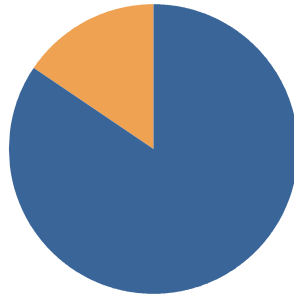


# MOZAMBIK

## Wilson's Wharf

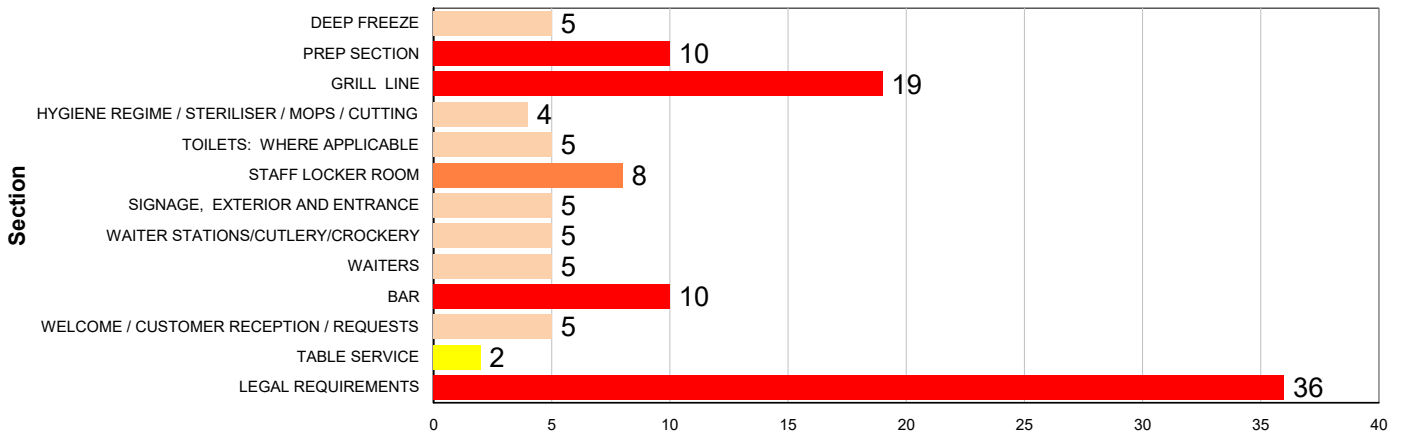
Task ref#	11162		
Date	14-08-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	74225	End odometer	0
Distance traveled	-74225 km		
Start time	Tuesday 12 August, 2025 11:34:38	End time	Wednesday 13 August, 2025 12:53:59
Time taken	1519 mins		
Collector	Operations Managers		
Score	649/768 (85%)		

Assessment performance

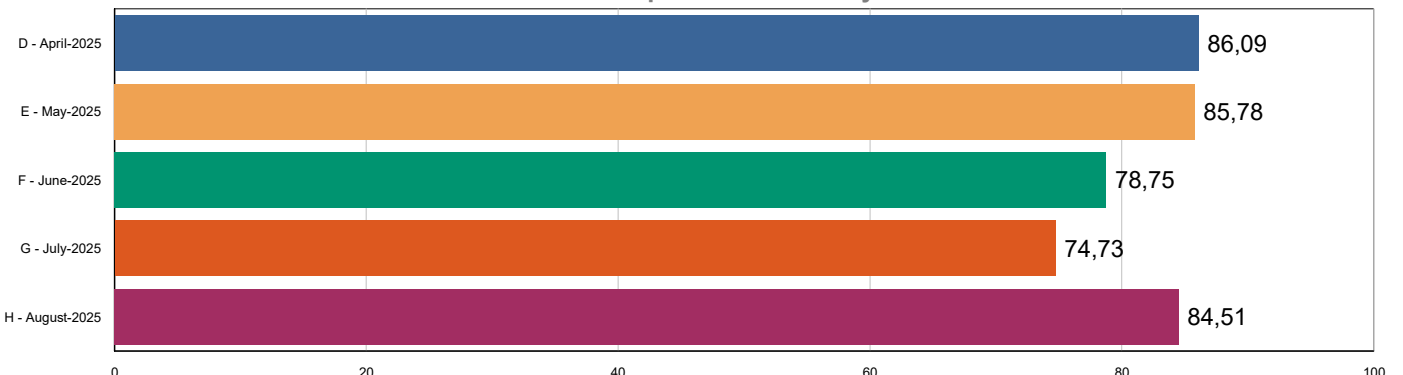


■ Passed	649	84.5%
■ Failed	119	15.5%
<b>Total:</b>	<b>768</b>	<b>100.0%</b>

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 / 5	<div></div>
Defrosted and cleaned once a week		5 / 5	<div></div>
Correct labeling and dating	Needs to be worked on still. Some labels but no dates	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>

Scoring25 / 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		5 / 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		5 / 5	<div></div>

Scoring25 / 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?	Cannot find book	0 / 5	<div></div>
Platform scale working and clean	It's not working	0 / 5	<div></div>
Portion size (kg): Cheese		2 / 2	<div></div>
Portion size (kg): Calamari tubes		2 / 2	<div></div>
Portion size (kg): Calamari heads		2 / 2	<div></div>
Portion size (kg): Ribs		2 / 2	<div></div>
Portion size (kg): Chicken livers		2 / 2	<div></div>

Scoring 40 / 50

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 <a href="#">1</a> Photo <a href="#">2</a>	Needs more stones, fourth time requesting. Space on grill limited as what's left of the stones are bunches together in the middle	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  Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a> Photo <a href="#">4</a>	Tiling to be completed	0 / 2	

GRILL LINE

Statement	Comment	Weight	Result
Electrical compliance loose wires, fixtures, etc. Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>		0 / 2	<div></div>
Correct Mozambik uniform regulations must be adhered to		10 / 10	<div></div>
Plates Unchipped, Moz Spec		0 / 5	<div></div>
Oven in working order and clean		10 / 10	<div></div>

Scoring119 / 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		5 / 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?		30 / 30	<div></div>

Scoring55 / 55

FIRST AID KIT

Statement	Comment	Weight	Result
A fully equipped first aid kit must be present in stores	Please top up and keep tidy. Please get blue or coloured plasters	5 / 5	<div></div>
First Aid officer on duty	Ugesh	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	Due 03/26	10 / 10	<div></div>
Fire Blankets must be wall mounted in grill area for easy access		5 / 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.	Thank youuuuuu	5 / 5	
Must be stored correctly - upright position on a hanging rack  Photo <a href="#">1</a> Photo <a href="#">2</a>	Passing cause I am so happy with the mops and buckets in each colour, thank you. Most are hanging up, only one left in the water. Well done	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 <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>	No cloths in any of the buckets	0 / 2	
All cloths must be clean, sanitized and color coded	No cloths	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	
She bins in place		5 / 5	
Extra effort in making bathrooms more pretty/ user friendly.		1 / 1	
Toilet cleaning checklist completed and filed  Photo <a href="#">1</a>	I have just issued a new checklist and pen and already this has been completed with a permanent marker. I will request a new laminated one be sent to you from DC, cost is R29 which should assist with the cleaning and weekly re-use	0 / 5	
Baby change stations, clean and operational		1 / 1	

**Scoring** 18 / 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>

Scoring

18 / 18

STAFF LOCKER ROOM

Statement	Comment	Weight	Result
Cleanliness	Dirty	0 / 5	<div></div>
Odour		0 / 1	<div></div>
Neat Photo <a href="#">1</a>		0 / 1	<div></div>
Boots stored correctly and sanitized Photo <a href="#">1</a>	Bad smell	0 / 1	<div></div>

Scoring

0 / 8

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result
Signage - Illumination and general cleanliness and condition	Sign faded	0 / 5	<div></div>
General cleanliness of outside area conditon of furniture		5 / 5	<div></div>
Spec Furniture		5 / 5	<div></div>

Scoring

10 / 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		2 / 2	<div></div>

Scoring

17 / 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  Photo <a href="#">1</a>	Kids menus in a terrible condition, no crayons or kokis	0 / 5	<div></div>

Scoring10 / 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	Only 1 lady had gel nails	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	A bit hit and miss	0 / 5	<div></div>
Waiter writing on table ie:name and manger name	Mostly, one or two missing	5 / 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


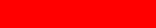


## BAR

Statement	Comment	Weight	Result
Clean, merchandised and stocked according to standards Photo <a href="#">1</a>	Open half eaten food in the drinks fridge	0 / 5	<div></div>
All Fridges clean, working, lights working, seals not broken and decals in place	Main fridges are cold. Just small one needs light fixed	5 / 5	<div></div>
Blender, blender jugs and Ice well clean, working		5 / 5	<div></div>
Coffee machines / grinder clean, working	Coffee machine not making water hot. Technician has been engaged. Deep clean/descaling needed	0 / 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


25 / 35

**WELCOME / CUSTOMER RECEPTION / REQUESTS**

Statement	Comment	Weight	Result
Customer acknowledged immediately on entering store		5 / 5	
Specified music being played and at correct sound levels	Not spec but at a decent volume	0 / 5	
Customer must be escorted to table		5 / 5	
Farewell and thanked by staff/management on way out		5 / 5	

**Scoring** **15 / 20**

**TABLE SERVICE**

Statement	Comment	Weight	Result
Menus - removed from table, on placing order		2 / 2	
Beverages - tray used, drinks opened and poured half full		2 / 2	
Wine service - label presented, taster poured, ice bucket delivered		2 / 2	
Tables wiped down during service - water and food residue		2 / 2	
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		2 / 2	
Ashtrays - cleared appropriately (if appropriate)		2 / 2	
Table cleared of all dirty cutlery and crockery before bill presented		2 / 2	
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		2 / 2	
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials	Very poor knowledge of the dessert menu from everyone except Eli.	0 / 2	

**Scoring** **16 / 18**

**KIDS SECTION**

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

**Scoring** **10 / 10**

LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
Generator in Working Order and Serviced	No service history available	0 / 1	<div></div>
Proof of pest control services	Due tonight	5 / 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		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		0 / 2	<div></div>
Electrical Compliance		2 / 2	<div></div>
Trade License		2 / 2	<div></div>
Certificate of Occupancy		0 / 2	<div></div>
TV License		0 / 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		0 / 2	<div></div>
VAT Registration		2 / 2	<div></div>
Basic Conditions of Employment Act		0 / 2	<div></div>
Funeral Policies (if applicable)		2 / 2	<div></div>
First Aid Training Certificates		2 / 2	<div></div>

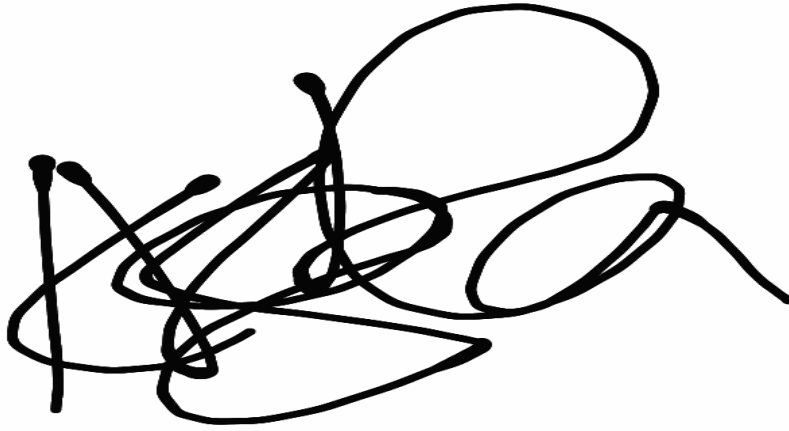
LEGAL REQUIREMENTS

Statement	Comment	Weight	Result
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		0 / 5	<div></div>
Certificate of Safe Oil Disposal		3 / 3	<div></div>
Scoring		48 / 84	
Overall score		649 / 768	

**Signature(s)**

Operations

Signed: 12/08/2025 13:54:06

A handwritten signature in black ink, featuring a large, stylized 'O' or 'Q' shape followed by a series of loops and a final vertical stroke.

Store Manager

Signed: 12/08/2025 14:03:29

A handwritten signature in black ink, featuring a large, stylized 'O' or 'Q' shape followed by a series of loops and a final vertical stroke.

Store Manager

Signed: 12/08/2025 14:03:32

A handwritten signature in black ink, featuring a large, stylized 'O' or 'Q' shape followed by a series of loops and a final vertical stroke.