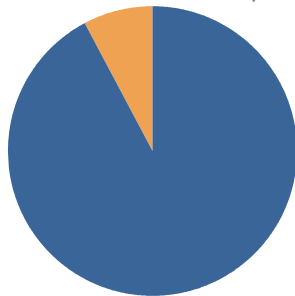


# MOZAMBIK

## Westgate

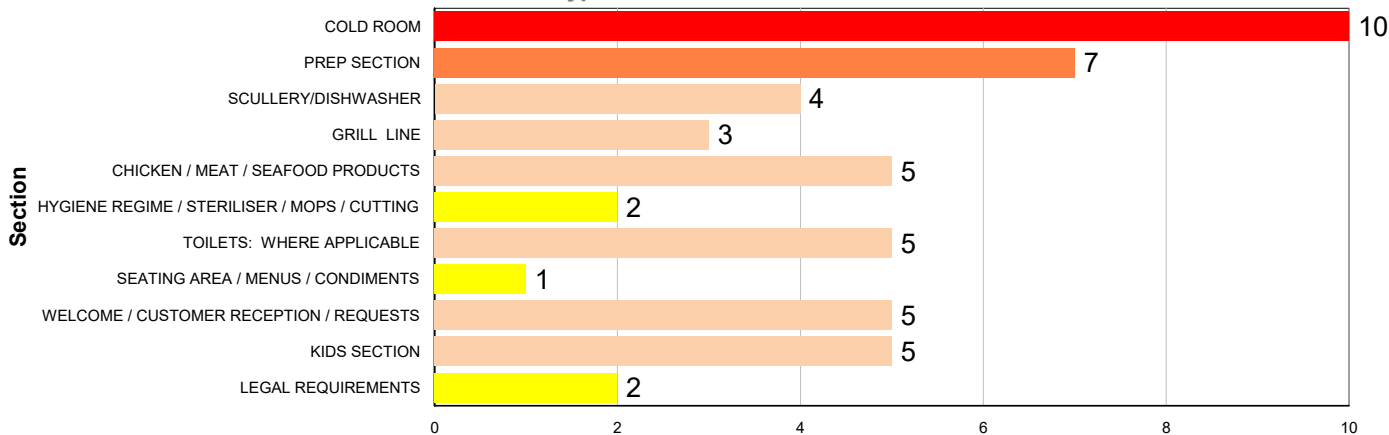
|                   |                                 |              |                                 |
|-------------------|---------------------------------|--------------|---------------------------------|
| Task ref#         | 10788                           |              |                                 |
| Date              | 20-06-2025                      |              |                                 |
| Type of task      | Store Evaluation                |              |                                 |
| Completed by      | St Clair-Mulley, Melanie        |              |                                 |
| Start odometer    | 123                             | End odometer | 123                             |
| Distance traveled | 0 km                            |              |                                 |
| Start time        | Thursday 19 June, 2025 11:22:47 | End time     | Thursday 19 June, 2025 13:05:16 |
| Time taken        | 103 mins                        |              |                                 |
| Collector         | Head of Operations              |              |                                 |
| Score             | 591/640 (92%)                   |              |                                 |

Assessment performance

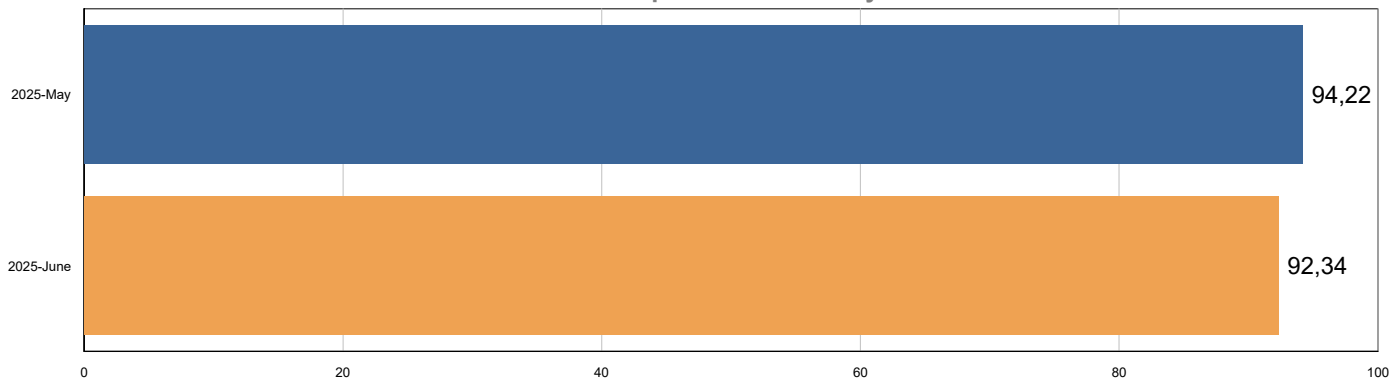


|          |     |        |
|----------|-----|--------|
| ■ Passed | 591 | 92.3%  |
| ■ Failed | 49  | 7.7%   |
| Total:   | 640 | 100.0% |

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                                     |         | 5      | <div></div> |
| Storage of all products to be done according to Health Standard |         | 5      | <div></div> |
| Temperature to be between -18 and -20 deg                       |         | 5      | <div></div> |
| Condition and maintenance of freezer                            |         | 5      | <div></div> |

Scoring30 / 30

COLD ROOM

| Statement                                                                       | Comment             | Weight | Result      |
|---------------------------------------------------------------------------------|---------------------|--------|-------------|
| Stock rotation F.I.F.O (first in first out)                                     |                     | 5      | <div></div> |
| Correct labeling and dating                                                     | No dating or labels | 0      | <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> |

Scoring25 / 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                                                                      |         | 5      | <div></div> |
| Cleanliness of areas                                                                                          |         | 5      | <div></div> |
| Deli Equipment in working order                                                                               |         | 5      | <div></div> |
| Food stored correctly after preparation eg: lettuce, coconut rice etc                                         |         | 1      | <div></div> |

Scoring

21 / 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             |         | 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?                                      |         | 0      | <div></div> |
| Platform scale working and clean                                                        |         | 1      | <div></div> |
| Are the portion sizes correct?                                                          |         | 0      | <div></div> |
| Portion size (kg): Cheese<br>Photo <a href="#">1</a>                                    |         | 0      | <div></div> |
| Portion size (kg): Calamari tubes<br>Photo <a href="#">1</a>                            |         | 0      | <div></div> |
| Portion size (kg): Calamari heads<br>Photo <a href="#">1</a><br>Photo <a href="#">2</a> |         | 0      | <div></div> |
| Portion size (kg): Ribs<br>Photo <a href="#">1</a>                                      |         | 0      | <div></div> |
| Portion size (kg): Chicken livers<br>Photo <a href="#">1</a>                            |         | 0      | <div></div> |

SCULLERY/DISHWASHER

| Statement                                                                               | Comment                     | Weight | Result      |
|-----------------------------------------------------------------------------------------|-----------------------------|--------|-------------|
| Cleanliness of section and equipment                                                    | No hot water in the kitchen | 0      | <div></div> |
| Cutting boards, pots, cutlery and crockery stacked correctly<br>Photo <a href="#">1</a> |                             | 0      | <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> |

**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                                    |                                     | 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<br>Photo <a href="#">1</a>     | Need to fix 8 starter platters      | 0      |    |
| 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        |                                     | 14     |  |
| Extraction professionally cleaned - record last date                                       |                                     | 5      |  |
| Chips, Rice and Veg freshness                                                              |                                     | 4      |  |
| Moz sauces and Spices to Moz specification                                                 |                                     | 2      |  |
| Cleanliness of light switches and isolators<br>Photo <a href="#">1</a>                     | Need to wall mount electrical plugs | 0      |  |
| 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      |  |
| Correct Mozambik uniform regulations must be adhered to                                    |                                     | 8      |  |

GRILL LINE

| Statement                  | Comment | Weight | Result      |
|----------------------------|---------|--------|-------------|
| Plates Unchipped, Moz Spec |         | 5      | <div></div> |

Scoring104 / 107

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                                                        | Need to buy Gherkins | 0      | <div></div> |
| All sauces not OFF / SOUR                                                   |                      | 3      | <div></div> |
| Is the store buying 26% of stock from DC according to Store turnover sheet? |                      | 30     | <div></div> |

Scoring43 / 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                                |         | 5      | <div></div> |

Scoring10 / 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 | Expire July 2025 | 5      | <div></div> |
| Fire Blankets must be wall mounted in grill area for easy access                                          |                  | 5      | <div></div> |

Scoring15 / 15

**HYGIENE REGIME / STERILISER / MOPS / CUTTING**

| Statement                                                                                | Comment                    | Weight | Result                                                                              |
|------------------------------------------------------------------------------------------|----------------------------|--------|-------------------------------------------------------------------------------------|
| Color coded mops must be used for FOH and BOH and TOILETS.                               |                            | 2      |  |
| Must be stored correctly - upright position on a hanging rack<br>Photo <a href="#">1</a> | Need to buy a hanging unit | 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                                   |                            | 2      |  |
| Clean cloths must accompany these buckets                                                |                            | 2      |  |
| All cloths must be clean, sanitized and color coded                                      |                            | 2      |  |

**Scoring****12 / 14****TOILETS: WHERE APPLICABLE**

| Statement                                                    | Comment                             | Weight | Result                                                                                |
|--------------------------------------------------------------|-------------------------------------|--------|---------------------------------------------------------------------------------------|
| Clean and well maintained                                    |                                     | 5      |  |
| Fresh odor                                                   |                                     | 1      |  |
| Toilet paper, hand toweling, soap and sanitizer              |                                     | 1      |  |
| Shoe 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                  | Need to buy a baby changing station | 0      |  |

**Scoring****14 / 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)<br>Photo <a href="#">1</a> | Need to check bottoms daily | 0      | <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

11 / 12

MARKETING / P.O.S.

| Statement                                                                              | Comment | Weight | Result      |
|----------------------------------------------------------------------------------------|---------|--------|-------------|
| Moz Spec A frames in use, National / Regional Promo material displayed                 |         | 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)  |         | 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                              |         | 5      | <div></div> |
| Waiter writing on table ie:name and manger name                                                                |         | 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 |         | 4      | <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?                                                             |         | 2      | <div></div> |
| Ice machine / chest freezer in working order and clean                           |         | 2      | <div></div> |

Scoring

22 / 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 | Not spec music | 0      |  |
| Customer must be escorted to table                       |                | 5      |  |
| Farewell and thanked by staff/management on way out      |                | 5      |  |

**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                                    | I would suggest a viewing thru window or TV into the restaurant so parents can see their kids playing. And screen from outside in.. | 0      |  |

**Scoring** **5 / 10**

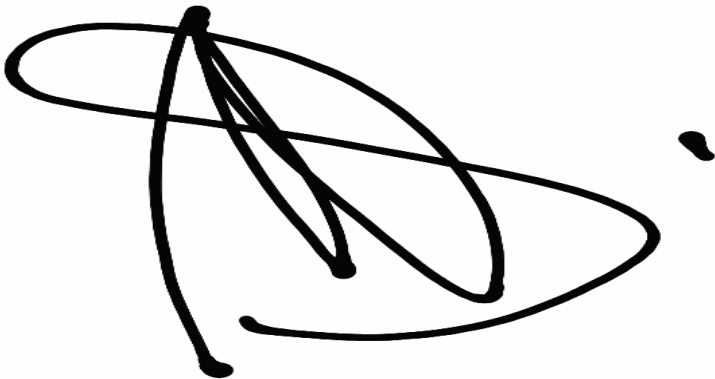
## LEGAL REQUIREMENTS

| Statement                                                                                                           | Comment                             | Weight | Result                                                                                |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------|---------------------------------------------------------------------------------------|
| Generator in Working Order and Serviced                                                                             |                                     | 1      |    |
| 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                                                                                        | Expires 30th June                   | 2      |    |
| Certificate of Acceptability                                                                                        |                                     | 2      |    |
| Fire Certificate                                                                                                    |                                     | 2      |    |
| Gas Certificate                                                                                                     |                                     | 2      |    |
| Electrical Compliance                                                                                               |                                     | 2      |    |
| Trade License                                                                                                       |                                     | 2      |    |
| Certificate of Occupancy                                                                                            |                                     | 2      |  |
| TV License                                                                                                          |                                     | 2      |  |
| SAMPRO / SAMPRA                                                                                                     |                                     | 2      |  |
| Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact |                                     | 5      |  |
| Latest Updated - OPS Manual and Recipe Card Booklets                                                                |                                     | 5      |  |
| Time in Attendance                                                                                                  |                                     | 1      |  |
| PAYE and UIF                                                                                                        |                                     | 1      |  |
| VAT Registration                                                                                                    | Evans please send a Vat certificate | 0      |  |
| Basic Conditions of Employment Act                                                                                  |                                     | 1      |  |
| Funeral Policies (if applicable)                                                                                    |                                     | 1      |  |
| First Aid Training Certificates                                                                                     | Need to send staff for training     | 0      |  |
| COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)                                         |                                     | 5      |  |
| Certificate of Safe Oil Disposal                                                                                    |                                     | 5      |  |

Signature(s)

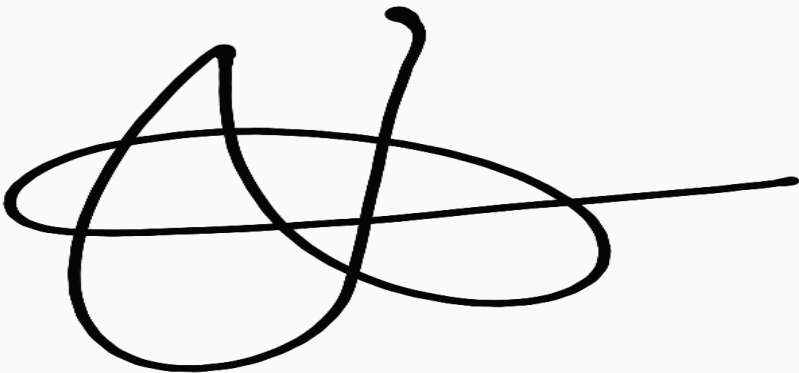
Operations

Signed: 19/06/2025 13:04:59

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Store Manager

Signed: 19/06/2025 13:05:08

A handwritten signature in black ink, featuring a large, stylized 'S' shape with a long horizontal stroke extending to the right.