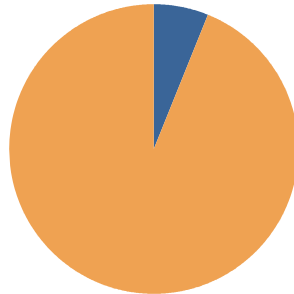


# MOZAMBIK

## Nelspruit

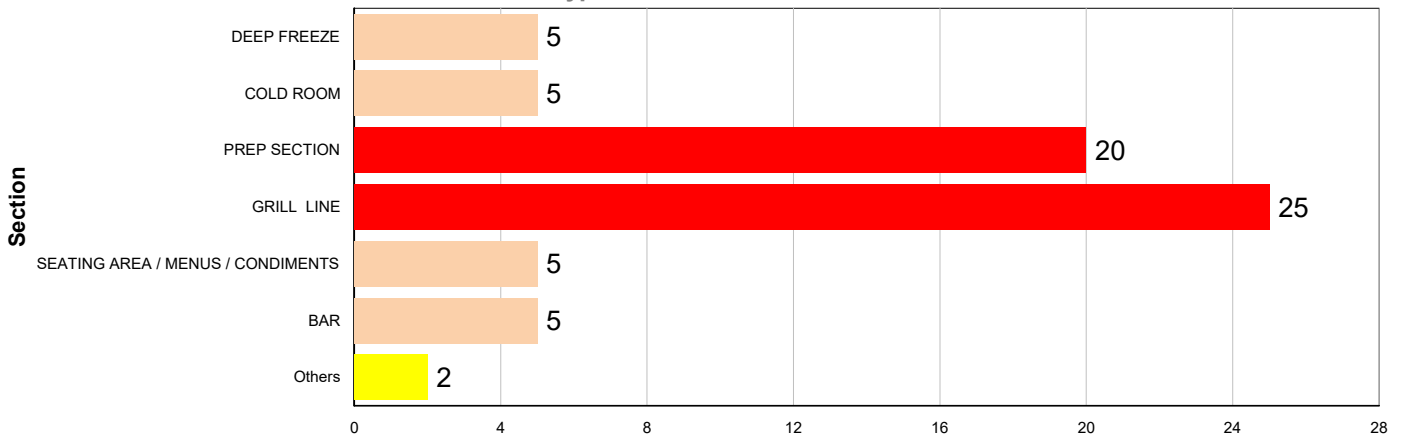
|                   |                               |              |                               |
|-------------------|-------------------------------|--------------|-------------------------------|
| Task ref#         | 10984                         |              |                               |
| Date              | 21-06-2025                    |              |                               |
| Type of task      | Store Evaluation              |              |                               |
| Completed by      | Mozambik, TK                  |              |                               |
| Start odometer    | 2222                          | End odometer | 2224                          |
| Distance traveled | 2 km                          |              |                               |
| Start time        | Friday 20 June, 2025 14:20:35 | End time     | Friday 20 June, 2025 15:40:09 |
| Time taken        | 80 mins                       |              |                               |
| Collector         | Operations Managers           |              |                               |
| Score             | 1191/1268 (94%)               |              |                               |

Assessment performance

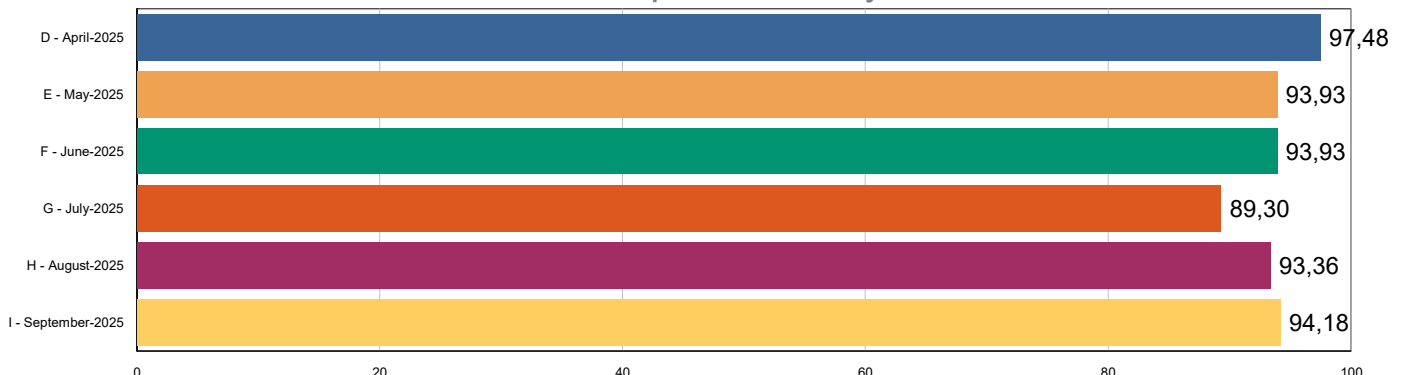


|        |      |        |
|--------|------|--------|
| Failed | 77   | 6.1%   |
| Passed | 1191 | 93.9%  |
| Total  | 1268 | 100.0% |

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

| Statement                                                                      | Comment               | Weight  | Result      | Critical |
|--------------------------------------------------------------------------------|-----------------------|---------|-------------|----------|
| Stock rotation F.I.F.O (first in first out)                                    |                       | 10 / 10 | <div></div> | *        |
| Defrosted and cleaned once a week                                              |                       | 5 / 5   | <div></div> |          |
| Correct labeling and dating                                                    |                       | 5 / 5   | <div></div> |          |
| Storage of all products to be done according to Health Standard                | Need a bigger freezer | 0 / 5   | <div></div> |          |
| Temperature to be between -18°C and -20°C (depending on defrost cycle)         |                       | 5 / 5   | <div></div> | *        |
| Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan | Need galvanised floor | 5 / 5   | <div></div> |          |
| Checklist filled in with date and time and signature                           |                       | 5 / 5   | <div></div> | *        |

|                           |         |
|---------------------------|---------|
| Scoring                   | 35 / 40 |
| - Critical deviations (*) | 0       |
| = Total                   | 35      |

COLD ROOM

| Statement                                                                       | Comment                    | Weight  | Result      | Critical |
|---------------------------------------------------------------------------------|----------------------------|---------|-------------|----------|
| Stock rotation F.I.F.O (first in first out)                                     |                            | 10 / 10 | <div></div> | *        |
| Correct labeling and dating                                                     |                            | 5 / 5   | <div></div> |          |
| Storage of all products to be done according to Health Standard                 |                            | 5 / 5   | <div></div> |          |
| Correct temp - 2c to 7c (dependent on defrost cycle)                            |                            | 5 / 5   | <div></div> |          |
| Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans | Galvanised floor is needed | 0 / 5   | <div></div> |          |
| Checklist filled in with date and time and signature                            |                            | 5 / 5   | <div></div> | *        |

|                           |         |
|---------------------------|---------|
| Scoring                   | 30 / 35 |
| - Critical deviations (*) | 0       |
| = Total                   | 30      |

STOREROOM

| Statement                                                                          | Comment | Weight  | Result      | Critical |
|------------------------------------------------------------------------------------|---------|---------|-------------|----------|
| Stock rotation F.I.F.O (first in first out)                                        |         | 10 / 10 | <div></div> | *        |
| Correct labeling and dating                                                        |         | 5 / 5   | <div></div> |          |
| Storage of all products according to health Standard - Chemicals stored separately |         | 5 / 5   | <div></div> |          |
| Complete cleanliness shelves / floor / walls                                       |         | 5 / 5   | <div></div> |          |

|                           |         |
|---------------------------|---------|
| Scoring                   | 25 / 25 |
| - Critical deviations (*) | 0       |
| = Total                   | 25      |

DELI SECTION

| Statement                                                                                                     | Comment | Weight  | Result      | Critical |
|---------------------------------------------------------------------------------------------------------------|---------|---------|-------------|----------|
| Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken |         | 5 / 5   | <div></div> |          |
| Recipes for salads and desserts followed                                                                      |         | 5 / 5   | <div></div> |          |
| Cleanliness of areas                                                                                          |         | 5 / 5   | <div></div> |          |
| Deli Equipment in working order                                                                               |         | 5 / 5   | <div></div> |          |
| Food stored correctly after preparation eg: lettuce, coconut rice etc                                         |         | 5 / 5   | <div></div> |          |
| Stock rotation F.I.F.O (first in first out)                                                                   |         | 10 / 10 | <div></div> | *        |

|                           |         |
|---------------------------|---------|
| Scoring                   | 35 / 35 |
| - Critical deviations (*) | 0       |
| = Total                   | 35      |

PREP SECTION

| Statement                                                                                                     | Comment                              | Weight  | Result      | Critical |
|---------------------------------------------------------------------------------------------------------------|--------------------------------------|---------|-------------|----------|
| Shelving neat,clean and organized                                                                             |                                      | 5 / 5   | <div></div> |          |
| Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken |                                      | 5 / 5   | <div></div> |          |
| Colour coded cutting boards stored correctly<br>Photo <a href="#">1</a>                                       | Dirty floor                          | 0 / 10  | <div></div> | *        |
| Are products defrosted and stored correctly after production?                                                 |                                      | 5 / 5   | <div></div> |          |
| Any rusting or broken tables and legs?                                                                        |                                      | 5 / 5   | <div></div> |          |
| Portion scale calibrated, working and clean                                                                   |                                      | 10 / 10 | <div></div> | *        |
| All prep and portions sheets in use and filled in, and email to R&D?                                          |                                      | 10 / 10 | <div></div> | *        |
| Platform scale working and clean                                                                              |                                      | 5 / 5   | <div></div> |          |
| Portion size (kg): Cheese                                                                                     |                                      | 5 / 5   | <div></div> |          |
| Portion size (kg): Calamari tubes                                                                             |                                      | 5 / 5   | <div></div> |          |
| Portion size (kg): Calamari heads                                                                             | Not correct portion needs to be 110g | 0 / 5   | <div></div> |          |
| Portion size (kg): Ribs                                                                                       | Ribs not correct portion             | 0 / 5   | <div></div> |          |
| Portion size (kg): Chicken livers                                                                             |                                      | 5 / 5   | <div></div> |          |
| Portion size (kg): Chicken fillets                                                                            |                                      | 5 / 5   | <div></div> |          |
| Stock rotation F.I.F.O (first in first out)                                                                   |                                      | 10 / 10 | <div></div> | *        |

|                           |         |
|---------------------------|---------|
| Scoring                   | 75 / 95 |
| - Critical deviations (*) | 10      |
| = Total                   | 65      |

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SCULLERY/DISHWASHER

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

|                           |         |
|---------------------------|---------|
| Scoring                   | 40 / 40 |
| - Critical deviations (*) | 0       |
| = Total                   | 40      |

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## GRILL LINE

| Statement                                                                                                                    | Comment                                | Weight  | Result      | Critical |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|---------|-------------|----------|
| Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken                |                                        | 5 / 5   | <div></div> |          |
| Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition                        |                                        | 10 / 10 | <div></div> |          |
| Open Flame grill clean and stones changed twice a month, and burners and valves working correctly<br>Photo <a href="#">1</a> | Oil build up on the flame grill        | 0 / 10  | <div></div> |          |
| Chip Fryer clean, drained daily and working - thermostat checked                                                             |                                        | 10 / 10 | <div></div> |          |
| Oil quality as per spec                                                                                                      |                                        | 10 / 10 | <div></div> |          |
| Following Moz cooking procedure                                                                                              |                                        | 10 / 10 | <div></div> | *        |
| Salamander and frame clean, all heat elements working                                                                        |                                        | 5 / 5   | <div></div> |          |
| All serving plates and platters clean and stacked correctly                                                                  |                                        | 5 / 5   | <div></div> |          |
| Co-ordinating area cleaned and clear of clutter                                                                              |                                        | 5 / 5   | <div></div> |          |
| Gas boiling table / Inductions clean and all burners and valves working correctly                                            |                                        | 10 / 10 | <div></div> |          |
| Extraction system and canopy working (incl lights), cleaned daily including filters<br>Photo <a href="#">1</a>               | Filters dirty need to be cleaned daily | 0 / 15  | <div></div> |          |
| Extraction professionally cleaned - record last date                                                                         |                                        | 10 / 10 | <div></div> |          |
| Chips, Rice and Veg freshness                                                                                                |                                        | 10 / 10 | <div></div> |          |
| Cleanliness of light switches and isolators                                                                                  |                                        | 5 / 5   | <div></div> |          |
| General cleanliness of floors, walls, ceilings, skirting and rubbish area                                                    |                                        | 5 / 5   | <div></div> |          |
| No broken wall or floor tiles                                                                                                |                                        | 5 / 5   | <div></div> |          |
| Electrical compliance loose wires, fixtures, etc.                                                                            |                                        | 5 / 5   | <div></div> |          |
| Correct Mozambik uniform regulations must be adhered to                                                                      |                                        | 10 / 10 | <div></div> |          |
| Plates Unchipped, Moz Spec                                                                                                   |                                        | 5 / 5   | <div></div> | *        |

GRILL LINE

| Statement                                      | Comment | Weight    | Result | Critical |
|------------------------------------------------|---------|-----------|--------|----------|
| Oven in working order and clean                |         | 10 / 10   |        | *        |
| Ask Kitchen how to cook chicken from the start |         | 10 / 10   |        |          |
| Scoring                                        |         | 145 / 170 |        |          |
| - Critical deviations (*)                      |         | 0         |        |          |
| = Total                                        |         | 145       |        |          |

CHICKEN / MEAT / SEAFOOD PRODUCTS

| Statement                                                                   | Comment | Weight  | Result | Critical |
|-----------------------------------------------------------------------------|---------|---------|--------|----------|
| Correct Mozambik specifications                                             |         | 10 / 10 |        | *        |
| Mozambik approved suppliers in use only                                     |         | 10 / 10 |        | *        |
| Control stock levels                                                        |         | 5 / 5   |        | *        |
| Any sauces OFF / SOUR                                                       |         | 5 / 5   |        | *        |
| Is the store buying 26% of stock from DC according to Store turnover sheet? |         | 30 / 30 |        | *        |
| Scoring                                                                     |         | 60 / 60 |        |          |
| - Critical deviations (*)                                                   |         | 0       |        |          |
| = Total                                                                     |         | 60      |        |          |

FIRST AID KIT

| Statement                                                | Comment | Weight  | Result | Critical |
|----------------------------------------------------------|---------|---------|--------|----------|
| A fully equipped first aid kit must be present in stores |         | 10 / 10 |        |          |
| First Aid officer on duty                                |         | 10 / 10 |        |          |
| Scoring                                                  |         | 20 / 20 |        |          |
| - Critical deviations (*)                                |         | 0       |        |          |
| = Total                                                  |         | 20      |        |          |

FIRE EXTINGUISHERS/FIRE BLANKETS

| Statement                                                                                                 | Comment | Weight  | Result      | Critical |
|-----------------------------------------------------------------------------------------------------------|---------|---------|-------------|----------|
| Fire extinguishers must be wall mounted                                                                   |         | 10 / 10 | <div></div> |          |
| Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date |         | 10 / 10 | <div></div> | *        |
| Fire Blankets must be wall mounted in grill area for easy access                                          |         | 10 / 10 | <div></div> |          |
| Scoring                                                                                                   |         | 30 / 30 |             |          |
| - Critical deviations (*)                                                                                 |         | 0       |             |          |
| = Total                                                                                                   |         | 30      |             |          |

HYGIENE REGIME

| Statement                                                                    | Comment | Weight  | Result      | Critical |
|------------------------------------------------------------------------------|---------|---------|-------------|----------|
| Color coded mops must be used for FOH and BOH and TOILETS.                   |         | 5 / 5   | <div></div> |          |
| Must be stored correctly - upright position on a hanging rack                |         | 5 / 5   | <div></div> |          |
| Must be sanitized over night                                                 |         | 5 / 5   | <div></div> |          |
| Each section to have correct color coded equipment                           |         | 5 / 5   | <div></div> |          |
| Bucket of soap water to be available in relevant areas, with relevant cloths |         | 5 / 5   | <div></div> |          |
| All cloths must be clean, sanitized and color coded in relevant areas        |         | 5 / 5   | <div></div> |          |
| Scoring                                                                      |         | 30 / 30 |             |          |
| - Critical deviations (*)                                                    |         | 0       |             |          |
| = Total                                                                      |         | 30      |             |          |

TOILETS: WHERE APPLICABLE

| Statement                                                    | Comment | Weight  | Result      | Critical |
|--------------------------------------------------------------|---------|---------|-------------|----------|
| Clean and well maintained                                    |         | 5 / 5   | <div></div> |          |
| Fresh odor                                                   |         | 5 / 5   | <div></div> |          |
| Toilet paper, hand toweling, soap and santizer               |         | 5 / 5   | <div></div> |          |
| She bins in place                                            |         | 5 / 5   | <div></div> |          |
| Extra effort in making bathrooms more pretty/ user friendly. |         | 5 / 5   | <div></div> |          |
| Toilet cleaning checklist completed and filed                |         | 10 / 10 | <div></div> |          |
| Baby change stations,clean and operational                   |         | 5 / 5   | <div></div> |          |

|                           |         |
|---------------------------|---------|
| Scoring                   | 40 / 40 |
| - Critical deviations (*) | 0       |
| = Total                   | 40      |

STAFF TOILETS

| Statement                                           | Comment | Weight  | Result      | Critical |
|-----------------------------------------------------|---------|---------|-------------|----------|
| Clean and well maintained                           |         | 5 / 5   | <div></div> |          |
| Fresh odor                                          |         | 5 / 5   | <div></div> |          |
| Toilet paper, hand toweling, hand soap and santizer |         | 10 / 10 | <div></div> |          |
| She bins in place                                   |         | 5 / 5   | <div></div> |          |
| Toilet cleaning checklist completed and filed       |         | 5 / 5   | <div></div> |          |
| Toilet seat present                                 |         | 5 / 5   | <div></div> |          |

|                           |         |
|---------------------------|---------|
| Scoring                   | 35 / 35 |
| - Critical deviations (*) | 0       |
| = Total                   | 35      |

STAFF LOCKER ROOM

| Statement                            | Comment | Weight  | Result      | Critical |
|--------------------------------------|---------|---------|-------------|----------|
| Cleanliness                          |         | 5 / 5   | <div></div> |          |
| Odour                                |         | 5 / 5   | <div></div> |          |
| Neat                                 |         | 5 / 5   | <div></div> |          |
| Boots stored correctly and sanitized |         | 5 / 5   | <div></div> |          |
| Scoring                              |         | 20 / 20 |             |          |
| - Critical deviations (*)            |         | 0       |             |          |
| = Total                              |         | 20      |             |          |

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SIGNAGE, EXTERIOR AND ENTRANCE

| Statement                                                    | Comment | Weight  | Result      | Critical |
|--------------------------------------------------------------|---------|---------|-------------|----------|
| Signage - Illumination and general cleanliness and condition |         | 5 / 5   | <div></div> | *        |
| General cleanliness of outside area<br>conditon of furniture |         | 5 / 5   | <div></div> |          |
| Spec Furniture                                               |         | 5 / 5   | <div></div> |          |
| Scoring                                                      |         | 15 / 15 |             |          |
| - Critical deviations (*)                                    |         | 0       |             |          |
| = Total                                                      |         | 15      |             |          |

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SEATING AREA / MENUS / CONDIMENTS

| Statement                                                                                                                | Comment                  | Weight  | Result      | Critical |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------|---------|-------------|----------|
| Paint work, ceiling boards                                                                                               |                          | 5 / 5   | <div></div> |          |
| Cleanliness of walls, air ducts etc<br>Photo <a href="#">1</a>                                                           | Nest in the sitting area | 0 / 5   | <div></div> |          |
| Lighting - all working                                                                                                   |                          | 5 / 5   | <div></div> |          |
| All gold Tomato sauce bottles clean and in good condition                                                                |                          | 5 / 5   | <div></div> |          |
| Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce) |                          | 10 / 10 | <div></div> |          |
| Menus up to date and clean                                                                                               |                          | 5 / 5   | <div></div> |          |
| Menu boards professionally done, neat, illuminated                                                                       |                          | 5 / 5   | <div></div> |          |
| Correct Serviette Dispensers on the tables filled, good condition, not cracked and clean                                 |                          | 10 / 10 | <div></div> |          |
| TV working and clean                                                                                                     |                          | 5 / 5   | <div></div> |          |

|                           |         |
|---------------------------|---------|
| Scoring                   | 50 / 55 |
| - Critical deviations (*) | 0       |
| = Total                   | 50      |

MARKETING / P.O.S.

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

|                           |         |
|---------------------------|---------|
| Scoring                   | 30 / 30 |
| - Critical deviations (*) | 0       |
| = Total                   | 30      |

RECEPTION COUNTER/PLANTS/BINS

| Statement                                              | Comment | Weight  | Result      | Critical |
|--------------------------------------------------------|---------|---------|-------------|----------|
| Pots and plants clean (dust and cigarette butts free)  |         | 5 / 5   | <div></div> |          |
| Bins odour free and clean, with lids and refuse bag in |         | 5 / 5   | <div></div> |          |
| Front counter clean and uncluttered                    |         | 10 / 10 | <div></div> | *        |
| Scoring                                                |         | 20 / 20 |             |          |
| - Critical deviations (*)                              |         | 0       |             |          |
| = Total                                                |         | 20      |             |          |

WAITER STATIONS/CUTLERY/CROCKERY

| Statement                                                               | Comment | Weight  | Result      | Critical |
|-------------------------------------------------------------------------|---------|---------|-------------|----------|
| Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean |         | 5 / 5   | <div></div> |          |
| Welcome Peanut Cone and Sweets Moz Spec available                       |         | 10 / 10 | <div></div> | *        |
| Kids colouring in sheets and crayons available                          |         | 5 / 5   | <div></div> |          |
| Scoring                                                                 |         | 20 / 20 |             |          |
| - Critical deviations (*)                                               |         | 0       |             |          |
| = Total                                                                 |         | 20      |             |          |

TELEPHONE AND COMPUTER

| Statement                                                                                       | Comment | Weight  | Result      | Critical |
|-------------------------------------------------------------------------------------------------|---------|---------|-------------|----------|
| Latest Moz GAAP / Pilot software version in use updated on the cloud and stock control captured |         | 10 / 10 | <div></div> | *        |
| Moz Email account activated and checked                                                         |         | 5 / 5   | <div></div> |          |
| Emergency Telephones number near the phone                                                      |         | 5 / 5   | <div></div> |          |
| Telephone and Wifi in working order                                                             |         | 10 / 10 | <div></div> |          |
| Scoring                                                                                         |         | 30 / 30 |             |          |
| - Critical deviations (*)                                                                       |         | 0       |             |          |
| = Total                                                                                         |         | 30      |             |          |

MANAGERS

| Statement                                                                                 | Comment | Weight  | Result      | Critical |
|-------------------------------------------------------------------------------------------|---------|---------|-------------|----------|
| Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.              |         | 10 / 10 | <div></div> | *        |
| Compliance to hygiene regulations, hair neat, nails clean - no jewellery                  |         | 5 / 5   | <div></div> |          |
| Manager involved in running of floor FOH, vibing with customers and staff and running BOH |         | 10 / 10 | <div></div> |          |

|                           |         |
|---------------------------|---------|
| Scoring                   | 25 / 25 |
| - Critical deviations (*) | 0       |
| = Total                   | 25      |

WAITERS

| Statement                                                                                                      | Comment | Weight  | Result      | Critical |
|----------------------------------------------------------------------------------------------------------------|---------|---------|-------------|----------|
| Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons                         |         | 5 / 5   | <div></div> |          |
| Compliance to hygiene regulations, hair neat, nails clean - no jewellery                                       |         | 10 / 10 | <div></div> |          |
| Waiter's cloths - must be 2, worn on belt/apron, not shoulder                                                  |         | 10 / 10 | <div></div> |          |
| Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day                              |         | 10 / 10 | <div></div> |          |
| Waiters writing on the table paper runner: name and manager name                                               |         | 10 / 10 | <div></div> | *        |
| Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available |         | 10 / 10 | <div></div> |          |

|                           |         |
|---------------------------|---------|
| Scoring                   | 55 / 55 |
| - Critical deviations (*) | 0       |
| = Total                   | 55      |

BAR

| Statement                                                                                                                  | Comment           | Weight  | Result      | Critical |
|----------------------------------------------------------------------------------------------------------------------------|-------------------|---------|-------------|----------|
| Clean, merchandised and stocked according to standards                                                                     |                   | 5 / 5   | <div></div> |          |
| Blender, blender jugs and Ice well clean, working                                                                          |                   | 5 / 5   | <div></div> |          |
| Coffee machines / grinder clean, working                                                                                   |                   | 5 / 5   | <div></div> |          |
| Has the barman/barlady been for full Barista training                                                                      |                   | 10 / 10 | <div></div> |          |
| Glasses and crockery clean, unchipped and unstained                                                                        |                   | 10 / 10 | <div></div> |          |
| Bar area and equipment (incl printers) clean and tidy                                                                      |                   | 10 / 10 | <div></div> |          |
| Glasses and crockery Moz spec                                                                                              |                   | 10 / 10 | <div></div> | *        |
| Great cup of coffee?                                                                                                       |                   | 5 / 5   | <div></div> |          |
| Ice machine / chest freezer in working order and clean<br>Photo <a href="#">1</a>                                          | Ice machine dirty | 0 / 5   | <div></div> |          |
| Stock rotation F.I.F.O (first in first out)                                                                                |                   | 10 / 10 | <div></div> | *        |
| Underbar fridges clean, correct temperature 2°C to 7°C (dependent on defrost cycle), working, handles and seals not broken |                   | 10 / 10 | <div></div> |          |
| Standup fridges in working order? Are the decals over lightbox and advertising in place?                                   |                   | 10 / 10 | <div></div> |          |

|                           |         |
|---------------------------|---------|
| Scoring                   | 90 / 95 |
| - Critical deviations (*) | 0       |
| = Total                   | 90      |

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WELCOME / CUSTOMER RECEPTION / REQUESTS

| Statement                                                | Comment | Weight  | Result      | Critical |
|----------------------------------------------------------|---------|---------|-------------|----------|
| Customer acknowledged immediately on entering store      |         | 10 / 10 | <div></div> |          |
| Specified music being played and at correct sound levels |         | 10 / 10 | <div></div> |          |
| Customer must be escorted to table                       |         | 5 / 5   | <div></div> |          |
| Farewell and thanked by staff/management on way out      |         | 5 / 5   | <div></div> |          |
| Scoring                                                  |         | 30 / 30 |             |          |
| - Critical deviations (*)                                |         | 0       |             |          |
| = Total                                                  |         | 30      |             |          |

TABLE SERVICE

| Statement                                                                                                                                 | Comment | Weight    | Result      | Critical |
|-------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------|-------------|----------|
| Menus - removed from table, on placing order                                                                                              |         | 10 / 10   | <div></div> |          |
| Beverages - tray used, drinks opened and poured half full                                                                                 |         | 10 / 10   | <div></div> |          |
| Wine service - label presented, taster poured, ice bucket delivered                                                                       |         | 10 / 10   | <div></div> |          |
| Tables wiped down during service - water and food residue                                                                                 |         | 10 / 10   | <div></div> |          |
| Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate                                                    |         | 10 / 10   | <div></div> |          |
| Ashtrays - cleared appropriately (if appropriate)                                                                                         |         | 10 / 10   | <div></div> |          |
| Table cleared of all dirty cutlery and crockery before bill presented                                                                     |         | 10 / 10   | <div></div> |          |
| Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note                   |         | 10 / 10   | <div></div> |          |
| Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials |         | 20 / 20   | <div></div> | *        |
| Scoring                                                                                                                                   |         | 100 / 100 |             |          |
| - Critical deviations (*)                                                                                                                 |         | 0         |             |          |
| = Total                                                                                                                                   |         | 100       |             |          |

KIDS SECTION (WHERE APPLICABLE)

| Statement                                               | Comment | Weight  | Result | Critical |
|---------------------------------------------------------|---------|---------|--------|----------|
| Play area clean and no broken equipment (if applicable) |         | 5 / 5   |        |          |
| Child Minder present (if applicable)                    |         | 5 / 5   |        |          |
| Play area well equipped                                 |         | 5 / 5   |        |          |
| Scoring                                                 |         | 15 / 15 |        |          |
| - Critical deviations (*)                               |         | 0       |        |          |
| = Total                                                 |         | 15      |        |          |

LEGAL REQUIREMENTS (MONTHLY)

| Statement                                                                                                                | Comment | Weight  | Result | Critical |
|--------------------------------------------------------------------------------------------------------------------------|---------|---------|--------|----------|
| Generator in Working Order and Serviced                                                                                  |         | 5 / 5   |        |          |
| Proof of pest control services                                                                                           |         | 5 / 5   |        |          |
| Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's                    |         | 20 / 20 |        | *        |
| Latest Updated - OPS Manual and Recipe Card Booklets                                                                     |         | 5 / 5   |        | *        |
| Are the disclaimers visible in the following areas - Kids Play Area, Peanut & Food allergies / General by the front door |         | 5 / 5   |        |          |
| Scoring                                                                                                                  |         | 40 / 40 |        |          |
| - Critical deviations (*)                                                                                                |         | 0       |        |          |
| = Total                                                                                                                  |         | 40      |        |          |

LEGAL REQUIREMENTS (STAFF)

| Statement                                                                                                                       | Comment | Weight  | Result      | Critical |
|---------------------------------------------------------------------------------------------------------------------------------|---------|---------|-------------|----------|
| Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law |         | 5 / 5   | <div></div> |          |
| Waiters meeting must have taken place and recorded - File present                                                               |         | 5 / 5   | <div></div> |          |
| Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact             |         | 10 / 10 | <div></div> | *        |
| Time in Attendance                                                                                                              |         | 2 / 2   | <div></div> |          |
| PAYE and UIF                                                                                                                    |         | 2 / 2   | <div></div> |          |
| Funeral Policies (if applicable)                                                                                                |         | 2 / 2   | <div></div> |          |
| COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)                                                     |         | 5 / 5   | <div></div> |          |
| Scoring                                                                                                                         |         | 31 / 31 |             |          |
| - Critical deviations (*)                                                                                                       |         | 0       |             |          |
| = Total                                                                                                                         |         | 31      |             |          |

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LEGAL REQUIREMENTS (LEGAL)

| Statement                          | Comment           | Weight | Result | Critical |
|------------------------------------|-------------------|--------|--------|----------|
| Liquor License Section 19/23       | No liquor licence | 0 / 2  |        |          |
| Certificate of Acceptability       |                   | 2 / 2  |        |          |
| Fire Certificate                   |                   | 2 / 2  |        |          |
| Gas Certificate                    |                   | 2 / 2  |        |          |
| Electrical Compliance              |                   | 2 / 2  |        |          |
| Trade License                      |                   | 2 / 2  |        |          |
| Certificate of Occupancy           |                   | 2 / 2  |        |          |
| TV License                         |                   | 2 / 2  |        |          |
| SAMPRO / SAMPRA                    |                   | 2 / 2  |        |          |
| VAT Registration                   |                   | 2 / 2  |        |          |
| Basic Conditions of Employment Act |                   | 2 / 2  |        |          |
| First Aid Training Certificates    |                   | 5 / 5  |        | *        |
| Certificate of Safe Oil Disposal   |                   | 5 / 5  |        |          |

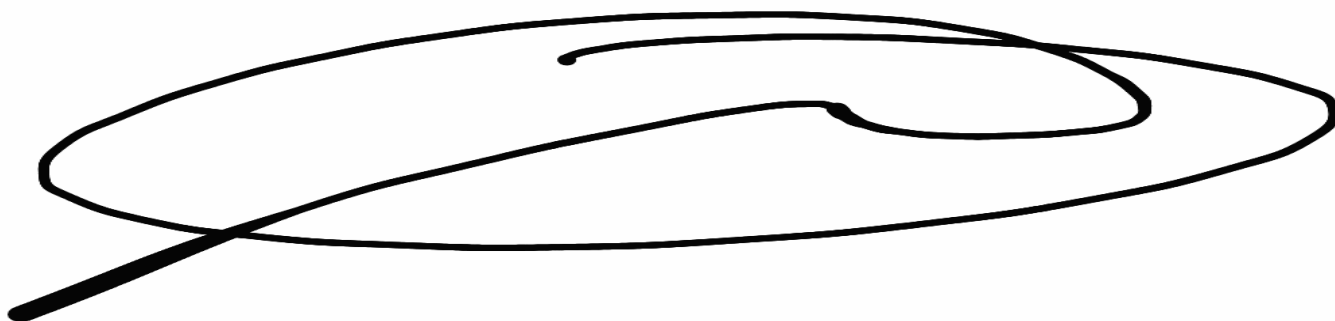
|                           |         |
|---------------------------|---------|
| Scoring                   | 30 / 32 |
| - Critical deviations (*) | 0       |
| = Total                   | 30      |

|                             |             |
|-----------------------------|-------------|
| Overall score               | 1201 / 1268 |
| - Total critical deviations | 10          |
| = Grand total               | 1191        |

## Signature(s)

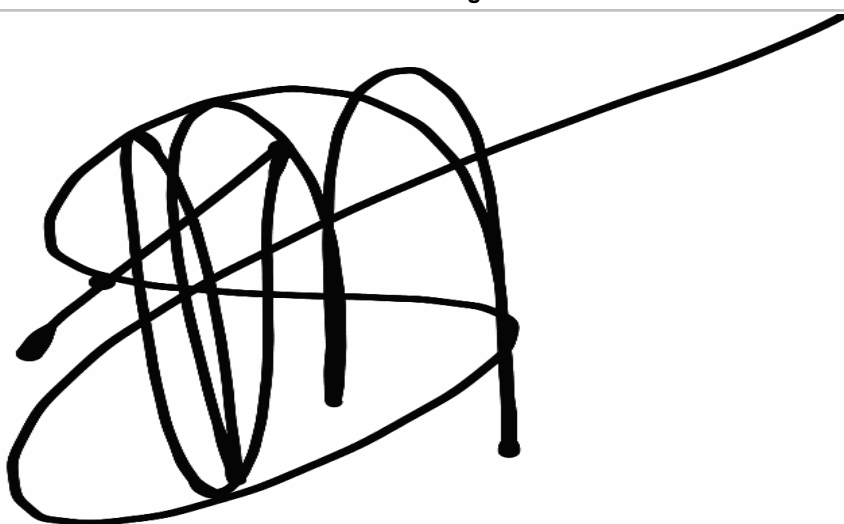
Store Manager

Signed: 20/06/2025 15:39:39

A large, fluid, handwritten signature in black ink, consisting of several overlapping loops and a long, sweeping horizontal stroke at the bottom.

Operations

Signed: 20/06/2025 15:40:00

A complex, handwritten signature in black ink, featuring multiple overlapping loops and a long, sweeping horizontal stroke at the bottom.