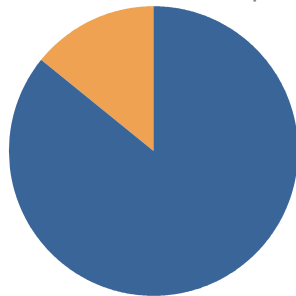


MOZAMBIK

Lusaka

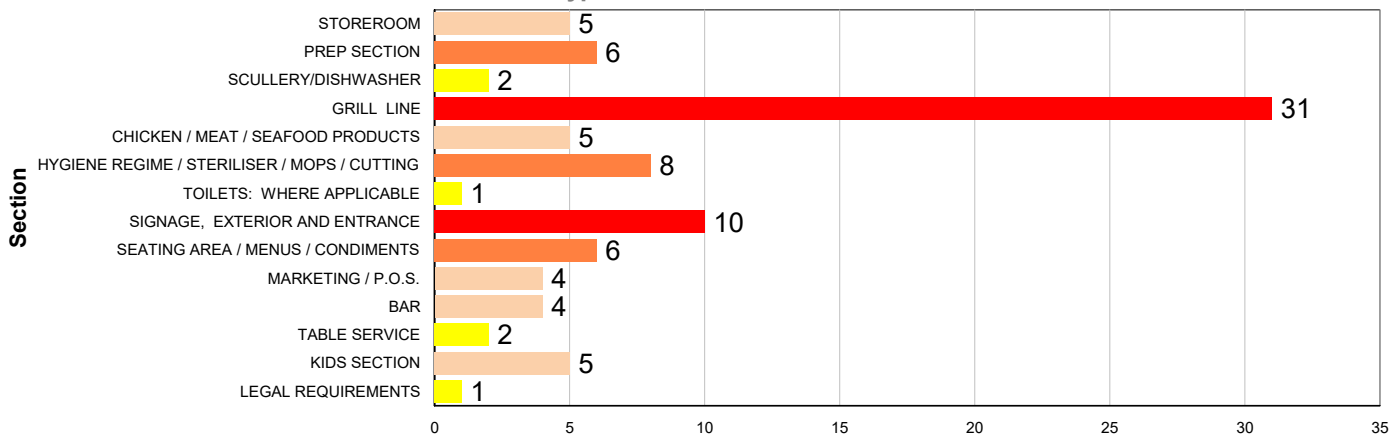
Task ref#	11048		
Date	26-06-2025		
Type of task	Store Evaluation		
Completed by	St Clair-Mulley, Melanie		
Start odometer	123	End odometer	1234
Distance traveled	1111 km		
Start time	Wednesday 25 June, 2025 09:34:07	End time	Wednesday 25 June, 2025 17:39:21
Time taken	485 mins		
Collector	Head of Operations		
Score	550/640 (86%)		

Assessment performance

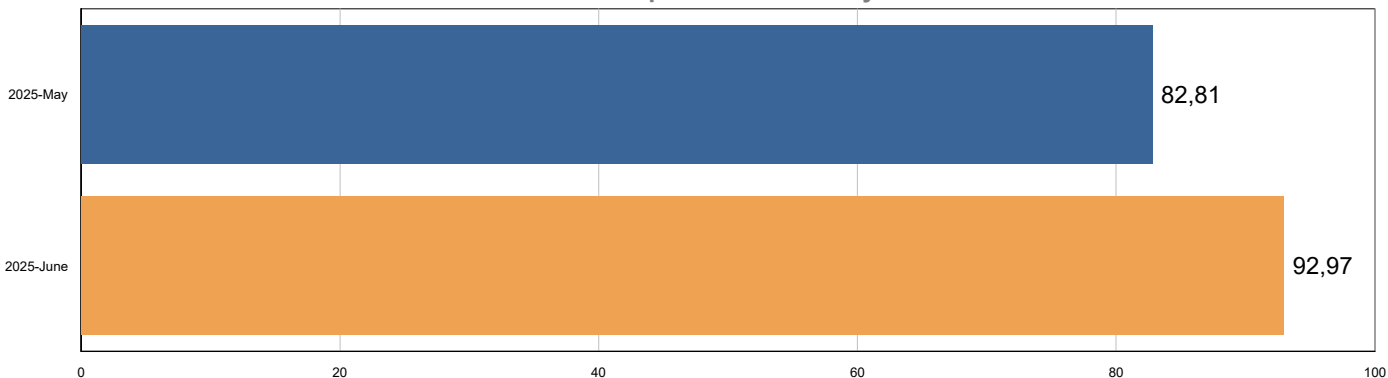


■ Passed	550	85.9%
■ Failed	90	14.1%
Total:	640	100.0%

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		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>

Scoring30 / 30

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 Photo 1 Photo 2	Pls throw away or donation Change foil on shevles	0	<div></div>

Scoring15 / 25

DELI SECTION

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

Scoring**21 / 21****PREP SECTION**

Statement	Comment	Weight	Result
Shelving neat, clean and organized	Need to buy a hand beater Need printer in deli	5	
Fridges clean, correct temperature and working - handles and seals unbroken		5	
All prescribed hygiene specifications followed Photo 1	Need new tap	0	
Are products defrosted and stored correctly after production?		5	
Any rusting or broken tables and legs?		5	
Portion scale working and clean	Not very accurate	5	
All prep and portions sheets in use and filled in?		1	
Platform scale working and clean		1	
Are the portion sizes correct?		1	
Portion size (kg): Cheese		1	
Portion size (kg): Calamari tubes		1	
Portion size (kg): Calamari heads		0	
Portion size (kg): Ribs	Challenge cause of the size of ribs	1	
Portion size (kg): Chicken livers		1	

Scoring**32 / 38**

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result
Cleanliness of section and equipment		2	<div></div>
Cutting boards, pots, cutlery and crockery stacked correctly Photo 1	Need new cutting boards	0	<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		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 Photo 1 Photo 2	Not covered food Water in defrosted food	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	Need grill brushes Need scrapers	2	
Chip Fryer clean, drained daily and working - thermostat checked Photo 1 Photo 2	Need a new temp controller button Need new basket	10	
Oil quality as per spec,		5	
Following Moz cooking procedure		10	
Salamander and frame clean, all heat elements working Photo 1	1 burner missing	2	
All serving plates and platters clean and stacked correctly	Need 30cm platters	0	
Co-ordinating area cleaned and clear of clutter	Need printer for sauceman	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 Photo 1 Photo 2	Need to fix extraction outlet outside Need light in extraction	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		1	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		1	

GRILL LINE

Statement	Comment	Weight	Result
No broken wall or floor tiles Photo 1		0	<div></div>
Electrical compliance loose wires, fixtures, etc. Photo 1	Need to change cable on hot pass	0	<div></div>
Correct Mozambik uniform regulations must be adhered to	Staff need new aprons, chef pants, chef shirts, shoes	0	<div></div>
Plates Unchipped, Moz Spec Photo 1	Need to order spec plates Lots of chipped plates	0	<div></div>

Scoring 98 / 143

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications		5	<div></div>
Mozambik approved suppliers in use only Photo 1	Sweet chilling out of stock	0	<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>

Scoring 43 / 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		5	<div></div>

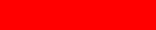


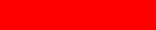



Scoring 10 / 10

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

Scoring 15 / 15

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS. Photo 1 Photo 2	Need new mop buckets Clean back wall.outside the kitchen door	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		0	
Bucket of soap water to be available in relevant areas	Nothing in deli	0	
Clean cloths must accompany these buckets		2	
All cloths must be clean, sanitized and color coded	No colour coded cloths	0	

Scoring**6 / 16****TOILETS: WHERE APPLICABLE**

Statement	Comment	Weight	Result
Clean and well maintained		5	
Fresh odor		1	
Toilet paper, hand toweling, soap and sanitizer Photo 1 Photo 2 Photo 3 Photo 4	Pls mount toilet roll holders to the wall. No hand soap and sanitizer in dispensers on the wall Please don't store chemicals on the shelf	0	
She 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**18 / 22**

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	Outside .. Need a shelter	2	<div></div>
Odour		1	<div></div>
Neat		1	<div></div>
Boots stored correctly and sanitized		1	<div></div>





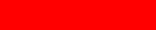



Scoring5 / 5

SIGNAGE, EXTERIOR AND ENTRANCE





Statement	Comment	Weight	Result
Signage - Illumination and general cleanliness and condition		5	<div></div>
General cleanliness of outside area conditon of furniture Photo 1	Bench covers need to be recovered	0	<div></div>
Spec Furniture Photo 1	Need new spec chairs	0	<div></div>

Scoring5 / 15

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result
Paint work, ceiling boards	Needs a revamp of paint and chairs	1	
Cleanliness of walls, air ducts etc		1	
Lighting - all working		1	
All gold Tomato sauce bottles clean and in good condition Photo 1		1	
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce) Photo 1	Need to be changed weekly	0	
Menus up to date and clean		1	
Menu boards professionally done, neat, illuminated		1	
Correct Serviette Dispensers on the tables and filled Photo 1	Cracked boxes please order more from DC	0	

Scoring**6 / 12****MARKETING / P.O.S.**

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed		5	
Correct table talkers on tables and in Serviette dispensers, Posters Moz approved Spec Photo 1	No advertising inside	0	
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	No snapper frames on the walls	0	

Scoring**10 / 14**

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result
Pots and plants clean (dust and cigarette butts free) Photo 1	Need greenery	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>

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>

Scoring 15 / 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>

Scoring 8 / 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>

Scoring 18 / 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		5	<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

21 / 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		4	<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	Need to.order more glasses	0	<div></div>
Bar area and equipment (incl printers) clean and tidy		2	<div></div>
Glasses and crockery Moz spec	Need to order more glassware	2	<div></div>
Great cup of coffee? Photo 1	Terrible coffee tastes burnt.. I checked the machine and see the Barista leaves the coffee in the portafilter.. which is making the machine taste like burnt coffee	0	<div></div>
Ice machine / chest freezer in working order and clean		2	<div></div>

Scoring

18 / 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>

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 ttays	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) Photo 1 Photo 2 Photo 3	Need to repaint Need some new toys	0	<div></div>
Child Minder present		5	<div></div>

Scoring

5 / 20

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		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		1	<div></div>
PAYE and UIF		1	<div></div>
VAT Registration		1	<div></div>
Basic Conditions of Employment Act		1	<div></div>
Funeral Policies (if applicable)		1	<div></div>
First Aid Training Certificates	Jorge advised he's sending Child minders 2 waiters 4 managers This month	0	<div></div>

LEGAL REQUIREMENTS

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

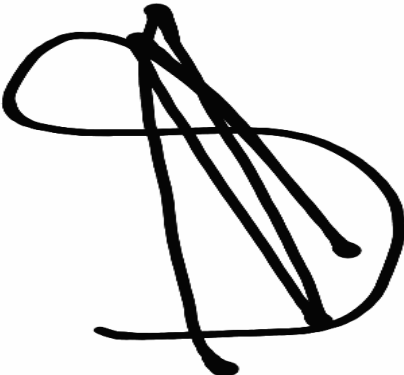
Scoring

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Signature(s)

Operations

Signed: 25/06/2025 17:05:36



Store Manager

Signed: 25/06/2025 17:39:08

