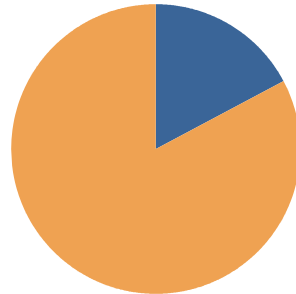


MOZAMBIK

Wilson's Wharf

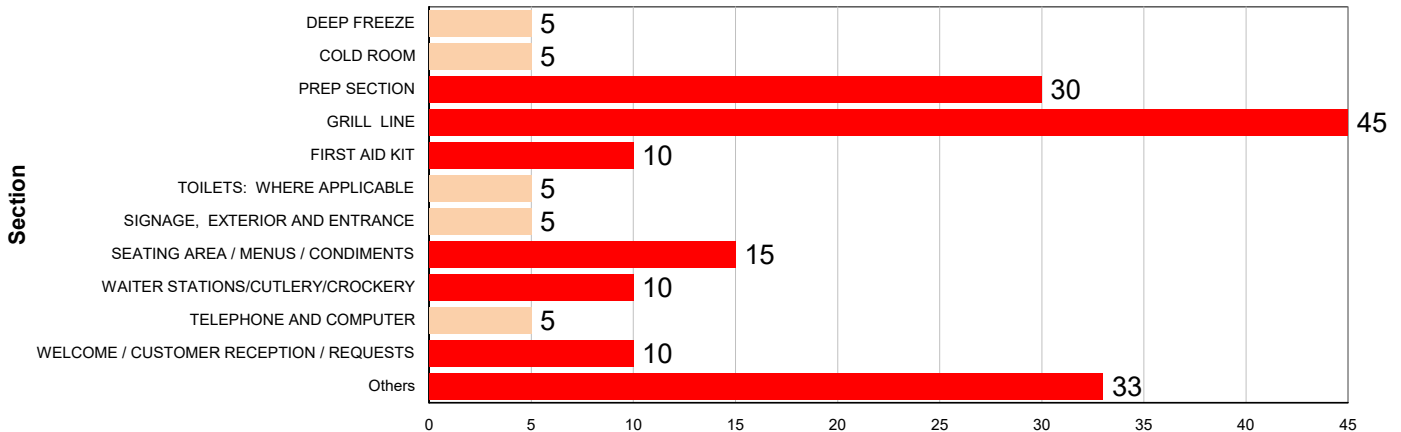
Task ref#	10727		
Date	26-04-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	59156	End odometer	59205
Distance traveled	49 km		
Start time	Wednesday 23 April, 2025 11:12:04	End time	Friday 25 April, 2025 14:19:18
Time taken	3067 mins		
Collector	Operations Managers		
Score	1050/1268 (83%)		

Assessment performance

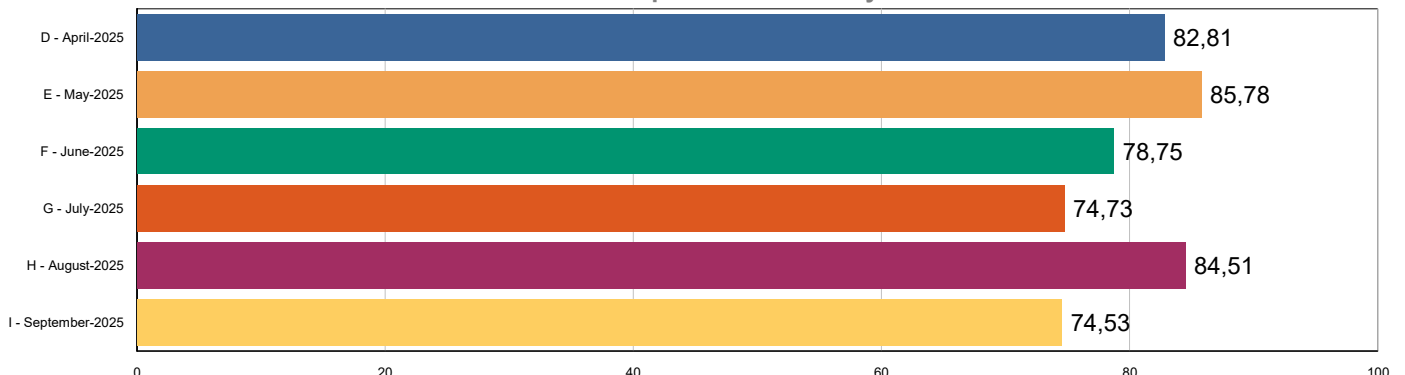


Failed	218	17.2%
Passed	1050	82.8%
Total	1268	100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*
Defrosted and cleaned once a week	Very clean	5 / 5	<div></div>	
Correct labeling and dating Photo 1	Dates missing on prepped food and containers	0 / 5	<div></div>	
Storage of all products to be done according to Health Standard		5 / 5	<div></div>	
Temperature to be between -18°C and -20°C (depending on defrost cycle)		5 / 5	<div></div>	*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan		5 / 5	<div></div>	
Checklist filled in with date and time and signature		5 / 5	<div></div>	*
Scoring		35 / 40		
- Critical deviations (*)		0		
= Total		35		

COLD ROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*
Correct labeling and dating		5 / 5	<div></div>	
Storage of all products to be done according to Health Standard		5 / 5	<div></div>	
Correct temp - 2c to 7c (dependent on defrost cycle)		5 / 5	<div></div>	
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1	Overall excellent cleanliness, only curtain need a clean	0 / 5	<div></div>	
Checklist filled in with date and time and signature		5 / 5	<div></div>	*
Scoring		30 / 35		
- Critical deviations (*)		0		
= Total		30		

STOREROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*
Correct labeling and dating	Clean and labelled well, only a couple of items missing dates pen broke	5 / 5	<div></div>	
Storage of all products according to health Standard - Chemicals stored separately		5 / 5	<div></div>	
Complete cleanliness shelves / floor / walls	Very clean	5 / 5	<div></div>	
Scoring		25 / 25		
- Critical deviations (*)		0		
= Total		25		

DELI SECTION

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5	<div></div>	
Recipes for salads and desserts followed		5 / 5	<div></div>	
Cleanliness of areas		5 / 5	<div></div>	
Deli Equipment in working order		5 / 5	<div></div>	
Food stored correctly after preparation eg: lettuce, coconut rice etc		5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*
Scoring		35 / 35		
- Critical deviations (*)		0		
= Total		35		

PREP SECTION

Statement	Comment	Weight	Result	Critical
Shelving neat, clean and organized		5 / 5	<div></div>	
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5	<div></div>	
Colour coded cutting boards stored correctly 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 / 10	<div></div>	*
Are products defrosted and stored correctly after production?		5 / 5	<div></div>	
Any rusting or broken tables and legs? Photo 1 Photo 2	To be replaced on revamp	0 / 5	<div></div>	
Portion scale calibrated, working and clean		10 / 10	<div></div>	*
All prep and portions sheets in use and filled in, and email to R&D? Photo 1	Kitchen says they were not given the portion sheets. Karen delivered these personally , they have been found in the bar	0 / 10	<div></div>	*
Platform scale working and clean Photo 1	Broken, new cable on order	0 / 5	<div></div>	
Portion size (kg): Cheese		5 / 5	<div></div>	
Portion size (kg): Calamari tubes		5 / 5	<div></div>	
Portion size (kg): Calamari heads		5 / 5	<div></div>	
Portion size (kg): Ribs		5 / 5	<div></div>	
Portion size (kg): Chicken livers		5 / 5	<div></div>	
Portion size (kg): Chicken fillets		5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*

Scoring	65 / 95
- Critical deviations (*)	20
= Total	45

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment		5 / 5	<div></div>	
Cutting boards, pots, cutlery and crockery stacked correctly		5 / 5	<div></div>	
No leaking plumbing		5 / 5	<div></div>	
Correct use of chemicals and all staff to be trained by supplier on usage and safety		5 / 5	<div></div>	
Hand santizer / hand soap / hand paper / bin available		5 / 5	<div></div>	
Grease traps cleaned daily.		5 / 5	<div></div>	
All equipment working, dishwasher, taps, hose.		5 / 5	<div></div>	
Bin area clean		5 / 5	<div></div>	

Scoring	40 / 40
- Critical deviations (*)	0
= Total	40

GRILL LINE

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5	<div></div>	
Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition		10 / 10	<div></div>	
Open Flame grill clean and stones changed twice a month, and burners and valves working correctly Photo 1	Missing valve handles x 5	0 / 10	<div></div>	
Chip Fryer clean, drained daily and working - thermostat checked Photo 1	Broken basket	0 / 10	<div></div>	
Oil quality as per spec		10 / 10	<div></div>	
Following Moz cooking procedure		10 / 10	<div></div>	*
Salamander and frame clean, all heat elements working Photo 1	Missing element	0 / 5	<div></div>	
All serving plates and platters clean and stacked correctly		5 / 5	<div></div>	
Co-ordinating area cleaned and clear of clutter		5 / 5	<div></div>	
Gas boiling table / Inductions clean and all burners and valves working correctly		10 / 10	<div></div>	
Extraction system and canopy working (incl lights), cleaned daily including filters	Due 03/05	15 / 15	<div></div>	
Extraction professionally cleaned - record last date	Due 3 May	10 / 10	<div></div>	
Chips, Rice and Veg freshness		10 / 10	<div></div>	
Cleanliness of light switches and isolators		5 / 5	<div></div>	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		5 / 5	<div></div>	
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 / 5	<div></div>	

GRILL LINE

Statement	Comment	Weight	Result	Critical
Electrical compliance loose wires, fixtures, etc. Photo 1 Photo 2	Same loose and exposed wires as always.	0 / 5		
Correct Mozambik uniform regulations must be adhered to Photo 1	No chefs pants, kitchen staff in jeans, some in takkies	0 / 10		
Plates Unchipped, Moz Spec		5 / 5		*
Oven in working order and clean		10 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring125 / 170

- Critical deviations (*)0

= Total125

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications		10 / 10		*
Mozambik approved suppliers in use only		10 / 10		*
Control stock levels		5 / 5		*
Any sauces OFF / SOUR		5 / 5		*
Is the store buying 26% of stock from DC according to Store turnover sheet?		30 / 30		*

Scoring60 / 60

- Critical deviations (*)0

= Total60

FIRST AID KIT

Statement	Comment	Weight	Result	Critical
A fully equipped first aid kit must be present in stores	No plasters, no bandages, savlon almost finished	0 / 10		
First Aid officer on duty	Lee	10 / 10		

Scoring10 / 20

- Critical deviations (*)0

= Total10

FIRE EXTINGUISHERS/FIRE BLANKETS

Statement	Comment	Weight	Result	Critical
Fire extinguishers must be wall mounted		10 / 10	<div></div>	
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Due 03/26	10 / 10	<div></div>	*
Fire Blankets must be wall mounted in grill area for easy access		10 / 10	<div></div>	
Scoring		30 / 30		
- Critical deviations (*)		0		
= Total		30		

HYGIENE REGIME

Statement	Comment	Weight	Result	Critical
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 / 5	<div></div>	
Must be stored correctly - upright position on a hanging rack	Left in bucket and on floor	0 / 5	<div></div>	
Must be sanitized over night		5 / 5	<div></div>	
Each section to have correct color coded equipment		5 / 5	<div></div>	
Bucket of soap water to be available in relevant areas, with relevant cloths	Only 1 bucket with cloth in kitchen	0 / 5	<div></div>	
All cloths must be clean, sanitized and color coded in relevant areas		5 / 5	<div></div>	
Scoring		15 / 30		
- Critical deviations (*)		0		
= Total		15		

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result	Critical
Clean and well maintained Photo 1 Photo 2 Photo 3		5 / 5	<div></div>	
Fresh odor		5 / 5	<div></div>	
Toilet paper, hand toweling, soap and santizer		5 / 5	<div></div>	
She bins in place		5 / 5	<div></div>	
Extra effort in making bathrooms more pretty/ user friendly.	Please fill empty poster frames, maybe add a pot plant.	0 / 5	<div></div>	
Toilet cleaning checklist completed and filed	Up to date, thank you.	10 / 10	<div></div>	
Baby change stations,clean and operational		5 / 5	<div></div>	
Scoring		35 / 40		
- Critical deviations (*)		0		
= Total		35		

STAFF TOILETS

Statement	Comment	Weight	Result	Critical
Clean and well maintained Photo 1 Photo 2 Photo 3 Photo 4		5 / 5	<div></div>	
Fresh odor		5 / 5	<div></div>	
Toilet paper, hand toweling, hand soap and santizer		10 / 10	<div></div>	
She bins in place		5 / 5	<div></div>	
Toilet cleaning checklist completed and filed		5 / 5	<div></div>	
Toilet seat present		5 / 5	<div></div>	
Scoring		35 / 35		
- Critical deviations (*)		0		
= Total		35		

STAFF LOCKER ROOM

Statement	Comment	Weight	Result	Critical
Cleanliness		5 / 5	<div></div>	
Odour		5 / 5	<div></div>	
Neat		5 / 5	<div></div>	
Boots stored correctly and sanitized		5 / 5	<div></div>	
Scoring		20 / 20		
- Critical deviations (*)		0		
= Total		20		

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result	Critical
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 / 5	<div></div>	*
General cleanliness of outside area conditon of furniture		5 / 5	<div></div>	
Spec Furniture		5 / 5	<div></div>	
Scoring		10 / 15		
- Critical deviations (*)		20		
= Total		-10		

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result	Critical
Paint work, ceiling boards		5 / 5	<div></div>	
Cleanliness of walls, air ducts etc		5 / 5	<div></div>	
Lighting - all working Photo 1	A few broken light bulbs	0 / 5	<div></div>	
All gold Tomato sauce bottles clean and in good condition		5 / 5	<div></div>	
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 / 10	<div></div>	
Menus up to date and clean		5 / 5	<div></div>	
Menu boards professionally done, neat, illuminated		5 / 5	<div></div>	
Correct Serviette Dispensers on the tables filled, good condition, not cracked and clean		10 / 10	<div></div>	
TV working and clean		5 / 5	<div></div>	

Scoring	40 / 55
- Critical deviations (*)	0
= Total	40

MARKETING / P.O.S.

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

Scoring	30 / 30
- Critical deviations (*)	0
= Total	30

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result	Critical
Pots and plants clean (dust and cigarette butts free)		5 / 5	<div></div>	
Bins odour free and clean, with lids and refuse bag in		5 / 5	<div></div>	
Front counter clean and uncluttered		10 / 10	<div></div>	*

Scoring	20 / 20
- Critical deviations (*)	0
= Total	20

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result	Critical
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5 / 5	<div></div>	
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 / 10	<div></div>	*
Kids colouring in sheets and crayons available		5 / 5	<div></div>	

Scoring	10 / 20
- Critical deviations (*)	10
= Total	0

TELEPHONE AND COMPUTER

Statement	Comment	Weight	Result	Critical
Latest Moz GAAP / Pilot software version in use updated on the cloud and stock control captured		10 / 10	<div></div>	*
Moz Email account activated and checked		5 / 5	<div></div>	
Emergency Telephones number near the phone		0 / 5	<div></div>	
Telephone and Wifi in working order		10 / 10	<div></div>	
Scoring		25 / 30		
- Critical deviations (*)		0		
= Total		25		

MANAGERS

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		10 / 10	<div></div>	*
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		5 / 5	<div></div>	
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	10 / 10	<div></div>	
Scoring		25 / 25		
- Critical deviations (*)		0		
= Total		25		

WAITERS

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons		5 / 5	<div></div>	
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		10 / 10	<div></div>	
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		10 / 10	<div></div>	
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day	Need to work on the Bom Dia but are introducing	10 / 10	<div></div>	
Waiters writing on the table paper runner: name and manager 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	10 / 10	<div></div>	*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10	<div></div>	

Scoring	55 / 55
- Critical deviations (*)	0
= Total	55

BAR

Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards		5 / 5	<div></div>	
Blender, blender jugs and Ice well clean, working		5 / 5	<div></div>	
Coffee machines / grinder clean, working		5 / 5	<div></div>	
Has the barman/barlady been for full Barista training	Only in store training	10 / 10	<div></div>	
Glasses and crockery clean, unchipped and unstained		10 / 10	<div></div>	
Bar area and equipment (incl printers) clean and tidy		10 / 10	<div></div>	
Glasses and crockery Moz spec		10 / 10	<div></div>	*
Great cup of coffee?	Great cup!	5 / 5	<div></div>	
Ice machine / chest freezer in working order and clean		5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*
Underbar fridges clean, correct temperature 2°C to 7°C (dependent on defrost cycle), working, handles and seals not broken		10 / 10	<div></div>	
Standup fridges in working order? Are the decals over lightbox and advertising in place?		10 / 10	<div></div>	

Scoring	95 / 95
- Critical deviations (*)	0
= Total	95

WELCOME / CUSTOMER RECEPTION / REQUESTS

Statement	Comment	Weight	Result	Critical
Customer acknowledged immediately on entering store		10 / 10	<div></div>	
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 / 10	<div></div>	
Customer must be escorted to table		5 / 5	<div></div>	
Farewell and thanked by staff/management on way out		5 / 5	<div></div>	
Scoring		20 / 30		
- Critical deviations (*)		0		
= Total		20		

TABLE SERVICE

Statement	Comment	Weight	Result	Critical
Menus - removed from table, on placing order		10 / 10	<div></div>	
Beverages - tray used, drinks opened and poured half full		10 / 10	<div></div>	
Wine service - label presented, taster poured, ice bucket delivered		10 / 10	<div></div>	
Tables wiped down during service - water and food residue		10 / 10	<div></div>	
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		10 / 10	<div></div>	
Ashtrays - cleared appropriately (if appropriate)		10 / 10	<div></div>	
Table cleared of all dirty cutlery and crockery before bill presented		10 / 10	<div></div>	
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		10 / 10	<div></div>	
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials		20 / 20	<div></div>	*
Scoring		100 / 100		
- Critical deviations (*)		0		
= Total		100		

KIDS SECTION (WHERE APPLICABLE)

Statement	Comment	Weight	Result	Critical
Play area clean and no broken equipment (if applicable)		5 / 5		
Child Minder present (if applicable)		5 / 5		
Play area well equipped		5 / 5		
Scoring		15 / 15		
- Critical deviations (*)		0		
= Total		15		

LEGAL REQUIREMENTS (MONTHLY)

Statement	Comment	Weight	Result	Critical
Generator in Working Order and Serviced	No service history	0 / 5		
Proof of pest control services		5 / 5		
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's		20 / 20		*
Latest Updated - OPS Manual and Recipe Card Booklets	Ops to deliver	5 / 5		*
Are the disclaimers visible in the following areas - Kids Play Area, Peanut & Food allergies / General by the front door		5 / 5		
Scoring		35 / 40		
- Critical deviations (*)		0		
= Total		35		

LEGAL REQUIREMENTS (STAFF)

Statement	Comment	Weight	Result	Critical
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5 / 5	<div></div>	
Waiters meeting must have taken place and recorded - File present		5 / 5	<div></div>	
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact	Head office	10 / 10	<div></div>	*
Time in Attendance		2 / 2	<div></div>	
PAYE and UIF		2 / 2	<div></div>	
Funeral Policies (if applicable)		0 / 2	<div></div>	
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		0 / 5	<div></div>	
Scoring		24 / 31		
- Critical deviations (*)		0		
= Total		24		

LEGAL REQUIREMENTS (LEGAL)

Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23	Valid to 7/2/26	2 / 2	<div></div>	
Certificate of Acceptability	New certificate paid for, waiting for certificate	2 / 2	<div></div>	
Fire Certificate		2 / 2	<div></div>	
Gas Certificate	Paid for, waiting for copy	2 / 2	<div></div>	
Electrical Compliance		2 / 2	<div></div>	
Trade License		2 / 2	<div></div>	
Certificate of Occupancy		0 / 2	<div></div>	
TV License		0 / 2	<div></div>	
SAMPRO / SAMPRA	Paid for, awaiting copy certificate	2 / 2	<div></div>	
VAT Registration		2 / 2	<div></div>	
Basic Conditions of Employment Act	Not on display	0 / 2	<div></div>	
First Aid Training Certificates		5 / 5	<div></div>	*
Certificate of Safe Oil Disposal		5 / 5	<div></div>	

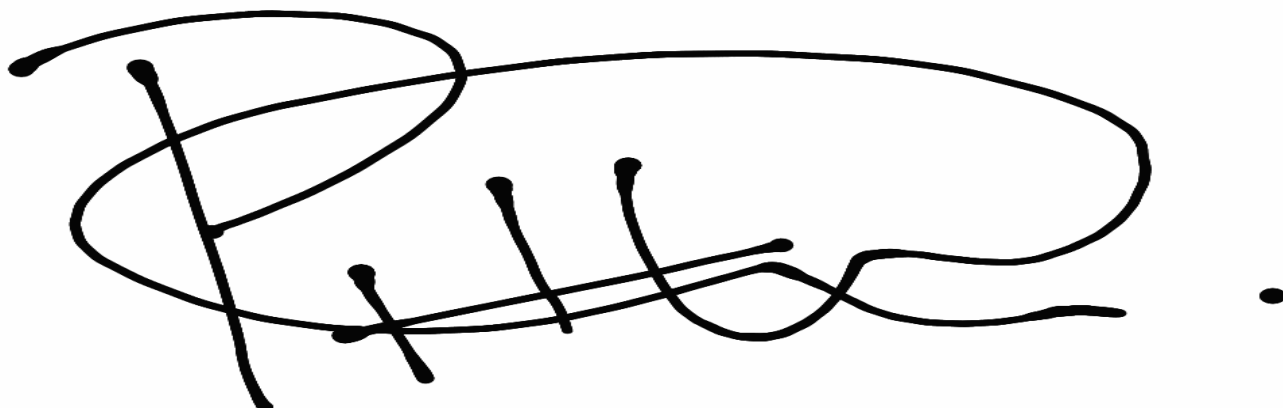
Scoring	26 / 32
- Critical deviations (*)	0
= Total	26

Overall score	1090 / 1268
- Total critical deviations	50
= Grand total	1040

Signature(s)

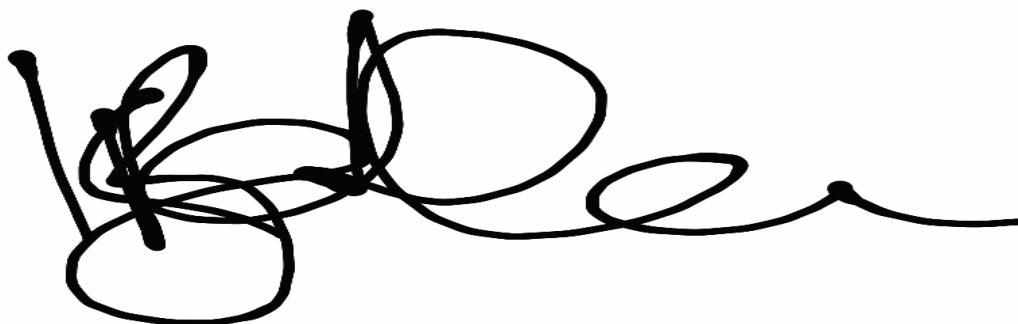
Store Manager

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

A large, stylized handwritten signature in black ink, featuring a large initial 'P' followed by several loops and a long horizontal stroke.

Operations

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

A handwritten signature in black ink, starting with a large 'O' and followed by several loops and a long horizontal stroke.