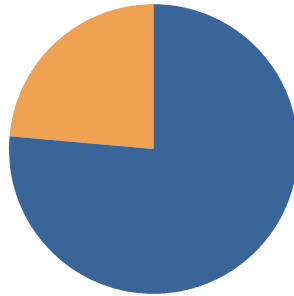


# MOZAMBIK

## Kitwe

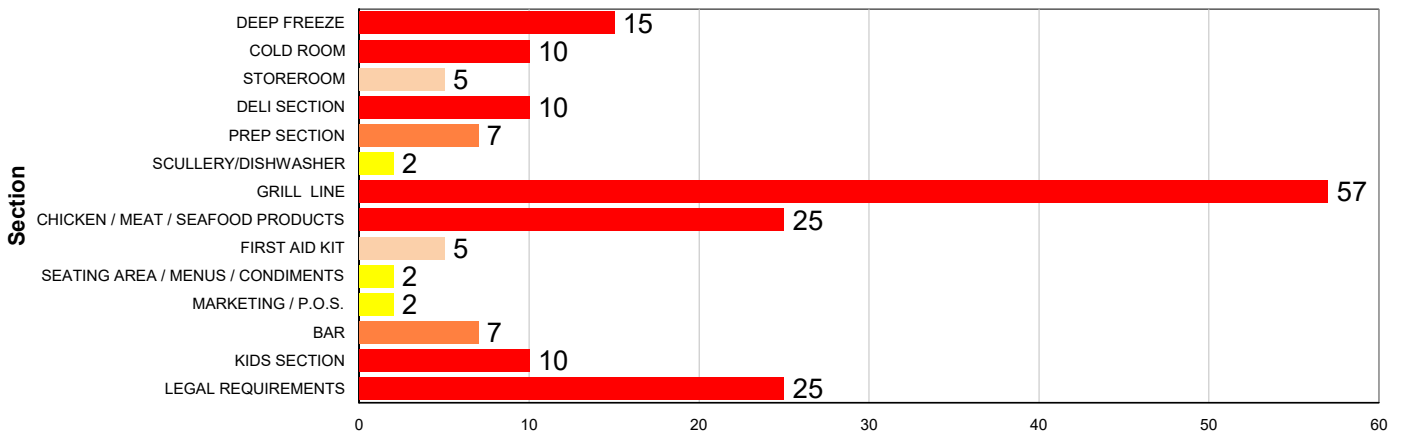
Task ref#	10980		
Date	21-07-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, TK		
Start odometer	100	End odometer	1000
Distance traveled	900 km		
Start time	Sunday 20 July, 2025 16:09:02	End time	Sunday 20 July, 2025 18:01:01
Time taken	112 mins		
Collector	Operations Managers		
Score	586/768 (76%)		

Assessment performance

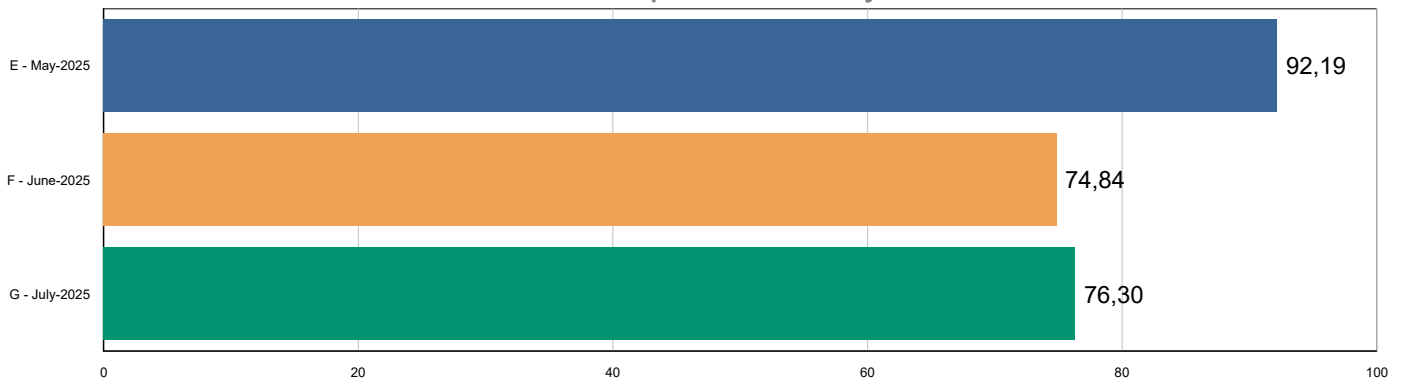


■ Passed	586	76.3%
■ Failed	182	23.7%
Total:		768 100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result
Stock rotation F.I.F.O. Photo <a href="#">1</a>	No stock rotation	0	<div></div>
Defrosted and cleaned once a week		5	<div></div>
Correct labeling and dating Photo <a href="#">1</a>	Labels needed in the freezer	0	<div></div>
Storage of all products to be done according to Health Standard Photo <a href="#">1</a>	Shelves needed in the freezer	0	<div></div>
Temperature to be between -18 and -20 deg		5	<div></div>
Condition and maintenance of freezer		5	<div></div>

Scoring15 / 30

COLD ROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	<div></div>
Correct labeling and dating Photo <a href="#">1</a>	No date on the periperi bottle	0	<div></div>
Storage of all products to be done according to Health Standard		5	<div></div>
Correct temp - 2c to 7c (dependent on defrost cycle)		5	<div></div>
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo <a href="#">1</a>	Floor dirty the needs to be moped under crate	0	<div></div>

Scoring15 / 25

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 Photo <a href="#">1</a>	Floor dirty in the store room	0	<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	No Malva, no chocolate volcano, no waffer biscuits	0	<div></div>
Cleanliness of areas		5	<div></div>
Deli Equipment in working order	Deli printer needed	0	<div></div>
Food stored correctly after preparation eg: lettuce, coconut rice etc		5	<div></div>

Scoring15 / 25

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	No sanitizer spray bottle	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?		5	<div></div>
Platform scale working and clean		5	<div></div>
Portion size (kg): Cheese Photo <a href="#">1</a>		2	<div></div>
Portion size (kg): Calamari tubes Photo <a href="#">1</a>		2	<div></div>
Portion size (kg): Calamari heads Photo <a href="#">1</a>	Calamari heads under 110g	0	<div></div>
Portion size (kg): Ribs Photo <a href="#">1</a>		2	<div></div>
Portion size (kg): Chicken livers Photo <a href="#">1</a>		2	<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		5	<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	Hand sanitizer needed	0	<div></div>
Grease traps cleaned daily.		2	<div></div>
All equipment working, dishwasher, taps, hose.		5	<div></div>
Bin area clean		5	<div></div>

Scoring

23 / 25

**GRILL LINE**

Statement	Comment	Weight	Result
Fridges clean, correct temperature and working - handles and seals unbroken Photo <a href="#">1</a>	Fridge dirty needs to be cleaned	0	
Flat top and gas lines clean, burners working, heat shield and base tray in good condition Photo <a href="#">1</a>	Flat top needs to be removed and cleaned properly	0	
Open Flame grill clean and stones changed twice a month		10	
Chip Fryer clean, drained daily and working - thermostat checked		10	
Oil quality as per spec,		5	
Following Moz cooking procedure	No , no lemon butter	0	
Salamander and frame clean, all heat elements working Photo <a href="#">1</a>	Pressure gauge needs to be fixed	0	
All serving plates and platters clean and stacked correctly		5	
Co-ordinating area cleaned and clear of clutter		5	
Gas boiling table / Inductions clean and all burners and valves working correctly		5	
Extraction system and canopy working (incl lights), cleaned daily including filters		15	
Extraction professionally cleaned - record last date	Certificate not presented	0	
Chips, Rice and Veg freshness		10	
Cleanliness of light switches and isolators		2	
General cleanliness of floors, walls, ceilings, skirting and rubbish area	Need rubbish bins in the kitchen	0	
No broken wall or floor tiles		2	
Electrical compliance loose wires, fixtures, etc.		2	
Correct Mozambik uniform regulations must be adhered to Photo <a href="#">1</a>	Staff needs chef jacket, Aprons and safety boots	0	

GRILL LINE

Statement	Comment	Weight	Result
Plates Unchipped, Moz Spec Photo <a href="#">1</a>	Need mozambik spec plate	0	<div></div>
Oven in working order and clean		10	<div></div>

Scoring81 / 138

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications Photo <a href="#">1</a>	Chicken not mozambik spec not marinated properly	0	<div></div>
Mozambik approved suppliers in use only	Lemon butter not mozambik spec	0	<div></div>
Control stock levels	No sweet chilli no dessert, no lemon butter	0	<div></div>
All sauces not OFF / SOUR	No sweet chilli no lemon butter	0	<div></div>
Is the store buying 26% of stock from DC according to Store turnover sheet?		30	<div></div>

Scoring30 / 55

FIRST AID KIT

Statement	Comment	Weight	Result
A fully equipped first aid kit must be present in stores Photo <a href="#">1</a>	First Aid kit not full equipped	0	<div></div>
First Aid officer on duty		10	<div></div>

Scoring10 / 15

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		10	<div></div>
Fire Blankets must be wall mounted in grill area for easy access		5	<div></div>

Scoring20 / 20

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS.		5	<div></div>
Must be stored correctly - upright position on a hanging rack		2	<div></div>
Must be sanitized over night		2	<div></div>
Each section to have correct color coded equipment		5	<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

20 / 20

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result
Clean and well maintained		5	<div></div>
Fresh odor		1	<div></div>
Toilet paper, hand toweling, soap and santizer		5	<div></div>
She bins in place		5	<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		1	<div></div>

Scoring

23 / 23



STAFF TOILETS

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

Scoring18 / 18

STAFF LOCKER ROOM

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

Scoring8 / 8

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 <a href="#">1</a>	Wall next to waiters station next be painted	0	<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		5	<div></div>
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce)	Need sanitizer bottles in the basket	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>
TV working and clean		10	<div></div>

Scoring

24 / 26

MARKETING / P.O.S.

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed		5	<div></div>
Correct marketing material in Serviette dispensers, Posters Moz approved Spec		5	<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	Need snapper frames	0	<div></div>

Scoring

15 / 17

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		2	<div></div>
Front counter clean and uncluttered		2	<div></div>

Scoring6 / 6

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		5	<div></div>
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		5	<div></div>

Scoring15 / 15

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		5	<div></div>
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		2	<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		5	<div></div>
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		5	<div></div>

Scoring

27 / 27

BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards		5	<div></div>
All Fridges clean, working, lights working, seals not broken and decals in place		5	<div></div>
Blender, blender jugs and Ice well clean, working		5	<div></div>
Coffee machines / grinder clean, working		5	<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 Photo <a href="#">1</a>	Need bigger Martini glasses	0	<div></div>
Great cup of coffee?		2	<div></div>
Ice machine / chest freezer in working order and clean	Ice machine not working	0	<div></div>

Scoring

28 / 35

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>

Scoring20 / 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>

Scoring18 / 18

KIDS SECTION

Statement	Comment	Weight	Result
Play area clean and no broken equipment (if applicable)	No kiddies area	0	<div></div>
Child Minder present	No kiddies area	0	<div></div>

Scoring0 / 10

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1	<div></div>
Proof of pest control services	No pest control certificate	0	<div></div>
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5	<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	Sales incomplete	0	<div></div>
Liquor License Section 19/23		2	<div></div>
Certificate of Acceptability		2	<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		2	<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		2	<div></div>
PAYE and UIF		2	<div></div>
VAT Registration		2	<div></div>
Basic Conditions of Employment Act		2	<div></div>
Funeral Policies (if applicable)		2	<div></div>
First Aid Training Certificates		2	<div></div>

LEGAL REQUIREMENTS

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

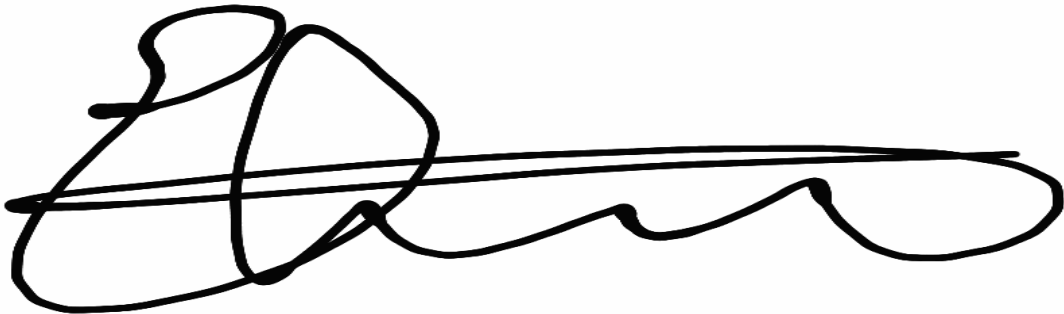
Scoring

59 / 84

Signature(s)

Store Manager

Signed: 20/07/2025 17:53:08



Operations

Signed: 20/07/2025 17:53:31

