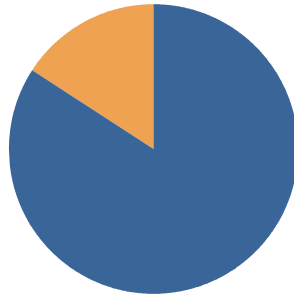


MOZAMBIK

Gateway

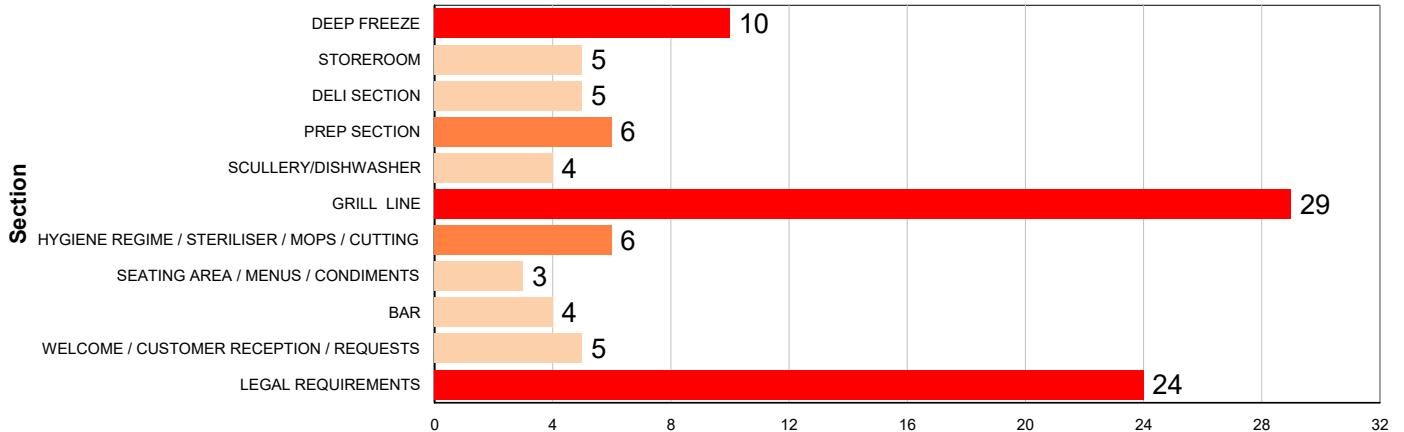
Task ref#	10729		
Date	01-05-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	59449	End odometer	59513
Distance traveled	64 km		
Start time	Saturday 26 April, 2025 11:01:20	End time	Wednesday 30 April, 2025 14:43:10
Time taken	5982 mins		
Collector	Operations Managers		
Score	539/640 (84%)		

Assessment performance

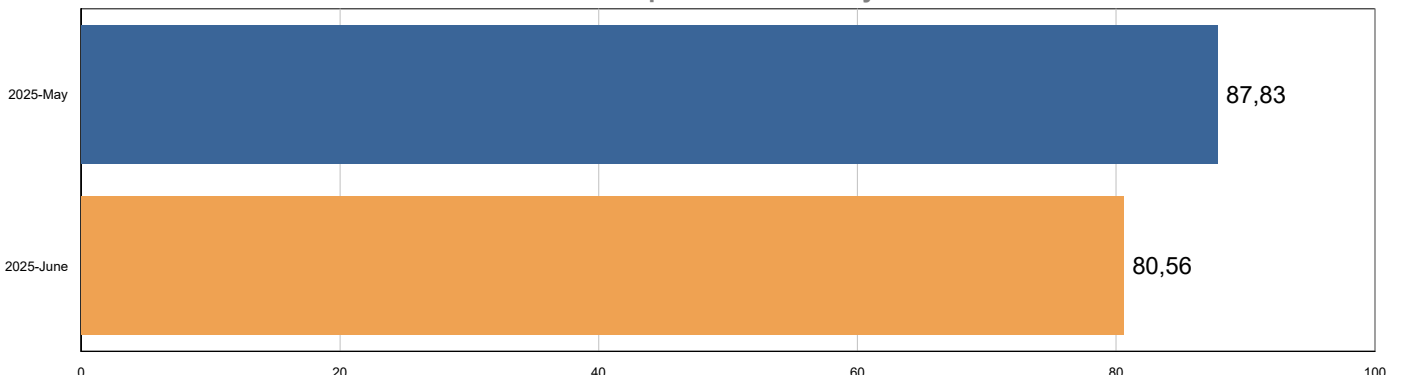


Passed	539	84.2%
Failed	101	15.8%
Total:	640	100.0%

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	<div></div>
Defrosted and cleaned once a week		5	<div></div>
Correct labeling and dating	Dates on portions, well done	5	<div></div>
Storage of all products to be done according to Health Standard Photo 1 Photo 2	Uncovered prawns, and uncovered prawns stored next to open pizza	0	<div></div>
Temperature to be between -18 and -20 deg Photo 1 Photo 2	Freezer temps not cold enough , temp sheet not updated	0	<div></div>
Condition and maintenance of freezer	Newly painted door, thank you	5	<div></div>

Scoring20 / 40

COLD ROOM

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

Scoring35 / 35

STOREROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	<div></div>
Correct labeling and dating	Dating not complete	0	<div></div>
Storage of all products according to health Standard - Chemicals stored separately		5	<div></div>
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5	<div></div>

Scoring15 / 20

DELI SECTION

Statement	Comment	Weight	Result
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5	<div></div>
Recipes for salads and desserts followed		5	<div></div>
Cleanliness of areas		5	<div></div>
Deli Equipment in working order	Seals are much better, left side still not closing properly and sealing	0	<div></div>
Food stored correctly after preparation eg: lettuce, coconut rice etc		1	<div></div>

Scoring

16 / 21

PREP SECTION

Statement	Comment	Weight	Result
Shelving neat, clean and organized		5	<div></div>
Fridges clean, correct temperature and working - handles and seals unbroken	No prep fridge	5	<div></div>
All prescribed hygiene specifications followed Photo 1 Photo 2	Chicken prepped on red board with red knife. Livers on yellow board	0	<div></div>
Are products defrosted and stored correctly after production?		5	<div></div>
Any rusting or broken tables and legs?		5	<div></div>
Portion scale working and clean		5	<div></div>
All prep and portions sheets in use and filled in?		0	<div></div>
Platform scale working and clean		1	<div></div>
Are the portion sizes correct?		1	<div></div>
Portion size (kg): Cheese		1	<div></div>
Portion size (kg): Calamari tubes		1	<div></div>
Portion size (kg): Calamari heads		1	<div></div>
Portion size (kg): Ribs		1	<div></div>
Portion size (kg): Chicken livers		1	<div></div>

Scoring

32 / 43

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result
Cleanliness of section and equipment		2	<div></div>
Cutting boards, pots, cutlery and crockery stacked correctly		2	<div></div>
No leaking plumbing Photo 1	Sink still leaking. Scullery hose needs shower head	0	<div></div>
Correct use of chemicals and all staff to be trained by supplier on usage and safety		2	<div></div>
Hand santizer / hand soap / hand paper / bin available Photo 1	No paper toweling, no sanitizer	0	<div></div>
Grease traps cleaned daily.	Very clean	2	<div></div>
All equipment working, dishwasher, taps, hose.		1	<div></div>
Bin area clean		1	<div></div>

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	Two burner pipes missing	0	
Open Flame grill clean and stones changed twice a month		2	
Chip Fryer clean, drained daily and working - thermostat checked		10	
Oil quality as per spec,		5	
Following Moz cooking procedure		10	
Salamander and frame clean, all heat elements working Photo 1	Salamander middle section not working	0	
All serving plates and platters clean and stacked correctly	No big platter bowls, please order more	2	
Co-ordinating area cleaned and clear of clutter	Beautifully clean	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		14	
Extraction professionally cleaned - record last date	Cleaned 4 March, due 03 SEP	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		0	
No broken wall or floor tiles		1	
Electrical compliance loose wires, fixtures, etc.	Same exposed wires as always, is added to our immediate fix list	0	
Correct Mozambik uniform regulations must be adhered to	Uniforms to be ordered	0	

GRILL LINE

Statement	Comment	Weight	Result
Plates Unchipped, Moz Spec	Not enough plates and platters in stock, using old crockery	0	
Photo 1			

Scoring78 / 107

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		5	
First Aid officer on duty		5	

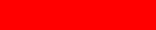
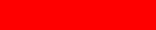

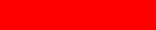



Scoring10 / 10

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 Aug 25	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	Only a blue mop, yellow mop and a green bucket	0	
Must be stored correctly - upright position on a hanging rack		0	
Must be sanitized over night		2	
Each section to have correct color coded equipment	Not correct colour coding and not enough	0	
Bucket of soap water to be available in relevant areas		2	
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		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.		1	
Toilet cleaning checklist completed and filed		5	
Baby change stations, clean and operational		5	
Scoring		19 / 19	

STAFF TOILETS

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

Scoring15 / 15

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness	Very clean	2	<div></div>
Odour		1	<div></div>
Neat		1	<div></div>
Boots stored correctly and sanitized		1	<div></div>

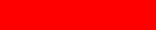

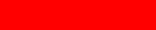

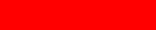



Scoring5 / 5

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result
Signage - Illumination and general cleanliness and condition		5	<div></div>
General cleanliness of outside area conditon of furniture		5	<div></div>
Spec Furniture		5	<div></div>

Scoring15 / 15

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result
Paint work, ceiling boards Photo 1	Ceiling could use a paint	0	
Cleanliness of walls, air ducts etc		1	
Lighting - all working Photo 1 Photo 2 Photo 3	A few broken 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	Peri peri sauce in water bottles, sanitizer bottles not on tables	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**9 / 14****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	<div></div>
Bins odour free and clean, with lids and refuse bag in		1	<div></div>
Front counter clean and uncluttered		2	<div></div>

Scoring5 / 5

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5	<div></div>
Welcome Peanut Cone and Sweets Moz Spec available		5	<div></div>
Kids colouring in sheets and crayons available		5	<div></div>

Scoring15 / 15

TELEPHONE AND COMPUTER

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

Scoring8 / 8

MANAGERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		5	<div></div>
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		3	<div></div>
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		5	<div></div>
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5	<div></div>

Scoring18 / 18

WAITERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons		5	<div></div>
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		2	<div></div>
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		1	<div></div>
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day	Needs work, but we're getting there	5	<div></div>
Waiter writing on table ie:name and manger name	YES!! Well done guys	3	<div></div>
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		5	<div></div>

Scoring

21 / 21





BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards		4	<div></div>
All Fridges clean, working, lights working, seals not broken and decals in place Photo 1 Photo 2	Fridges are leaking, two are broken	0	<div></div>
Blender, blender jugs and Ice well clean, working		1	<div></div>
Coffee machines / grinder clean, working		1	<div></div>
Has the barman/barlady been for full Barista training		2	<div></div>
Glasses and crockery clean, unchipped and unstained		2	<div></div>
Bar area and equipment (incl printers) clean and tidy		2	<div></div>
Glasses and crockery Moz spec		2	<div></div>
Great cup of coffee?	Yes, thank you	2	<div></div>
Ice machine / chest freezer in working order and clean	N/a	2	<div></div>

Scoring

18 / 26

WELCOME / CUSTOMER RECEPTION / REQUESTS

Statement	Comment	Weight	Result
Customer acknowledged immediately on entering store		5	
Specified music being played and at correct sound levels		5	
Customer must be escorted to table		5	
Farewell and thanked by staff/management on way out	This needs to be done please, Obrigado	0	

Scoring **15 / 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**

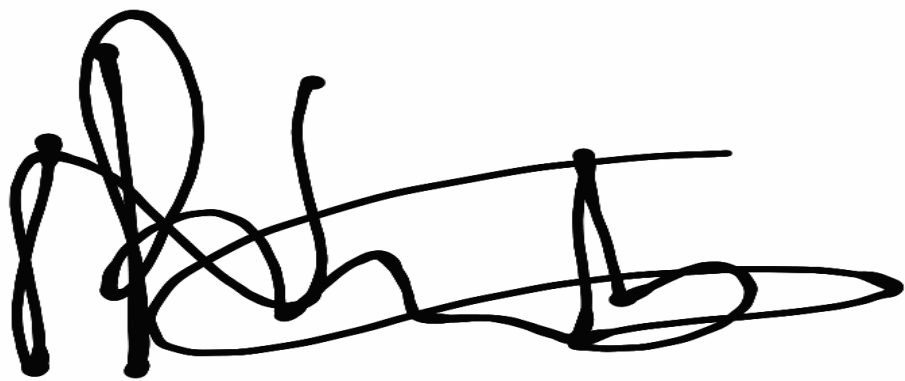
LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1	<div></div>
Proof of pest control services		1	<div></div>
Waiters meeting must have taken place and recorded - File present		5	<div></div>
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's		20	<div></div>
Liquor License Section 19/23		2	<div></div>
Certificate of Acceptability		0	<div></div>
Fire Certificate		0	<div></div>
Gas Certificate		0	<div></div>
Electrical Compliance		0	<div></div>
Trade License		0	<div></div>
Certificate of Occupancy		0	<div></div>
TV License		0	<div></div>
SAMPRO / SAMPRA		0	<div></div>
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact		5	<div></div>
Latest Updated - OPS Manual and Recipe Card Booklets		0	<div></div>
Time in Attendance		1	<div></div>
PAYE and UIF		0	<div></div>
VAT Registration		1	<div></div>
Basic Conditions of Employment Act		0	<div></div>
Funeral Policies (if applicable)		0	<div></div>
First Aid Training Certificates		1	<div></div>
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5	<div></div>
Certificate of Safe Oil Disposal		5	<div></div>

Signature(s)

Operations

Signed: 30/04/2025 14:43:10

A stylized, cursive handwritten signature in black ink, appearing to be 'Purity'.

Store Manager

Signed: 30/04/2025 14:43:10

Purity
Signed and
didn't save