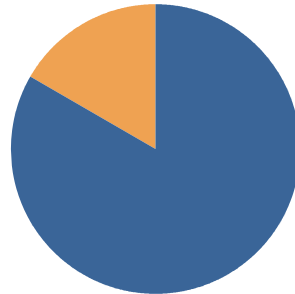


MOZAMBIK

Gaborone

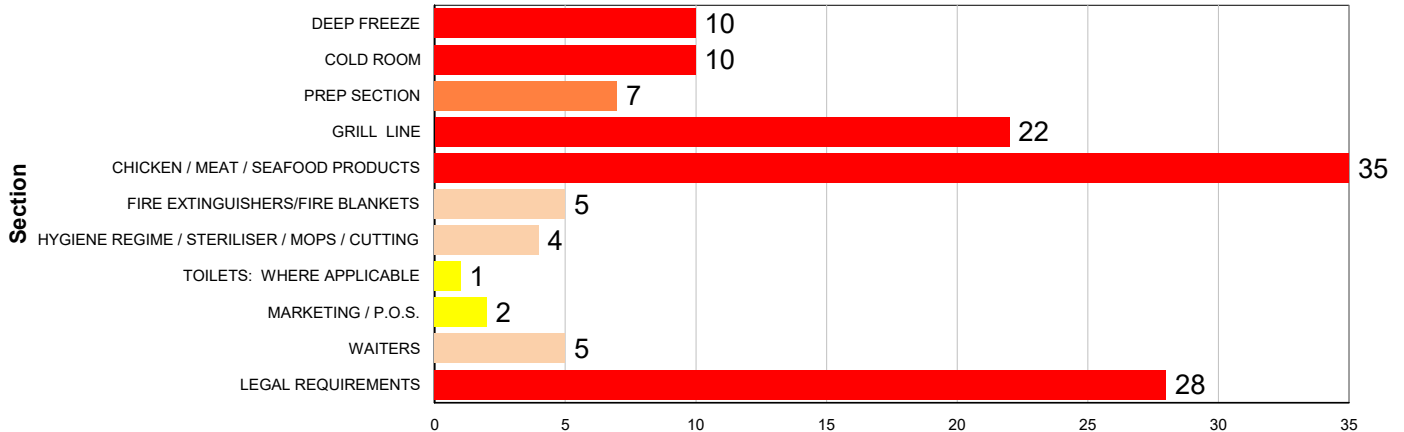
Task ref#	11137		
Date	07-08-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, TK		
Start odometer	100	End odometer	1000
Distance traveled	900 km		
Start time	Wednesday 06 August, 2025 16:23:23	End time	Wednesday 06 August, 2025 17:54:12
Time taken	91 mins		
Collector	Operations Managers		
Score	639/768 (83%)		

Assessment performance

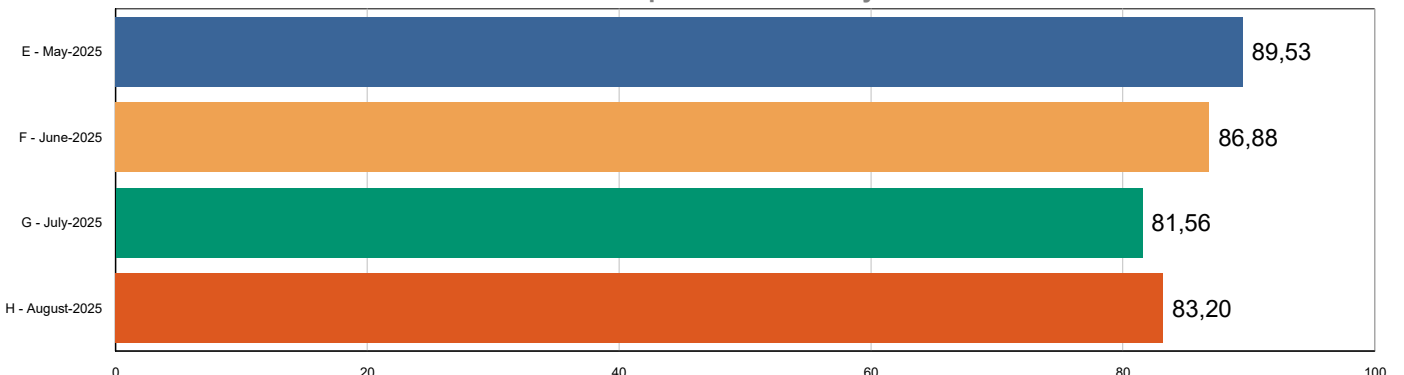


■ Passed	639	83.2%
■ Failed	129	16.8%
Total:	768	100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result
Stock rotation F.I.F.O. Photo 1	No stock rotation	0 / 5	<div></div>
Defrosted and cleaned once a week		5 / 5	<div></div>
Correct labeling and dating	Labels falling off needs to be replaced	0 / 5	<div></div>
Storage of all products to be done according to Health Standard		5 / 5	<div></div>
Temperature to be between -18 and -20 deg		5 / 5	<div></div>
Condition and maintenance of freezer		5 / 5	<div></div>

Scoring20 / 30

COLD ROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5 / 5	<div></div>
Correct labeling and dating Photo 1	Labels falling needs to be replaced	0 / 5	<div></div>
Storage of all products to be done according to Health Standard		5 / 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 1	Floor needs to be galvanised	0 / 5	<div></div>

Scoring15 / 25

STOREROOM

Statement	Comment	Weight	Result
Stock rotation F.I.F.O (first in first out)		5 / 5	<div></div>
Correct labeling and dating		5 / 5	<div></div>
Storage of all products according to health Standard - Chemicals stored separately		5 / 5	<div></div>
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5 / 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 / 5	<div></div>
Recipes for salads and desserts followed		5 / 5	<div></div>
Cleanliness of areas		5 / 5	<div></div>
Deli Equipment in working order		5 / 5	<div></div>
Food stored correctly after preparation eg: lettuce, coconut rice etc		5 / 5	<div></div>
Scoring		25 / 25	

PREP SECTION

Statement	Comment	Weight	Result
Shelving neat,clean and organized		5 / 5	<div></div>
Fridges clean, correct temperature and working - handles and seals unbroken		5 / 5	<div></div>
All prescribed hygiene specifications followed		5 / 5	<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 working and clean		5 / 5	<div></div>
All prep and portions sheets in use and filled in?	No prep sheet	0 / 5	<div></div>
Platform scale working and clean		5 / 5	<div></div>
Portion size (kg): Cheese Photo 1		2 / 2	<div></div>
Portion size (kg): Calamari tubes Photo 1	Calamari tubes are under portioned	0 / 2	<div></div>
Portion size (kg): Calamari heads Photo 1		2 / 2	<div></div>
Portion size (kg): Ribs Photo 1		2 / 2	<div></div>
Portion size (kg): Chicken livers Photo 1		2 / 2	<div></div>

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result
Cleanliness of section and equipment		2 / 2	<div></div>
Cutting boards, pots, cutlery and crockery stacked correctly		2 / 2	<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		2 / 2	<div></div>
Hand santizer / hand soap / hand paper / bin available		2 / 2	<div></div>
Grease traps cleaned daily.		2 / 2	<div></div>
All equipment working, dishwasher, taps, hose.		5 / 5	<div></div>
Bin area clean		5 / 5	<div></div>

Scoring

25 / 25

GRILL LINE

Statement	Comment	Weight	Result
Fridges clean, correct temperature and working - handles and seals unbroken		5 / 5	
Flat top and gas lines clean, burners working, heat shield and base tray in good condition		10 / 10	
Open Flame grill clean and stones changed twice a month Photo 1 Photo 2	No stones	0 / 10	
Chip Fryer clean, drained daily and working - thermostat checked		10 / 10	
Oil quality as per spec,		5 / 5	
Following Moz cooking procedure		10 / 10	
Salamander and frame clean, all heat elements working		5 / 5	
All serving plates and platters clean and stacked correctly		5 / 5	
Co-ordinating area cleaned and clear of clutter		5 / 5	
Gas boiling table / Inductions clean and all burners and valves working correctly		5 / 5	
Extraction system and canopy working (incl lights), cleaned daily including filters		15 / 15	
Extraction professionally cleaned - record last date		10 / 10	
Chips, Rice and Veg freshness		10 / 10	
Cleanliness of light switches and isolators		2 / 2	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		2 / 2	
No broken wall or floor tiles		2 / 2	
Electrical compliance loose wires, fixtures, etc. Photo 1	Isolator needs fixed	0 / 2	
Correct Mozambik uniform regulations must be adhered to	Staff needs uniform kelvin will buy	0 / 10	
Plates Unchipped, Moz Spec		5 / 5	

GRILL LINE

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

Scoring116 / 138

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result
Correct Mozambik specifications		5 / 5	<div></div>
Mozambik approved suppliers in use only		10 / 10	<div></div>
Control stock levels	No trinchado no Porto sauce	0 / 5	<div></div>
All sauces not OFF / SOUR		5 / 5	<div></div>
Is the store buying 26% of stock from DC according to Store turnover sheet?	Not Buying 26	0 / 30	<div></div>

Scoring20 / 55

FIRST AID KIT

Statement	Comment	Weight	Result
A fully equipped first aid kit must be present in stores		5 / 5	<div></div>
First Aid officer on duty		10 / 10	<div></div>

Scoring15 / 15

FIRE EXTINGUISHERS/FIRE BLANKETS






Statement	Comment	Weight	Result
Fire extinguishers must be wall mounted		5 / 5	<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 a second fire blanket	0 / 5	<div></div>

Scoring15 / 20

HYGIENE REGIME / STERILISER / MOPS / CUTTING

Statement	Comment	Weight	Result
Color coded mops must be used for FOH and BOH and TOILETS.		5 / 5	
Must be stored correctly - upright position on a hanging rack		2 / 2	
Must be sanitized over night		2 / 2	
Each section to have correct color coded equipment		5 / 5	
Bucket of soap water to be available in relevant areas		2 / 2	
Clean cloths must accompany these buckets Photo 1	Dirty clothes inside the bucket	0 / 2	
All cloths must be clean, sanitized and color coded	Clothes dirty and not colour coded	0 / 2	

Scoring **16 / 20****TOILETS: WHERE APPLICABLE**

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

Scoring **22 / 23**

STAFF TOILETS

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

Scoring18 / 18

STAFF LOCKER ROOM

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

Scoring8 / 8

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result
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>

Scoring15 / 15

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result
Paint work, ceiling boards		1 / 1	<div></div>
Cleanliness of walls, air ducts etc		1 / 1	<div></div>
Lighting - all working		1 / 1	<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)		1 / 1	<div></div>
Menus up to date and clean		1 / 1	<div></div>
Menu boards professionally done, neat, illuminated		1 / 1	<div></div>
Correct Serviette Dispensers on the tables and filled		5 / 5	<div></div>
TV working and clean		10 / 10	<div></div>

Scoring

26 / 26

MARKETING / P.O.S.

Statement	Comment	Weight	Result
Moz Spec A frames in use, National / Regional Promo material displayed		5 / 5	<div></div>
Correct marketing material in Serviette dispensers, Posters Moz approved Spec		5 / 5	<div></div>
In-house specials material Moz spec		1 / 1	<div></div>
Correct Moz Spec Take Away Containers, Carry bags and stickers been used		2 / 2	<div></div>
If HO promo running only HO promo on tables		2 / 2	<div></div>
Snapper frames wall mounted	Need snapper frames	0 / 2	<div></div>

Scoring

15 / 17

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result
Pots and plants clean (dust and cigarette butts free)		2 / 2	<div></div>
Bins odour free and clean, with lids and refuse bag in		2 / 2	<div></div>
Front counter clean and uncluttered		2 / 2	<div></div>

Scoring6 / 6

WAITER STATIONS/CUTLERY/CROCKERY

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

Scoring15 / 15

TELEPHONE AND COMPUTER

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

Scoring8 / 8

MANAGERS

Statement	Comment	Weight	Result
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		5 / 5	<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		5 / 5	<div></div>

Scoring15 / 15

WAITERS

Statement	Comment	Weight	Result
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		5 / 5	<div></div>
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		2 / 2	<div></div>
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day		5 / 5	<div></div>
Waiter writing on table ie:name and manger name	No table runner to write on	0 / 5	<div></div>
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		5 / 5	<div></div>
Scoring		22 / 27	

BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards		5 / 5	<div></div>
All Fridges clean, working, lights working, seals not broken and decals in place		5 / 5	<div></div>
Blender, blender jugs and Ice well clean, working		5 / 5	<div></div>
Coffee machines / grinder clean, working		5 / 5	<div></div>
Has the barman/barlady been for full Barista training		2 / 2	<div></div>
Glasses and crockery clean, unchipped and unstained		2 / 2	<div></div>
Bar area and equipment (incl printers) clean and tidy		2 / 2	<div></div>
Glasses and crockery Moz spec		5 / 5	<div></div>
Great cup of coffee?		2 / 2	<div></div>
Ice machine / chest freezer in working order and clean		2 / 2	<div></div>
Scoring		35 / 35	

WELCOME / CUSTOMER RECEPTION / REQUESTS

Statement	Comment	Weight	Result
Customer acknowledged immediately on entering store		5 / 5	<div></div>
Specified music being played and at correct sound levels		5 / 5	<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 **20 / 20**

TABLE SERVICE

Statement	Comment	Weight	Result
Menus - removed from table, on placing order		2 / 2	<div></div>
Beverages - tray used, drinks opened and poured half full		2 / 2	<div></div>
Wine service - label presented, taster poured, ice bucket delivered		2 / 2	<div></div>
Tables wiped down during service - water and food residue		2 / 2	<div></div>
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		2 / 2	<div></div>
Ashtrays - cleared appropriately (if appropriate)		2 / 2	<div></div>
Table cleared of all dirty cutlery and crockery before bill presented		2 / 2	<div></div>
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		2 / 2	<div></div>
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials		2 / 2	<div></div>

Scoring **18 / 18**

KIDS SECTION

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

Scoring **10 / 10**

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced		1 / 1	<div></div>
Proof of pest control services	No pest control certificate	0 / 5	<div></div>
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>
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's	Not will be sent from next month	0 / 20	<div></div>
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>
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact		5 / 5	<div></div>
Latest Updated - OPS Manual and Recipe Card Booklets		5 / 5	<div></div>
Time in Attendance		2 / 2	<div></div>
PAYE and UIF		2 / 2	<div></div>
VAT Registration		2 / 2	<div></div>
Basic Conditions of Employment Act		2 / 2	<div></div>
Funeral Policies (if applicable)		2 / 2	<div></div>
First Aid Training Certificates		2 / 2	<div></div>

LEGAL REQUIREMENTS

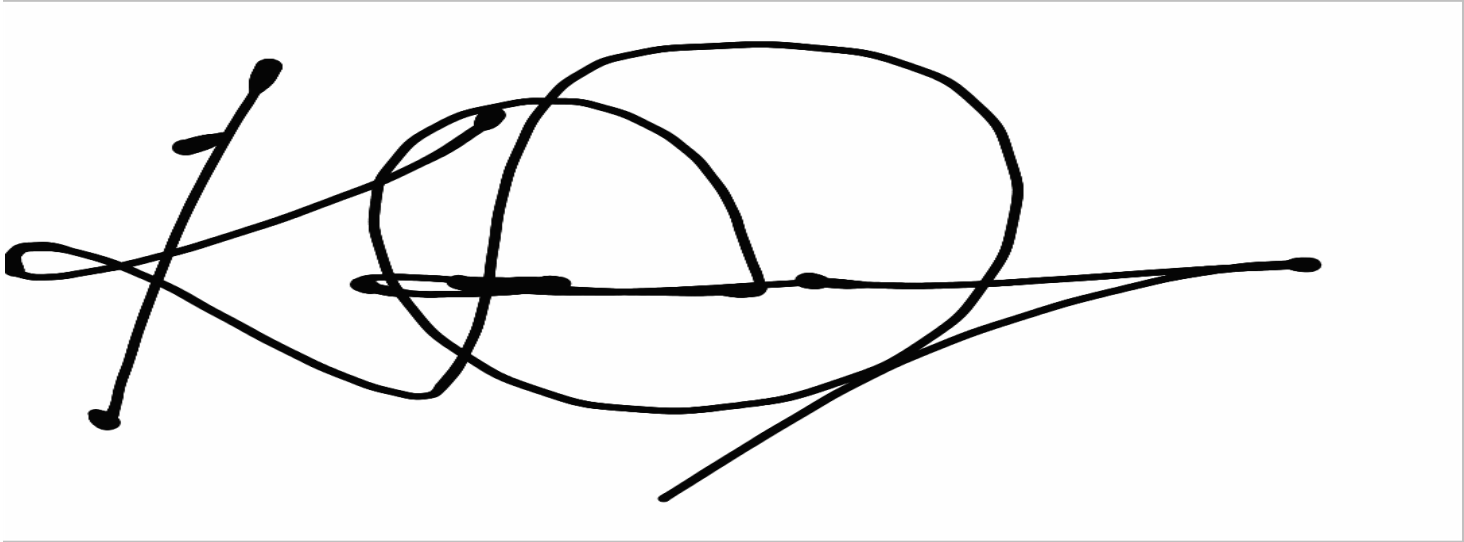
Statement	Comment	Weight	Result
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5 / 5	<div></div>
Certificate of Safe Oil Disposal	Still waiting for the certificate	0 / 3	<div></div>

Scoring	56 / 84
Overall score	639 / 768

Signature(s)

Store Manager

Signed: 06/08/2025 17:51:12



Operations

Signed: 06/08/2025 17:54:03

