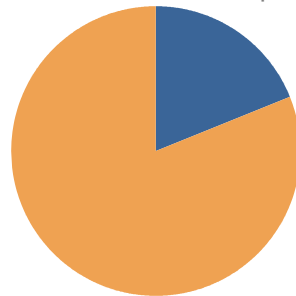


# MOZAMBIK

## Gaborone

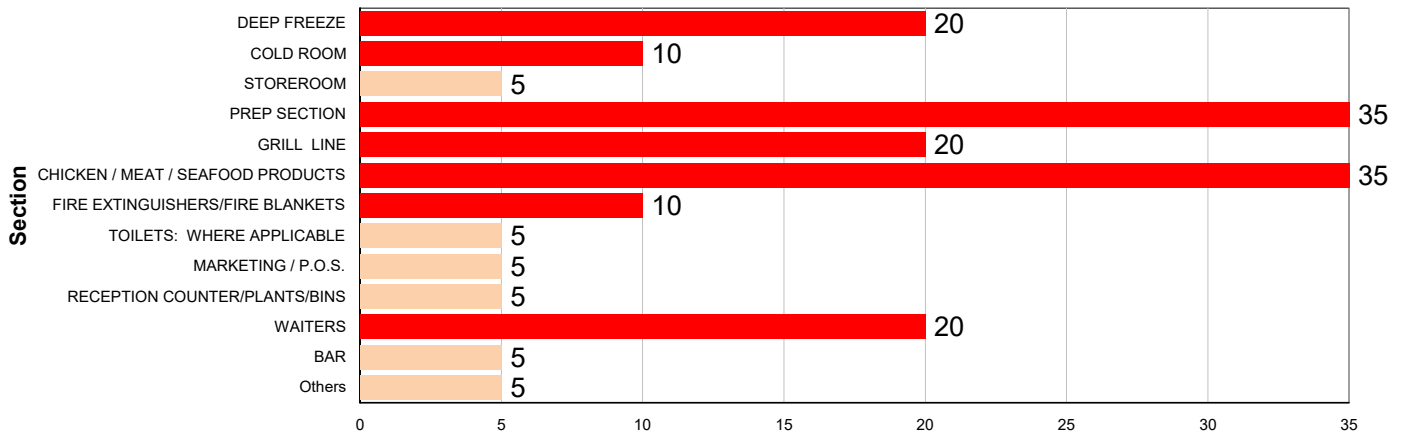
Task ref#	11073		
Date	05-07-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, TK		
Start odometer	100	End odometer	1000
Distance traveled	900 km		
Start time	Friday 04 July, 2025 12:47:17	End time	Friday 04 July, 2025 14:24:25
Time taken	97 mins		
Collector	Operations Managers		
Score	1028/1268 (81%)		

Assessment performance

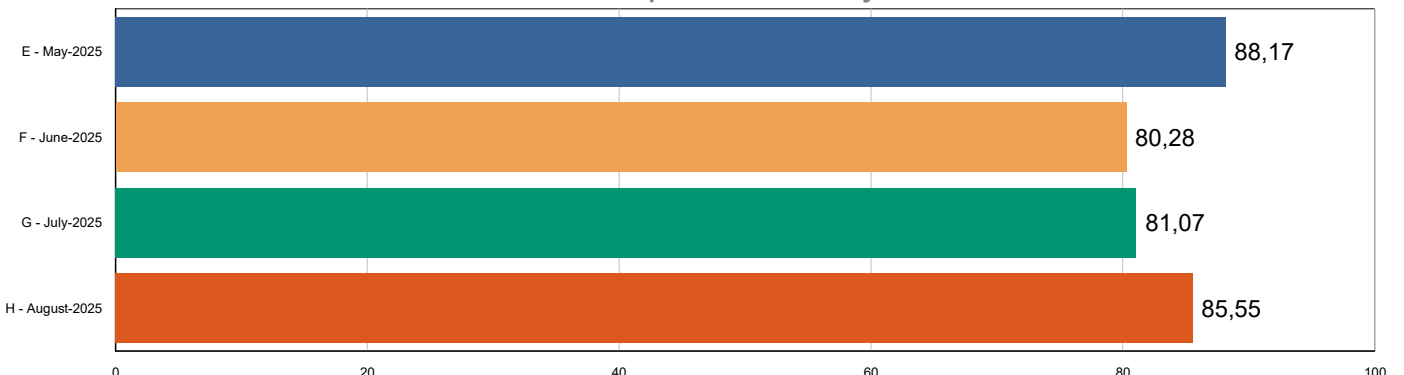


Failed	240	18.9%
Passed	1028	81.1%
Total:	1268	100.0%

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)	Product not dated	0 / 10	<div></div>	*
Defrosted and cleaned once a week		5 / 5	<div></div>	
Correct labeling and dating Photo <a href="#">1</a>	Prepared product not dated	0 / 5	<div></div>	
Storage of all products to be done according to Health Standard Photo <a href="#">1</a>	Open box in the freezer	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	20 / 40
- Critical deviations (*)	10
= Total	10

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 Photo <a href="#">1</a>	Veggies open	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 Photo <a href="#">1</a>	Shelves rusting need to be sprayed or painted	0 / 5	<div></div>	
Checklist filled in with date and time and signature		5 / 5	<div></div>	*

Scoring	25 / 35
- Critical deviations (*)	0
= Total	25

STOREROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Correct labeling and dating		5 / 5		
Storage of all products according to health Standard - Chemicals stored separately		5 / 5		
Complete cleanliness shelves / floor / walls Photo <a href="#">1</a>	Product not stored according to to labels	0 / 5		

Scoring	20 / 25
- Critical deviations (*)	0
= Total	20

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	Need sanitizers bottles in each section	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?	No prep sheet	0 / 10	<div></div>	*
Platform scale working and clean		5 / 5	<div></div>	
Portion size (kg): Cheese		5 / 5	<div></div>	
Portion size (kg): Calamari tubes Photo <a href="#">1</a>	Calamari portion not correct portion	0 / 5	<div></div>	
Portion size (kg): Calamari heads Photo <a href="#">1</a>	Calamari heads not correct portion	0 / 5	<div></div>	
Portion size (kg): Ribs	No ribs in stock	0 / 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	60 / 95
- Critical deviations (*)	20
= Total	40

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment		5 / 5	<div></div>	
Cutting boards, pots, cutlery and crockery stacked correctly Photo <a href="#">1</a>		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.		5 / 5	<div></div>	
Bin area clean		5 / 5	<div></div>	
Scoring		40 / 40		
- Critical deviations (*)		0		
= Total		40		

## 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 Photo <a href="#">1</a>	Not enough stones in the flame grill	0 / 10	<div></div>	
Chip Fryer clean, drained daily and working - thermostat checked Photo <a href="#">1</a>	Only 1 side is working, needs to be fixed	0 / 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		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		10 / 10	<div></div>	
Plates Unchipped, Moz Spec		5 / 5	<div></div>	*

GRILL LINE

Statement	Comment	Weight	Result	Critical
Oven in working order and clean		10 / 10	<div></div>	*
Ask Kitchen how to cook chicken from the start		10 / 10	<div></div>	
Scoring		150 / 170		
- Critical deviations (*)		0		
= Total		150		

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications		10 / 10	<div></div>	*
Mozambik approved suppliers in use only		10 / 10	<div></div>	*
Control stock levels	Ribs out of stock	0 / 5	<div></div>	*
Any sauces OFF / SOUR		5 / 5	<div></div>	*
Is the store buying 26% of stock from DC according to Store turnover sheet?	No did not order seafood from us	0 / 30	<div></div>	*
Scoring		25 / 60		
- Critical deviations (*)		20		
= Total		5		

FIRST AID KIT

Statement	Comment	Weight	Result	Critical
A fully equipped first aid kit must be present in stores		10 / 10	<div></div>	
First Aid officer on duty		10 / 10	<div></div>	
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	<div></div>	
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date		10 / 10	<div></div>	*
Fire Blankets must be wall mounted in grill area for easy access	Need two fire blanket	0 / 10	<div></div>	
Scoring		20 / 30		
- Critical deviations (*)		0		
= Total		20		

HYGIENE REGIME

Statement	Comment	Weight	Result	Critical
Color coded mops must be used for FOH and BOH and TOILETS.		5 / 5	<div></div>	
Must be stored correctly - upright position on a hanging rack		5 / 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	Need colour coded bucket and clothes	0 / 5	<div></div>	
Scoring		25 / 30		
- Critical deviations (*)		0		
= Total		25		



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	No baby changing station	0 / 5	<div></div>	

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

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		5 / 5	<div></div>	
Boots stored correctly and sanitized		5 / 5	<div></div>	
Scoring		20 / 20		
- Critical deviations (*)		0		
= Total		20		

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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 conditon of furniture		5 / 5	<div></div>	
Spec Furniture		5 / 5	<div></div>	
Scoring		15 / 15		
- Critical deviations (*)		0		
= Total		15		

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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	Need mounted frames for advertising	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	Need snapper frames	0 / 5	<div></div>	

Scoring	25 / 30
- Critical deviations (*)	0
= Total	25

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result	Critical
Pots and plants clean (dust and cigarette butts free) Photo <a href="#">1</a>	Paper's inside pots	0 / 5		
Bins odour free and clean, with lids and refuse bag in		5 / 5		
Front counter clean and uncluttered		10 / 10		*
Scoring		15 / 20		
- Critical deviations (*)		0		
= Total		15		

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result	Critical
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5 / 5		
Welcome Peanut Cone and Sweets Moz Spec available		10 / 10		*
Kids colouring in sheets and crayons available		5 / 5		
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		*
Moz Email account activated and checked		5 / 5		
Emergency Telephones number near the phone		5 / 5		
Telephone and Wifi in working order		10 / 10		
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		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		10 / 10	<div></div>	
Waiters writing on the table paper runner: name and manager name	Waiters not writing names	0 / 10	<div></div>	*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available Photo <a href="#">1</a>	No tolls of trade	0 / 10	<div></div>	
Scoring		35 / 55		
- Critical deviations (*)		10		
= Total		25		

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 Photo <a href="#">1</a>	Dirty coffee pots	0 / 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	90 / 95
- Critical deviations (*)	0
= Total	90

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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		10 / 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** **30 / 30****- Critical deviations (\*)** **0****= Total** **30****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)		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		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	1088 / 1268
- Total critical deviations	60
= Grand total	1028

## Signature(s)

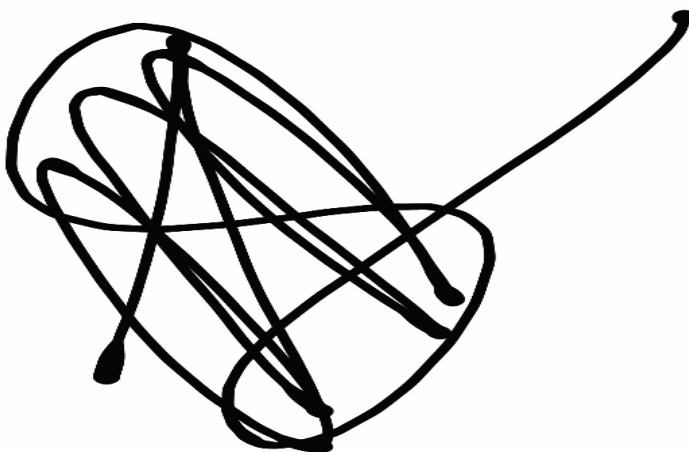
Store Manager

Signed: 04/07/2025 14:23:50

A handwritten signature in black ink that reads "Petrus". The letter 'P' is large and stylized with a loop, followed by 'e', 't', 'r', 'u', and 's' in a cursive script.

Operations

Signed: 04/07/2025 14:24:12

A handwritten signature in black ink, consisting of a complex, scribbled loop followed by a long, sweeping diagonal stroke extending towards the top right.