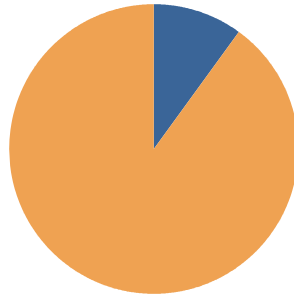


MOZAMBIK

Galleria

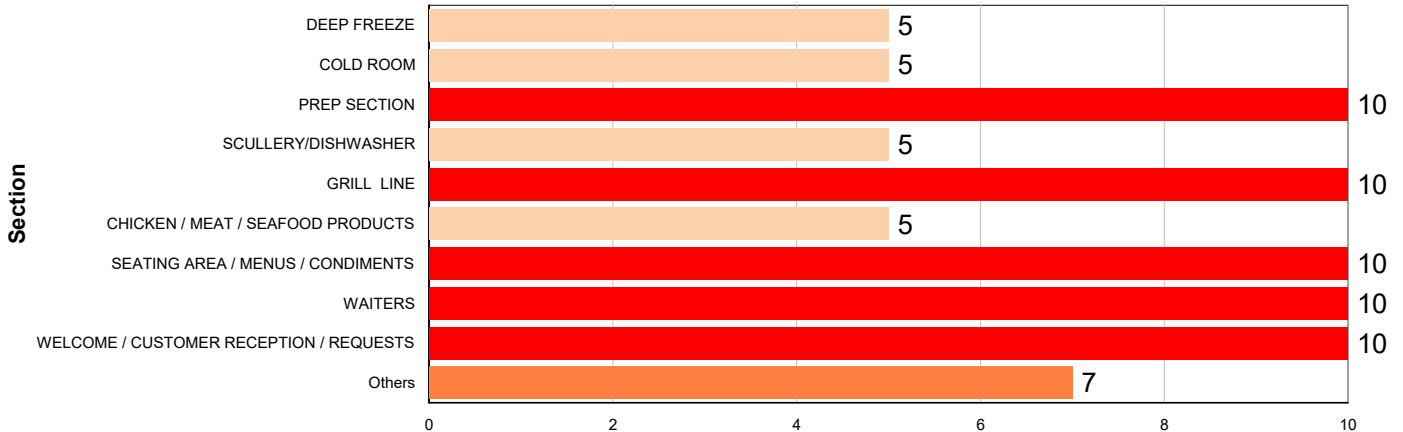
Task ref#	21255		
Date	18-09-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	78309	End odometer	78416
Distance traveled	107 km		
Start time	Tuesday 16 September, 2025 09:55:14	End time	Wednesday 17 September, 2025 10:40:23
Time taken	1485 mins		
Collector	Operations Managers		
Score	1141/1268 (90%)		

Assessment performance

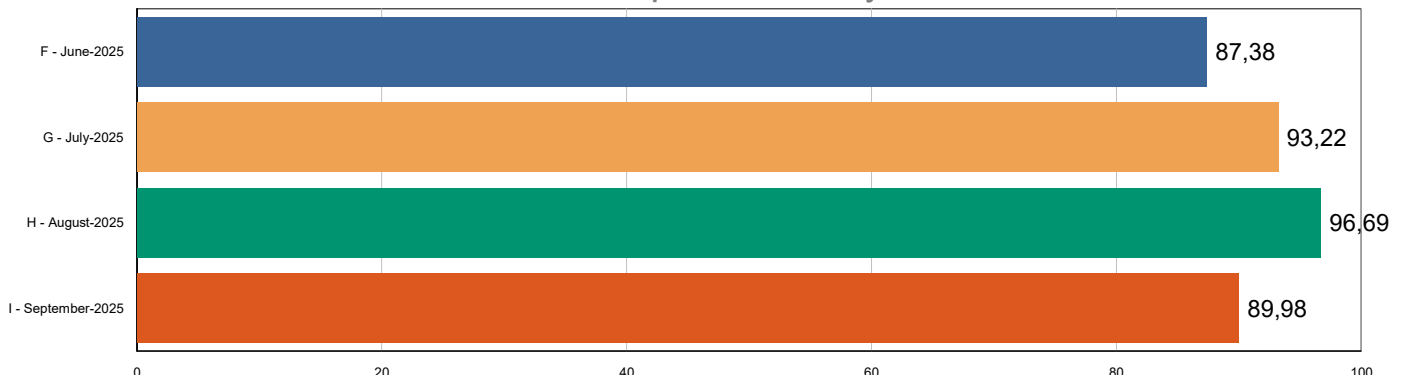


Failed	127	10.0%
Passed	1141	90.0%
Total	1268	100.0%

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)		10 / 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)		5 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan		5 / 5		
Checklist filled in with date and time and signature Photo 1	Pity, all other areas are done	0 / 5		*

Scoring	35 / 40
- Critical deviations (*)	10
= Total	25

COLD ROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 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 Photo 1		0 / 5		*

Scoring	30 / 35
- Critical deviations (*)	10
= Total	20

STOREROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 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	25 / 25
- Critical deviations (*)	0
= Total	25

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)		10 / 10		*

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

PREP SECTION

Statement	Comment	Weight	Result	Critical
Shelving neat,clean and organized		5 / 5		
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5		
Colour coded cutting boards stored correctly		10 / 10		*
Are products defrosted and stored correctly after production?		5 / 5		
Any rusting or broken tables and legs?		5 / 5		
Portion scale calibrated, working and clean		10 / 10		*
All prep and portions sheets in use and filled in, and email to R&D?		10 / 10		*
Platform scale working and clean		5 / 5		
Portion size (kg): Cheese		5 / 5		
Portion size (kg): Calamari tubes	Not under weight, but 2 to 4gr overweight on every portion	5 / 5		
Portion size (kg): Calamari heads Photo 1	Should be 110gr, all at 130gr or more	0 / 5		
Portion size (kg): Ribs		5 / 5		
Portion size (kg): Chicken livers		5 / 5		
Portion size (kg): Chicken fillets	None portioned	0 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*

Scoring	85 / 95
- Critical deviations (*)	0
= Total	85

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment		5 / 5		
Cutting boards, pots, cutlery and crockery stacked correctly		5 / 5		
No leaking plumbing		5 / 5		
Correct use of chemicals and all staff to be trained by supplier on usage and safety		5 / 5		
Hand santizer / hand soap / hand paper / bin available		5 / 5		
Grease traps cleaned daily. Photo 1		0 / 5		
All equipment working, dishwasher, taps, hose.		5 / 5		
Bin area clean		5 / 5		
Scoring		35 / 40		
- Critical deviations (*)		0		
= Total		35		

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		
Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition		10 / 10		
Open Flame grill clean and stones changed twice a month, and burners and valves working correctly		10 / 10		
Chip Fryer clean, drained daily and working - thermostat checked		10 / 10		
Oil quality as per spec		10 / 10		
Following Moz cooking procedure Photo 1 Photo 2 Photo 3 Photo 4	Veg and mash recipes/procedures not followed. Veg cut incorrectly, no red onion, Mash not correctly made, no bilene sauce. Olives and cashews had no bay leaves. Not enough oil to cover the top, risks them going mouldy	0 / 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		10 / 10		
Extraction system and canopy working (incl lights), cleaned daily including filters		15 / 15		
Extraction professionally cleaned - record last date	Due Dec	10 / 10		
Chips, Rice and Veg freshness	Fresh, but veg recipe needs to be followed	10 / 10		
Cleanliness of light switches and isolators		5 / 5		
General cleanliness of floors, walls, ceilings, skirting and rubbish area		5 / 5		
No broken wall or floor tiles		5 / 5		

GRILL LINE

Statement	Comment	Weight	Result	Critical
Electrical compliance loose wires, fixtures, etc.		5 / 5		
Correct Mozambik uniform regulations must be adhered to		10 / 10		
Plates Unchipped, Moz Spec	Please remove all the white side plates and use only spec plates	5 / 5		*
Oven in working order and clean		10 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring	160 / 170
- Critical deviations (*)	40
= Total	120

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications		10 / 10		*
Mozambik approved suppliers in use only		10 / 10		*
Control stock levels		5 / 5		*
Any sauces OFF / SOUR	Bilene is sour	0 / 5		*
Is the store buying 26% of stock from DC according to Store turnover sheet?		30 / 30		*

Scoring	55 / 60
- Critical deviations (*)	10
= Total	45

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		
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Due 06/26	10 / 10		*
Fire Blankets must be wall mounted in grill area for easy access		10 / 10		
Scoring		30 / 30		
- Critical deviations (*)		0		
= Total		30		

HYGIENE REGIME

Statement	Comment	Weight	Result	Critical
Color coded mops must be used for FOH and BOH and TOILETS.		5 / 5		
Must be stored correctly - upright position on a hanging rack Photo 1 Photo 2 Photo 3	Lovely mop (broom) rack, thank you. Now to hang the mops up.	0 / 5		
Must be sanitized over night		5 / 5		
Each section to have correct color coded equipment		5 / 5		
Bucket of soap water to be available in relevant areas, with relevant cloths		5 / 5		
All cloths must be clean, sanitized and color coded in relevant areas		5 / 5		
Scoring		25 / 30		
- Critical deviations (*)		0		
= Total		25		

TOILETS: WHERE APPLICABLE

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

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

STAFF TOILETS

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

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

STAFF LOCKER ROOM

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

SIGNAGE, EXTERIOR AND ENTRANCE

Statement	Comment	Weight	Result	Critical
Signage - Illumination and general cleanliness and condition		5 / 5		*
General cleanliness of outside area conditon of furniture		5 / 5		
Spec Furniture		5 / 5		
Scoring		15 / 15		
- Critical deviations (*)		0		
= Total		15		

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result	Critical
Paint work, ceiling boards		5 / 5		
Cleanliness of walls, air ducts etc		5 / 5		
Lighting - all working		5 / 5		
All gold Tomato sauce bottles clean and in good condition		5 / 5		
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce) Photo 1 Photo 2	No peri peri on tables for guests, no sanitizer bottles available, none on table and those by waiters station are empty. Peri peri not to be in water bottles please	0 / 10		
Menus up to date and clean		5 / 5		
Menu boards professionally done, neat, illuminated		5 / 5		
Correct Serviette Dispensers on the tables filled, good condition, not cracked and clean		10 / 10		
TV working and clean		5 / 5		
Scoring		45 / 55		
- Critical deviations (*)		0		
= Total		45		

MARKETING / P.O.S.

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

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		
Bins odour free and clean, with lids and refuse bag in		5 / 5		
Front counter clean and uncluttered		10 / 10		*

Scoring	20 / 20
- Critical deviations (*)	0
= Total	20

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result	Critical
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5 / 5		
Welcome Peanut Cone and Sweets Moz Spec available		10 / 10		*
Kids colouring in sheets and crayons available		5 / 5		

Scoring	20 / 20
- Critical deviations (*)	0
= Total	20

TELEPHONE AND COMPUTER

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

MANAGERS

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		10 / 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		25 / 25		
- Critical deviations (*)		0		
= Total		25		

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	No table runners	0 / 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10		

Scoring	45 / 55
- Critical deviations (*)	10
= Total	35

BAR

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

Scoring	95 / 95
- Critical deviations (*)	0
= Total	95

WELCOME / CUSTOMER RECEPTION / REQUESTS

Statement	Comment	Weight	Result	Critical
Customer acknowledged immediately on entering store		10 / 10		
Specified music being played and at correct sound levels		0 / 10		
Customer must be escorted to table		5 / 5		
Farewell and thanked by staff/management on way out		5 / 5		
Scoring		20 / 30		
- Critical deviations (*)		0		
= Total		20		

TABLE SERVICE

Statement	Comment	Weight	Result	Critical
Menus - removed from table, on placing order		10 / 10		
Beverages - tray used, drinks opened and poured half full		10 / 10		
Wine service - label presented, taster poured, ice bucket delivered		10 / 10		
Tables wiped down during service - water and food residue		10 / 10		
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		10 / 10		
Ashtrays - cleared appropriately (if appropriate)		10 / 10		
Table cleared of all dirty cutlery and crockery before bill presented		10 / 10		
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		10 / 10		
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials		20 / 20		*
Scoring		100 / 100		
- Critical deviations (*)		0		
= Total		100		

KIDS SECTION (WHERE APPLICABLE)

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

LEGAL REQUIREMENTS (MONTHLY)

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

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		
Waiters meeting must have taken place and recorded - File present		5 / 5		
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact		10 / 10		*
Time in Attendance		2 / 2		
PAYE and UIF		2 / 2		
Funeral Policies (if applicable)		2 / 2		
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5 / 5		
Scoring		31 / 31		
- Critical deviations (*)		0		
= Total		31		

LEGAL REQUIREMENTS (LEGAL)

Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23		2 / 2		
Certificate of Acceptability		2 / 2		
Fire Certificate		2 / 2		
Gas Certificate		2 / 2		
Electrical Compliance		2 / 2		
Trade License	In progress	0 / 2		
Certificate of Occupancy		2 / 2		
TV License		2 / 2		
SAMPRO / SAMPRA		2 / 2		
VAT Registration		2 / 2		
Basic Conditions of Employment Act		2 / 2		
First Aid Training Certificates		5 / 5		*
Certificate of Safe Oil Disposal		5 / 5		

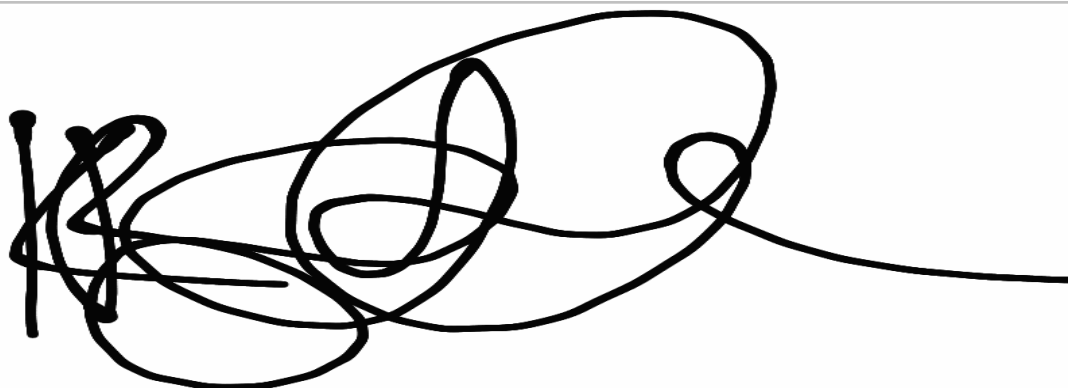
Scoring	30 / 32
- Critical deviations (*)	0
= Total	30

Overall score	1191 / 1268
- Total critical deviations	80
= Grand total	1111

Signature(s)

Operations

Signed: 16/09/2025 13:28:10

A handwritten signature in black ink, featuring a large, stylized 'R' followed by a series of loops and a long horizontal stroke extending to the right.

Store Manager

Signed: 16/09/2025 13:28:35

A handwritten signature in black ink, featuring a large, stylized 'P' followed by a series of loops and a long horizontal stroke extending to the right.