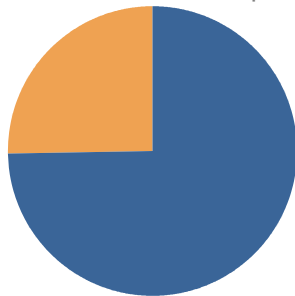


# MOZAMBIK

## Wilson's Wharf

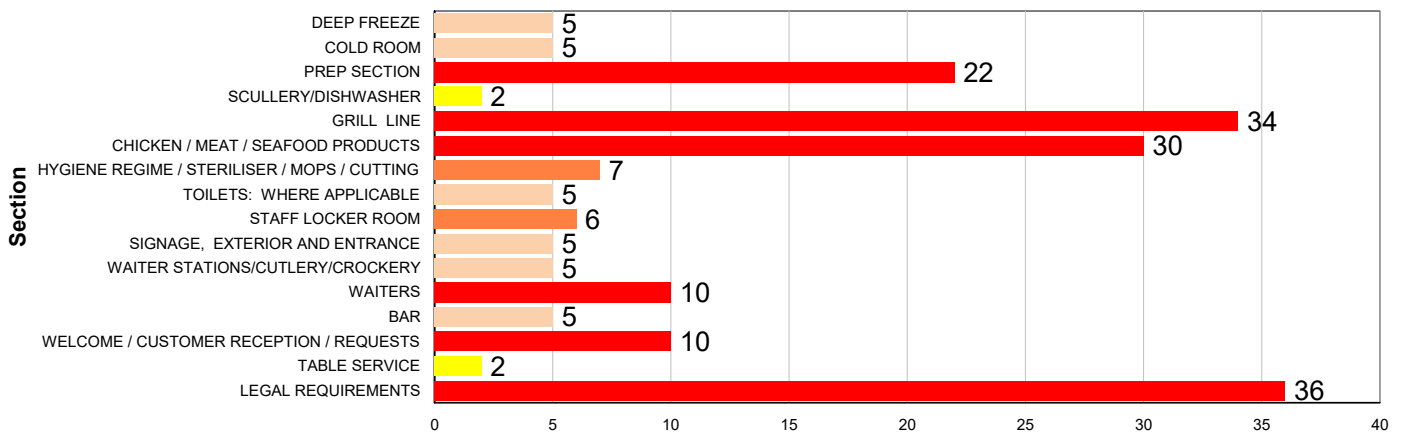
Task ref#	11092		
Date	16-07-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	69967	End odometer	70085
Distance traveled	118 km		
Start time	Tuesday 15 July, 2025 11:32:17	End time	Tuesday 15 July, 2025 17:08:16
Time taken	336 mins		
Collector	Operations Managers		
Score	559/748 (75%)		

Assessment performance

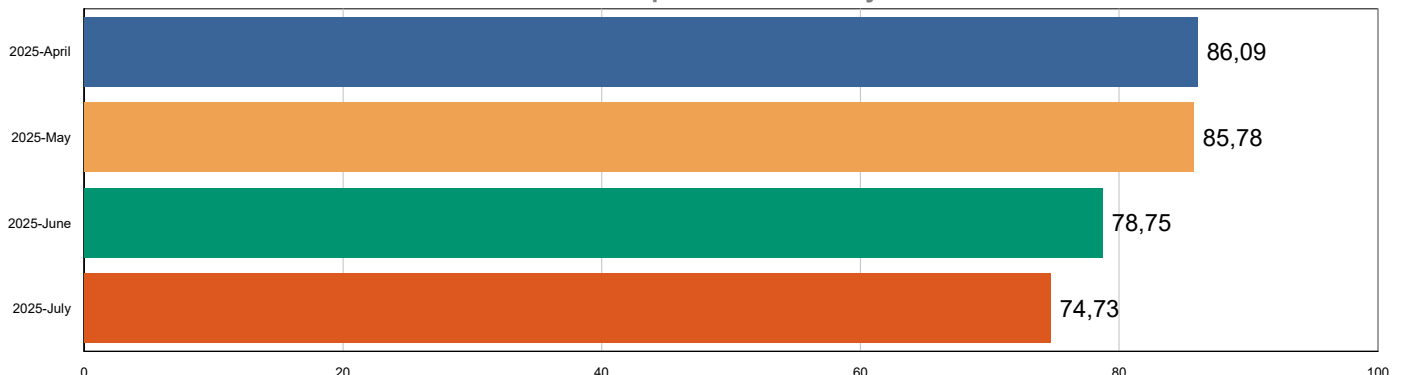


■ Passed	559	74.7%
■ Failed	189	25.3%
Total:	748	100.0%

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> Photo <a href="#">2</a>		0	<div></div>
Storage of all products to be done according to Health Standard		5	<div></div>
Temperature to be between -18 and -20 deg		5	<div></div>
Condition and maintenance of freezer		5	<div></div>

Scoring25 / 35

COLD ROOM

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 to be done according to Health Standard		5	<div></div>
Correct temp - 2c to 7c (dependent on defrost cycle)		5	<div></div>
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo <a href="#">1</a>		0	<div></div>

Scoring20 / 25

STOREROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5	<div></div>
Correct labeling and dating	Beautiful	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		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		5	<div></div>
Deli Equipment in working order		5	<div></div>
Food stored correctly after preparation eg: lettuce, coconut rice etc		5	<div></div>

Scoring

25 / 25

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	No sanitizer or hand cleaning	0	<div></div>
Are products defrosted and stored correctly after production?		5	<div></div>
Any rusting or broken tables and legs? Photo <a href="#">1</a>		0	<div></div>
Portion scale working and clean		5	<div></div>
All prep and portions sheets in use and filled in?		0	<div></div>
Platform scale working and clean		0	<div></div>
Portion size (kg): Cheese		2	<div></div>
Portion size (kg): Calamari tubes		2	<div></div>
Portion size (kg): Calamari heads	None prepped	0	<div></div>
Portion size (kg): Ribs		2	<div></div>
Portion size (kg): Chicken livers		2	<div></div>

Scoring

28 / 50

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		5	<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	None available	0	<div></div>
Grease traps cleaned daily.		2	<div></div>
All equipment working, dishwasher, taps, hose.		5	<div></div>
Bin area clean		5	<div></div>

Scoring

23 / 25

**GRILL LINE**

Statement	Comment	Weight	Result
Fridges clean, correct temperature and working - handles and seals unbroken		5	
Flat top and gas lines clean, burners working, heat shield and base tray in good condition		10	
Open Flame grill clean and stones changed twice a month Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>	Needs more stones. 4 burners missing. One needs replacing	0	
Chip Fryer clean, drained daily and working - thermostat checked		10	
Oil quality as per spec,		5	
Following Moz cooking procedure Photo <a href="#">1</a>	Gom syrup being cooked	0	
Salamander and frame clean, all heat elements working		5	
All serving plates and platters clean and stacked correctly		5	
Co-ordinating area cleaned and clear of clutter		5	
Gas boiling table / Inductions clean and all burners and valves working correctly		5	
Extraction system and canopy working (incl lights), cleaned daily including filters		15	
Extraction professionally cleaned - record last date	Due 05/08	10	
Chips, Rice and Veg freshness		10	
Cleanliness of light switches and isolators		2	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		2	

GRILL LINE

Statement	Comment	Weight	Result
No broken wall or floor tiles Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a> Photo <a href="#">4</a> Photo <a href="#">5</a> Photo <a href="#">6</a>	Renovations to be completed	0	<div></div>
Electrical compliance loose wires, fixtures, etc. Photo <a href="#">1</a> Photo <a href="#">2</a>	Renovations to be completed	0	<div></div>
Correct Mozambik uniform regulations must be adhered to	Kitchen uniforms needed	0	<div></div>
Plates Unchipped, Moz Spec		5	<div></div>

Scoring

94 / 160

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications		5	<div></div>
Mozambik approved suppliers in use only		10	<div></div>
Control stock levels		5	<div></div>
All sauces not OFF / SOUR		5	<div></div>
Is the store buying 26% of stock from DC according to Store turnover sheet?	19.17 in June	0	<div></div>

Scoring

25 / 55

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		10	<div></div>

Scoring

15 / 15

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 03/26	10	<div></div>
Fire Blankets must be wall mounted in grill area for easy access		5	<div></div>

Scoring

20 / 20

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>	Please buy correct coloured mops and buckets.	0	<div></div>
Must be stored correctly - upright position on a hanging rack Photo <a href="#">1</a>	Better than it has been, but still not always done.	0	<div></div>
Must be sanitized over night		2	<div></div>
Each section to have correct color coded equipment		5	<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

13 / 20

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result
Clean and well maintained	Thank you for fixing the taps and door locks	5	<div></div>
Fresh odor		1	<div></div>
Toilet paper, hand toweling, soap and santizer		5	<div></div>
She bins in place		5	<div></div>
Extra effort in making bathrooms more pretty/ user friendly. Photo <a href="#">1</a>	Please put something in this gap	1	<div></div>
Toilet cleaning checklist completed and filed Photo <a href="#">1</a>		0	<div></div>
Baby change stations,clean and operational		1	<div></div>

Scoring

18 / 23

STAFF TOILETS

Statement	Comment	Weight	Result
Clean and well maintained		5	<div></div>
Fresh odor		1	<div></div>
Toilet paper, hand toweling, hand soap and santizer		5	<div></div>
She bins in place		1	<div></div>
Toilet cleaning checklist completed and filed		5	<div></div>
Toilet seat present		1	<div></div>

Scoring

18 / 18

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness  Photo <a href="#">1</a>	Floor dirty. Loose wrappers and hair nets. Please can we find somewhere else to store chemicals	0	<div></div>
Odour		1	<div></div>
Neat		1	<div></div>
Boots stored correctly and sanitized		0	<div></div>

Scoring

2 / 8



SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result
Signage - Illumination and general cleanliness and condition	Sign faded	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		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		5	<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>

Scoring16 / 16

MARKETING / P.O.S.

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed		5	<div></div>
Correct marketing material in Serviette dispensers, Posters Moz approved Spec		5	<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		2	<div></div>

Scoring17 / 17

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		2	<div></div>
Front counter clean and uncluttered		2	<div></div>

Scoring6 / 6

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  Photo <a href="#">1</a>	Not available. Also, kids menus are in a bad state. Please order more.	0	<div></div>

Scoring10 / 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		5	<div></div>
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		5	<div></div>

Scoring15 / 15

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		5	<div></div>
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		2	<div></div>
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day		0	<div></div>
Waiter writing on table ie:name and manger name		0	<div></div>
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		5	<div></div>

Scoring

17 / 27

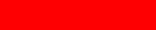



BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards	A few OOD items removed, but not many, Flying Fish Apple	5	<div></div>
All Fridges clean, working, lights working, seals not broken and decals in place Photo <a href="#">1</a>	Curtain in cold room mouldy, bar otherwise clean. One fridge light still flashing	0	<div></div>
Blender, blender jugs and Ice well clean, working		5	<div></div>
Coffee machines / grinder clean, working		5	<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		5	<div></div>
Great cup of coffee?		2	<div></div>
Ice machine / chest freezer in working order and clean		2	<div></div>

Scoring

30 / 35

**WELCOME / CUSTOMER RECEPTION / REQUESTS**

Statement	Comment	Weight	Result
Customer acknowledged immediately on entering store	No one manning the car park entrance	0	
Specified music being played and at correct sound levels		5	
Customer must be escorted to table	Customers coming from parking lot side not being escorted	0	
Farewell and thanked by staff/management on way out		5	

**Scoring** 10 / 20**TABLE SERVICE**

Statement	Comment	Weight	Result
Menus - removed from table, on placing order		2	
Beverages - tray used, drinks opened and poured half full		2	
Wine service - label presented, taster poured, ice bucket delivered		2	
Tables wiped down during service - water and food residue		2	
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		2	
Ashtrays - cleared appropriately (if appropriate)		2	
Table cleared of all dirty cutlery and crockery before bill presented		2	
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		2	
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials	Winter Menu knowledge is not good	0	

**Scoring** 16 / 18**KIDS SECTION**

Statement	Comment	Weight	Result
Play area clean and no broken equipment (if applicable)		5	
Child Minder present		5	

**Scoring** 10 / 10

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		0	<div></div>
Proof of pest control services		5	<div></div>
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5	<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		0	<div></div>
Liquor License Section 19/23		2	<div></div>
Certificate of Acceptability		2	<div></div>
Fire Certificate		2	<div></div>
Gas Certificate		0	<div></div>
Electrical Compliance		2	<div></div>
Trade License		2	<div></div>
Certificate of Occupancy		0	<div></div>
TV License		0	<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		2	<div></div>
PAYE and UIF		0	<div></div>
VAT Registration		2	<div></div>
Basic Conditions of Employment Act		0	<div></div>
Funeral Policies (if applicable)		2	<div></div>
First Aid Training Certificates		2	<div></div>

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
CODA Certificate (Compensation for Occupational Injuries and Diseases Act)		0	<div></div>
Certificate of Safe Oil Disposal		3	<div></div>

Scoring

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Signature(s)

Store Manager

Signed: 15/07/2025 15:20:58



Operations

Signed: 15/07/2025 15:26:31

