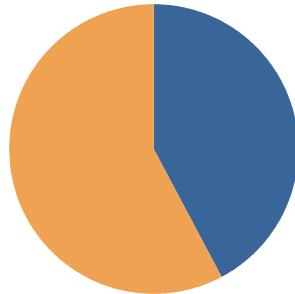


# MOZAMBIK

## Ballito

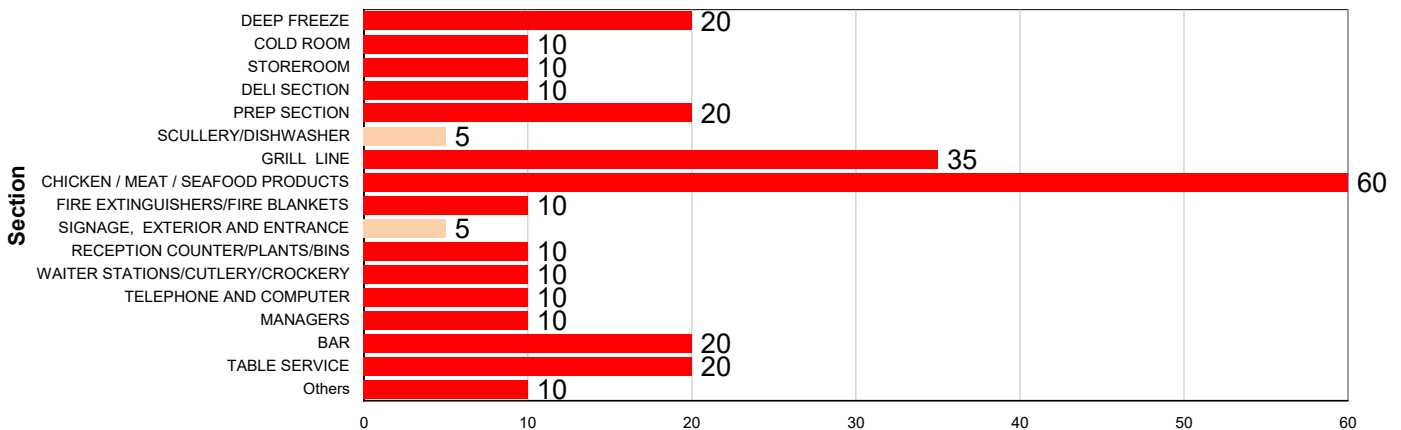
Task ref#	11214		
Date	31-08-2025		
Type of task	Store Evaluation		
Completed by	St Clair-Mulley, Melanie		
Start odometer	123	End odometer	123
Distance traveled	0 km		
Start time	Saturday 30 August, 2025 09:35:40	End time	Saturday 30 August, 2025 15:05:03
Time taken	330 mins		
Collector	Head of Operations		
Score	733/1268 (58%)		

Assessment performance

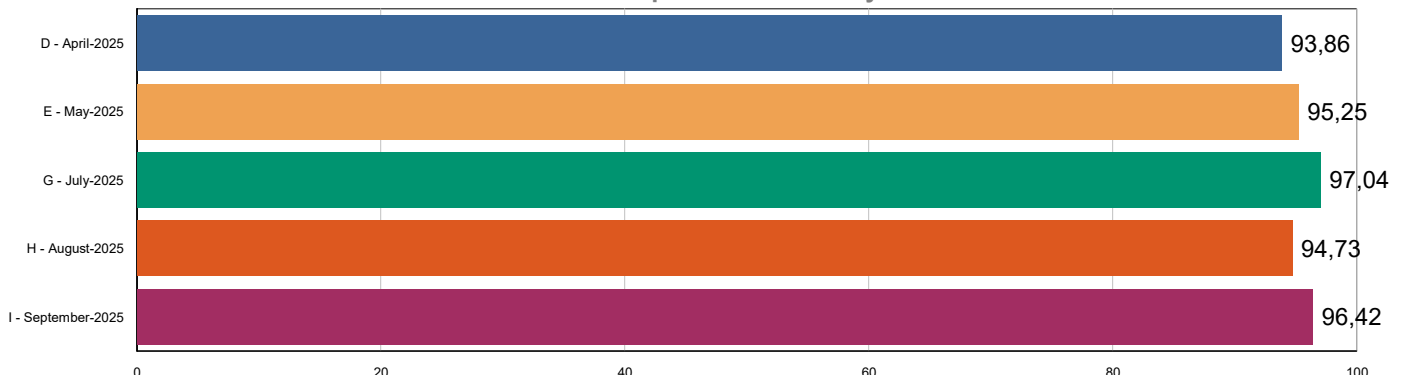


Failed	535	42.2%
Passed	733	57.8%
Total:	1268	100.0%

Types of issues detected



Assessment performance this year



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		0 / 10		*
Defrosted and cleaned once a week		5 / 5		
Correct labeling and dating		5 / 5		
Storage of all products to be done according to Health Standard		5 / 5		
Temperature to be between -18°C and -20°C (depending on defrost cycle)		0 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan		5 / 5		
Checklist filled in with date and time and signature		0 / 5		*

Scoring	20 / 40
- Critical deviations (*)	30
= Total	-10

COLD ROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		0 / 10		*
Correct labeling and dating		5 / 5		
Storage of all products to be done according to Health Standard		5 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)		5 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5 / 5		
Checklist filled in with date and time and signature		5 / 5		*

Scoring	25 / 35
- Critical deviations (*)	10
= Total	15

STOREROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)  Photo <a href="#">1</a>		0 / 10		*
Correct labeling and dating		5 / 5		
Storage of all products according to health Standard - Chemicals stored separately		5 / 5		
Complete cleanliness shelves / floor / walls		5 / 5		
Scoring		15 / 25		
- Critical deviations (*)		10		
= Total		5		

DELI SECTION

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5		
Recipes for salads and desserts followed		5 / 5		
Cleanliness of areas		5 / 5		
Deli Equipment in working order		5 / 5		
Food stored correctly after preparation eg: lettuce, coconut rice etc		5 / 5		
Stock rotation F.I.F.O (first in first out)  Photo <a href="#">1</a>		0 / 10		*
Scoring		25 / 35		
- Critical deviations (*)		10		
= Total		15		

PREP SECTION

Statement	Comment	Weight	Result	Critical
Shelving neat,clean and organized		5 / 5	<div></div>	
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5	<div></div>	
Colour coded cutting boards stored correctly Photo <a href="#">1</a>		0 / 10	<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 calibrated, working and clean		0 / 10	<div></div>	*
All prep and portions sheets in use and filled in, and email to R&D?		10 / 10	<div></div>	*
Platform scale working and clean		5 / 5	<div></div>	
Portion size (kg): Cheese		5 / 5	<div></div>	
Portion size (kg): Calamari tubes		5 / 5	<div></div>	
Portion size (kg): Calamari heads		5 / 5	<div></div>	
Portion size (kg): Ribs		5 / 5	<div></div>	
Portion size (kg): Chicken livers		5 / 5	<div></div>	
Portion size (kg): Chicken fillets		5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*

Scoring	75 / 95
- Critical deviations (*)	20
= Total	55

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SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment		5 / 5	<div></div>	
Cutting boards, pots, cutlery and crockery stacked correctly		5 / 5	<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		5 / 5	<div></div>	
Hand santizer / hand soap / hand paper / bin available		5 / 5	<div></div>	
Grease traps cleaned daily.		5 / 5	<div></div>	
All equipment working, dishwasher, taps, hose.		5 / 5	<div></div>	
Bin area clean		0 / 5	<div></div>	

Scoring35 / 40

- Critical deviations (\*)0

= Total35

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## GRILL LINE

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5	<div></div>	
Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition		10 / 10	<div></div>	
Open Flame grill clean and stones changed twice a month, and burners and valves working correctly		10 / 10	<div></div>	
Chip Fryer clean, drained daily and working - thermostat checked		10 / 10	<div></div>	
Oil quality as per spec		10 / 10	<div></div>	
Following Moz cooking procedure		0 / 10	<div></div>	*
Salamander and frame clean, all heat elements working		5 / 5	<div></div>	
All serving plates and platters clean and stacked correctly		5 / 5	<div></div>	
Co-ordinating area cleaned and clear of clutter		5 / 5	<div></div>	
Gas boiling table / Inductions clean and all burners and valves working correctly		10 / 10	<div></div>	
Extraction system and canopy working (incl lights), cleaned daily including filters		15 / 15	<div></div>	
Extraction professionally cleaned - record last date		10 / 10	<div></div>	
Chips, Rice and Veg freshness		10 / 10	<div></div>	
Cleanliness of light switches and isolators		5 / 5	<div></div>	
General cleanliness of floors, walls, ceilings, skirting and rubbish area		5 / 5	<div></div>	
No broken wall or floor tiles		5 / 5	<div></div>	
Electrical compliance loose wires, fixtures, etc.		5 / 5	<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		0 / 10	<div></div>	*

GRILL LINE

Statement	Comment	Weight	Result	Critical
Ask Kitchen how to cook chicken from the start		0 / 10		
Scoring		135 / 170		
- Critical deviations (*)		30		
= Total		105		

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications		0 / 10		*
Mozambik approved suppliers in use only		0 / 10		*
Control stock levels		0 / 5		*
Any sauces OFF / SOUR		0 / 5		*
Is the store buying 26% of stock from DC according to Store turnover sheet?		0 / 30		*
Scoring		0 / 60		
- Critical deviations (*)		50		
= Total		-50		

FIRST AID KIT

Statement	Comment	Weight	Result	Critical
A fully equipped first aid kit must be present in stores		10 / 10		
First Aid officer on duty		10 / 10		
Scoring		20 / 20		
- Critical deviations (*)		0		
= Total		20		

FIRE EXTINGUISHERS/FIRE BLANKETS

Statement	Comment	Weight	Result	Critical
Fire extinguishers must be wall mounted		10 / 10	<div></div>	
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date		0 / 10	<div></div>	*
Fire Blankets must be wall mounted in grill area for easy access		10 / 10	<div></div>	
Scoring		20 / 30		
- Critical deviations (*)		10		
= Total		10		

HYGIENE REGIME

Statement	Comment	Weight	Result	Critical
Color coded mops must be used for FOH and BOH and TOILETS.		5 / 5	<div></div>	
Must be stored correctly - upright position on a hanging rack		5 / 5	<div></div>	
Must be sanitized over night		5 / 5	<div></div>	
Each section to have correct color coded equipment		5 / 5	<div></div>	
Bucket of soap water to be available in relevant areas, with relevant cloths		5 / 5	<div></div>	
All cloths must be clean, sanitized and color coded in relevant areas		5 / 5	<div></div>	
Scoring		30 / 30		
- Critical deviations (*)		0		
= Total		30		



TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result	Critical
Clean and well maintained		5 / 5	<div></div>	
Fresh odor		5 / 5	<div></div>	
Toilet paper, hand toweling, soap and santizer		5 / 5	<div></div>	
She bins in place		5 / 5	<div></div>	
Extra effort in making bathrooms more pretty/ user friendly.		5 / 5	<div></div>	
Toilet cleaning checklist completed and filed		10 / 10	<div></div>	
Baby change stations,clean and operational		5 / 5	<div></div>	

Scoring	40 / 40
- Critical deviations (*)	0
= Total	40

STAFF TOILETS

Statement	Comment	Weight	Result	Critical
Clean and well maintained		5 / 5	<div></div>	
Fresh odor		5 / 5	<div></div>	
Toilet paper, hand toweling, hand soap and santizer		10 / 10	<div></div>	
She bins in place		5 / 5	<div></div>	
Toilet cleaning checklist completed and filed		5 / 5	<div></div>	
Toilet seat present		5 / 5	<div></div>	

Scoring	35 / 35
- Critical deviations (*)	0
= Total	35

STAFF LOCKER ROOM

Statement	Comment	Weight	Result	Critical
Cleanliness		5 / 5	<div></div>	
Odour		5 / 5	<div></div>	
Neat		5 / 5	<div></div>	
Boots stored correctly and sanitized		5 / 5	<div></div>	
Scoring		20 / 20		
- Critical deviations (*)		0		
= Total		20		

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SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result	Critical
Signage - Illumination and general cleanliness and condition		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		
- Critical deviations (*)		10		
= Total		0		

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SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result	Critical
Paint work, ceiling boards		5 / 5	<div></div>	
Cleanliness of walls, air ducts etc		5 / 5	<div></div>	
Lighting - all working		5 / 5	<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)		10 / 10	<div></div>	
Menus up to date and clean		5 / 5	<div></div>	
Menu boards professionally done, neat, illuminated		5 / 5	<div></div>	
Correct Serviette Dispensers on the tables filled, good condition, not cracked and clean		10 / 10	<div></div>	
TV working and clean		5 / 5	<div></div>	

Scoring	55 / 55
- Critical deviations (*)	0
= Total	55

MARKETING / P.O.S.

Statement	Comment	Weight	Result	Critical
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		5 / 5	<div></div>	
Correct Moz Spec Take Away Containers, Carry bags and stickers been used		5 / 5	<div></div>	*
If HO promo running only HO promo on tables		5 / 5	<div></div>	
Snapper frames wall mounted		5 / 5	<div></div>	

Scoring	30 / 30
- Critical deviations (*)	0
= Total	30

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result	Critical
Pots and plants clean (dust and cigarette butts free)		5 / 5	<div></div>	
Bins odour free and clean, with lids and refuse bag in		5 / 5	<div></div>	
Front counter clean and uncluttered		0 / 10	<div></div>	*
Scoring		10 / 20		
- Critical deviations (*)		10		
= Total		0		

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result	Critical
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5 / 5	<div></div>	
Welcome Peanut Cone and Sweets Moz Spec available		0 / 10	<div></div>	*
Kids colouring in sheets and crayons available		5 / 5	<div></div>	
Scoring		10 / 20		
- Critical deviations (*)		10		
= Total		0		

TELEPHONE AND COMPUTER

Statement	Comment	Weight	Result	Critical
Latest Moz GAAP / Pilot software version in use updated on the cloud and stock control captured		0 / 10	<div></div>	*
Moz Email account activated and checked		5 / 5	<div></div>	
Emergency Telephones number near the phone		5 / 5	<div></div>	
Telephone and Wifi in working order		10 / 10	<div></div>	
Scoring		20 / 30		
- Critical deviations (*)		10		
= Total		10		

MANAGERS

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		0 / 10		*
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		5 / 5		
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		10 / 10		
Scoring		15 / 25		
- Critical deviations (*)		10		
= Total		5		

WAITERS

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes and aprons		5 / 5		
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		10 / 10		
Waiter's cloths - must be 2, worn on belt/apron, not shoulder		10 / 10		
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day		10 / 10		
Waiters writing on the table paper runner: name and manager name		10 / 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10		
Scoring		55 / 55		
- Critical deviations (*)		0		
= Total		55		

BAR

Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards		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		10 / 10	<div></div>	
Glasses and crockery clean, unchipped and unstained		10 / 10	<div></div>	
Bar area and equipment (incl printers) clean and tidy		10 / 10	<div></div>	
Glasses and crockery Moz spec		0 / 10	<div></div>	*
Great cup of coffee?		5 / 5	<div></div>	
Ice machine / chest freezer in working order and clean		5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)		0 / 10	<div></div>	*
Underbar fridges clean, correct temperature 2°C to 7°C (dependent on defrost cycle), working, handles and seals not broken		10 / 10	<div></div>	
Standup fridges in working order? Are the decals over lightbox and advertising in place?		10 / 10	<div></div>	

Scoring	75 / 95
- Critical deviations (*)	20
= Total	55

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**WELCOME / CUSTOMER RECEPTION / REQUESTS**

Statement	Comment	Weight	Result	Critical
Customer acknowledged immediately on entering store		10 / 10	<div></div>	
Specified music being played and at correct sound levels		10 / 10	<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** **30 / 30****- Critical deviations (\*)** **0****= Total** **30****TABLE SERVICE**

Statement	Comment	Weight	Result	Critical
Menus - removed from table, on placing order		10 / 10	<div></div>	
Beverages - tray used, drinks opened and poured half full		10 / 10	<div></div>	
Wine service - label presented, taster poured, ice bucket delivered		10 / 10	<div></div>	
Tables wiped down during service - water and food residue		10 / 10	<div></div>	
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		10 / 10	<div></div>	
Ashtrays - cleared appropriately (if appropriate)		10 / 10	<div></div>	
Table cleared of all dirty cutlery and crockery before bill presented		10 / 10	<div></div>	
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		10 / 10	<div></div>	
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials		0 / 20	<div></div>	*

**Scoring** **80 / 100****- Critical deviations (\*)** **10****= Total** **70**

KIDS SECTION (WHERE APPLICABLE)

Statement	Comment	Weight	Result	Critical
Play area clean and no broken equipment (if applicable)		5 / 5	<div></div>	
Child Minder present (if applicable)		5 / 5	<div></div>	
Play area well equipped		5 / 5	<div></div>	
Scoring		15 / 15		
- Critical deviations (*)		0		
= Total		15		

LEGAL REQUIREMENTS (MONTHLY)

Statement	Comment	Weight	Result	Critical
Generator in Working Order and Serviced		5 / 5	<div></div>	
Proof of pest control services		5 / 5	<div></div>	
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's		20 / 20	<div></div>	*
Latest Updated - OPS Manual and Recipe Card Booklets		0 / 5	<div></div>	*
Are the disclaimers visible in the following areas - Kids Play Area, Peanut & Food allergies / General by the front door		5 / 5	<div></div>	
Scoring		35 / 40		
- Critical deviations (*)		10		
= Total		25		



LEGAL REQUIREMENTS (STAFF)

Statement	Comment	Weight	Result	Critical
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		0 / 5	<div></div>	
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact		10 / 10	<div></div>	*
Time in Attendance		2 / 2	<div></div>	
PAYE and UIF		2 / 2	<div></div>	
Funeral Policies (if applicable)		2 / 2	<div></div>	
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5 / 5	<div></div>	
Scoring		26 / 31		
- Critical deviations (*)		0		
= Total		26		

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LEGAL REQUIREMENTS (LEGAL)

Statement	Comment	Weight	Result	Critical
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>	
VAT Registration		2 / 2	<div></div>	
Basic Conditions of Employment Act		2 / 2	<div></div>	
First Aid Training Certificates		5 / 5	<div></div>	*
Certificate of Safe Oil Disposal		5 / 5	<div></div>	

Scoring	32 / 32
- Critical deviations (*)	0
= Total	32

Overall score	993 / 1268
- Total critical deviations	260
= Grand total	733

Odometers



Signature(s)

Operations

Signed: 30/08/2025 15:04:30

Store Manager

Signed: 30/08/2025 15:04:36