	5	
Fire Blankets must be wall mounted in grill area for easy access		5	

Scoring15 / 15

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS. Photo 1 Photo 2	No colour coded buckets. Mops left in water. No blue mop. Only a pink bucket	0	
Must be stored correctly - upright position on a hanging rack	Left in bucket and on floor	0	
Must be sanitized over night		2	
Each section to have correct color coded equipment		2	
Bucket of soap water to be available in relevant areas	Only 1 bucket with cloth in kitchen	0	
Clean cloths must accompany these buckets		2	
All cloths must be clean, sanitized and color coded		2	

Scoring**8 / 16****TOILETS: WHERE APPLICABLE**

Statement	Comment	Weight	Result
Clean and well maintained Photo 1 Photo 2 Photo 3		5	
Fresh odor		1	
Toilet paper, hand toweling, soap and sanitizer		1	
She bins in place		1	
Extra effort in making bathrooms more pretty/ user friendly.	Please fill empty poster frames, maybe add a pot plant.	0	
Toilet cleaning checklist completed and filed	Up to date, thank you.	5	
Baby change stations, clean and operational		5	

Scoring**28 / 29**

STAFF TOILETS

Statement	Comment	Weight	Result
Clean and well maintained Photo 1 Photo 2 Photo 3 Photo 4		5	
Fresh odor		2	
Toilet paper, hand toweling, hand soap and santizer		1	
She bins in place		1	
Toilet cleaning checklist completed and filed		5	
Toilet seat present		1	

Scoring30 / 30

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness		2	
Odour		1	
Neat		1	
Boots stored correctly and sanitized		1	

Scoring5 / 5

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result
Signage - Illumination and general cleanliness and condition Photo 1 Photo 2	Leak in ceiling has caused the draping to become brown and stained. Please repair leak and clean the draping .	0	
General cleanliness of outside area conditon of furniture		5	
Spec Furniture		5	

Scoring10 / 20

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result
Paint work, ceiling boards		1	
Cleanliness of walls, air ducts etc		1	
Lighting - all working Photo 1	A few broken light bulbs	0	
All gold Tomato sauce bottles clean and in good condition		1	
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce) Photo 1 Photo 2 Photo 3 Photo 4	No sanitizer bottles , some baskets empty, some tables with no baskets, please order more as well as sanitizer bottles. Peri peri is in water bottles	0	
Menus up to date and clean		1	
Menu boards professionally done, neat, illuminated		1	
Correct Serviette Dispensers on the tables and filled		5	

Scoring 10 / 15**MARKETING / P.O.S.**

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed		5	
Correct table talkers on tables and in Serviette dispensers, Posters Moz approved Spec		1	
In-house specials material Moz spec		1	
Correct Moz Spec Take Away Containers, Carry bags and stickers been used		2	
If HO promo running only HO promo on tables		2	
Snapper frames wall mounted		3	

Scoring 14 / 14

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result
Pots and plants clean (dust and cigarette butts free)		2	
Bins odour free and clean, with lids and refuse bag in		1	
Front counter clean and uncluttered		2	

Scoring5 / 5

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5	
Welcome Peanut Cone and Sweets Moz Spec available Photo 1	Customers from the boat trip combo (3 tables of 12) not given peanuts as they weren't prepped	0	
Kids colouring in sheets and crayons available		5	

Scoring10 / 15

TELEPHONE AND COMPUTER

Statement	Comment	Weight	Result
Latest Moz GAAP / Pilot software version in use updated on the cloud.		2	
Moz Email account activated and checked		2	
Emergency Telephones number near the phone		0	
Telephone and Wifi in working order		2	

Scoring6 / 8

MANAGERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		5	
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		3	
Manager involved in running of floor FOH, vibing with customers and staff and running BOH	Could spend more time at the tables, but was very busy overall	5	
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5	

Scoring

18 / 18

WAITERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons		5	
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		2	
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		1	
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day	Need to work on the Bom Dia but are introducing	5	
Waiter writing on table ie:name and manger name	To confirm if tables runners need to be used inside. Mel says yes, Reshma said there was an agreement made to not use them at all	3	
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		5	

Scoring

21 / 21

BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards		4	
All Fridges clean, working, lights working, seals not broken and decals in place		4	
Blender, blender jugs and Ice well clean, working		1	
Coffee machines / grinder clean, working		1	
Has the barman/barlady been for full Barista training	Only in store training	2	
Glasses and crockery clean, unchipped and unstained		2	
Bar area and equipment (incl printers) clean and tidy		2	
Glasses and crockery Moz spec		2	
Great cup of coffee?	Great cup!	2	
Ice machine / chest freezer in working order and clean		2	

Scoring22 / 22

WELCOME / CUSTOMER RECEPTION / REQUESTS

Statement	Comment	Weight	Result
Customer acknowledged immediately on entering store		5	
Specified music being played and at correct sound levels	Music not Mozambik spec. A song came on with lots of swearing and I had to ask them to change it.	0	
Customer must be escorted to table		5	
Farewell and thanked by staff/management on way out		5	

Scoring15 / 20

TABLE SERVICE

Statement	Comment	Weight	Result
Menus - removed from table, on placing order		2	
Beverages - tray used, drinks opened and poured half full		2	
Wine service - label presented, taster poured, ice bucket delivered		2	
Tables wiped down during service - water and food residue		2	
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		2	
Ashtrays - cleared appropriately (if appropriate)		2	
Table cleared of all dirty cutlery and crockery before bill presented		2	
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		2	
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials		2	

Scoring

18 / 18

KIDS SECTION

Statement	Comment	Weight	Result
Play area clean and no broken equipment (if applicable)		5	
Child Minder present		5	

Scoring

10 / 10

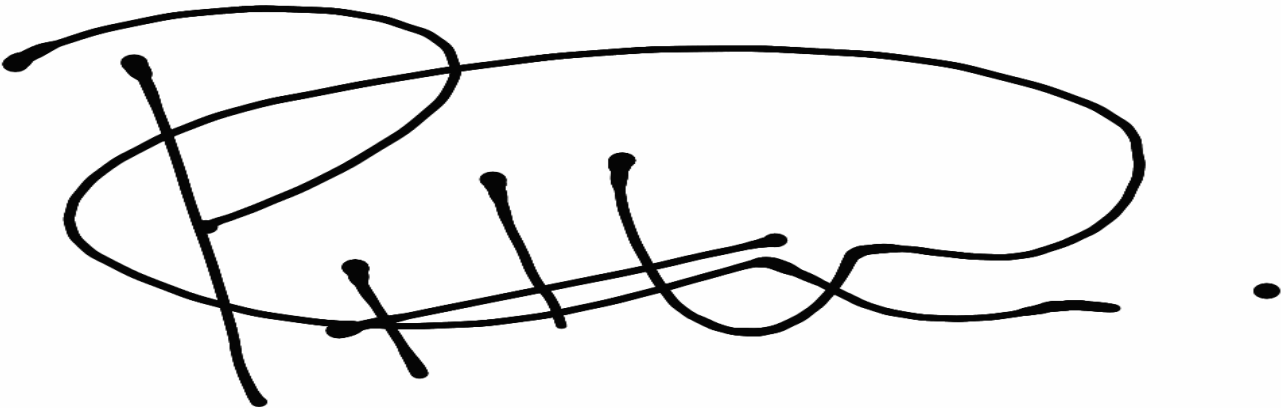
LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced	No service history	0	
Proof of pest control services		1	
Waiters meeting must have taken place and recorded - File present		5	
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's		20	
Liquor License Section 19/23	Valid to 7/2/26	2	
Certificate of Acceptability	New certificate paid for, waiting for certificate	2	
Fire Certificate		2	
Gas Certificate	Paid for, waiting for copy	2	
Electrical Compliance		2	
Trade License		2	
Certificate of Occupancy		0	
TV License		0	
SAMPRO / SAMPRA	Paid for, awaiting copy certificate	2	
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact	Head office	5	
Latest Updated - OPS Manual and Recipe Card Booklets	Ops to deliver	5	
Time in Attendance		1	
PAYE and UIF		1	
VAT Registration		1	
Basic Conditions of Employment Act	Not on display	0	
Funeral Policies (if applicable)		0	
First Aid Training Certificates		1	
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		0	
Certificate of Safe Oil Disposal		5	

Signature(s)

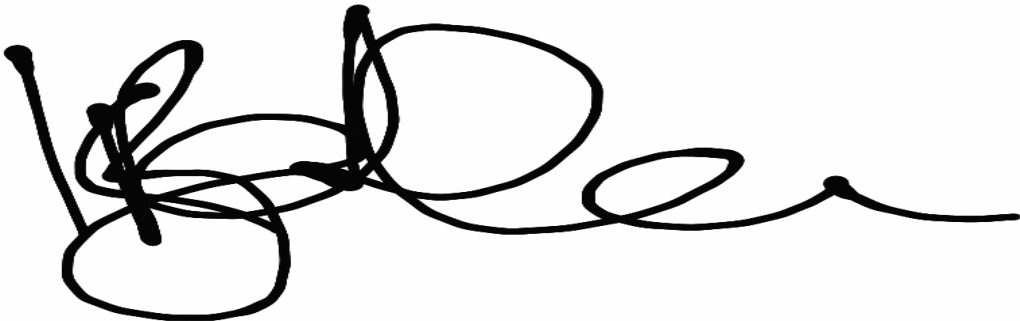
Store Manager

Signed: 25/04/2025 14:19:18

A handwritten signature in black ink, appearing to read 'R. Hill', enclosed within a thin black rectangular border.

Operations

Signed: 25/04/2025 14:19:18

A handwritten signature in black ink, appearing to read 'B. Hill', enclosed within a thin black rectangular border.