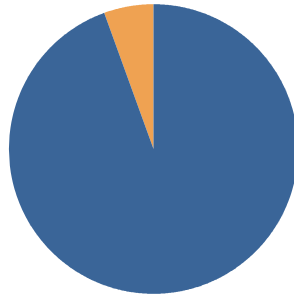


MOZAMBIK

Swaziland

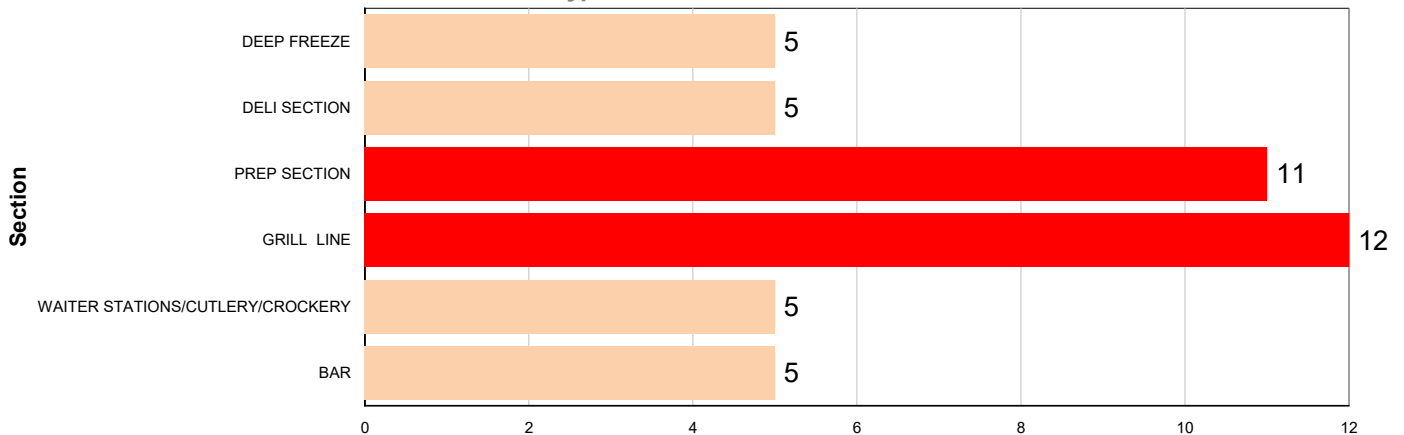
Task ref#	10746		
Date	24-08-2025		
Type of task	Store Evaluation		
Completed by	St Clair-Mulley, Melanie		
Start odometer	312191	End odometer	12452
Distance traveled	-299739 km		
Start time	Friday 09 May, 2025 13:04:52	End time	Saturday 23 August, 2025 08:44:25
Time taken	152380 mins		
Collector	Head of Operations		
Score	725/768 (94%)		

Assessment performance

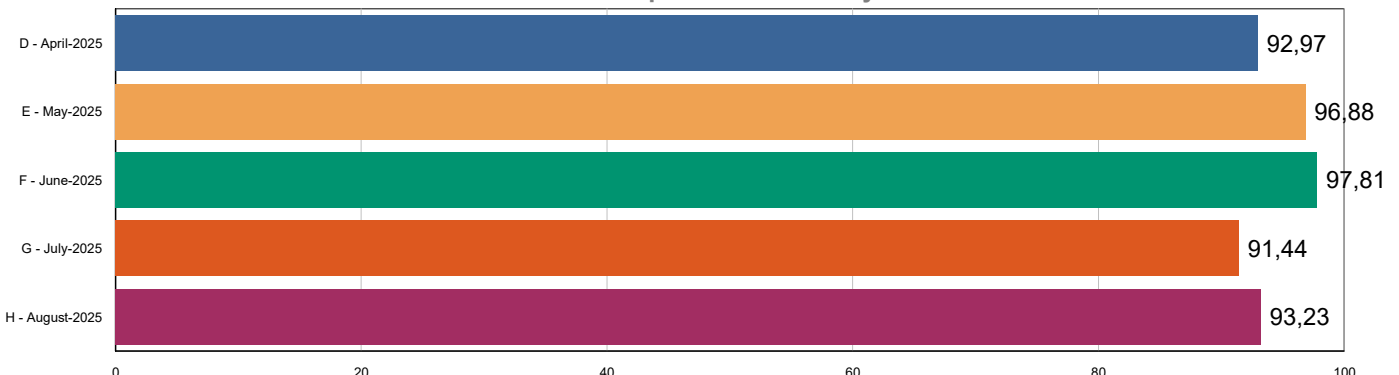


Passed	725	94.4%
Failed	43	5.6%
Total:	768	100.0%

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 / 5	
Defrosted and cleaned once a week	Yes	5 / 5	
Correct labeling and dating	Yes	5 / 5	
Storage of all products to be done according to Health Standard		5 / 5	
Temperature to be between -18 and -20 deg		5 / 5	
Condition and maintenance of freezer Photo 1	Tiles cracked need to be replaced	0 / 5	

Scoring25 / 30

COLD ROOM

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

Scoring25 / 25

STOREROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5 / 5	
Correct labeling and dating		5 / 5	
Storage of all products according to health Standard - Chemicals stored separately		5 / 5	
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5 / 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	Rubber needs to be replaced	0 / 5	
Recipes for salads and desserts followed		5 / 5	
Cleanliness of areas		5 / 5	
Deli Equipment in working order		5 / 5	
Food stored correctly after preparation eg: lettuce, coconut rice etc		5 / 5	

Scoring20 / 25

PREP SECTION

Statement	Comment	Weight	Result
Shelving neat,clean and organized		5 / 5	
Fridges clean, correct temperature and working - handles and seals unbroken		5 / 5	
All prescribed hygiene specifications followed		5 / 5	
Are products defrosted and stored correctly after production?		5 / 5	
Any rusting or broken tables and legs?		5 / 5	
Portion scale working and clean		5 / 5	
All prep and portions sheets in use and filled in?		0 / 5	
Platform scale working and clean		5 / 5	
Portion size (kg): Cheese Photo 1	Cheese not correct portion	0 / 2	
Portion size (kg): Calamari tubes		2 / 2	
Portion size (kg): Calamari heads Photo 1	Calamari heads not correct portion	0 / 2	
Portion size (kg): Ribs Photo 1	Ribs not correct portion	0 / 2	
Portion size (kg): Chicken livers		2 / 2	

Scoring39 / 50

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result
Cleanliness of section and equipment		2 / 2	
Cutting boards, pots, cutlery and crockery stacked correctly		2 / 2	
No leaking plumbing		5 / 5	
Correct use of chemicals and all staff to be trained by supplier on usage and safety		2 / 2	
Hand santizer / hand soap / hand paper / bin available		2 / 2	
Grease traps cleaned daily.		2 / 2	
All equipment working, dishwasher, taps, hose.		5 / 5	
Bin area clean		5 / 5	

Scoring

25 / 25

GRILL LINE

Statement	Comment	Weight	Result
Fridges clean, correct temperature and working - handles and seals unbroken		5 / 5	
Flat top and gas lines clean, burners working, heat shield and base tray in good condition		10 / 10	
Open Flame grill clean and stones changed twice a month		10 / 10	
Chip Fryer clean, drained daily and working - thermostat checked		10 / 10	
Oil quality as per spec,		5 / 5	
Following Moz cooking procedure		10 / 10	
Salamander and frame clean, all heat elements working Photo 1	Salamander needs to be replaced	0 / 5	
All serving plates and platters clean and stacked correctly		5 / 5	
Co-ordinating area cleaned and clear of clutter		5 / 5	
Gas boiling table / Inductions clean and all burners and valves working correctly Photo 1	Induction pan broken	0 / 5	
Extraction system and canopy working (incl lights), cleaned daily including filters		15 / 15	
Extraction professionally cleaned - record last date		10 / 10	
Chips, Rice and Veg freshness		10 / 10	
Cleanliness of light switches and isolators		2 / 2	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		2 / 2	
No broken wall or floor tiles Photo 1	Broken tiles, needs to be replaced	0 / 2	
Electrical compliance loose wires, fixtures, etc.		2 / 2	
Correct Mozambik uniform regulations must be adhered to		10 / 10	
Plates Unchipped, Moz Spec		5 / 5	

GRILL LINE

Statement	Comment	Weight	Result
Oven in working order and clean		10 / 10	

Scoring126 / 138

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications		5 / 5	
Mozambik approved suppliers in use only		10 / 10	
Control stock levels		5 / 5	
All sauces not OFF / SOUR		5 / 5	
Is the store buying 26% of stock from DC according to Store turnover sheet?		30 / 30	

Scoring55 / 55

FIRST AID KIT

Statement	Comment	Weight	Result
A fully equipped first aid kit must be present in stores		5 / 5	
First Aid officer on duty		10 / 10	

Scoring15 / 15

FIRE EXTINGUISHERS/FIRE BLANKETS

Statement	Comment	Weight	Result
Fire extinguishers must be wall mounted		5 / 5	
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date		10 / 10	
Fire Blankets must be wall mounted in grill area for easy access		5 / 5	

Scoring20 / 20

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS.		5 / 5	
Must be stored correctly - upright position on a hanging rack		2 / 2	
Must be sanitized over night		2 / 2	
Each section to have correct color coded equipment		5 / 5	
Bucket of soap water to be available in relevant areas		2 / 2	
Clean cloths must accompany these buckets		2 / 2	
All cloths must be clean, sanitized and color coded		2 / 2	

Scoring

20 / 20

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result
Clean and well maintained		5 / 5	
Fresh odor		1 / 1	
Toilet paper, hand toweling, soap and sanitizer		5 / 5	
She bins in place		5 / 5	
Extra effort in making bathrooms more pretty/ user friendly.		1 / 1	
Toilet cleaning checklist completed and filed		5 / 5	
Baby change stations,clean and operational		1 / 1	

Scoring

23 / 23

STAFF TOILETS

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

Scoring

18 / 18

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness		5 / 5	
Odour		1 / 1	
Neat		1 / 1	
Boots stored correctly and sanitized		1 / 1	

Scoring

8 / 8

SIGNAGE, EXTERIOR AND ENTRANCE

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

Scoring

15 / 15

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result
Paint work, ceiling boards		1 / 1	
Cleanliness of walls, air ducts etc		1 / 1	
Lighting - all working		1 / 1	
All gold Tomato sauce bottles clean and in good condition		5 / 5	
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce)		1 / 1	
Menus up to date and clean		1 / 1	
Menu boards professionally done, neat, illuminated		1 / 1	
Correct Serviette Dispensers on the tables and filled		5 / 5	
TV working and clean		10 / 10	

Scoring26 / 26

MARKETING / P.O.S.

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

Scoring17 / 17

RECEPTION COUNTER/PLANTS/BINS

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

Scoring6 / 6

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5 / 5	
Welcome Peanut Cone and Sweets Moz Spec available	No peanut	0 / 5	
Kids colouring in sheets and crayons available		5 / 5	

Scoring10 / 15

TELEPHONE AND COMPUTER

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

Scoring8 / 8

MANAGERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		5 / 5	
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		5 / 5	
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		5 / 5	

Scoring15 / 15

WAITERS

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

Scoring27 / 27

BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards		5 / 5	
All Fridges clean, working, lights working, seals not broken and decals in place Photo 1	Seals broken needs to be replaced	0 / 5	
Blender, blender jugs and Ice well clean, working		5 / 5	
Coffee machines / grinder clean, working		5 / 5	
Has the barman/barlady been for full Barista training		2 / 2	
Glasses and crockery clean, unchipped and unstained		2 / 2	
Bar area and equipment (incl printers) clean and tidy		2 / 2	
Glasses and crockery Moz spec		5 / 5	
Great cup of coffee?		2 / 2	
Ice machine / chest freezer in working order and clean		2 / 2	

Scoring30 / 35

WELCOME / CUSTOMER RECEPTION / REQUESTS

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

Scoring **20 / 20**

TABLE SERVICE

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

Scoring **18 / 18**

KIDS SECTION

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

Scoring **10 / 10**

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1 / 1	
Proof of pest control services		5 / 5	
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5 / 5	
Waiters meeting must have taken place and recorded - File present		5 / 5	
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's		20 / 20	
Liquor License Section 19/23		2 / 2	
Certificate of Acceptability		2 / 2	
Fire Certificate		2 / 2	
Gas Certificate		2 / 2	
Electrical Compliance		2 / 2	
Trade License		2 / 2	
Certificate of Occupancy		2 / 2	
TV License		2 / 2	
SAMPRO / SAMPRA		2 / 2	
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact		5 / 5	
Latest Updated - OPS Manual and Recipe Card Booklets		5 / 5	
Time in Attendance		2 / 2	
PAYE and UIF		2 / 2	
VAT Registration		2 / 2	
Basic Conditions of Employment Act		2 / 2	
Funeral Policies (if applicable)		2 / 2	
First Aid Training Certificates		2 / 2	

LEGAL REQUIREMENTS

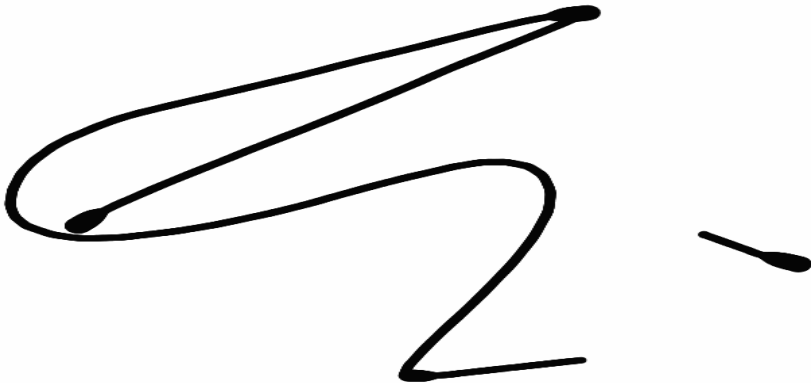
Statement	Comment	Weight	Result
CODA Certificate (Compensation for Occupational Injuries and Diseases Act)		5 / 5	
Certificate of Safe Oil Disposal		3 / 3	

Scoring	84 / 84
Overall score	725 / 768

Signature(s)

Operations

Signed: 23/08/2025 08:44:14



Store Manager

Signed: 23/08/2025 08:44:19

