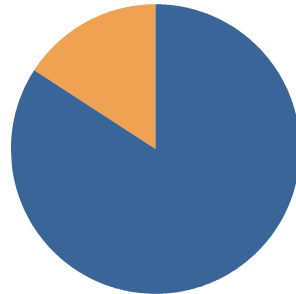


MOZAMBIK

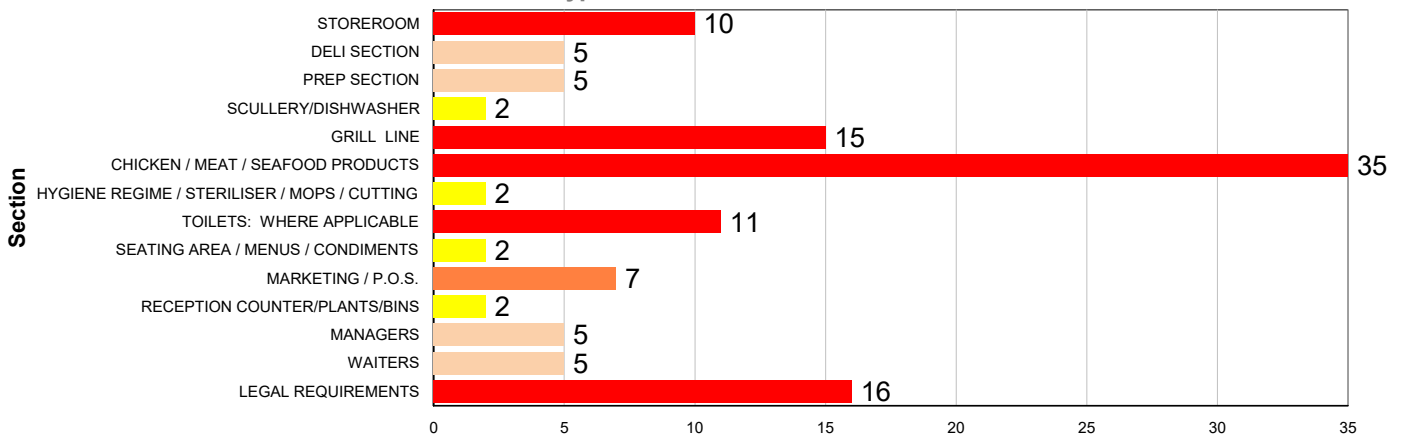
Walmer

Task ref#	11116		
Date	21-07-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Uhuru		
Start odometer	12345	End odometer	9876
Distance traveled	-2469 km		
Start time	Sunday 20 July, 2025 10:06:33	End time	Sunday 20 July, 2025 15:31:14
Time taken	325 mins		
Collector	Operations Managers		
Score	646/768 (84%)		

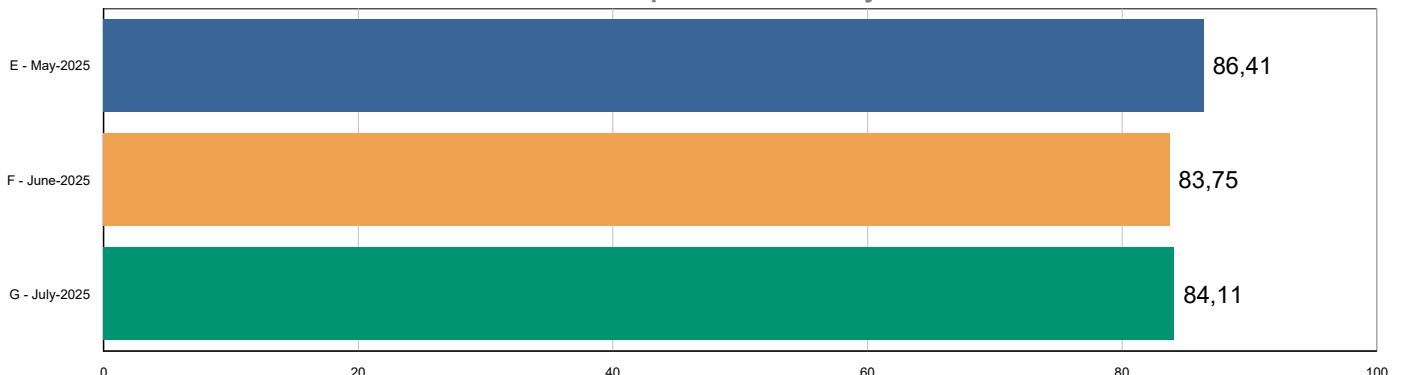
Assessment performance



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		5	<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>

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		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		5	<div></div>

Scoring25 / 25

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	No lights in storeroom	0	<div></div>
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 Photo 2	No lights in storeroom	0	<div></div>

Scoring10 / 25

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 Photo 1	No cream on rim of Mason jar on milkshake	0	<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

20 / 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		5	<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?		5	<div></div>
Platform scale working and clean	No platform scale in store	0	<div></div>
Portion size (kg): Cheese Photo 1		2	<div></div>
Portion size (kg): Calamari tubes Photo 1		2	<div></div>
Portion size (kg): Calamari heads Photo 1		2	<div></div>
Portion size (kg): Ribs Photo 1		2	<div></div>
Portion size (kg): Chicken livers Photo 1		2	<div></div>

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 sanitizer / hand soap / hand paper / bin available Photo 1 Photo 2	Refill sanitizer stations	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>

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		10	
Chip Fryer clean, drained daily and working - thermostat checked		10	
Oil quality as per spec,		5	
Following Moz cooking procedure Photo 1		10	
Salamander and frame clean, all heat elements working Photo 1	Store needs larger salamander	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 Photo 1	Extraction leaking onto outside wall	0	
Extraction professionally cleaned - record last date		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	
No broken wall or floor tiles		2	
Electrical compliance loose wires, fixtures, etc.		2	
Correct Mozambik uniform regulations must be adhered to		10	
Plates Unchipped, Moz Spec		5	

GRILL LINE

Statement	Comment	Weight	Result
Oven in working order and clean		10	<div></div>

Scoring123 / 138

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications Photo 1	Sausage is under portioned at 100g (120g)	0	<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?	Store is buying at 12 from DC	0	<div></div>

Scoring20 / 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>

Scoring15 / 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		10	<div></div>
Fire Blankets must be wall mounted in grill area for easy access		5	<div></div>

Scoring20 / 20

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS.		5	
Must be stored correctly - upright position on a hanging rack Photo 1	Cutting boards stored on the floor	0	
Must be sanitized over night		2	
Each section to have correct color coded equipment		5	
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		2	

Scoring 18 / 20**TOILETS: WHERE APPLICABLE**

Statement	Comment	Weight	Result
Clean and well maintained		5	
Fresh odor	Ladies toilets doesn't have fresh smell	0	
Toilet paper, hand toweling, soap and sanitizer	Hand dryer in ladies toilets not working	0	
Shoe bins in place		5	
Extra effort in making bathrooms more pretty/ user friendly.		1	
Toilet cleaning checklist completed and filed	No toilet checklist in place	0	
Baby change stations, clean and operational		1	

Scoring 12 / 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>

Scoring18 / 18

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness		5	<div></div>
Odour		1	<div></div>
Neat		1	<div></div>
Boots stored correctly and sanitized		1	<div></div>










Scoring8 / 8

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	
Cleanliness of walls, air ducts etc		1	
Lighting - all working Photo 1 Photo 2	Corona signage not illuminated	0	
All gold Tomato sauce bottles clean and in good condition		5	
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce) Photo 1 Photo 2	Condiment baskets missing Peri peri mozamsco Using espresso cups to hold sugar	0	
Menus up to date and clean		1	
Menu boards professionally done, neat, illuminated		1	
Correct Serviette Dispensers on the tables and filled		5	
TV working and clean		10	

Scoring**24 / 28****MARKETING / P.O.S.**

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed		5	
Correct marketing material in Serviette dispensers, Posters Moz approved Spec Photo 1 Photo 2	No marketing table dispenser	0	
In-house specials material Moz spec		1	
Correct Moz Spec Take Away Containers, Carry bags and stickers been used		2	
If HO promo running only HO promo on tables		2	
Snapper frames wall mounted Photo 1	A frame needs support boards	0	

Scoring**10 / 22**

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result
Pots and plants clean (dust and cigarette butts free) Photo 1 Photo 2	Cigarettes in pot plants Plant needs replanting in blue room	0	
Bins odour free and clean, with lids and refuse bag in		2	
Front counter clean and uncluttered		2	




Scoring 4 / 8**WAITER STATIONS/CUTLERY/CROCKERY**

Statement	Comment	Weight	Result
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5	
Welcome Peanut Cone and Sweets Moz Spec available		5	
Kids colouring in sheets and crayons available		5	

Scoring 15 / 15**TELEPHONE AND COMPUTER**

Statement	Comment	Weight	Result
Latest Moz GAAP / Pilot software version in use updated on the cloud.		2	
Moz Email account activated and checked		2	
Emergency Telephones number near the phone		2	
Telephone and Wifi in working order		2	

Scoring 8 / 8**MANAGERS**

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes. Photo 1	Manager not in Manager shirt	0	
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		5	
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		5	

Scoring 10 / 15

WAITERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons Photo 1	Waiter not in Moz uniform	0	<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		5	<div></div>
Waiter writing on table ie:name and manger name		5	<div></div>
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		5	<div></div>

Scoring 22 / 27

BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards		5	<div></div>
All Fridges clean, working, lights working, seals not broken and decals in place		5	<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 35 / 35

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 Photo 1	Last pest control check was in May	0	<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		20	<div></div>
Liquor License Section 19/23		0	<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		0	<div></div>
SAMPRO / SAMPRA		0	<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 Photo 1	Bar missing recipe card booklet	0	<div></div>
Time in Attendance		2	<div></div>
PAYE and UIF		2	<div></div>
VAT Registration		2	<div></div>
Basic Conditions of Employment Act		2	<div></div>
Funeral Policies (if applicable)		2	<div></div>

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
First Aid Training Certificates		2	
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5	
Certificate of Safe Oil Disposal		3	

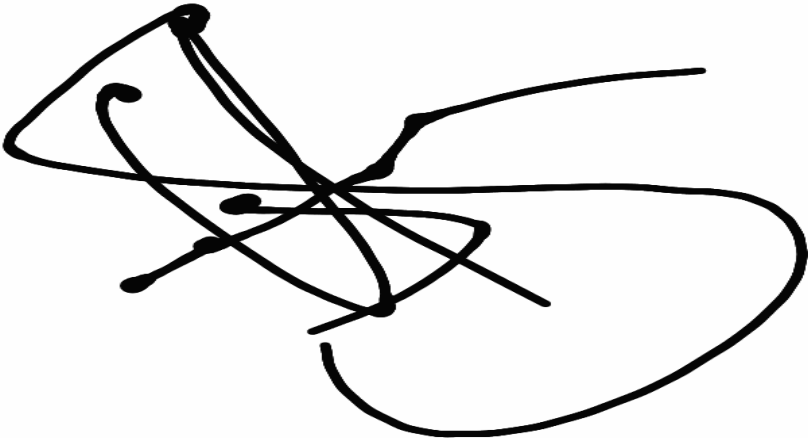
Scoring

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Signature(s)

Operations

Signed: 20/07/2025 15:30:11



Store Manager

Signed: 20/07/2025 15:31:05

