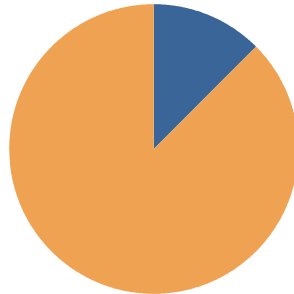


# MOZAMBIK

## Galleria

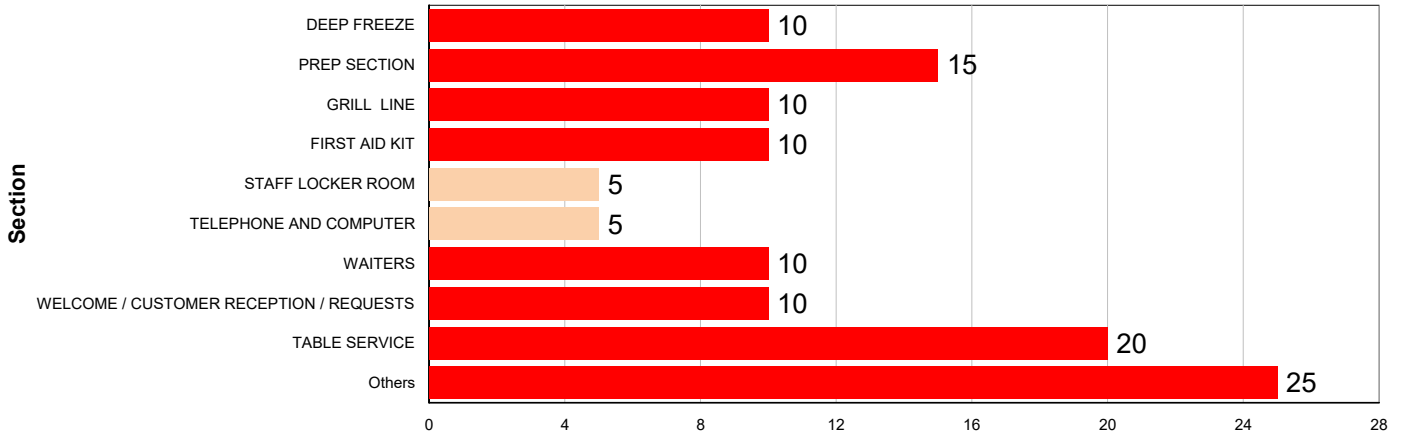
|                   |                                 |              |                               |
|-------------------|---------------------------------|--------------|-------------------------------|
| Task ref#         | 11055                           |              |                               |
| Date              | 01-07-2025                      |              |                               |
| Type of task      | Store Evaluation                |              |                               |
| Completed by      | Mozambik, Karen                 |              |                               |
| Start odometer    | 66947                           | End odometer | 67098                         |
| Distance traveled | 151 km                          |              |                               |
| Start time        | Thursday 26 June, 2025 11:34:17 | End time     | Monday 30 June, 2025 11:04:52 |
| Time taken        | 5730 mins                       |              |                               |
| Collector         | Operations Managers             |              |                               |
| Score             | 1108/1268 (87%)                 |              |                               |

Assessment performance

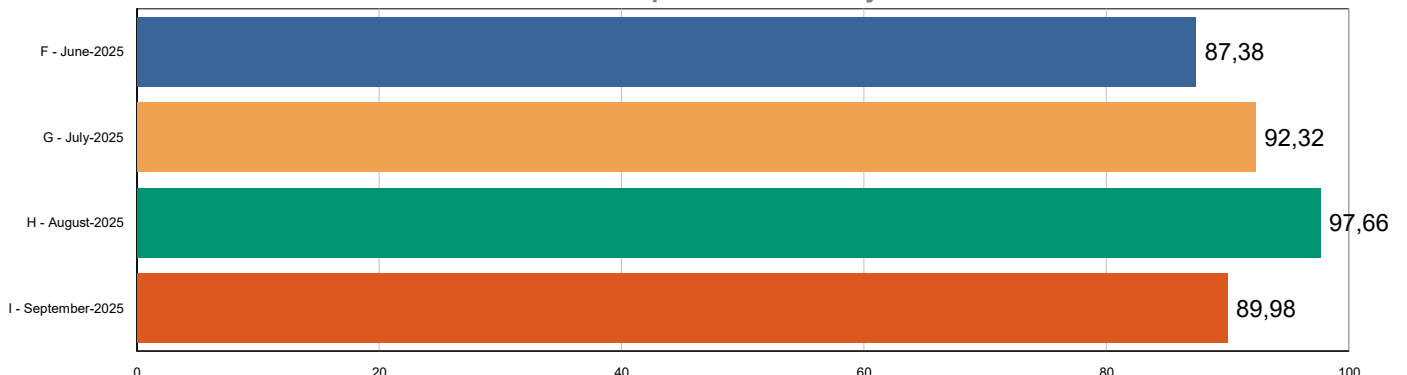


|        |      |        |
|--------|------|--------|
| Failed | 160  | 12.6%  |
| Passed | 1108 | 87.4%  |
| Total  | 1268 | 100.0% |

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<br><br>Photo <a href="#">1</a>   | Is clean in general, but please take note of spills and clean up immediately. Ice and sauce build up on floor | 5 / 5   | <div></div> |          |
| Correct labeling and dating<br><br>Photo <a href="#">1</a><br>Photo <a href="#">2</a>  | Some dates present, some dates missing  | 0 / 5   | <div></div> |          |
| Storage of all products to be done according to Health Standard<br><br>Photo <a href="#">1</a><br>Photo <a href="#">2</a><br>Photo <a href="#">3</a> | Ice buckets being used for prawn storage. Open food items, not in containers or sealed bags.                  | 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   |   | 5 / 5   | <div></div> |          |
| Checklist filled in with date and time and signature   |   | 5 / 5   | <div></div> | *        |

|                           |         |
|---------------------------|---------|
| Scoring                   | 30 / 40 |
| - Critical deviations (*) | 0       |
| = Total                   | 30      |

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 |         | 5 / 5   | <div></div> |          |
| Checklist filled in with date and time and signature                            |         | 5 / 5   | <div></div> | *        |

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

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   |        |          |
| Recipes for salads and desserts followed  |         | 5 / 5   |        |          |
| Cleanliness of areas  |         | 5 / 5   |        |          |
| Deli Equipment in working order   |         | 5 / 5   |        |          |
| Food stored correctly after preparation eg: lettuce, coconut rice etc   |         | 5 / 5   |        |          |
| Stock rotation F.I.F.O (first in first out)   |         | 10 / 10 |        | *        |
| 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   |  | 10 / 10 | <div></div> | *        |
| Are products defrosted and stored correctly after production?<br><br>Photo <a href="#">1</a><br>Photo <a href="#">2</a><br>Photo <a href="#">3</a> | Storage in ice buckets noted in deep freezer section. Open containers. Containers left on uncovered prawns. Cooked food stored with raw food. Squid heads left in hake tray. | 5 / 5   | <div></div> |          |
| Any rusting or broken tables and legs?   |  | 5 / 5   | <div></div> |          |
| Portion scale calibrated, working and clean  | No portion scale   | 0 / 10  | <div></div> | *        |
| All prep and portions sheets in use and filled in, and email to R&D?   | Book not in kitchen yet. Portion records are being kept  | 10 / 10 | <div></div> | *        |
| Platform scale working and clean   | No platform scale  | 0 / 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  |  | 5 / 5   | <div></div> |          |
| Portion size (kg): Ribs  |  | 5 / 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                   | 80 / 95 |
| - Critical deviations (*) | 10      |
| = Total                   | 70      |

---

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.                                       | One hose broken, on order. Other hose is working | 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             |                                  | 10 / 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                           |                                  | 15 / 15 | <div></div> |          |
| Extraction professionally cleaned - record last date  | TBC 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   | Kitchen staff need full uniforms | 0 / 10  | <div></div> |          |
| Plates Unchipped, Moz Spec  |                                  | 5 / 5   | <div></div> | *        |
| Oven in working order and clean   |                                  | 10 / 10 | <div></div> | *        |

GRILL LINE

| Statement                                      | Comment | Weight    | Result | Critical |
|--|---------|-----------|--------|----------|
| Ask Kitchen how to cook chicken from the start |         | 10 / 10   |        |          |
| Scoring  |         | 160 / 170 |        |          |
| - Critical deviations (*)                      |         | 0         |        |          |
| = Total  |         | 160       |        |          |

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 | Please top up bandages | 10 / 10 |        |          |
| First Aid officer on duty                                | No first aider on duty | 0 / 10  |        |          |
| Scoring  |                        | 10 / 20 |        |          |
| - Critical deviations (*)                                |                        | 0       |        |          |
| = Total  |                        | 10      |        |          |



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 | Due 06/26 | 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.<br>Photo <a href="#">1</a>    | Only green mop. Please order yellow mop to go with yellow bucket   | 0 / 5   | <div></div> |          |
| Must be stored correctly - upright position on a hanging rack<br>Photo <a href="#">1</a> | Please install mop rack. To be installed possibly on left hand side here out of sight of customers through service hatch | 0 / 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  |  | 20 / 30 |             |          |
| - Critical deviations (*)  |  | 0       |             |          |
| = Total  |  | 20      |             |          |

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<br><br>Photo <a href="#">1</a>  | Please empty of debris to make space useable as a staff locker room | 0 / 5   | <div></div> |          |
| Boots stored correctly and sanitized |   | 5 / 5   | <div></div> |          |
| Scoring                              |   | 15 / 20 |             |          |
| - Critical deviations (*)            |   | 0       |             |          |
| = Total                              |   | 15      |             |          |

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      |             |          |

SEATING AREA / MENUS / CONDIMENTS

| Statement  | Comment | Weight  | Result      | Critical |
|--|---------|---------|-------------|----------|
| Paint work, ceiling boards   |         | 5 / 5   | <div></div> |          |
| Cleanliness of walls, air ducts etc  |         | 5 / 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                   | 55 / 55 |
| - Critical deviations (*) | 0       |
| = Total                   | 55      |

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  |         | 0 / 5   | <div></div> |          |
| Telephone and Wifi in working order   |         | 10 / 10 | <div></div> |          |
| Scoring   |         | 25 / 30 |             |          |
| - Critical deviations (*)   |         | 0       |             |          |
| = Total   |         | 25      |             |          |

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 | Yes!    | 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                                       | One lady had to be requested to tie her hair back. | 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                              | Hit and miss but getting there                     | 10 / 10 | <div></div> |          |
| Waiters writing on the table paper runner: name and manager name   | No table runners                                   | 0 / 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  |  | 45 / 55 |             |          |
| - Critical deviations (*)  |  | 10      |             |          |
| = Total  |  | 35      |             |          |

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   |         | 5 / 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                   | 95 / 95 |
| - Critical deviations (*) | 0       |
| = Total                   | 95      |

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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 | Not spec music | 0 / 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** **20 / 30****- Critical deviations (\*)** **0****= Total** **20****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 | No knowledge of winter Menu | 0 / 20  | <div></div> | *        |

**Scoring** **80 / 100****- Critical deviations (\*)** **10****= Total** **70**



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       |         | 2 / 2  | <div></div> |          |
| Certificate of Acceptability       |         | 0 / 2  | <div></div> |          |
| Fire Certificate                   |         | 2 / 2  | <div></div> |          |
| Gas Certificate                    |         | 2 / 2  | <div></div> |          |
| Electrical Compliance              |         | 0 / 2  | <div></div> |          |
| Trade License                      |         | 0 / 2  | <div></div> |          |
| Certificate of Occupancy           |         | 0 / 2  | <div></div> |          |
| TV License                         |         | 2 / 2  | <div></div> |          |
| SAMPRO / SAMPRA                    |         | 0 / 2  | <div></div> |          |
| VAT Registration                   |         | 2 / 2  | <div></div> |          |
| Basic Conditions of Employment Act |         | 2 / 2  | <div></div> |          |
| First Aid Training Certificates    |         | 0 / 5  | <div></div> | *        |
| Certificate of Safe Oil Disposal   |         | 5 / 5  | <div></div> |          |

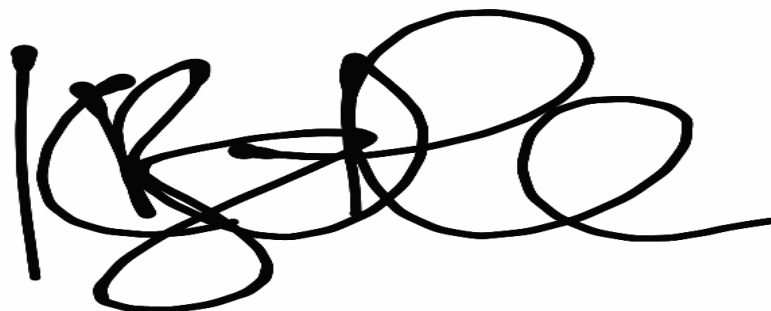
|                           |         |
|---------------------------|---------|
| Scoring                   | 17 / 32 |
| - Critical deviations (*) | 10      |
| = Total                   | 7       |

|                             |             |
|-----------------------------|-------------|
| Overall score               | 1148 / 1268 |
| - Total critical deviations | 40          |
| = Grand total               | 1108        |

**Signature(s)**

Operations

**Signed:** 30/06/2025 11:04:27

A stylized, cursive handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Store Manager

**Signed:** 30/06/2025 11:04:38

A handwritten signature in black ink, starting with 'M.' followed by a cursive name that appears to be 'Nadine'.