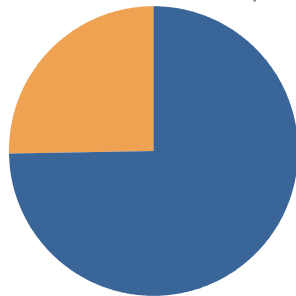


# MOZAMBIK

## Kitwe

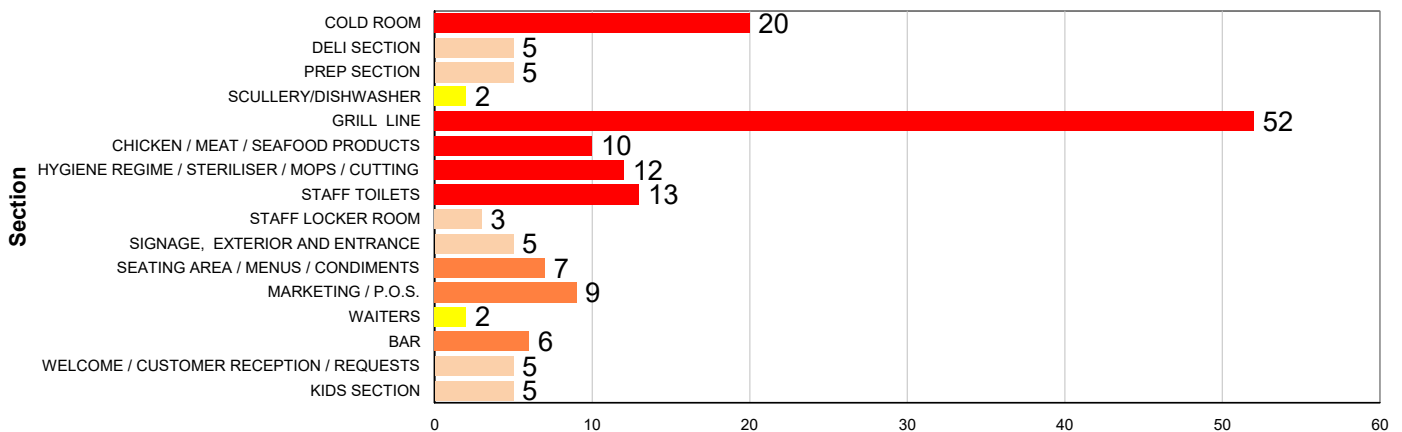
Task ref#	11061		
Date	29-06-2025		
Type of task	Store Evaluation		
Completed by	St Clair-Mulley, Melanie		
Start odometer	123	End odometer	1234
Distance traveled	1111 km		
Start time	Saturday 28 June, 2025 08:13:52	End time	Saturday 28 June, 2025 16:35:09
Time taken	502 mins		
Collector	Head of Operations		
Score	479/640 (75%)		

Assessment performance

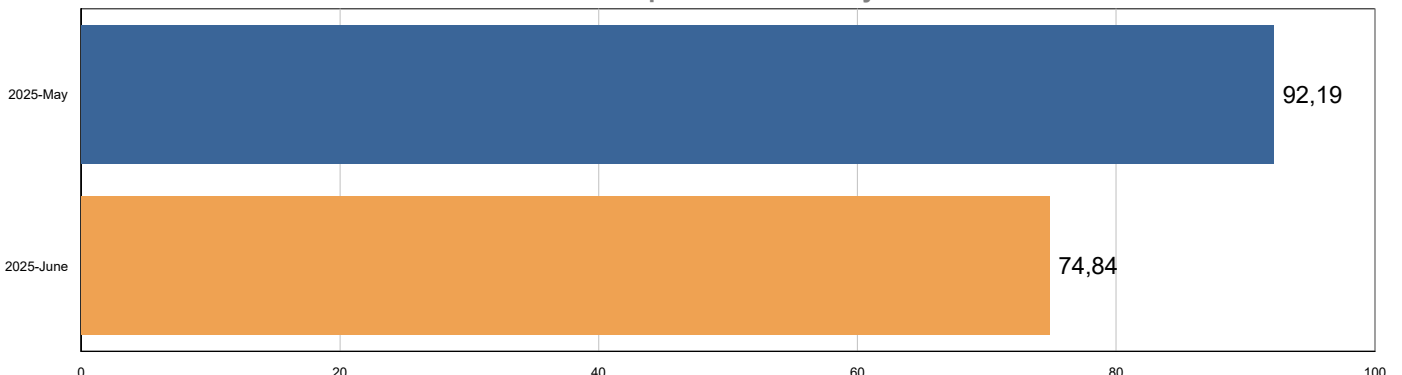


■ Passed	479	74.8%
■ Failed	161	25.2%
Total:	640	100.0%

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 Photo <a href="#">1</a>		5	<div></div>
Storage of all products to be done according to Health Standard Photo <a href="#">1</a>	Prawns damaged due to load shedding	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 Photo <a href="#">1</a>	Need more labels	0	<div></div>
Storage of all products to be done according to Health Standard Photo <a href="#">1</a>	Using the palm oil bucket to store Mash	0	<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>

Scoring15 / 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	Add more shelves	5	<div></div>
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5	<div></div>

Scoring20 / 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  Photo <a href="#">1</a>	Leaking plumbing	5	<div></div>
Deli Equipment in working order  Photo <a href="#">1</a>	Need hand bitter for the milkshake Rice cooker need temp controller to be fixed No printer in Deli	0	<div></div>
Food stored correctly after preparation eg: lettuce, coconut rice etc		1	<div></div>

PREP SECTION

Statement	Comment	Weight	Result
Shelving neat, clean and organized  Photo <a href="#">1</a>  Photo <a href="#">2</a>	Need prawn skewers Detergent near prepped food	5	<div></div>
Fridges clean, correct temperature and working - handles and seals unbroken		5	<div></div>
All prescribed hygiene specifications followed	Need a table for easier prep	0	<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?		1	<div></div>
Platform scale working and clean		1	<div></div>
Are the portion sizes correct?		1	<div></div>
Portion size (kg): Cheese  Photo <a href="#">1</a>		1	<div></div>
Portion size (kg): Calamari tubes  Photo <a href="#">1</a>		1	<div></div>
Portion size (kg): Calamari heads  Photo <a href="#">1</a>		1	<div></div>
Portion size (kg): Ribs  Photo <a href="#">1</a>		1	<div></div>
Portion size (kg): Chicken livers		1	<div></div>

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result
Cleanliness of section and equipment Photo <a href="#">1</a> Photo <a href="#">2</a>	Pipe needs to be lifted off the floor	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 sanitizer / hand soap / hand paper / bin available	Need to add a handwash basin for all the staff to wash there hands	2	<div></div>
Grease traps cleaned daily. Photo <a href="#">1</a>		0	<div></div>
All equipment working, dishwasher, taps, hose.	No hot water	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		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 Photo <a href="#">1</a>	Need a skimmer	0	
Oil quality as per spec,		5	
Following Moz cooking procedure Photo <a href="#">1</a>	Pizza adding 50gr instead 70gr	0	
Salamander and frame clean, all heat elements working Photo <a href="#">1</a>	Need new temp control	2	
All serving plates and platters clean and stacked correctly	Yes but not spec plates. Wrong size of sauce bowls. Need 45ml ss bowls	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 <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>	No light Leaking oil Dirty filters	0	
Extraction professionally cleaned - record last date		5	
Chips, Rice and Veg freshness		4	
Moz sauces and Spices to Moz specification	Tartar sauce recipes wrong Chaka showed them	0	
Cleanliness of light switches and isolators Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>		0	

GRILL LINE

Statement	Comment	Weight	Result
General cleanliness of floors, walls, ceilings, skirting and rubbish area Photo <a href="#">1</a>	Need a rubbish bin here	0	<div></div>
No broken wall or floor tiles		1	<div></div>
Electrical compliance loose wires, fixtures, etc. Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>		0	<div></div>
Correct Mozambik uniform regulations must be adhered to	Need full uniform all staff	0	<div></div>
Plates Unchipped, Moz Spec Photo <a href="#">1</a>	Not spec plates	0	<div></div>

Scoring 55 / 139

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications Photo <a href="#">1</a>	Wrong chip spice No choc wafers in stock	0	<div></div>
Mozambik approved suppliers in use only		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 38 / 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>

Scoring15 / 15

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS. Photo <a href="#">1</a> Photo <a href="#">2</a>	Need new equipment	0	<div></div>
Must be stored correctly - upright position on a hanging rack Photo <a href="#">1</a>		0	<div></div>
Must be sanitized over night		0	<div></div>
Each section to have correct color coded equipment		0	<div></div>
Bucket of soap water to be available in relevant areas		2	<div></div>
Clean cloths must accompany these buckets		0	<div></div>
All cloths must be clean, sanitized and color coded		0	<div></div>

Scoring2 / 16



TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result
Clean and well maintained  Photo <a href="#">1</a> Photo <a href="#">2</a>	Extraction fan covers need to be cleaned Ladies toilet in the middle the push button is broken	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 24 / 24

STAFF TOILETS

Statement	Comment	Weight	Result
Clean and well maintained  Photo <a href="#">1</a>	Need toilet roll holder	0	<div></div>
Fresh odor		2	<div></div>
Toilet paper, hand toweling, hand soap and santizer  Photo <a href="#">1</a>	No wall mounted hand soap dispenser and santizer	0	<div></div>
She bins in place	Need bins	0	<div></div>
Toilet cleaning checklist completed and filed		0	<div></div>
Toilet seat present  Photo <a href="#">1</a>	Nope	0	<div></div>

Scoring 2 / 15

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness Photo <a href="#">1</a> Photo <a href="#">2</a>		0	<div></div>
Odour		1	<div></div>
Neat Photo <a href="#">1</a>		0	<div></div>
Boots stored correctly and sanitized		1	<div></div>

Scoring2 / 7

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result
Signage - Illumination and general cleanliness and condition Photo <a href="#">1</a>		0	<div></div>
General cleanliness of outside area conditon of furniture		5	<div></div>
Spec Furniture		5	<div></div>

Scoring10 / 15

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result
Paint work, ceiling boards Photo <a href="#">1</a> Photo <a href="#">2</a>	Need to fix and repaint	0	<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) Photo <a href="#">1</a>		0	<div></div>
Menus up to date and clean Photo <a href="#">1</a>	Menus printed with the bleed on the side	1	<div></div>
Menu boards professionally done, neat, illuminated		1	<div></div>
Correct Serviette Dispensers on the tables and filled Photo <a href="#">1</a>	No advertising	0	<div></div>

MARKETING / P.O.S.

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

Scoring 5 / 21

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>

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>

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		0	<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>

Scoring19 / 21

**BAR**

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards Photo <a href="#">1</a>	List attached	4	
All Fridges clean, working, lights working, seals not broken and decals in place		4	
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 <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>	Need to order 25ml shooter glasses Martini glasses to small Margirita glasses Wrong size of cut gin glass	0	
Bar area and equipment (incl printers) clean and tidy		2	
Glasses and crockery Moz spec Photo <a href="#">1</a>	Not spec	0	
Great cup of coffee?		2	
Ice machine / chest freezer in working order and clean	Not.working, awaiting a part	0	

**Scoring****16 / 26****WELCOME / CUSTOMER RECEPTION / REQUESTS**

Statement	Comment	Weight	Result
Customer acknowledged immediately on entering store		5	
Specified music being played and at correct sound levels		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>

Scoring

18 / 18

KIDS SECTION

Statement	Comment	Weight	Result
Play area clean and no broken equipment (if applicable) Photo <a href="#">1</a>	Not safe for kids	0	<div></div>
Child Minder present		5	<div></div>

Scoring

5 / 10

LEGAL REQUIREMENTS

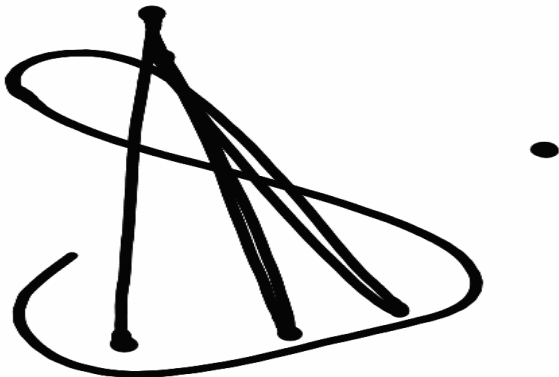
Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1	<div></div>
Proof of pest control services		1	<div></div>
Waiters meeting must have taken place and recorded - File present		5	<div></div>
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - 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		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	Need updated food and drinks 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		1	<div></div>
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5	<div></div>
Certificate of Safe Oil Disposal		5	<div></div>



Signature(s)

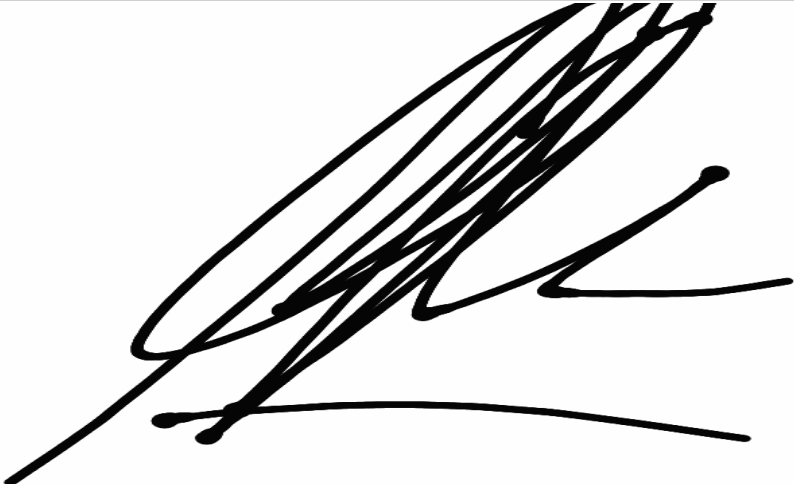
Operations

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 it, followed by a small dot.

Store Manager

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

A handwritten signature in black ink, featuring a large, stylized 'K' shape with a horizontal line extending from the bottom left.