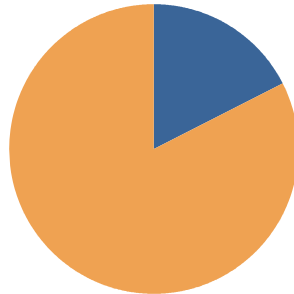


MOZAMBIK

Cavendish

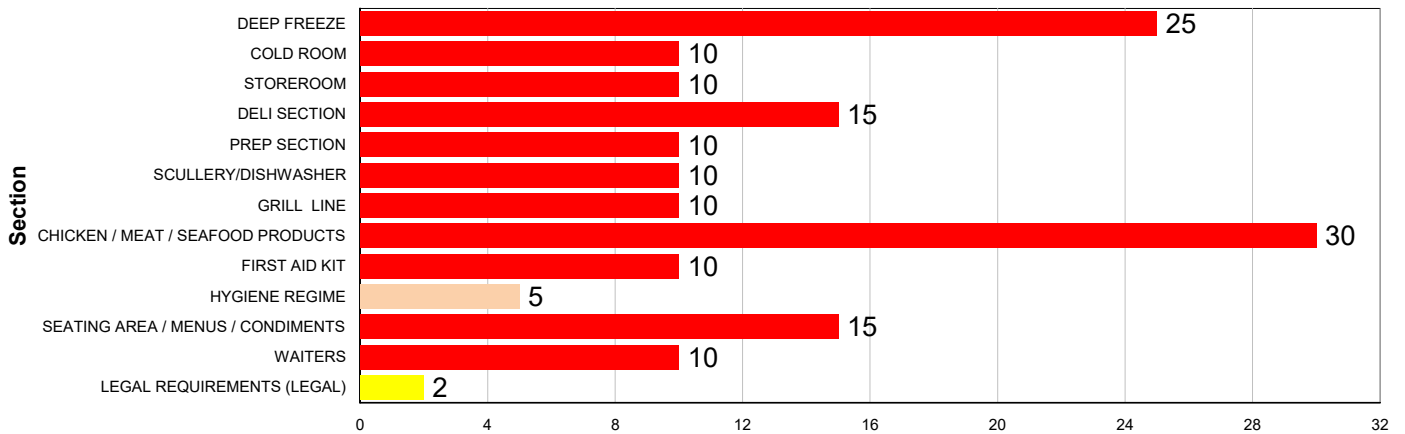
Task ref#	21438		
Date	13-11-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Richard		
Start odometer	189000	End odometer	0
Distance traveled	-189000 km		
Start time	Tuesday 11 November, 2025 11:47:41	End time	Wednesday 12 November, 2025 08:51:16
Time taken	1264 mins		
Collector	Operations Managers		
Score	1046/1268 (82%)		

Assessment performance

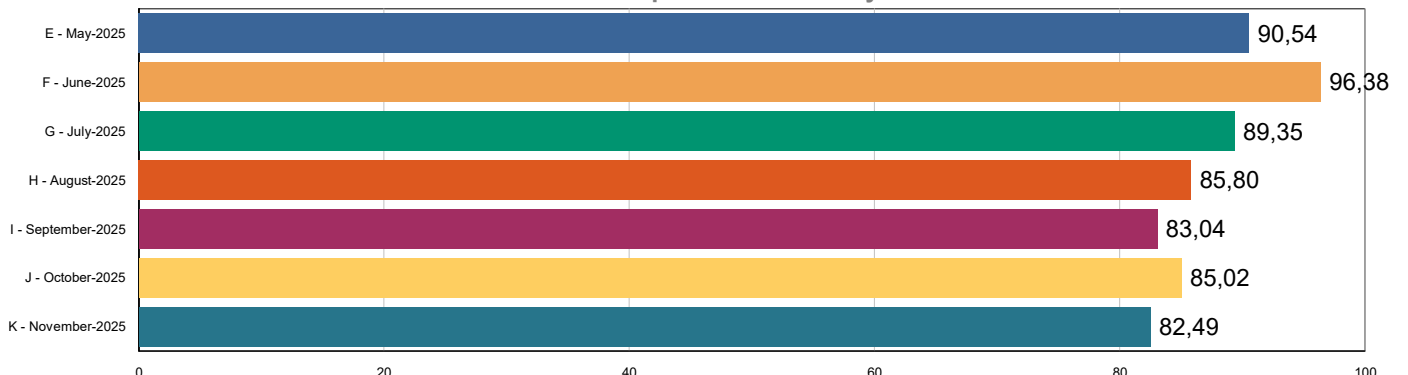


Failed	222	17,5%
Passed	1 046	82,5%
Total:	1 268	100,0%

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)	Stick very low, order comes tomorrow. So I.d say yes. Except for the 1 year expired lamb ribs in chest freezer -,not on stock sheets, advised Ashdene to dump them.	10 / 10		*
Defrosted and cleaned once a week		0 / 5		
Correct labeling and dating	Upright freezer needs labels	0 / 5		
Storage of all products to be done according to Health Standard	Not everything, no. Prepped batter mix lying on old .juice.. Pizzas defrosted. Lemon cheesecakes uncovered.	0 / 5		
Temperature to be between -18°C and -20°C (depending on defrost cycle)	Upright freezer has been between -10 and -4.	0 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan	Looks okay	5 / 5		
Checklist filled in with date and time and signature	On laptop . Not filled in. Needs to be printed and placed on wall alongside freezer.	0 / 5		*

Scoring15 / 40

- Critical deviations (*)20

= Total-5

COLD ROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)	Stock low. All Latest dated stock.	10 / 10		*
Correct labeling and dating	Labelling needed in upright coldroom	0 / 5		
Storage of all products to be done according to Health Standard	Yes	5 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)	5 degrees constant	5 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans	Looks ok	5 / 5		
Checklist filled in with date and time and signature	On laptop, not filled in. As for freezer, needs to be printed and placed on wall alongside freezer.	0 / 5		*

Scoring25 / 35

- Critical deviations (*)10

= Total15

STOREROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)	Stick low, all fresh / new	10 / 10	<div></div>	*
Correct labeling and dating	Minimal labelling on shelves	0 / 5	<div></div>	
Storage of all products according to health Standard - Chemicals stored separately		5 / 5	<div></div>	
Complete cleanliness shelves / floor / walls	Needs cleaning	0 / 5	<div></div>	

Scoring	15 / 25
- Critical deviations (*)	0
= Total	15

DELI SECTION

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken	11degrees Dirty	0 / 5	<div></div>	
Recipes for salads and desserts followed	Yes	5 / 5	<div></div>	
Cleanliness of areas	Needs a deep clean	0 / 5	<div></div>	
Deli Equipment in working order	Yex, except Underbar which is leaking and running at 11 degrees	0 / 5	<div></div>	
Food stored correctly after preparation eg: lettuce, coconut rice etc	Yes	5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)	Yes	10 / 10	<div></div>	*

Scoring	20 / 35
- Critical deviations (*)	0
= Total	20

PREP SECTION

Statement	Comment	Weight	Result	Critical
Shelving neat, clean and organized	All needs a deep clean.	0 / 5	<div></div>	
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken	Underbar fridge in shocking condition. One door completely broken. Some seals need replacing Z temp gauge flashing, not cold	0 / 5	<div></div>	
Colour coded cutting boards stored correctly	Yes	10 / 10	<div></div>	*
Are products defrosted and stored correctly after production?	Yes	5 / 5	<div></div>	
Any rusting or broken tables and legs?	Looks ok. One wooden table.	5 / 5	<div></div>	
Portion scale calibrated, working and clean	Yes	10 / 10	<div></div>	*
All prep and portions sheets in use and filled in, and email to R&D?	All fine from paper to the POS.	10 / 10	<div></div>	*
Platform scale working and clean	Yes	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)	Yea	10 / 10	<div></div>	*

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

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment	Outlet table greasy. Missing. Floor tiles. Cold water onlyat wash up sink.	0 / 5		
Cutting boards, pots, cutlery and crockery stacked correctly		5 / 5		
No leaking plumbing	All good today. Ashdene unblocked drains two days ago with Caustic Soda.	5 / 5		
Correct use of chemicals and all staff to be trained by supplier on usage and safety	Seemingly so yes	5 / 5		
Hand santizer / hand soap / hand paper / bin available	No wall mounted sanitiser or soap. No paper roll.	0 / 5		
Grease traps cleaned daily.	Clean today! How it runs uphill befuddles me!	5 / 5		
All equipment working, dishwasher, taps, hose.	Yes. Pre-wash handle filthy	5 / 5		
Bin area clean	Clean. But tiling needs repairing g.	5 / 5		

Scoring	30 / 40
- Critical deviations (*)	0
= Total	30

GRILL LINE

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken	Cold, yes. Motor area dirty.	5 / 5	<div></div>	
Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition	Yes. All good.	10 / 10	<div></div>	
Open Flame grill clean and stones changed twice a month, and burners and valves working correctly	Yes. All good.	10 / 10	<div></div>	
Chip Fryer clean, drained daily and working - thermostat checked	All good	10 / 10	<div></div>	
Oil quality as per spec	Yes	10 / 10	<div></div>	
Following Moz cooking procedure	Yes	10 / 10	<div></div>	*
Salamander and frame clean, all heat elements working	Yes, but a wire is off.	5 / 5	<div></div>	
All serving plates and platters clean and stacked correctly	Yes	5 / 5	<div></div>	
Co-ordinating area cleaned and clear of clutter	Yes	5 / 5	<div></div>	
Gas boiling table / Inductions clean and all burners and valves working correctly	Yes	10 / 10	<div></div>	
Extraction system and canopy working (incl lights), cleaned daily including filters	Clean yes	15 / 15	<div></div>	
Extraction professionally cleaned - record last date	Yes. Due Dec 25.	10 / 10	<div></div>	
Chips, Rice and Veg freshness	Fresh	10 / 10	<div></div>	
Cleanliness of light switches and isolators	Good	5 / 5	<div></div>	
General cleanliness of floors, walls, ceilings, skirting and rubbish area	Yes, good	5 / 5	<div></div>	
No broken wall or floor tiles	Fair amount of broken tiles	0 / 5	<div></div>	
Electrical compliance loose wires, fixtures, etc.	All seemingly okay	5 / 5	<div></div>	
Correct Mozambik uniform regulations must be adhered to	Yes. T-shirts, dark pants, boots, hair nets or caps. But no chefs uniforms.	10 / 10	<div></div>	
Plates Unchipped, Moz Spec	Mix matched some chipped	0 / 5	<div></div>	*
Oven in working order and clean	Yes good	10 / 10	<div></div>	*

GRILL LINE

Statement	Comment	Weight	Result	Critical
Ask Kitchen how to cook chicken from the start	They know	10 / 10		
Scoring		160 / 170		
- Critical deviations (*)		10		
= Total		150		

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications	Yes	10 / 10		*
Mozambik approved suppliers in use only	Hopefully yes	10 / 10		*
Control stock levels	Dangerously low Sentvoil to CB. Received prawns livers from CB	5 / 5		*
Any sauces OFF / SOUR	All okay	5 / 5		*
Is the store buying 26% of stock from DC according to Store turnover sheet?	21.15	0 / 30		*
Scoring		30 / 60		
- Critical deviations (*)		10		
= Total		20		

FIRST AID KIT

Statement	Comment	Weight	Result	Critical
A fully equipped first aid kit must be present in stores	Yes but need blue ginger plasters	10 / 10		
First Aid officer on duty	No one today	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	Yes	10 / 10	<div></div>	
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Yes. Due Oct 26	10 / 10	<div></div>	*
Fire Blankets must be wall mounted in grill area for easy access	In wall offcentrecif boiling table and fryers	10 / 10	<div></div>	
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.	Blue BOH, yellow FOH	5 / 5	<div></div>	
Must be stored correctly - upright position on a hanging rack	Yes	5 / 5	<div></div>	
Must be sanitized over night	Yes, it.s in bleach or Recide D	5 / 5	<div></div>	
Each section to have correct color coded equipment	Mix matched	0 / 5	<div></div>	
Bucket of soap water to be available in relevant areas, with relevant cloths	Yes	5 / 5	<div></div>	
All cloths must be clean, sanitized and color coded in relevant areas	In sections but mix matched	5 / 5	<div></div>	
Scoring		25 / 30		
- Critical deviations (*)		0		
= Total		25		

TOILETS: WHERE APPLICABLE

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

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

STAFF TOILETS

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

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

STAFF LOCKER ROOM

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

SIGNAGE, EXTERIOR AND ENTRANCE

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

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result	Critical
Paint work, ceiling boards	Lots of areas that need touch up.	0 / 5	<div></div>	
Cleanliness of walls, air ducts etc	Ok	5 / 5	<div></div>	
Lighting - all working	All good	5 / 5	<div></div>	
All gold Tomato sauce bottles clean and in good condition	Yes	5 / 5	<div></div>	
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce)	Lots of sanitisers missing	0 / 10	<div></div>	
Menus up to date and clean	Brand new	5 / 5	<div></div>	
Menu boards professionally done, neat, illuminated	N/a	5 / 5	<div></div>	
Correct Serviette Dispensers on the tables filled, good condition, not cracked and clean	Yes	10 / 10	<div></div>	
TV working and clean	Yup	5 / 5	<div></div>	

Scoring	40 / 55
- Critical deviations (*)	0
= Total	40

MARKETING / P.O.S.

Statement	Comment	Weight	Result	Critical
Moz Spec A frames in use, National / Regional Promo material displayed	Yes	5 / 5	<div></div>	
Correct marketing material in Serviette dispensers, Posters Moz approved Spec	Okay	5 / 5	<div></div>	
In-house specials material Moz spec	Lunch time	5 / 5	<div></div>	
Correct Moz Spec Take Away Containers, Carry bags and stickers been used	Yes	5 / 5	<div></div>	*
If HO promo running only HO promo on tables	Not now, normal Pensioners being a a Tuesday	5 / 5	<div></div>	
Snapper frames wall mounted	Yes	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)	Yes	5 / 5	<div></div>	
Bins odour free and clean, with lids and refuse bag in	Okay	5 / 5	<div></div>	
Front counter clean and uncluttered	Yes	10 / 10	<div></div>	*
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	Yes	5 / 5	<div></div>	
Welcome Peanut Cone and Sweets Moz Spec available	Yes	10 / 10	<div></div>	*
Kids colouring in sheets and crayons available	Yes	5 / 5	<div></div>	
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	Yes Pilot updated	10 / 10	<div></div>	*
Moz Email account activated and checked	Working yes	5 / 5	<div></div>	
Emergency Telephones number near the phone	Yes at pos/ phone	5 / 5	<div></div>	
Telephone and Wifi in working order	Just been reinstated, yes	10 / 10	<div></div>	
Scoring		30 / 30		
- Critical deviations (*)		0		
= Total		30		

MANAGERS

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.	Yes	10 / 10	<div></div>	*
Compliance to hygiene regulations, hair neat, nails clean - no jewellery	Yes	5 / 5	<div></div>	
Manager involved in running of floor FOH, vibing with customers and staff and running BOH	Yes	10 / 10	<div></div>	
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	Yes	5 / 5	<div></div>	
Compliance to hygiene regulations, hair neat, nails clean - no jewellery	Yes	10 / 10	<div></div>	
Waiter's cloths - must be 2, worn on belt/apron, not shoulder	Yes	10 / 10	<div></div>	
Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day	Minimal use of Bom Dia but introducing yes	10 / 10	<div></div>	
Waiters writing on the table paper runner: name and manager name	Not really, non	0 / 10	<div></div>	*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available	Okay	10 / 10	<div></div>	
Scoring		45 / 55		
- Critical deviations (*)		10		
= Total		35		

BAR

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

Scoring95 / 95

- Critical deviations (*)0

= Total95

WELCOME / CUSTOMER RECEPTION / REQUESTS

Statement	Comment	Weight	Result	Critical
Customer acknowledged immediately on entering store	Yes	10 / 10	<div></div>	
Specified music being played and at correct sound levels	Yes	10 / 10	<div></div>	
Customer must be escorted to table	Yes	5 / 5	<div></div>	
Farewell and thanked by staff/management on way out	Yes	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	Yes	10 / 10	<div></div>	
Beverages - tray used, drinks opened and poured half full	Yes	10 / 10	<div></div>	
Wine service - label presented, taster poured, ice bucket delivered	Yes	10 / 10	<div></div>	
Tables wiped down during service - water and food residue	Yes	10 / 10	<div></div>	
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate	Yes	10 / 10	<div></div>	
Ashtrays - cleared appropriately (if appropriate)	Yes	10 / 10	<div></div>	
Table cleared of all dirty cutlery and crockery before bill presented	Yes	10 / 10	<div></div>	
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note	Yes	10 / 10	<div></div>	
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials	Yes	20 / 20	<div></div>	*
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	<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		5 / 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		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	<div></div>	
Waiters meeting must have taken place and recorded - File present		5 / 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		31 / 31		
- Critical deviations (*)		0		
= Total		31		

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	None	0 / 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	30 / 32
- Critical deviations (*)	0
= Total	30

Overall score	1106 / 1268
- Total critical deviations	60
= Grand total	1046

