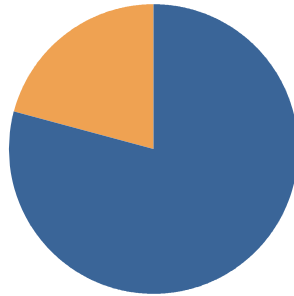


MOZAMBIK

Somerset West

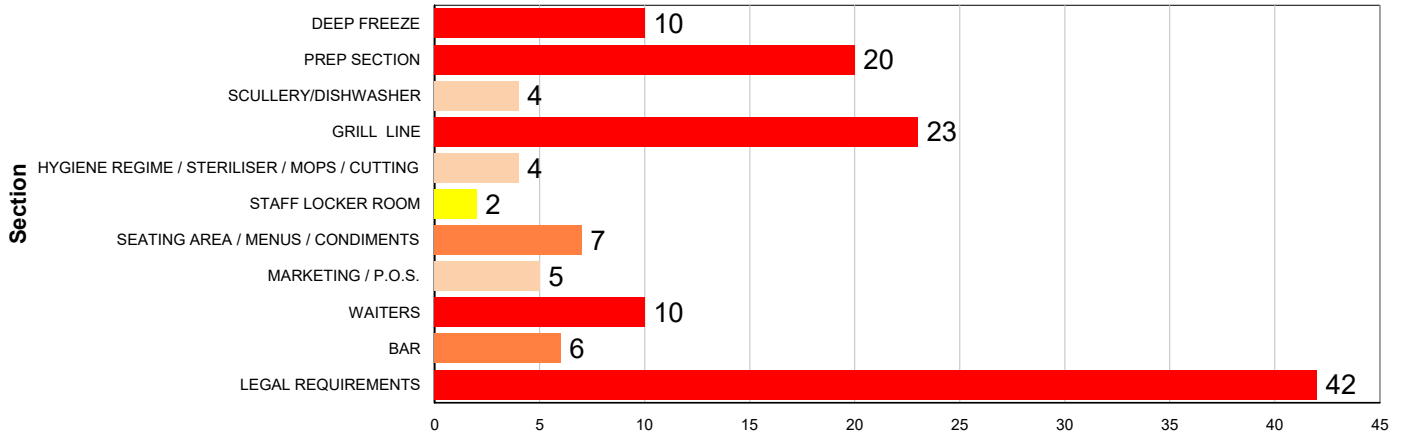
Task ref#	11021		
Date	19-06-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Uhuru		
Start odometer	98765	End odometer	43210
Distance traveled	-55555 km		
Start time	Wednesday 18 June, 2025 12:12:22	End time	Wednesday 18 June, 2025 14:10:57
Time taken	118 mins		
Collector	Operations Managers		
Score	507/640 (79%)		

Assessment performance

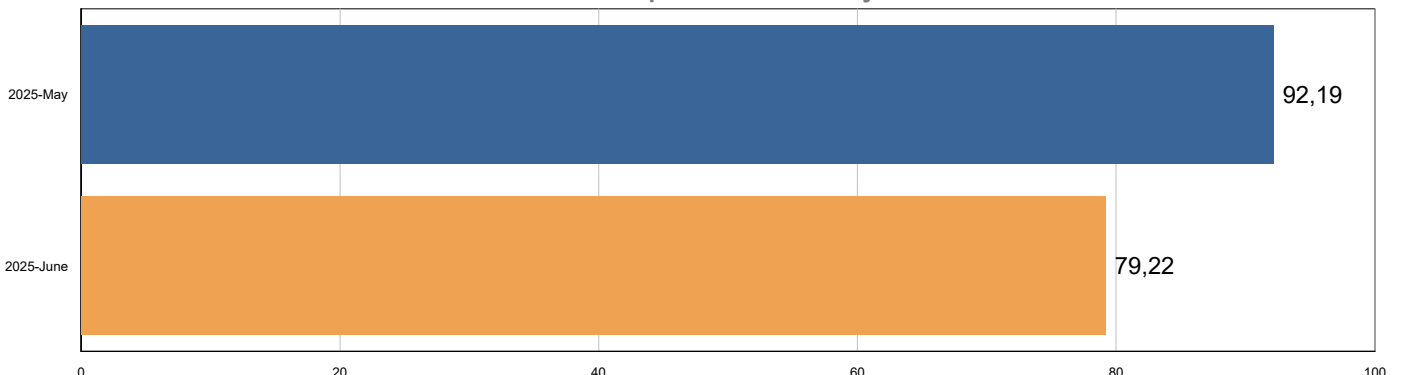


■ Passed	507	79.2%
■ Failed	133	20.8%
Total:	640	100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result
Stock rotation F.I.F.O.	FiFo not practiced in freezer room Storage of old unused, outdated stock left in freezer	0	<div></div>
Defrosted and cleaned once a week Photo 1 Photo 2	Freezer has ice build up around fans pipes Containers not removed washed once empty I'm freezer	0	<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>

Scoring20 / 35

COLD ROOM

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

Scoring35 / 35

STOREROOM

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

Scoring20 / 20

DELI SECTION

Statement	Comment	Weight	Result
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5	<div></div>
Recipes for salads and desserts followed		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>

Scoring21 / 21

PREP SECTION

Statement	Comment	Weight	Result
Shelving neat, clean and organized	Prep/scullery section dirty from waiters Empty peri peri bottles, unswept floors old posters stored in area	0	<div></div>
Fridges clean, correct temperature and working - handles and seals unbroken	Prep fridge is broken Sliding door fridges need to be whipped down	0	<div></div>
All prescribed hygiene specifications followed	Containers in prep fridges need to be whipped down cleaned	0	<div></div>
Are products defrosted and stored correctly after production?	Products not dated after production in fridges Ribs, calamari, chicken prawns	0	<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?		1	<div></div>
Platform scale working and clean		1	<div></div>
Are the portion sizes correct?		1	<div></div>
Portion size (kg): Cheese		1	<div></div>
Portion size (kg): Calamari tubes		1	<div></div>
Portion size (kg): Calamari heads		1	<div></div>
Portion size (kg): Ribs		1	<div></div>
Portion size (kg): Chicken livers		1	<div></div>

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result
Cleanliness of section and equipment	Ceiling boards need a paint job Ceiling boards need to be whipped down Walls edges need a clean BoH	0	<div></div>
Cutting boards, pots, cutlery and crockery stacked correctly		2	<div></div>
No leaking plumbing	Danage pipe under dishwasher not draining	0	<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	Pre cooking/over prepping prawn belene	0	
Salamander and frame clean, all heat elements working		2	
All serving plates and platters clean and stacked correctly		2	
Co-ordinating area cleaned and clear of clutter	Dirty co-ordination station above pass Sweet Chilli spilled not cleaned	0	
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		1	
General cleanliness of floors, walls, ceilings, skirting and rubbish area	Whole BoH needs a deep clean (walls, corners ceilings	0	
No broken wall or floor tiles		1	
Electrical compliance loose wires, fixtures, etc.	Two loose plug points above prep sinks	0	
Correct Mozambik uniform regulations must be adhered to		8	
Plates Unchipped, Moz Spec	Using wrong spec side plates need 20 kiddies bowls	0	

CHICKEN / MEAT / SEAFOOD PRODUCTS

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

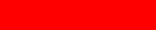






FIRST AID KIT

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>

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

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS. Photo 1	Cleaning equipment not fully colour coded	0	
Must be stored correctly - upright position on a hanging rack		2	
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	Dish cloths not colour coordinated	0	

Scoring**10 / 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		5	

Scoring**19 / 19**

STAFF TOILETS

Statement	Comment	Weight	Result
Clean and well maintained		5	<div></div>
Fresh odor		2	<div></div>
Toilet paper, hand toweling, hand soap and santizer		1	<div></div>
She bins in place		1	<div></div>
Toilet cleaning checklist completed and filed		5	<div></div>
Toilet seat present		1	<div></div>

Scoring15 / 15

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness	Floor needs to be whipped down in locker room Walls corners need a scrub clean	0	<div></div>
Odour		1	<div></div>
Neat		1	<div></div>
Boots stored correctly and sanitized		1	<div></div>









Scoring3 / 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	
Cleanliness of walls, air ducts etc		1	
Lighting - all working	Lights not working BoH by storeroom	0	
All gold Tomato sauce bottles clean and in good condition		1	
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce)	Condiment baskets missing peri peri, sanitizer wet whipes	0	
Menus up to date and clean		1	
Menu boards professionally done, neat, illuminated		1	
Correct Serviette Dispensers on the tables and filled	Some damaged serviette dispensers on tables	0	

Scoring 5 / 12**MARKETING / P.O.S.**

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed	Old Moz marketing material in snapper frames	0	
Correct table talkers on tables and in Serviette dispensers, Posters Moz approved Spec		1	
In-house specials material Moz spec		1	
Correct Moz Spec Take Away Containers, Carry bags and stickers been used		2	
If HO promo running only HO promo on tables		2	
Snapper frames wall mounted		3	

Scoring 9 / 14**RECEPTION COUNTER/PLANTS/BINS**

Statement	Comment	Weight	Result
Pots and plants clean (dust and cigarette butts free)		2	
Bins odour free and clean, with lids and refuse bag in		1	
Front counter clean and uncluttered		2	

Scoring 5 / 5

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5	<div></div>
Welcome Peanut Cone and Sweets 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	Waiter notnin Moz spec dark shoes	0	<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	Waiters not practicing Moz greetings for customers	0	<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

11 / 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	Fridges have liquid stains not whiped down Underbar fridge has cracked perspex window	0	<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	Old flowers rubbish on bar shelving	0	<div></div>
Glasses and crockery Moz spec	Dehydrating own fruit for cocktails	2	<div></div>
Great cup of coffee?		2	<div></div>
Ice machine / chest freezer in working order and clean		2	<div></div>

Scoring

16 / 22

WELCOME / CUSTOMER RECEPTION / REQUESTS

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

Scoring **20 / 20**

TABLE SERVICE

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

Scoring **18 / 18**

KIDS SECTION

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

Scoring **10 / 10**

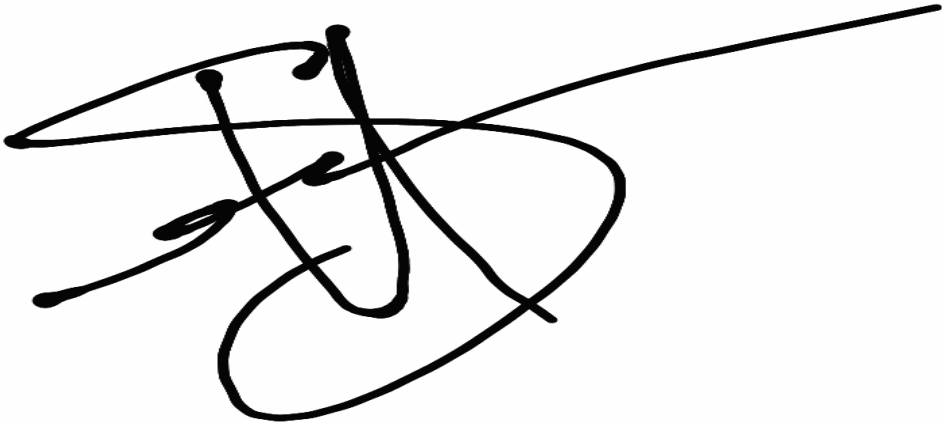
LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1	<div></div>
Proof of pest control services		1	<div></div>
Waiters meeting must have taken place and recorded - File present	Waiter meeting not recorded	0	<div></div>
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's	Store GP's are not updated submitted	0	<div></div>
Liquor License Section 19/23		2	<div></div>
Certificate of Acceptability		2	<div></div>
Fire Certificate		2	<div></div>
Gas Certificate		0	<div></div>
Electrical Compliance		2	<div></div>
Trade License		2	<div></div>
Certificate of Occupancy		2	<div></div>
TV License		0	<div></div>
SAMPRO / SAMPRA		0	<div></div>
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact		5	<div></div>
Latest Updated - OPS Manual and Recipe Card Booklets		5	<div></div>
Time in Attendance		1	<div></div>
PAYE and UIF		1	<div></div>
VAT Registration		1	<div></div>
Basic Conditions of Employment Act	No basic conditions of employment act poster in store	0	<div></div>
Funeral Policies (if applicable)		1	<div></div>
First Aid Training Certificates		1	<div></div>
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		0	<div></div>
Certificate of Safe Oil Disposal		0	<div></div>

Signature(s)

Operations

Signed: 18/06/2025 14:10:10

A stylized handwritten signature in black ink, featuring a large loop and a long horizontal stroke extending to the right.

Store Manager

Signed: 18/06/2025 14:10:36

A handwritten signature in black ink, consisting of a large loop followed by a series of smaller loops and a long horizontal stroke extending to the right.