# MOZAMBIK

# Stanger

Task ref# 21256

Date 24-09-2025

Type of task Store Evaluation

Completed by Mozambik, Dean

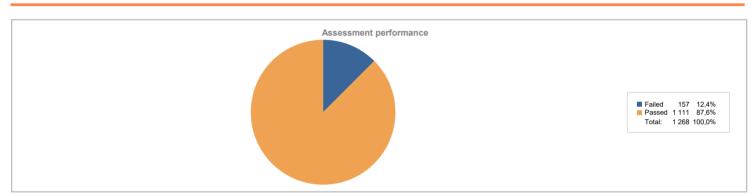
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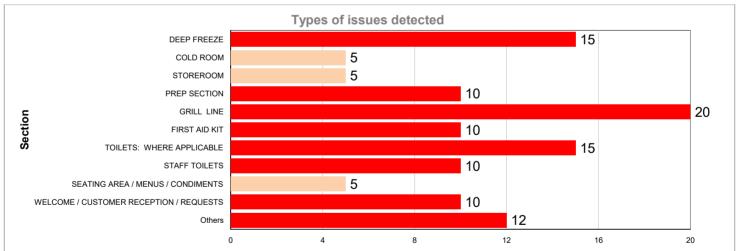
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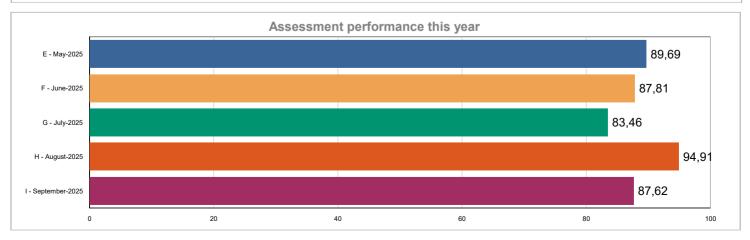
Start time Tuesday 16 September, 2025 11:22:19 End time Tuesday 23 September, 2025 11:24:55

Time taken 10082 mins

Collector Operations Managers
Score 1111/1268 (88%)







## 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		<b>5</b> / 5		
Correct labeling and dating		0/5		
Storage of all products to be done according to Health Standard		<b>5</b> / 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		5/5		*
coring	'	25 / 40		
Critical deviations (*)		10		
Total		15		

## **COLD ROOM**

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		<b>10 /</b> 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	Generally good just one or two small areas need cleaning	5/5		
Checklist filled in with date and time and signature		0/5		*

30 / 35 Scoring

- Critical deviations (\*) 10

#### **STOREROOM**

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		<b>10 /</b> 10		*
Correct labeling and dating	Partial	0/5		
Storage of all products according to health Standard - Chemicals stored separately		5/5		
Complete cleanliness shelves / floor / walls		5/5		

Scoring 20 / 25

- Critical deviations (\*)

= Total 20

## **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		<b>5</b> / 5		
Stock rotation F.I.F.O (first in first out)		<b>10 /</b> 10		*

Scoring 35 / 35

- Critical deviations (\*)

#### PREP SECTION

tatement	Comment	Weight	Result	Critica
Shelving neat,clean and organized		5/5		
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		<b>5</b> / 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?	Explanned importance to staff	0/10		*
Platform scale working and clean		5/5		
Portion size (kg): Cheese		5/5		
Photo <u>1</u>				
Portion size (kg): Calamari tubes		5/5		
Portion size (kg): Calamari heads		5/5		
Photo <u>1</u>				
Portion size (kg): Ribs		5/5		
Photo <u>1</u>				
Portion size (kg): Chicken livers		5/5		
Photo <u>1</u>				
Portion size (kg): Chicken fillets		5/5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*

Scoring 85 / 95

- Critical deviations (\*)

#### SCULLERY/DISHWASHER

= Total

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.		5/5		
All equipment working, dishwasher, taps, hose.		5/5		
Bin area clean		5/5		
Scoring	1	40 / 40		
Critical deviations (*)		0		

## 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	Small leak to be fixed asap	0 / 10		
Oil quality as per spec		10 / 10		
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		<b>10 /</b> 10		
Extraction system and canopy working (incl lights), cleaned daily including filters		<b>15</b> / 15		
Extraction professionally cleaned - record last date  Photo 1	Awaiting certificate	10 / 10		
Chips, Rice and Veg freshness		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		
Electrical compliance loose wires, fixtures, etc.		5/5		
Correct Mozambik uniform regulations must be adhered to		<b>10 /</b> 10		
Plates Unchipped, Moz Spec		5/5		*
Oven in working order and clean	Need new dial to regulate temp , part ordered	0 / 10		*

## **GRILL LINE**

Statement	Comment	Weight	Result	Critical
Ask Kitchen how to cook chicken from the start		10 / 10		
Scoring		150 / 170		
- Critical deviations (*)		10		
= Total		140		

## CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications		<b>10 /</b> 10		*
Mozambik approved suppliers in use only		<b>10 /</b> 10		*
Control stock levels		5/5		*
Any sauces OFF / SOUR		5/5		*
Is the store buying 26% of stock from DC according to Store turnover sheet?	31,4	<b>30 /</b> 30		*

Scoring 60 / 60

- Critical deviations (\*)

= Total 60

## FIRST AID KIT

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

#### FIRE EXTINGUISHERS/FIRE BLANKETS

Statement	Comment	Weight	Result	Critical
Fire extinguishers must be wall mounted		<b>10 /</b> 10		
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date  Photo 1		10 / 10		*
Fire Blankets must be wall mounted in grill area for easy access		<b>10 /</b> 10		
Scoring	<u> </u>	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		5/5		
Must be sanitized over night		5/5		
Each section to have correct color coded equipment		<b>5</b> / 5		
Bucket of soap water to be available in relevant areas, with relevant cloths		<b>5</b> / 5		
All cloths must be clean, sanitized and color coded in relevant areas	Not colour coded	0/5		

**25** / 30 Scoring

0 - Critical deviations (\*)

#### **TOILETS: WHERE APPLICABLE**

Statement	Comment	Weight	Result	Critical
Clean and well maintained	Toilet still broken , door closing mechanism broken, ladies toilet running	0/5		
Photo 1				
Photo <u>2</u>				
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		0 / 10		
Baby change stations,clean and operational		5/5		
coring	·	25 / 40		

**Scoring** 25 / 40

- Critical deviations (\*)

0

= Total 25

## STAFF TOILETS

Statement	Comment	Weight	Result	Critical
Clean and well maintained		0/5		
Photo <u>1</u>				
Fresh odor		<b>5</b> / 5		
Toilet paper, hand toweling, hand soap and santizer		<b>10 /</b> 10		
She bins in place		5/5		
Toilet cleaning checklist completed and filed		0/5		
Toilet seat present		5/5		

**25** / 35 Scoring

- Critical deviations (\*)

0

#### 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 (\*)

= 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 (\*)

#### **SEATING AREA / MENUS / CONDIMENTS**

Statement	Comment	Weight	Result	Critical
Paint work, ceiling boards		5/5		
Cleanliness of walls, air ducts etc	External walls looking grubby	0/5		
Photo <u>1</u>				
Lighting - all working		5/5		
All gold Tomato sauce bottles clean and in good condition		<b>5</b> / 5		
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce)		10 / 10		
Menus up to date and clean		5/5		
Menu boards professionally done, neat, illuminated		<b>5</b> / 5		
Correct Serviette Dispensers on the tables filled, good condition, not cracked and clean		10 / 10		
TV working and clean		5/5		
coring		50 / 55		

- Critical deviations (\*)

0

= Total 50

## 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		<b>5</b> / 5		
In-house specials material Moz spec		5/5		
Correct Moz Spec Take Away Containers, Carry bags and stickers been used		<b>5</b> /5		*
If HO promo running only HO promo on tables		5/5		
Snapper frames wall mounted		5/5		

**Scoring** 30 / 30

- Critical deviations (\*)

#### **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		<b>5</b> / 5		
Front counter clean and uncluttered		<b>10 /</b> 10		*
Scoring	•	20 / 20		

0 - Critical deviations (\*)

= 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

0 - Critical deviations (\*)

= 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		<b>5</b> / 5		
Emergency Telephones number near the phone		<b>5</b> / 5		
Telephone and Wifi in working order		10 / 10		

30 / 30 Scoring

0 - Critical deviations (\*)

#### **MANAGERS**

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.		<b>10 /</b> 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		

0 - Critical deviations (\*)

= 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		<b>10 /</b> 10		
Waiter's cloths - must be 2, worn on belt/apron, not shoulder  Photo 1		<b>10 /</b> 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		<b>10 /</b> 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10		

55 / 55 Scoring

- Critical deviations (\*) 0

#### BAR

= Total

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		
Photo 1				
Ice machine / chest freezer in working order and clean		5/5		
Stock rotation F.I.F.O (first in first out)		<b>10 /</b> 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		
coring	,	95 / 95		
Critical deviations (*)		0		

#### WELCOME / CUSTOMER RECEPTION / REQUESTS

Statement	Comment	Weight	Result	Critical
Customer acknowledged immediately on entering store		<b>10 /</b> 10		
Specified music being played and at correct sound levels		0 / 10		
Customer must be escorted to table		<b>5</b> / 5		
Farewell and thanked by staff/management on way out		5/5		
Scoring		20 / 30		

0 - Critical deviations (\*)

= Total 20

## **TABLE SERVICE**

Statement	Comment	Weight	Result	Critical
Menus - removed from table, on placing order		<b>10 /</b> 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		*

100 / 100 Scoring

- Critical deviations (\*) 0

## 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)		0/5		
Play area well equipped		5/5		

0

Scoring 10 / 15

- Critical deviations (\*)

= Total

## 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 allegies / General by the front door		5/5		

Scoring 40 / 40

- Critical deviations (\*)

## **LEGAL REQUIREMENTS (STAFF)**

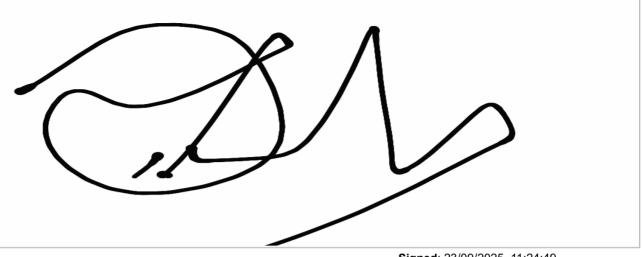
Statement	Comment	Weight	Result	Critical
Disciplinary procedures been followed, evidence that any warnings / disciplinary action is being kept and done according to law		5/5		
Waiters meeting must have taken place and recorded - File present		5/5		
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact		10 / 10		*
Time in Attendance		2/2		
PAYE and UIF		2/2		
Funeral Policies (if applicable)		0/2		
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5/5		
Scoring	'	29 / 31		
Critical deviations (*)		0		
: Total		29		

## LEGAL REQUIREMENTS (LEGAL)

= Grand total

Statement	Comment	Weight	Result	Critica
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		2/2		
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		
coring		32 / 32		
Critical deviations (*)		0		
Total		32		
overall score		1151 / 1268		
Total critical deviations		40		

Operations Signed: 23/09/2025 11:24:42



Store Manager Signed: 23/09/2025 11:24:49

