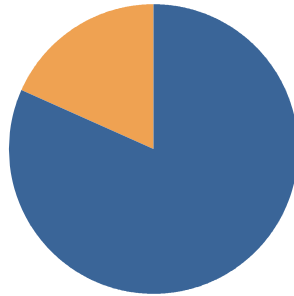


MOZAMBIK

Gaborone

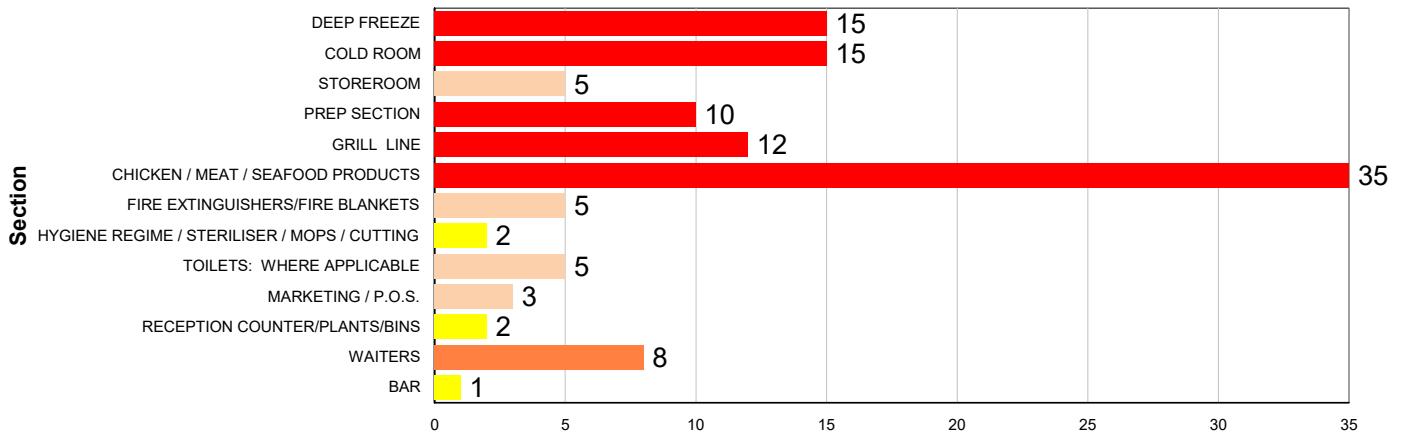
| | | | |
|-------------------|-------------------------------|--------------|-------------------------------|
| Task ref# | 11073 | | |
| Date | 05-07-2025 | | |
| Type of task | Store Evaluation | | |
| Completed by | Mozambik, TK | | |
| Start odometer | 100 | End odometer | 1000 |
| Distance traveled | 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 | 522/640 (82%) | | |

Assessment performance

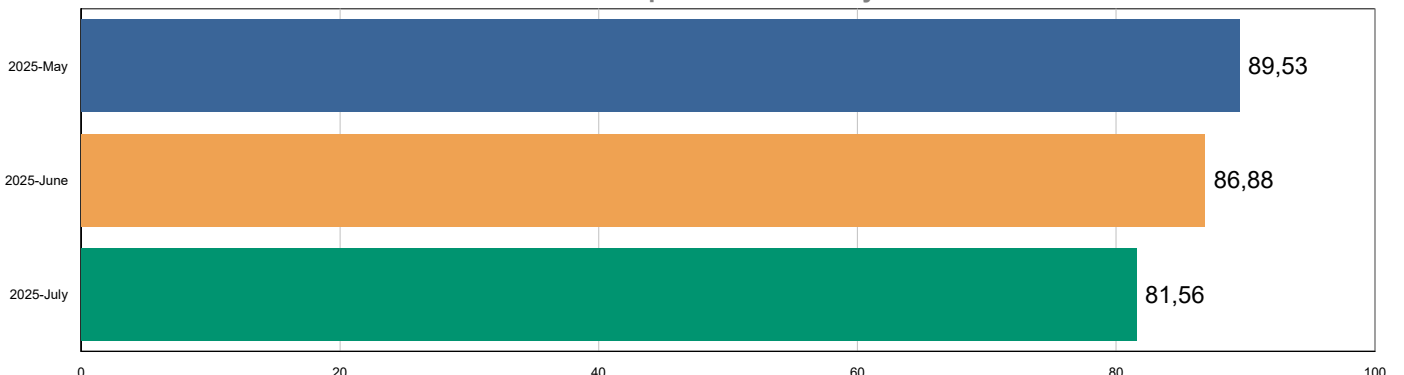


| | | |
|----------|-----|------------|
| ■ Passed | 522 | 81.6% |
| ■ Failed | 118 | 18.4% |
| Total: | | 640 100.0% |

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

| Statement | Comment | Weight | Result |
|--------------------------------------------------------------------------------------------|----------------------------|--------|-------------|
| Stock rotation F.I.F.O. | Product not dated | 0 | <div></div> |
| Defrosted and cleaned once a week | | 5 | <div></div> |
| Correct labeling and dating Photo 1 | Prepared product not dated | 0 | <div></div> |
| Storage of all products to be done according to Health Standard Photo 1 | Open box in the freezer | 0 | <div></div> |
| Temperature to be between -18 and -20 deg | | 5 | <div></div> |
| Condition and maintenance of freezer | | 5 | <div></div> |

Scoring15 / 30

COLD ROOM

| Statement | Comment | Weight | Result |
|------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------|-------------|
| Stock rotation F.I.F.O (first in first out) | | 5 | <div></div> |
| Correct labeling and dating | | 10 | <div></div> |
| Storage of all products to be done according to Health Standard Photo 1 | Veggies open | 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 | Shelves rusting need to be sprayed or painted | 0 | <div></div> |

Scoring20 / 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 | | 5 | <div></div> |
| Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 | Product not stored according to to labels | 0 | <div></div> |

Scoring

15 / 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 | | 5 | <div></div> |
| Deli Equipment in working order | | 5 | <div></div> |
| Food stored correctly after preparation eg: lettuce, coconut rice etc | | 1 | <div></div> |

Scoring

21 / 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 | Need sanitizers bottles in each section | 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? | No prep sheet | 0 | <div></div> |
| Platform scale working and clean | | 1 | <div></div> |
| Are the portion sizes correct? | No ,calamari heads and tubes not correct portion | 0 | <div></div> |
| Portion size (kg): Cheese | | 1 | <div></div> |
| Portion size (kg): Calamari tubes Photo 1 | Calamari portion not correct portion | 0 | <div></div> |
| Portion size (kg): Calamari heads Photo 1 | Calamari heads not correct portion | 0 | <div></div> |
| Portion size (kg): Ribs | No ribs in stock | 0 | <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 Photo 1 | | 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 | | 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 Photo 1 | Not enough stones in the flame grill | 0 |  |
| Chip Fryer clean, drained daily and working - thermostat checked Photo 1 | Only 1 side is working, needs to be fixed | 0 |  |
| 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 | | 14 |  |
| Extraction professionally cleaned - record last date | | 5 |  |
| Chips, Rice and Veg freshness | | 4 |  |
| Moz sauces and Spices to Moz specification | | 2 |  |
| Cleanliness of light switches and isolators | | 1 |  |
| General cleanliness of floors, walls, ceilings, skirting and rubbish area | | 1 |  |
| No broken wall or floor tiles | | 1 |  |
| Electrical compliance loose wires, fixtures, etc. | | 1 |  |
| Correct Mozambik uniform regulations must be adhered to | | 8 |  |

GRILL LINE

| Statement | Comment | Weight | Result |
|----------------------------|---------|--------|-------------|
| Plates Unchipped, Moz Spec | | 5 | <div></div> |

Scoring95 / 107

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 | Ribs out of stock | 0 | <div></div> |
| All sauces not OFF / SOUR | | 3 | <div></div> |
| Is the store buying 26% of stock from DC according to Store turnover sheet? | No did not order seafood from us | 0 | <div></div> |

Scoring13 / 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> |

Scoring10 / 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 | Need two fire blanket | 0 | <div></div> |

Scoring10 / 15

HYGIENE REGIME / STERILISER / MOPS / CUTTING

| Statement | Comment | Weight | Result |
|---------------------------------------------------------------|--------------------------------------|--------|-------------------------------------------------------------------------------------|
| Color coded mops must be used for FOH and BOH and TOILETS. | | 2 |  |
| Must be stored correctly - upright position on a hanging rack | | 2 |  |
| Must be sanitized over night | | 2 |  |
| Each section to have correct color coded equipment | | 2 |  |
| Bucket of soap water to be available in relevant areas | | 2 |  |
| Clean cloths must accompany these buckets | | 2 |  |
| All cloths must be clean, sanitized and color coded | Need colour coded bucket and clothes | 0 |  |

Scoring**12 / 14****TOILETS: WHERE APPLICABLE**

| Statement | Comment | Weight | Result |
|--------------------------------------------------------------|--------------------------|--------|---------------------------------------------------------------------------------------|
| Clean and well maintained | | 5 |  |
| Fresh odor | | 1 |  |
| Toilet paper, hand toweling, soap and sanitizer | | 1 |  |
| Shoe bins in place | | 1 |  |
| Extra effort in making bathrooms more pretty/ user friendly. | | 1 |  |
| Toilet cleaning checklist completed and filed | | 5 |  |
| Baby change stations, clean and operational | No baby changing station | 0 |  |

Scoring**14 / 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 | Need mounted frames for advertising | 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 | Need snapper frames | 0 | <div></div> |

Scoring

11 / 14

RECEPTION COUNTER/PLANTS/BINS

| Statement | Comment | Weight | Result |
|----------------------------------------------------------------------------------|---------------------|--------|-------------|
| Pots and plants clean (dust and cigarette butts free) Photo 1 | Paper's inside pots | 0 | <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 3 / 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> |





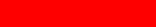
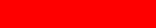
Scoring 8 / 8

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> |

Scoring 18 / 18

WAITERS

| Statement | Comment | Weight | Result |
|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------|-------------------------------------------------------------------------------------|
| Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons | | 5 |  |
| Compliance to hygiene regulations, hair neat, nails clean - no jewellery | | 2 |  |
| Waiter's cloths - must be 2, worn on belt/apron, not shoulder | | 1 |  |
| Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day | | 5 |  |
| Waiter writing on table ie:name and manger name | Waiters not writing names | 0 |  |
| Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available Photo 1 | No tolls of trade | 0 |  |

Scoring**13 / 21****BAR**

| Statement | Comment | Weight | Result |
|----------------------------------------------------------------------------------|-------------------|--------|---------------------------------------------------------------------------------------|
| Clean, merchandised and stocked according to standards | | 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 Photo 1 | Dirty coffee pots | 0 |  |
| Has the barman/barlady been for full Barista training | | 2 |  |
| Glasses and crockery clean, unchipped and unstained | | 2 |  |
| Bar area and equipment (incl printers) clean and tidy | | 2 |  |
| Glasses and crockery Moz spec | | 2 |  |
| Great cup of coffee? | | 2 |  |
| Ice machine / chest freezer in working order and clean | | 2 |  |

Scoring**21 / 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 | | 2 | <div></div> |

Scoring **18 / 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 | | 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 | | 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)

Store Manager

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

Petrus

Operations

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

[Illegible signature]