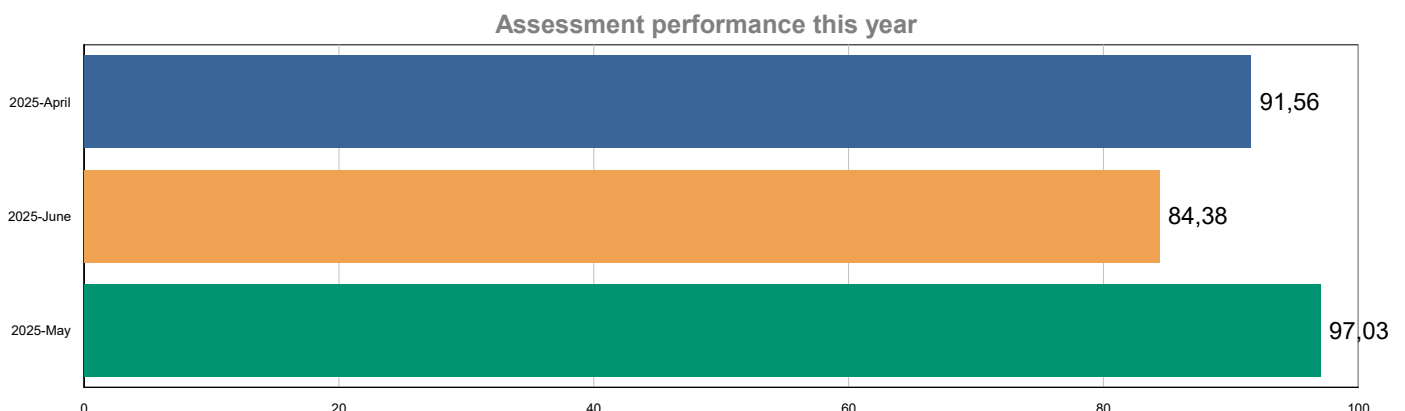
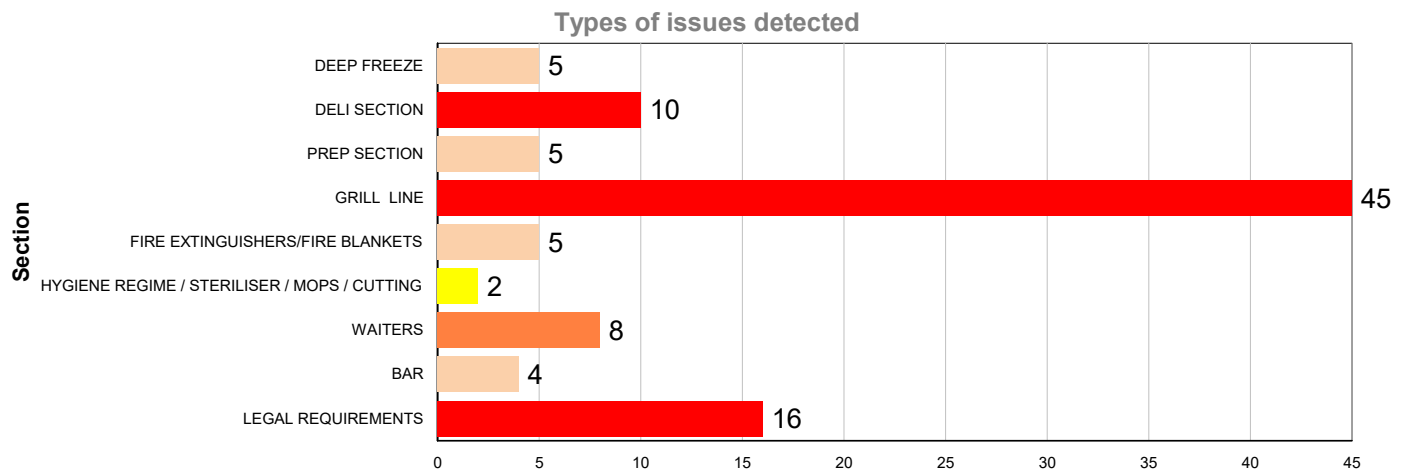
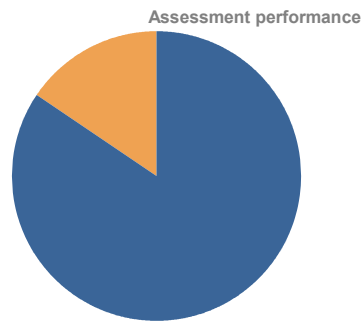


# MOZAMBIK

## Chatsworth

|                   |                                 |              |                               |
|-------------------|---------------------------------|--------------|-------------------------------|
| Task ref#         | 10761                           |              |                               |
| Date              | 21-06-2025                      |              |                               |
| Type of task      | Store Evaluation                |              |                               |
| Completed by      | Mozambik, Karen                 |              |                               |
| Start odometer    | 65790                           | End odometer | 65880                         |
| Distance traveled | 90 km                           |              |                               |
| Start time        | Thursday 19 June, 2025 11:41:46 | End time     | Friday 20 June, 2025 09:58:29 |
| Time taken        | 1337 mins                       |              |                               |
| Collector         | Operations Managers             |              |                               |
| Score             | 540/640 (84%)                   |              |                               |



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                                                          | Very clean, thank you                                                              | 5      | <div></div> |
| Correct labeling and dating                                                                |                                                                                    | 5      | <div></div> |
| Storage of all products to be done according to Health Standard<br>Photo <a href="#">1</a> | Containers need to have proper lid that fits and can be sealed not balanced on top | 0      | <div></div> |
| Temperature to be between -18 and -20 deg                                                  |                                                                                    | 5      | <div></div> |
| Condition and maintenance of freezer                                                       |                                                                                    | 5      | <div></div> |

Scoring25 / 30

COLD ROOM

| Statement                                                                       | Comment | Weight | Result      |
|---------------------------------------------------------------------------------|---------|--------|-------------|
| Stock rotation F.I.F.O (first in first out)                                     |         | 5      | <div></div> |
| Correct labeling and dating                                                     |         | 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                                                        |         | 5      | <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> |

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      | <div></div> |
| Recipes for salads and desserts followed<br>Photo <a href="#">1</a><br>Photo <a href="#">2</a>                | Rotten vegetables stored in fridge | 0      | <div></div> |
| Cleanliness of areas                                                                                          | Fridge itself is clean             | 0      | <div></div> |
| Deli Equipment in working order                                                                               |                                    | 5      | <div></div> |
| Food stored correctly after preparation eg: lettuce, coconut rice etc                                         |                                    | 1      | <div></div> |

PREP SECTION

| Statement                                                                   | Comment                       | Weight | Result      |
|-----------------------------------------------------------------------------|-------------------------------|--------|-------------|
| Shelving neat,clean and organized                                           |                               | 5      | <div></div> |
| Fridges clean, correct temperature and working - handles and seals unbroken |                               | 5      | <div></div> |
| All prescribed hygiene specifications followed                              |                               | 5      | <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?                          | Not being completed correctly | 0      | <div></div> |
| Platform scale working and clean                                            | No platform scale             | 0      | <div></div> |
| Are the portion sizes correct?                                              | Failed on specific items      | 1      | <div></div> |
| Portion size (kg): Cheese                                                   | Two at 40g two at 50g         | 0      | <div></div> |
| Portion size (kg): Calamari tubes<br>Photo <a href="#">1</a>                | All under 130g mostly at 110g | 0      | <div></div> |
| Portion size (kg): Calamari heads<br>Photo <a href="#">1</a>                | Portioned at 80g to 85g       | 0      | <div></div> |
| Portion size (kg): Ribs                                                     |                               | 1      | <div></div> |
| Portion size (kg): Chicken livers                                           |                               | 1      | <div></div> |

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                                                                  |         | 2      | <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                               |         | 2      | <div></div> |
| Grease traps cleaned daily.                                                          |         | 2      | <div></div> |
| All equipment working, dishwasher, taps, hose.                                       |         | 1      | <div></div> |
| Bin area clean                                                                       |         | 1      | <div></div> |

Scoring

14 / 14

**GRILL LINE**

| Statement                                                                                                      | Comment                                                          | Weight | Result                                                                                |
|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------|
| Fridges clean, correct temperature and working - handles and seals unbroken                                    | Fridge dripping water , bucket on top shelf to catch, drip moves | 0      |    |
| 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                                                        |                                                                  | 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                                                          |                                                                  | 2      |    |
| All serving plates and platters clean and stacked correctly                                                    | Not enough starter bowls                                         | 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<br>Photo <a href="#">1</a> | Light missing                                                    | 0      |  |
| Extraction professionally cleaned - record last date                                                           | Due 22/07                                                        | 5      |  |
| Chips, Rice and Veg freshness<br>Photo <a href="#">1</a><br>Photo <a href="#">2</a>                            | Old mash stored in fridge. Rice okay. Veg not cut right.         | 0      |  |
| Moz sauces and Spices to Moz specification                                                                     | Bean curd off                                                    | 0      |  |
| Cleanliness of light switches and isolators                                                                    |                                                                  | 1      |  |
| General cleanliness of floors, walls, ceilings, skirting and rubbish area                                      |                                                                  | 1      |  |
| No broken wall or floor tiles                                                                                  |                                                                  | 1      |  |
| Electrical compliance loose wires, fixtures, etc.                                                              |                                                                  | 1      |  |

GRILL LINE

| Statement                                               | Comment                                  | Weight | Result      |
|---------------------------------------------------------|------------------------------------------|--------|-------------|
| Correct Mozambik uniform regulations must be adhered to | Kitchen uniforms needed                  | 0      | <div></div> |
| Plates Unchipped, Moz Spec<br>Photo <a href="#">1</a>   | Not enough bowls, removed chipped plates | 0      | <div></div> |

Scoring 62 / 111

CHICKEN / MEAT / SEAFOOD PRODUCTS

| Statement                                                                   | Comment                             | Weight | Result      |
|-----------------------------------------------------------------------------|-------------------------------------|--------|-------------|
| Correct Mozambik specifications                                             |                                     | 5      | <div></div> |
| Mozambik approved suppliers in use only                                     |                                     | 5      | <div></div> |
| Control stock levels                                                        |                                     | 5      | <div></div> |
| All sauces not OFF / SOUR                                                   | Bean curd off, failed on other item | 3      | <div></div> |
| Is the store buying 26% of stock from DC according to Store turnover sheet? |                                     | 30     | <div></div> |

Scoring 48 / 48

FIRST AID KIT

| Statement                                                | Comment | Weight | Result      |
|----------------------------------------------------------|---------|--------|-------------|
| A fully equipped first aid kit must be present in stores |         | 5      | <div></div> |
| First Aid officer on duty                                | Bheki   | 5      | <div></div> |

Scoring 10 / 10

FIRE EXTINGUISHERS/FIRE BLANKETS

| Statement                                                                                                 | Comment                            | Weight | Result      |
|-----------------------------------------------------------------------------------------------------------|------------------------------------|--------|-------------|
| Fire extinguishers must be wall mounted                                                                   |                                    | 5      | <div></div> |
| Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date | Due 04/26                          | 5      | <div></div> |
| Fire Blankets must be wall mounted in grill area for easy access                                          | Fire blankets are not wall mounted | 0      | <div></div> |

Scoring 10 / 15

HYGIENE REGIME / STERILISER / MOPS / CUTTING

| Statement                                                                                                           | Comment                                        | Weight | Result      |
|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------|-------------|
| Color coded mops must be used for FOH and BOH and TOILETS.                                                          |                                                | 2      | <div></div> |
| Must be stored correctly - upright position on a hanging rack<br>Photo <a href="#">1</a><br>Photo <a href="#">2</a> | Mop rack used for aprons. Mops left in buckets | 0      | <div></div> |
| Must be sanitized over night                                                                                        |                                                | 2      | <div></div> |
| Each section to have correct color coded equipment                                                                  |                                                | 2      | <div></div> |
| Bucket of soap water to be available in relevant areas                                                              |                                                | 2      | <div></div> |
| Clean cloths must accompany these buckets                                                                           |                                                | 2      | <div></div> |
| All cloths must be clean, sanitized and color coded                                                                 |                                                | 2      | <div></div> |

Scoring

12 / 16

TOILETS: WHERE APPLICABLE

| Statement                                                    | Comment                                             | Weight | Result      |
|--------------------------------------------------------------|-----------------------------------------------------|--------|-------------|
| Clean and well maintained                                    | Still one missing tile, but thank you for the seats | 5      | <div></div> |
| Fresh odor                                                   |                                                     | 1      | <div></div> |
| Toilet paper, hand toweling, soap and sanitizer              |                                                     | 1      | <div></div> |
| She bins in place                                            |                                                     | 1      | <div></div> |
| Extra effort in making bathrooms more pretty/ user friendly. |                                                     | 1      | <div></div> |
| Toilet cleaning checklist completed and filed                |                                                     | 5      | <div></div> |
| Baby change stations,clean and operational                   |                                                     | 5      | <div></div> |

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

Scoring

12 / 12

MARKETING / P.O.S.

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

Scoring

14 / 14

RECEPTION COUNTER/PLANTS/BINS

| Statement                                                                        | Comment                 | Weight | Result      |
|----------------------------------------------------------------------------------|-------------------------|--------|-------------|
| Pots and plants clean (dust and cigarette butts free)<br>Photo <a href="#">1</a> | Please water the plants | 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> |

Scoring 5 / 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<br>Moz Spec available                    |         | 5      | <div></div> |
| Kids colouring in sheets and crayons available                          |         | 5      | <div></div> |

Scoring 15 / 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> |

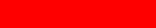
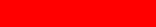
Scoring 8 / 8

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> |

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                              |                | 0      |  |
| Waiter writing on table ie:name and manger name                                                                | Not being done | 0      |  |
| Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available |                | 5      |  |

### Scoring

13 / 21

## BAR

| Statement                                                                         | Comment           | Weight | Result                                                                                |
|-----------------------------------------------------------------------------------|-------------------|--------|---------------------------------------------------------------------------------------|
| Clean, merchandised and stocked according to standards<br>Photo <a href="#">1</a> | Out of date stock | 0      |   |
| 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                             |                   | 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?                                                              |                   | 2      |  |
| Ice machine / chest freezer in working order and clean                            |                   | 2      |  |

### Scoring

18 / 22

**WELCOME / CUSTOMER RECEPTION / REQUESTS**

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

**Scoring** **20 / 20**

**TABLE SERVICE**

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

**Scoring** **18 / 18**

**KIDS SECTION**

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

**Scoring** **10 / 10**

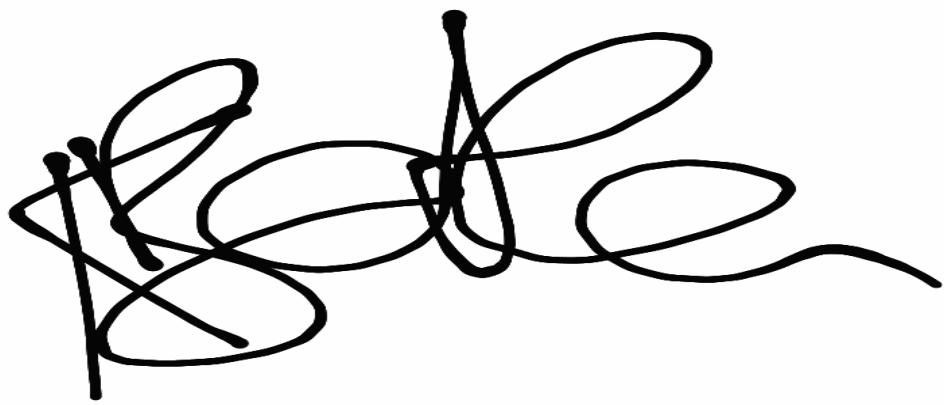
LEGAL REQUIREMENTS

| 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                                                   | Waiters meeting not recorded on file | 0      | <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                                                                                        |                                      | 0      | <div></div> |
| Certificate of Acceptability                                                                                        |                                      | 0      | <div></div> |
| Fire Certificate                                                                                                    |                                      | 2      | <div></div> |
| Gas Certificate                                                                                                     |                                      | 2      | <div></div> |
| Electrical Compliance                                                                                               |                                      | 2      | <div></div> |
| Trade License                                                                                                       |                                      | 2      | <div></div> |
| Certificate of Occupancy                                                                                            |                                      | 0      | <div></div> |
| TV License                                                                                                          |                                      | 2      | <div></div> |
| SAMPRO / SAMPRA                                                                                                     |                                      | 2      | <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                                                                |                                      | 5      | <div></div> |
| Time in Attendance                                                                                                  |                                      | 1      | <div></div> |
| PAYE and UIF                                                                                                        |                                      | 1      | <div></div> |
| VAT Registration                                                                                                    |                                      | 1      | <div></div> |
| Basic Conditions of Employment Act                                                                                  |                                      | 1      | <div></div> |
| Funeral Policies (if applicable)                                                                                    |                                      | 1      | <div></div> |
| First Aid Training Certificates                                                                                     |                                      | 1      | <div></div> |
| COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)                                         | Expired April                        | 0      | <div></div> |
| Certificate of Safe Oil Disposal                                                                                    |                                      | 5      | <div></div> |

Signature(s)

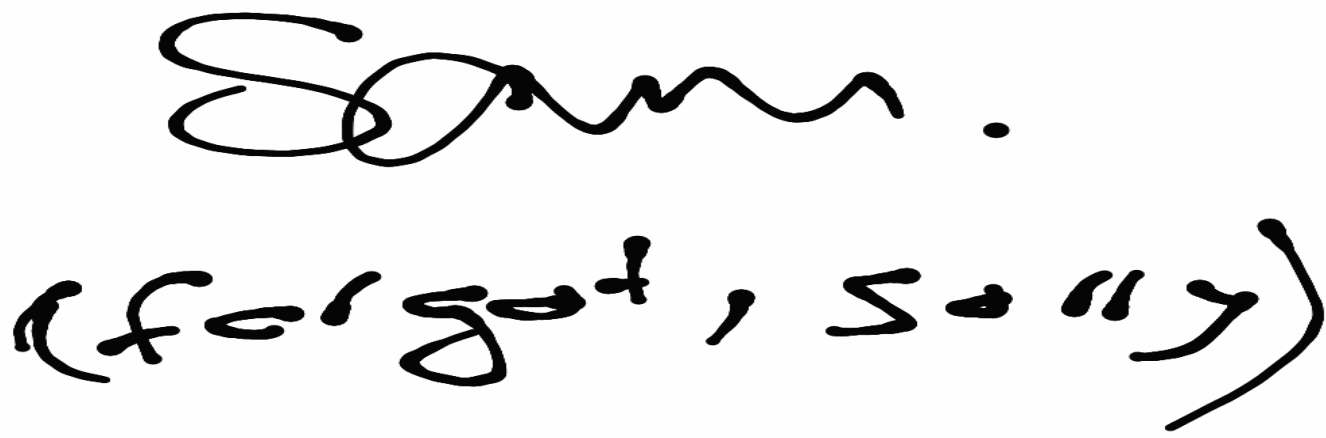
Operations

Signed: 20/06/2025 09:52:46

A stylized, cursive handwritten signature in black ink, appearing to be 'R. B. K.' or similar, with a long horizontal flourish at the end.

Store Manager

Signed: 20/06/2025 09:53:50

A handwritten signature in black ink that reads 'Sam.' followed by '(forgot, sorry)' on the next line.