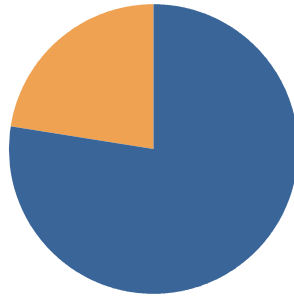


MOZAMBIK

Hillcrest

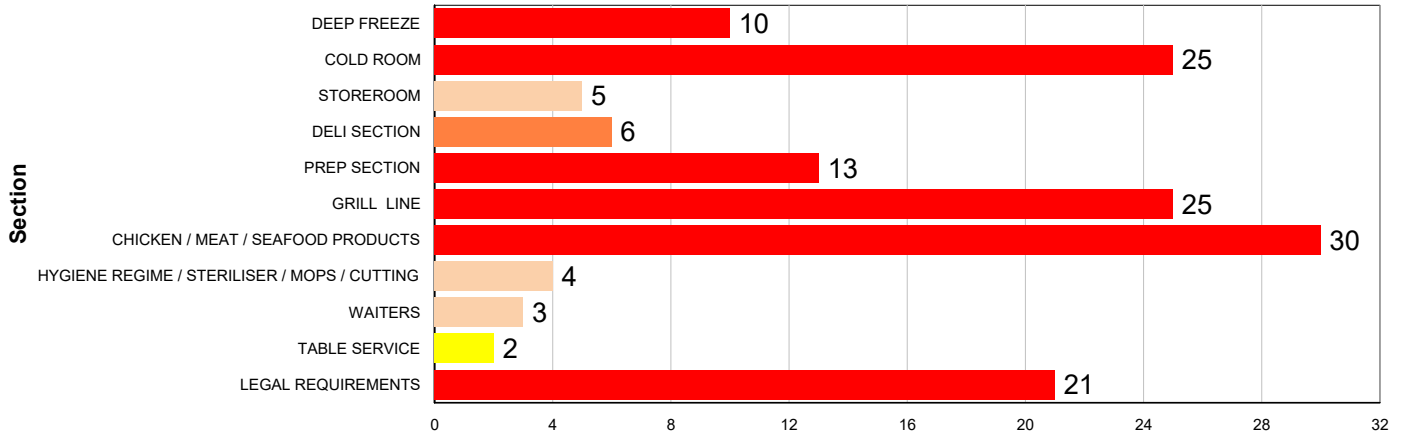
Task ref#	11060		
Date	28-06-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	67111	End odometer	67257
Distance traveled	146 km		
Start time	Friday 27 June, 2025 12:40:17	End time	Friday 27 June, 2025 16:29:38
Time taken	229 mins		
Collector	Operations Managers		
Score	496/640 (78%)		

Assessment performance

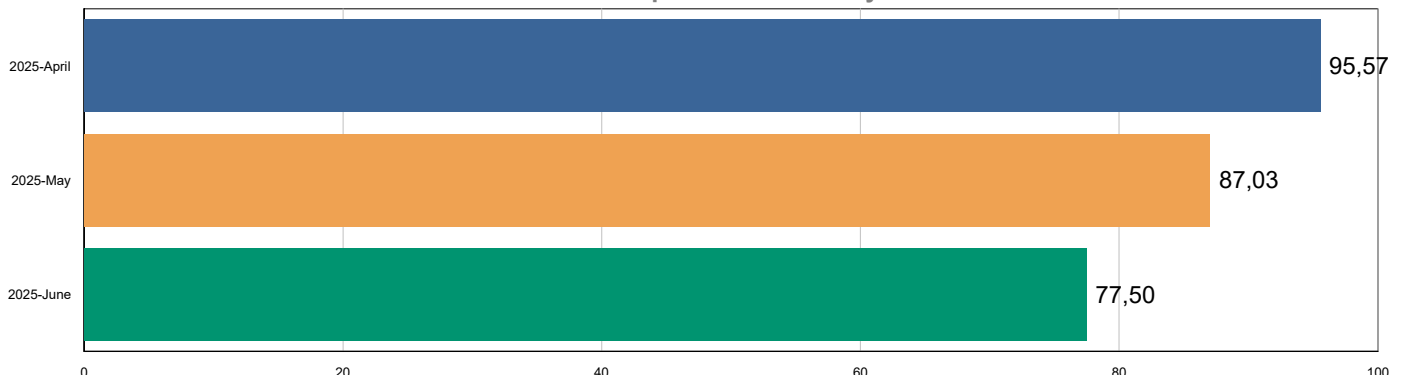


■ Passed	496	77.5%
■ Failed	144	22.5%
Total:		640 100.0%

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 Photo 1 Photo 2	Please pack meat, seafood, desserts ice etc separately not mixed together	0	<div></div>
Temperature to be between -18 and -20 deg		5	<div></div>
Condition and maintenance of freezer Photo 1 Photo 2	Some freezers need lids replacing. Handles missing. Seals broken.	0	<div></div>

Scoring20 / 40

COLD ROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	<div></div>
Correct labeling and dating Photo 1	Some dates missing	0	<div></div>
Storage of all products to be done according to Health Standard Photo 1 Photo 2 Photo 3	Food left unsealed/partially sealed. Food kept on floor not shelf	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	Only clean in the center. Storage containers not moved, rotten veggies on floor.	0	<div></div>

Scoring10 / 60

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 Photo 3 Photo 4	Holes in wall. Under shelves not clean. Behind freezers not clean	0	<div></div>

Scoring15 / 35

DELI SECTION

Statement	Comment	Weight	Result
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken	Seals broken. Bottom insulation exposed. Rusty inside	0	<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 Photo 1	Food not covered or in sealed containers	0	<div></div>

Scoring15 / 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? Photo 1	Food left open	0	<div></div>
Any rusting or broken tables and legs?	Sink rusted underneath	0	<div></div>
Portion scale working and clean		5	<div></div>
All prep and portions sheets in use and filled in?	Nothing for June	0	<div></div>
Platform scale working and clean	No platform scale	0	<div></div>
Are the portion sizes correct?		1	<div></div>
Portion size (kg): Cheese Photo 1		0	<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		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		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	Needs new lightbulb	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		10	
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		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	Light broken	0	
Extraction professionally cleaned - record last date	Due 26/07	5	
Chips, Rice and Veg freshness		4	
Moz sauces and Spices to Moz specification		2	
Cleanliness of light switches and isolators Photo 1	Most are good. Please clean the ones by the microwave	1	
General cleanliness of floors, walls, ceilings, skirting and rubbish area Photo 1 Photo 2	Main floor areas are clean. Need a deep clean done in corners, crevices and behind equipment	0	

GRILL LINE

Statement	Comment	Weight	Result
No broken wall or floor tiles	Lots of broken tiles, kitchen, storeroom, bathroom	0	<div></div>
Electrical compliance loose wires, fixtures, etc. Photo 1	Missing light covers	0	<div></div>
Correct Mozambik uniform regulations must be adhered to	Kitchen staff in jeans and t-shirt and takkies	0	<div></div>
Plates Unchipped, Moz Spec		5	<div></div>

Scoring 82 / 122

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?	May 21.55	0	<div></div>

Scoring 18 / 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	Angelique	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	Due 01/26	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.	Need colour coded mops and buckets	0	<div></div>
Must be stored correctly - upright position on a hanging rack	Mops not hung up	0	<div></div>
Must be sanitized over night		2	<div></div>
Each section to have correct color coded equipment	Missing yellow knife, please replace	2	<div></div>
Bucket of soap water to be available in relevant areas		2	<div></div>
Clean cloths must accompany these buckets		2	<div></div>
All cloths must be clean, sanitized and color coded		2	<div></div>

Scoring

10 / 14

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result
Clean and well maintained		5	<div></div>
Fresh odor		1	<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.		1	<div></div>
Toilet cleaning checklist completed and filed		5	<div></div>
Baby change stations,clean and operational		5	<div></div>

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		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		5	<div></div>
Spec Furniture		5	<div></div>

Scoring15 / 15

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		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)		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>

Scoring

12 / 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>

Scoring

14 / 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>

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		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	No table runners	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		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		2	<div></div>
Bar area and equipment (incl printers) clean and tidy		2	<div></div>
Glasses and crockery Moz spec		2	<div></div>
Great cup of coffee?		2	<div></div>
Ice machine / chest freezer in working order and clean		2	<div></div>

Scoring22 / 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	Winter Menu needs lots of revision please	0	<div></div>

Scoring **16 / 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**

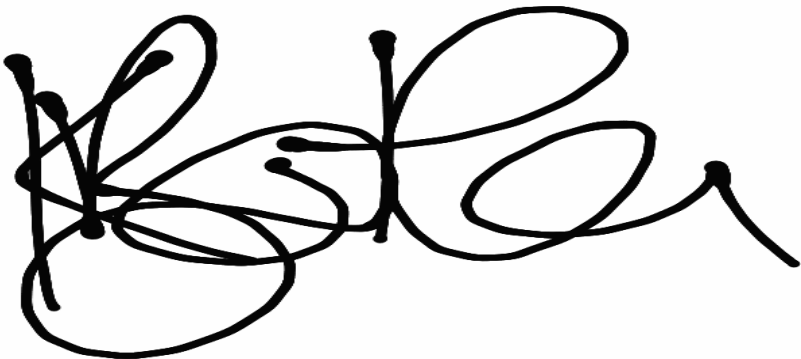
LEGAL REQUIREMENTS

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		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		0	<div></div>
Fire Certificate		0	<div></div>
Gas Certificate		0	<div></div>
Electrical Compliance		0	<div></div>
Trade License		2	<div></div>
Certificate of Occupancy		0	<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		0	<div></div>
VAT Registration		0	<div></div>
Basic Conditions of Employment Act		1	<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)

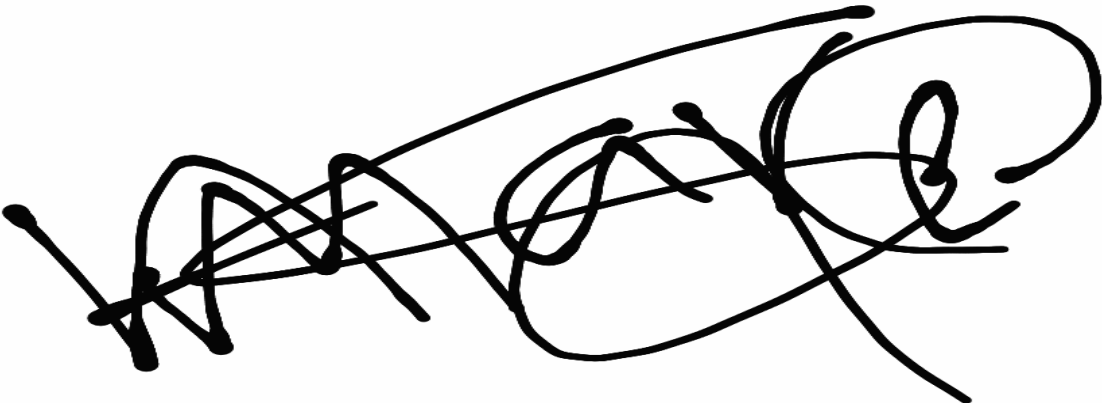
Operations

Signed: 27/06/2025 16:25:33

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

Store Manager

Signed: 27/06/2025 16:28:24

A handwritten signature in black ink, featuring a large, stylized 'S' or 'C' shape followed by a long horizontal stroke.