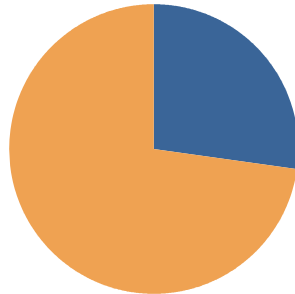


MOZAMBIK

Kitwe

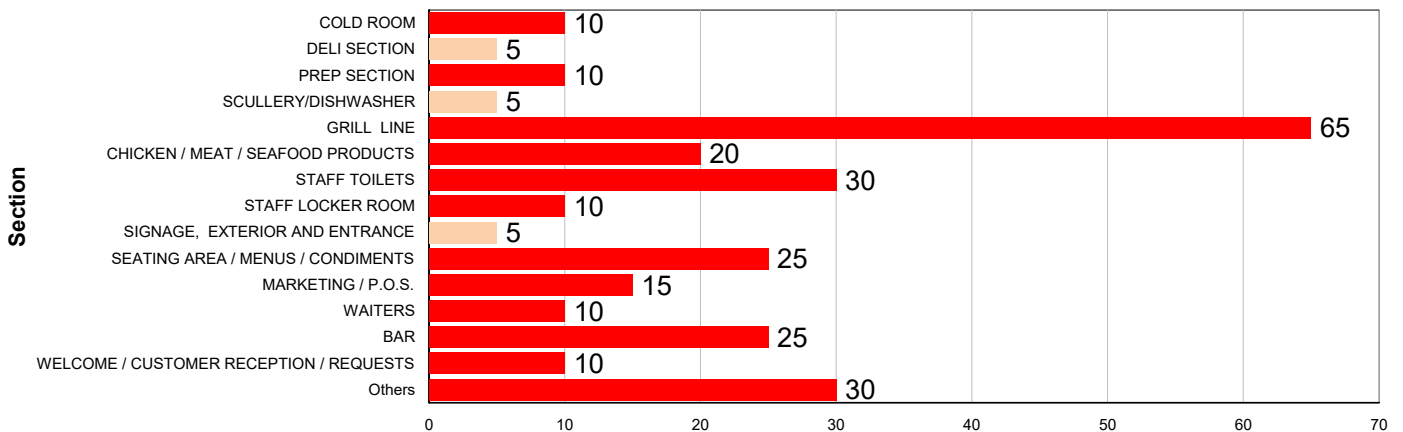
Task ref#	11061		
Date	29-06-2025		
Type of task	Store Evaluation		
Completed by	St Clair-Mulley, Melanie		
Start odometer	123	End odometer	1234
Distance traveled	1111 km		
Start time	Saturday 28 June, 2025 08:13:52	End time	Saturday 28 June, 2025 16:35:09
Time taken	502 mins		
Collector	Head of Operations		
Score	923/1268 (73%)		

Assessment performance

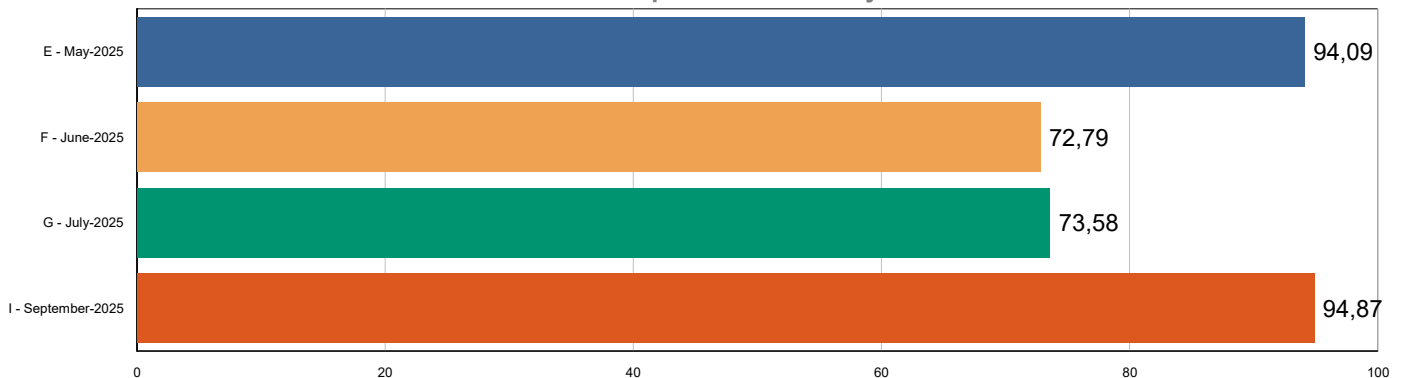


Failed	345	27.2%
Passed	923	72.8%
Total:	1268	100.0%

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		5 / 5	<div></div>	
Correct labeling and dating Photo 1		5 / 5	<div></div>	
Storage of all products to be done according to Health Standard Photo 1	Prawns damaged due to load shedding	5 / 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>	*

Scoring40 / 40

- Critical deviations (*)0

= Total40

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 Photo 1	Need more labels	0 / 5	<div></div>	
Storage of all products to be done according to Health Standard Photo 1	Using the palm oil bucket to store Mash	0 / 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>	*

Scoring25 / 35

- Critical deviations (*)0

= Total25

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	Add more shelves	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	<div></div>	
Recipes for salads and desserts followed		5 / 5	<div></div>	
Cleanliness of areas Photo 1	Leaking plumbing	5 / 5	<div></div>	
Deli Equipment in working order Photo 1	Need hand bitter for the milkshake Rice cooker need temp controller to be fixed No printer in Deli	0 / 5	<div></div>	
Food stored correctly after preparation eg: lettuce, coconut rice etc		5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*

Scoring	30 / 35
- Critical deviations (*)	0
= Total	30

PREP SECTION

Statement	Comment	Weight	Result	Critical
Shelving neat, clean and organized Photo 1 Photo 2	Need prawn skewers Detergent near prepped food	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	Need a table for easier prep	0 / 10	<div></div>	*
Are products defrosted and stored correctly after production?		5 / 5	<div></div>	
Any rusting or broken tables and legs?		5 / 5	<div></div>	
Portion scale calibrated, working and clean		10 / 10	<div></div>	*
All prep and portions sheets in use and filled in, and email to R&D?		10 / 10	<div></div>	*
Platform scale working and clean		5 / 5	<div></div>	
Portion size (kg): Cheese Photo 1		5 / 5	<div></div>	
Portion size (kg): Calamari tubes Photo 1		5 / 5	<div></div>	
Portion size (kg): Calamari heads Photo 1		5 / 5	<div></div>	
Portion size (kg): Ribs Photo 1		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	85 / 95
- Critical deviations (*)	10
= Total	75

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment Photo 1 Photo 2	Pipe needs to be lifted off the floor	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 sanitizer / hand soap / hand paper / bin available	Need to add a handwash basin for all the staff to wash there hands	5 / 5	<div></div>	
Grease traps cleaned daily. Photo 1		0 / 5	<div></div>	
All equipment working, dishwasher, taps, hose.	No hot water	5 / 5	<div></div>	
Bin area clean		5 / 5	<div></div>	

Scoring	35 / 40
- Critical deviations (*)	0
= Total	35

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 Photo 1	Need a skimmer	0 / 10	<div></div>	
Oil quality as per spec		10 / 10	<div></div>	
Following Moz cooking procedure Photo 1	Pizza adding 50gr instead 70gr	0 / 10	<div></div>	*
Salamander and frame clean, all heat elements working Photo 1	Need new temp control	5 / 5	<div></div>	
All serving plates and platters clean and stacked correctly	Yes but not spec plates. Wrong size of sauce bowls. Need 45ml ss bowls	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 Photo 1 Photo 2 Photo 3	No light Leaking oil Dirty filters	0 / 15	<div></div>	
Extraction professionally cleaned - record last date		10 / 10	<div></div>	
Chips, Rice and Veg freshness		10 / 10	<div></div>	
Cleanliness of light switches and isolators Photo 1 Photo 2 Photo 3		0 / 5	<div></div>	

GRILL LINE

Statement	Comment	Weight	Result	Critical
General cleanliness of floors, walls, ceilings, skirting and rubbish area Photo 1	Need a rubbish bin here	0 / 5		
No broken wall or floor tiles		5 / 5		
Electrical compliance loose wires, fixtures, etc. Photo 1 Photo 2 Photo 3		0 / 5		
Correct Mozambik uniform regulations must be adhered to	Need full uniform all staff	0 / 10		
Plates Unchipped, Moz Spec Photo 1	Not spec plates	0 / 5		*
Oven in working order and clean		10 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring	105 / 170
- Critical deviations (*)	20
= Total	85

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications Photo 1	Wrong chip spice No choc wafers in stock	0 / 10		*
Mozambik approved suppliers in use only		0 / 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	40 / 60
- Critical deviations (*)	20
= Total	20

FIRST AID KIT

Statement	Comment	Weight	Result	Critical
A fully equipped first aid kit must be present in stores		10 / 10		
First Aid officer on duty		10 / 10		
Scoring		20 / 20		
- Critical deviations (*)		0		
= Total		20		

FIRE EXTINGUISHERS/FIRE BLANKETS

Statement	Comment	Weight	Result	Critical
Fire extinguishers must be wall mounted		10 / 10		
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date		10 / 10		*
Fire Blankets must be wall mounted in grill area for easy access		10 / 10		
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. Photo 1 Photo 2	Need new equipment	0 / 5		
Must be stored correctly - upright position on a hanging rack Photo 1		0 / 5		
Must be sanitized over night		0 / 5		
Each section to have correct color coded equipment		0 / 5		
Bucket of soap water to be available in relevant areas, with relevant cloths		5 / 5		
All cloths must be clean, sanitized and color coded in relevant areas		0 / 5		
Scoring		5 / 30		
- Critical deviations (*)		0		
= Total		5		

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result	Critical
Clean and well maintained Photo 1 Photo 2	Extraction fan covers need to be cleaned Ladies toilet in the middle the push button is broken	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 Photo 1	Need toilet roll holder	0 / 5	<div></div>	
Fresh odor		5 / 5	<div></div>	
Toilet paper, hand toweling, hand soap and santizer Photo 1	No wall mounted hand soap dispenser and santizer	0 / 10	<div></div>	
She bins in place	Need bins	0 / 5	<div></div>	
Toilet cleaning checklist completed and filed		0 / 5	<div></div>	
Toilet seat present Photo 1	Nope	0 / 5	<div></div>	

Scoring **5 / 35**

- Critical deviations (*) **0**

= Total **5**

STAFF LOCKER ROOM

Statement	Comment	Weight	Result	Critical
Cleanliness Photo 1 Photo 2		0 / 5		
Odour		5 / 5		
Neat Photo 1		0 / 5		
Boots stored correctly and sanitized		5 / 5		
Scoring		10 / 20		
- Critical deviations (*)		0		
= Total		10		

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result	Critical
Signage - Illumination and general cleanliness and condition Photo 1		0 / 5		*
General cleanliness of outside area conditon of furniture		5 / 5		
Spec Furniture		5 / 5		
Scoring		10 / 15		
- Critical deviations (*)		10		
= Total		0		

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result	Critical
Paint work, ceiling boards Photo 1 Photo 2	Need to fix and repaint	0 / 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) Photo 1		0 / 10	<div></div>	
Menus up to date and clean Photo 1	Menus printed with the bleed on the side	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 Photo 1	No advertising	0 / 10	<div></div>	
TV working and clean		5 / 5	<div></div>	

Scoring	30 / 55
- Critical deviations (*)	0
= Total	30

MARKETING / P.O.S.

Statement	Comment	Weight	Result	Critical
Moz Spec A frames in use, National / Regional Promo material displayed Photo 1 Photo 2	No A frames with advertising need to put something by the entrance	0 / 5	<div></div>	
Correct marketing material in Serviette dispensers, Posters Moz approved Spec Photo 1 Photo 2 Photo 3	Faded and no marketing material	0 / 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 Photo 1	No snapper frames on the wall	0 / 5	<div></div>	

Scoring	15 / 30
- Critical deviations (*)	0
= Total	15

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

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		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		0 / 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		10 / 10	<div></div>	
Waiters writing on the table paper runner: name and manager name		10 / 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 (*)	0
= Total	45

BAR

Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards Photo 1	List attached	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 Photo 1 Photo 2 Photo 3	Need to order 25ml shooter glasses Martini glasses to small Margirita glasses Wrong size of cut gin glass	0 / 10	<div></div>	
Bar area and equipment (incl printers) clean and tidy		10 / 10	<div></div>	
Glasses and crockery Moz spec Photo 1	Not spec	0 / 10	<div></div>	*
Great cup of coffee?		5 / 5	<div></div>	
Ice machine / chest freezer in working order and clean	Not.working, awaiting a part	0 / 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	70 / 95
- Critical deviations (*)	10
= Total	60

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		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		20 / 20	<div></div>	*
Scoring		100 / 100		
- Critical deviations (*)		0		
= Total		100		

KIDS SECTION (WHERE APPLICABLE)

Statement	Comment	Weight	Result	Critical
Play area clean and no broken equipment (if applicable) Photo 1	Not safe for kids	0 / 5		
Child Minder present (if applicable)		5 / 5		
Play area well equipped		5 / 5		
Scoring		10 / 15		
- Critical deviations (*)		0		
= Total		10		

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	Need updated food and drinks 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		

LEGAL REQUIREMENTS (LEGAL)

Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23		2 / 2	<div></div>	
Certificate of Acceptability		2 / 2	<div></div>	
Fire Certificate		2 / 2	<div></div>	
Gas Certificate		2 / 2	<div></div>	
Electrical Compliance		2 / 2	<div></div>	
Trade License		2 / 2	<div></div>	
Certificate of Occupancy		2 / 2	<div></div>	
TV License		2 / 2	<div></div>	
SAMPRO / SAMPRA		2 / 2	<div></div>	
VAT Registration		2 / 2	<div></div>	
Basic Conditions of Employment Act		2 / 2	<div></div>	
First Aid Training Certificates		5 / 5	<div></div>	*
Certificate of Safe Oil Disposal		5 / 5	<div></div>	

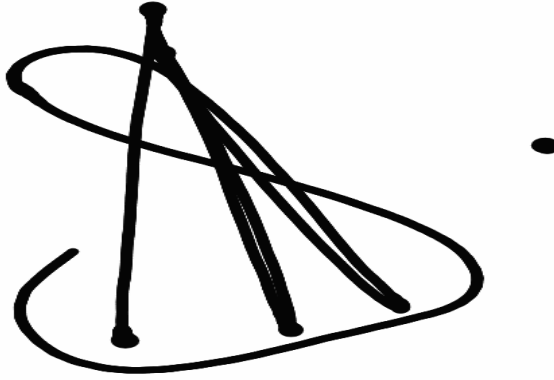
Scoring	32 / 32
- Critical deviations (*)	0
= Total	32

Overall score	993 / 1268
- Total critical deviations	70
= Grand total	923

Signature(s)

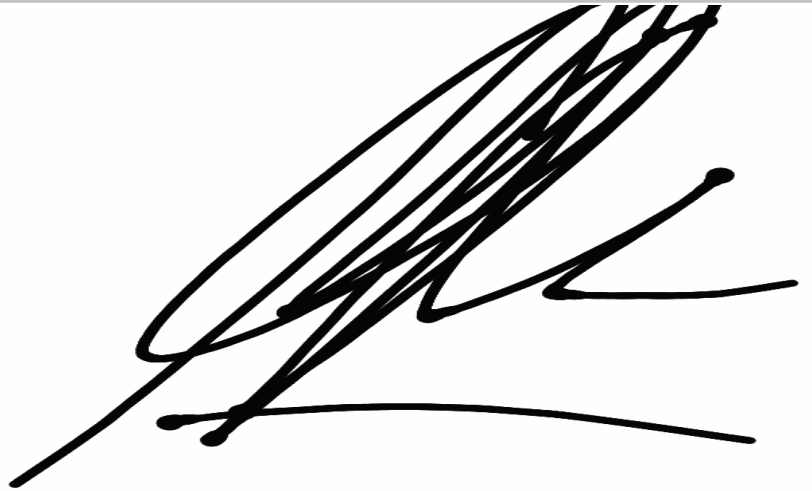
Operations

Signed: 28/06/2025 16:28:59

A handwritten signature in black ink, consisting of a large, stylized 'S' shape with a vertical line through the center, and a small dot to the right.

Store Manager

Signed: 28/06/2025 16:35:01

A handwritten signature in black ink, consisting of several overlapping, diagonal strokes that form a stylized 'K' or 'L' shape.