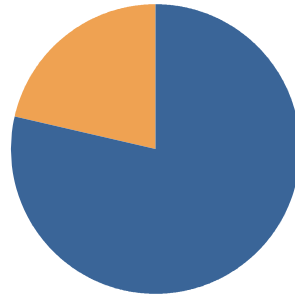


MOZAMBIK

Wilson's Wharf

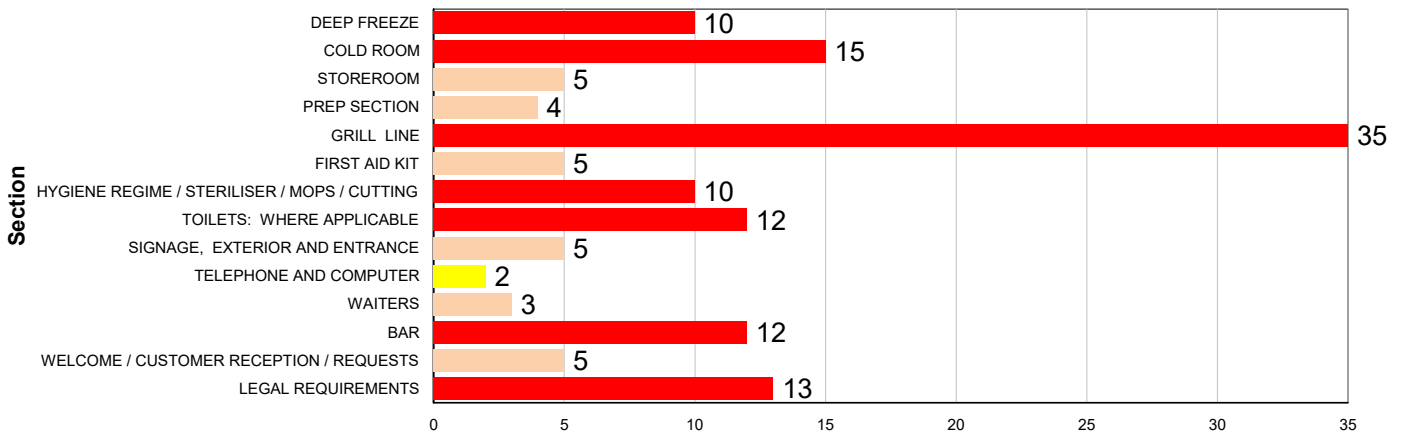
Task ref#	11023		
Date	20-06-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	65600	End odometer	65716
Distance traveled	116 km		
Start time	Wednesday 18 June, 2025 12:06:13	End time	Thursday 19 June, 2025 08:56:15
Time taken	1250 mins		
Collector	Operations Managers		
Score	504/640 (79%)		

Assessment performance

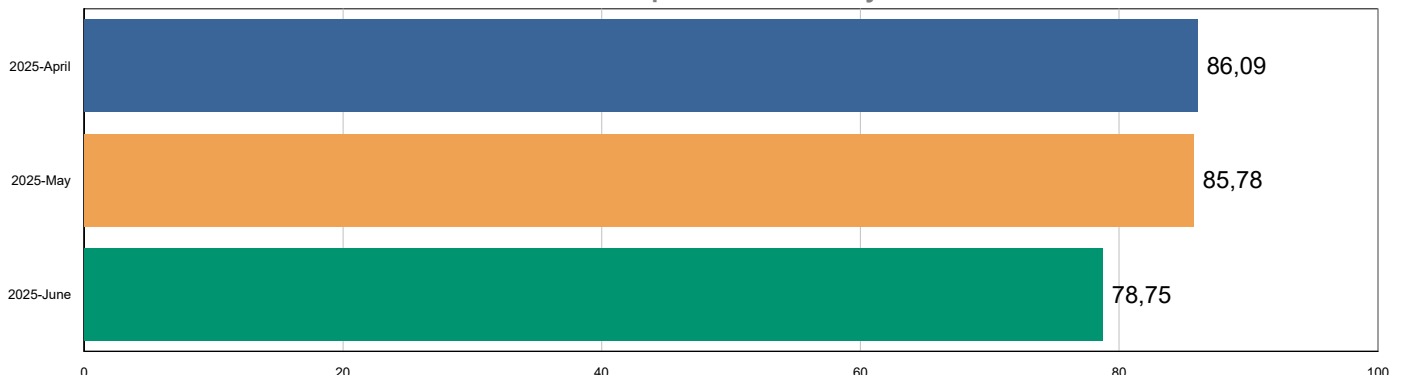


■ Passed	504	78.8%
■ Failed	136	21.3%
Total:	640	100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result
Stock rotation F.I.F.O.		5	<div></div>
Defrosted and cleaned once a week		5	<div></div>
Correct labeling and dating	No dates on portions or containers	0	<div></div>
Storage of all products to be done according to Health Standard Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7 Photo 8 Photo 9	Freezer needs to be sorted. Calamari stored with red meat. Crumbed chicken wings frozen. Open containers. Broken containers. No dates. Lids that don't fit containers. Prawns kept in open Pine Gel container. Roll in no container.	0	<div></div>
Temperature to be between -18 and -20 deg		5	<div></div>
Condition and maintenance of freezer		5	<div></div>

Scoring

20 / 70

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 Photo 1 Photo 2	Open containers. Vegetables stored on old menus - please remove menus	0	<div></div>
Correct temp - 2c to 7c (dependent on defrost cycle)		5	<div></div>
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7 Photo 8	Dirty curtains. Food on floor. Floor very dirty. Containers dirty. Dirty Container lid left lying on other food items. Past date veggies not disposed of	0	<div></div>

Scoring

20 / 80

STOREROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	<div></div>
Correct labeling and dating Photo 1	Dates missing on quite a few items	0	<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	Beautifully clean	5	<div></div>

Scoring

15 / 20

DELI SECTION

Statement	Comment	Weight	Result
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5	<div></div>
Recipes for salads and desserts followed		5	<div></div>
Cleanliness of areas		5	<div></div>
Deli Equipment in working order		5	<div></div>
Food stored correctly after preparation eg: lettuce, coconut rice etc		1	<div></div>

Scoring

21 / 21

PREP SECTION

Statement	Comment	Weight	Result
Shelving neat,clean and organized		5	<div></div>
Fridges clean, correct temperature and working - handles and seals unbroken		5	<div></div>
All prescribed hygiene specifications followed		5	<div></div>
Are products defrosted and stored correctly after production?		5	<div></div>
Any rusting or broken tables and legs?		5	<div></div>
Portion scale working and clean		5	<div></div>
All prep and portions sheets in use and filled in?	Book not updated in June	0	<div></div>
Platform scale working and clean	Broken	0	<div></div>
Are the portion sizes correct?		1	<div></div>
Portion size (kg): Cheese	Not portioned	0	<div></div>
Portion size (kg): Calamari tubes Photo 1	Many portions weighing 110g	0	<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>

Scoring

34 / 38

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		2	<div></div>
Correct use of chemicals and all staff to be trained by supplier on usage and safety		2	<div></div>
Hand santizer / hand soap / hand paper / bin available	Sanitizer finished, please ensure to refill	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>

Scoring

14 / 14

GRILL LINE

Statement	Comment	Weight	Result
Fridges clean, correct temperature and working - handles and seals unbroken Photo 1	Seals broken /missing at the bottom	0	
Flat top and gas lines clean, burners working, heat shield and base tray in good condition		12	
Open Flame grill clean and stones changed twice a month		2	
Chip Fryer clean, drained daily and working - thermostat checked		10	
Oil quality as per spec,		5	
Following Moz cooking procedure		10	
Salamander and frame clean, all heat elements working	One element not working	0	
All serving plates and platters clean and stacked correctly		2	
Co-ordinating area cleaned and clear of clutter		6	
Gas boiling table / Inductions clean and all burners and valves working correctly		4	
Extraction system and canopy working (incl lights), cleaned daily including filters	Lights not working.	0	
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	Under maintenance	1	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		1	
No broken wall or floor tiles		0	
Electrical compliance loose wires, fixtures, etc.	Under maintenance	0	
Correct Mozambik uniform regulations must be adhered to		8	
Plates Unchipped, Moz Spec		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>

Scoring48 / 48

FIRST AID KIT

Statement	Comment	Weight	Result
A fully equipped first aid kit must be present in stores		5	<div></div>
First Aid officer on duty	No first aiders on duty	0	<div></div>

Scoring5 / 10

FIRE EXTINGUISHERS/FIRE BLANKETS

Statement	Comment	Weight	Result
Fire extinguishers must be wall mounted		5	<div></div>
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Due 03 26	5	<div></div>
Fire Blankets must be wall mounted in grill area for easy access		5	<div></div>

Scoring15 / 15

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS. Photo 1	Only a red bucket.	0	<div></div>
Must be stored correctly - upright position on a hanging rack Photo 1	Mops left in buckets, not hanging up	0	<div></div>
Must be sanitized over night		2	<div></div>
Each section to have correct color coded equipment		2	<div></div>
Bucket of soap water to be available in relevant areas	Not available in all areas	0	<div></div>
Clean cloths must accompany these buckets	No buckets	0	<div></div>
All cloths must be clean, sanitized and color coded	No cloths	0	<div></div>

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result
Clean and well maintained Photo 1 Photo 2 Photo 3 Photo 4	Broken lock. Broken seat. Dirty sink with hair in it. Only 1 accessible working tap. Missing dispenser in mens	0	<div></div>
Fresh odor	Men's toilet smells of urine	0	<div></div>
Toilet paper, hand toweling, soap and santizer		1	<div></div>
She bins in place		1	<div></div>
Extra effort in making bathrooms more pretty/ user friendly. Photo 1 Photo 2	Please put posters in frames.	0	<div></div>
Toilet cleaning checklist completed and filed Photo 1 Photo 2	Dates incorrect. Not filled daily. Green mop used and left in bucket	0	<div></div>
Baby change stations,clean and operational		5	<div></div>

Scoring

7 / 40

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>

Scoring

15 / 15

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness		2	<div></div>
Odour		1	<div></div>
Neat		1	<div></div>
Boots stored correctly and sanitized		1	<div></div>

Scoring5 / 5

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result
Signage - Illumination and general cleanliness and condition Photo 1 Photo 2 Photo 3	Signage very faded. Lots of light bulbs broken	0	<div></div>
General cleanliness of outside area conditon of furniture		5	<div></div>
Spec Furniture		5	<div></div>

Scoring10 / 25

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result
Paint work, ceiling boards		1	<div></div>
Cleanliness of walls, air ducts etc		1	<div></div>
Lighting - all working	No, but marked on entrance item	1	<div></div>
All gold Tomato sauce bottles clean and in good condition		1	<div></div>
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce) Photo 1		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>

Scoring12 / 12

MARKETING / P.O.S.

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed		5	<div></div>
Correct table talkers on tables and in Serviette dispensers, Posters Moz approved Spec		1	<div></div>
In-house specials material Moz spec		1	<div></div>
Correct Moz Spec Take Away Containers, Carry bags and stickers been used		2	<div></div>
If HO promo running only HO promo on tables		2	<div></div>
Snapper frames wall mounted		3	<div></div>

Scoring14 / 14

RECEPTION COUNTER/PLANTS/BINS

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

Scoring5 / 5

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5	<div></div>
Welcome Peanut Cone and Sweets Moz Spec available		5	<div></div>
Kids colouring in sheets and crayons available		5	<div></div>

Scoring15 / 15

TELEPHONE AND COMPUTER

Statement	Comment	Weight	Result
Latest Moz GAAP / Pilot software version in use updated on the cloud.		2	<div></div>
Moz Email account activated and checked		2	<div></div>
Emergency Telephones number near the phone	Was up, has been removed	0	<div></div>
Telephone and Wifi in working order		2	<div></div>

Scoring6 / 8

MANAGERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		5	<div></div>
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		3	<div></div>
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		5	<div></div>
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5	<div></div>

Scoring18 / 18

WAITERS





Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons		5	<div></div>
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		2	<div></div>
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		1	<div></div>
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day	Getting there	5	<div></div>
Waiter writing on table ie:name and manger name	Not today unfortunately, but thank you for ensuring there are table runners inside	0	<div></div>
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		5	<div></div>

Scoring18 / 21

BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards Photo 1 Photo 2	Lots of out of date stock	0	
All Fridges clean, working, lights working, seals not broken and decals in place Photo 1	One fridge light flickering on and off	0	
Blender, blender jugs and Ice well clean, working		1	
Coffee machines / grinder clean, working		1	
Has the barman/barlady been for full Barista training		2	
Glasses and crockery clean, unchipped and unstained Photo 1 Photo 2 Photo 3	Glasses hanging on rails are very dirty	0	
Bar area and equipment (incl printers) clean and tidy Photo 1	Curtains in cold room need cleaning	0	
Glasses and crockery Moz spec		2	
Great cup of coffee?		2	
Ice machine / chest freezer in working order and clean		2	

Scoring**10 / 30****WELCOME / CUSTOMER RECEPTION / REQUESTS**

Statement	Comment	Weight	Result
Customer acknowledged immediately on entering store		5	
Specified music being played and at correct sound levels	Not spec, a bit loud	0	
Customer must be escorted to table		5	
Farewell and thanked by staff/management on way out		5	

Scoring**15 / 20**

TABLE SERVICE

Statement	Comment	Weight	Result
Menus - removed from table, on placing order		2	<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)		5	<div></div>
Child Minder present		5	<div></div>

Scoring10 / 10

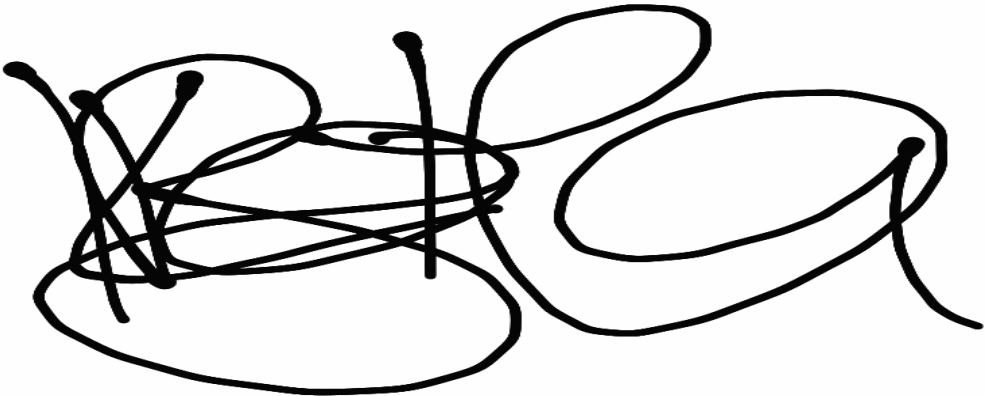
LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1	<div></div>
Proof of pest control services		1	<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		20	<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		0	<div></div>
TV License	In progress	0	<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		1	<div></div>
PAYE and UIF		0	<div></div>
VAT Registration		1	<div></div>
Basic Conditions of Employment Act		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		5	<div></div>

Signature(s)

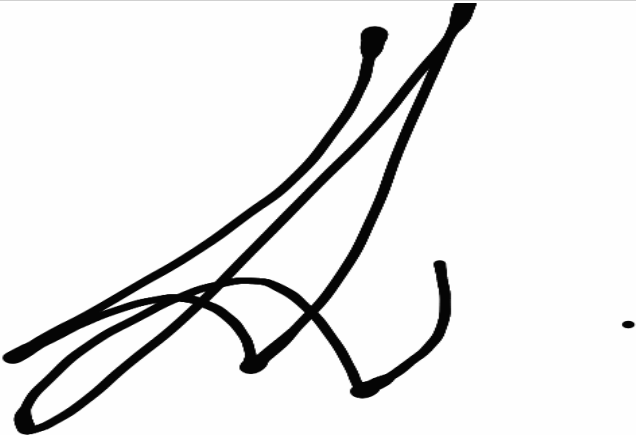
Operations

Signed: 18/06/2025 15:17:25

A complex, stylized handwritten signature in black ink, featuring multiple overlapping loops and sharp angles.

Store Manager

Signed: 18/06/2025 15:17:44

A stylized handwritten signature in black ink, consisting of several sweeping, interconnected strokes.