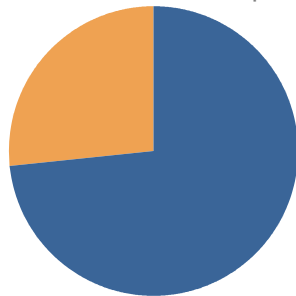


MOZAMBIK

Lusaka

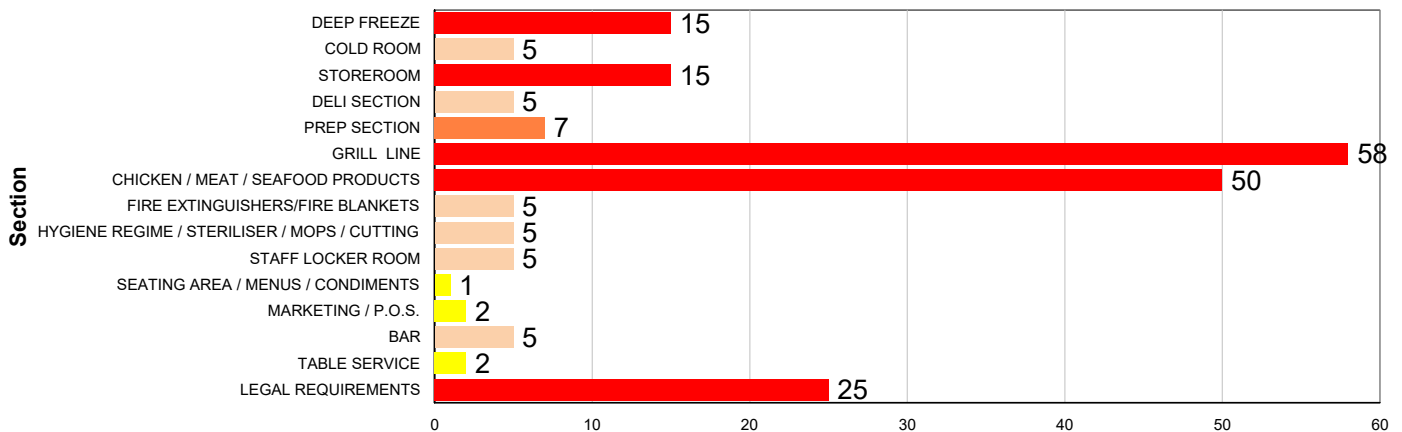
Task ref#	10982		
Date	18-07-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, TK		
Start odometer	100	End odometer	1000
Distance traveled	900 km		
Start time	Thursday 17 July, 2025 14:06:47	End time	Thursday 17 July, 2025 16:55:46
Time taken	169 mins		
Collector	Operations Managers		
Score	563/768 (73%)		

Assessment performance

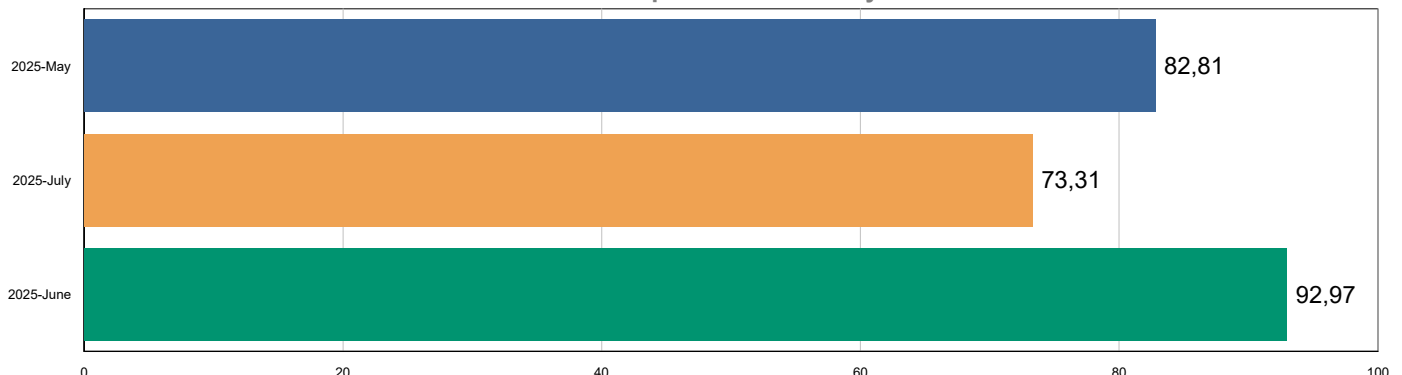


■ Passed	563	73.3%
■ Failed	205	26.7%
Total:	768	100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result
Stock rotation F.I.F.O.		5	<div></div>
Defrosted and cleaned once a week Photo 1	Freezer needs to be cleaned once a week	0	<div></div>
Correct labeling and dating		5	<div></div>
Storage of all products to be done according to Health Standard Photo 1	Product not stored properly	0	<div></div>
Temperature to be between -18 and -20 deg		5	<div></div>
Condition and maintenance of freezer Photo 1	Freezer needs to be galvanised	0	<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		5	<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	Curtains needed shelves rusting needs to be painted or sprayed	0	<div></div>

Scoring20 / 25

STOREROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	<div></div>
Correct labeling and dating Photo 1	Need labels	0	<div></div>
Storage of all products according to health Standard - Chemicals stored separately Photo 1	Labels needed	0	<div></div>
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1	Need to change foil in the storeroom	0	<div></div>

Scoring 5 / 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 Photo 1	Chess freezer dirty	5	<div></div>
Deli Equipment in working order	Printer needed in the delivery section	0	<div></div>
Food stored correctly after preparation eg: lettuce, coconut rice etc		5	<div></div>

Scoring 20 / 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		5	<div></div>
Are products defrosted and stored correctly after production?		5	<div></div>
Any rusting or broken tables and legs? Photo 1	Table rusting needs to be painted or sprayed	0	<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 1		2	<div></div>
Portion size (kg): Calamari tubes Photo 1		2	<div></div>
Portion size (kg): Calamari heads Photo 1		2	<div></div>
Portion size (kg): Ribs Photo 1	Ribs not correct portion	0	<div></div>
Portion size (kg): Chicken livers Photo 1		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		2	<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

25 / 25

GRILL LINE

Statement	Comment	Weight	Result
Fridges clean, correct temperature and working - handles and seals unbroken		5	
Flat top and gas lines clean, burners working, heat shield and base tray in good condition		10	
Open Flame grill clean and stones changed twice a month		10	
Chip Fryer clean, drained daily and working - thermostat checked Photo 1	Nob missing	0	
Oil quality as per spec, Photo 1	Need a new basket	0	
Following Moz cooking procedure Photo 1	No chicken not marinated properly	0	
Salamander and frame clean, all heat elements working Photo 1	No tray for the salamander	0	
All serving plates and platters clean and stacked correctly Photo 1	Proper plates needed	0	
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		10	
Chips, Rice and Veg freshness		10	
Cleanliness of light switches and isolators Photo 1	Isolator needs to be covered	0	
General cleanliness of floors, walls, ceilings, skirting and rubbish area Photo 1	Broken tiles in the kitchen	0	
No broken wall or floor tiles Photo 1	Broken tiles in the kitchen	0	

GRILL LINE

Statement	Comment	Weight	Result
Electrical compliance loose wires, fixtures, etc. Photo 1	Hot pass wires hanging out	0	<div></div>
Correct Mozambik uniform regulations must be adhered to Photo 1	Staff needs chef jacket,boots and aprons	0	<div></div>
Plates Unchipped, Moz Spec Photo 1	Plate which are not spec on rotation	0	<div></div>
Oven in working order and clean		10	<div></div>

Scoring 80 / 138

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications	No lemon butter,chicken not marinated	0	<div></div>
Mozambik approved suppliers in use only	Not complying with the standard	0	<div></div>
Control stock levels	Missing sweet chilli, lemon butter	0	<div></div>
All sauces not OFF / SOUR		5	<div></div>
Is the store buying 26% of stock from DC according to Store turnover sheet?	Receiving stock every 5 weeks	0	<div></div>

Scoring 5 / 55

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	Training was done on first Aid waiting for certificate	10	<div></div>

Scoring 15 / 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	No fire blanket	0	<div></div>

Scoring 15 / 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	No bucket in the deli section	0	<div></div>
Bucket of soap water to be available in relevant areas	Available needs to be colour coded	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

15 / 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 sanitizer		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	Staff locker rooms needs to be covered	0	<div></div>
Odour		1	<div></div>
Neat		1	<div></div>
Boots stored correctly and sanitized		1	<div></div>

Scoring3 / 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 1	Wall needs to 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)		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>
TV working and clean		10	<div></div>

Scoring

25 / 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 Photo 1	Upright fridge missing light	0	<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		5	<div></div>
Great cup of coffee?		2	<div></div>
Ice machine / chest freezer in working order and clean		2	<div></div>

Scoring 30 / 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 Photo 1	Need new trays	0	<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>

Scoring16 / 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>

Scoring10 / 10

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1	<div></div>
Proof of pest control services Photo 1	Store needs to be fumigated	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	Not sent	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>

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
First Aid Training Certificates	Training done awaiting certificate	2	<div></div>
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5	<div></div>
Certificate of Safe Oil Disposal		3	<div></div>

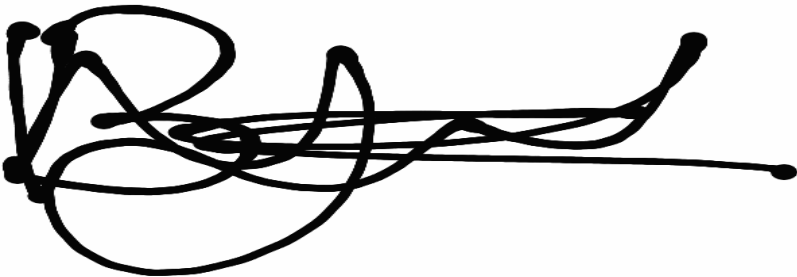
Scoring

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Signature(s)

Store Manager

Signed: 17/07/2025 16:55:24



Operations

Signed: 17/07/2025 16:55:35

