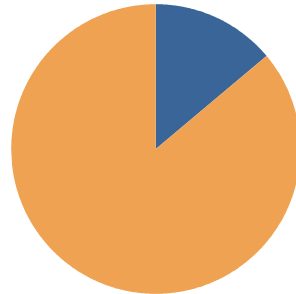


# MOZAMBIK

## Somerset West

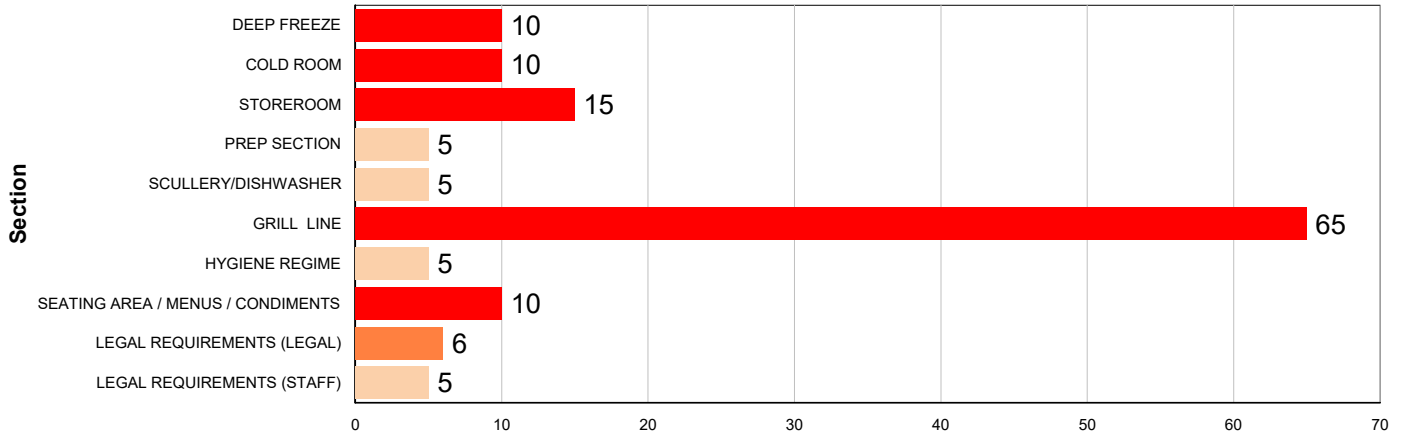
Task ref#	21444		
Date	19-11-2025		
Type of task	Store Evaluation		
Completed by	Mozambik, Richard		
Start odometer	190120	End odometer	0
Distance traveled	-190120 km		
Start time	Friday 14 November, 2025 11:39:33	End time	Tuesday 18 November, 2025 06:38:07
Time taken	5459 mins		
Collector	Operations Managers		
Score	1092/1268 (86%)		

Assessment performance

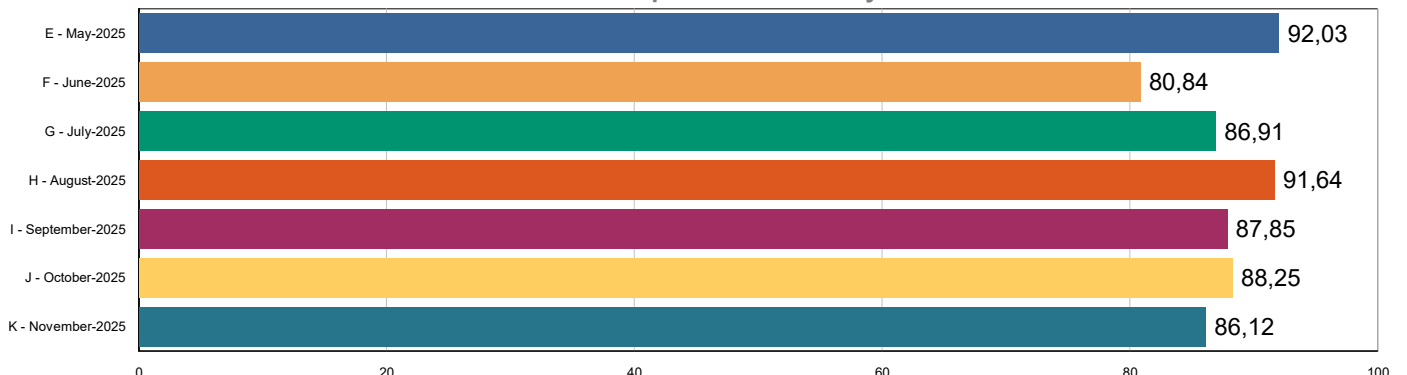


Failed	176	13.9%
Passed	1 092	86.1%
Total:	1 268	100.0%

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)	Yes, latest stock	10 / 10	<div></div>	*
Defrosted and cleaned once a week	Could do with a better clean.	0 / 5	<div></div>	
Correct labeling and dating	Shelves have labels on yes	5 / 5	<div></div>	
Storage of all products to be done according to Health Standard	Yes	5 / 5	<div></div>	
Temperature to be between -18°C and -20°C (depending on defrost cycle)	Currently on defrost	5 / 5	<div></div>	*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan	Yes	5 / 5	<div></div>	
Checklist filled in with date and time and signature	Not being done religiously last time mid Oct	0 / 5	<div></div>	*

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

COLD ROOM

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

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

STOREROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)	Limited stock so yes	10 / 10	<div></div>	*
Correct labeling and dating	Haphazard	0 / 5	<div></div>	
Storage of all products according to health Standard - Chemicals stored separately	No. Rice on the floor.	0 / 5	<div></div>	
Complete cleanliness shelves / floor / walls	No	0 / 5	<div></div>	

Scoring	10 / 25
- Critical deviations (*)	0
= Total	10

DELI SECTION

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken	Yes	5 / 5	<div></div>	
Recipes for salads and desserts followed	Yes	5 / 5	<div></div>	
Cleanliness of areas	Yes	5 / 5	<div></div>	
Deli Equipment in working order	Yes	5 / 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	35 / 35
- Critical deviations (*)	0
= Total	35

PREP SECTION

Statement	Comment	Weight	Result	Critical
Shelving neat, clean and organized	Yes	5 / 5	<div></div>	
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken	No gauges but temp ok	5 / 5	<div></div>	
Colour coded cutting boards stored correctly	Yes	10 / 10	<div></div>	*
Are products defrosted and stored correctly after production?	No. Hake defrosting in water.	0 / 5	<div></div>	
Any rusting or broken tables and legs?	No	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?		10 / 10	<div></div>	*
Platform scale working and clean	Broken	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)	Yes	10 / 10	<div></div>	*

Scoring	90 / 95
- Critical deviations (*)	0
= Total	90

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SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment	Good but drain cover missing for floor drain	5 / 5	<div></div>	
Cutting boards, pots, cutlery and crockery stacked correctly	Yes	5 / 5	<div></div>	
No leaking plumbing	No	5 / 5	<div></div>	
Correct use of chemicals and all staff to be trained by supplier on usage and safety	Yes	5 / 5	<div></div>	
Hand santizer / hand soap / hand paper / bin available	Available, but not next to hand sink	5 / 5	<div></div>	
Grease traps cleaned daily.	Definitely not	0 / 5	<div></div>	
All equipment working, dishwasher, taps, hose.	Yes	5 / 5	<div></div>	
Bin area clean	Yes	5 / 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	Can.t be, it.s warm, doors broken	0 / 5	<div></div>	
Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition	Small electrical. Yes	10 / 10	<div></div>	
Open Flame grill clean and stones changed twice a month, and burners and valves working correctly	No	0 / 10	<div></div>	
Chip Fryer clean, drained daily and working - thermostat checked	Yes one side of the 5lt	10 / 10	<div></div>	
Oil quality as per spec	Yes	10 / 10	<div></div>	
Following Moz cooking procedure	Yes and no - complaint on weekend re chicken.	0 / 10	<div></div>	*
Salamander and frame clean, all heat elements working	No salamander, use hot pass	0 / 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	Clean and working LP gas. No inductions	10 / 10	<div></div>	
Extraction system and canopy working (incl lights), cleaned daily including filters	Definitely not cleaned daily	0 / 15	<div></div>	
Extraction professionally cleaned - record last date	Expired 24th Oct 25	0 / 10	<div></div>	
Chips, Rice and Veg freshness	Good	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	Greasy floors	0 / 5	<div></div>	
No broken wall or floor tiles	Some small cracks/chips on floor	5 / 5	<div></div>	
Electrical compliance loose wires, fixtures, etc.	Looks ok	5 / 5	<div></div>	
Correct Mozambik uniform regulations must be adhered to	Yes	10 / 10	<div></div>	
Plates Unchipped, Moz Spec	A few chipped in use	0 / 5	<div></div>	*
Oven in working order and clean	Yes	10 / 10	<div></div>	*

GRILL LINE

Statement	Comment	Weight	Result	Critical
Ask Kitchen how to cook chicken from the start	Got it	10 / 10		
Scoring		105 / 170		
- Critical deviations (*)		20		
= Total		85		

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications	Yes	10 / 10		*
Mozambik approved suppliers in use only	All good	10 / 10		*
Control stock levels	Acceptable	5 / 5		*
Any sauces OFF / SOUR	No all good	5 / 5		*
Is the store buying 26% of stock from DC according to Store turnover sheet?	26.9	30 / 30		*
Scoring		60 / 60		
- Critical deviations (*)		0		
= Total		60		

FIRST AID KIT

Statement	Comment	Weight	Result	Critical
A fully equipped first aid kit must be present in stores	Yes explained about blue plasters	10 / 10		
First Aid officer on duty	Yes and certificates	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	Yes	10 / 10	<div></div>	
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	To be serviced this month	10 / 10	<div></div>	*
Fire Blankets must be wall mounted in grill area for easy access	Yes	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.	Yes Some broken and missing	5 / 5	<div></div>	
Must be stored correctly - upright position on a hanging rack	Not really being carried out	0 / 5	<div></div>	
Must be sanitized over night	Left in sanitizer	5 / 5	<div></div>	
Each section to have correct color coded equipment	Largely yes	5 / 5	<div></div>	
Bucket of soap water to be available in relevant areas, with relevant cloths	Yes. In sections	5 / 5	<div></div>	
All cloths must be clean, sanitized and color coded in relevant areas	Haphazard clothes, but they.re there	5 / 5	<div></div>	
Scoring		25 / 30		
- Critical deviations (*)		0		
= Total		25		

TOILETS: WHERE APPLICABLE

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

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

STAFF LOCKER ROOM

Statement	Comment	Weight	Result	Critical
Cleanliness	Yes	5 / 5	<div></div>	
Odour	Ok	5 / 5	<div></div>	
Neat	Ok	5 / 5	<div></div>	
Boots stored correctly and sanitized	Wear crocs	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	Yes. Christa says all good.	5 / 5	<div></div>	*
General cleanliness of outside area conditon of furniture	Yes clean and 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	Looking good currently. Touch up needed at low dividing wall between shop and bar/boh	5 / 5	<div></div>	
Cleanliness of walls, air ducts etc	Acceptable	5 / 5	<div></div>	
Lighting - all working	Yes	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 short of sanitiser and or peri	0 / 10	<div></div>	
Menus up to date and clean	Latest yes	5 / 5	<div></div>	
Menu boards professionally done, neat, illuminated	Na	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	Yes	5 / 5	<div></div>	

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	Yes	5 / 5	<div></div>	
Correct marketing material in Serviette dispensers, Posters Moz approved Spec	Yes	5 / 5	<div></div>	
In-house specials material Moz spec	Yes	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	Na	5 / 5	<div></div>	
Snapper frames wall mounted	All good	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	Yes	5 / 5	<div></div>	
Front counter clean and uncluttered	Room for improvement	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	Yea	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	10 / 10	<div></div>	*
Moz Email account activated and checked	Yes	5 / 5	<div></div>	
Emergency Telephones number near the phone	Yes	5 / 5	<div></div>	
Telephone and Wifi in working order	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	Definitely	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	Yes	10 / 10	<div></div>	
Waiters writing on the table paper runner: name and manager name	Yes	10 / 10	<div></div>	*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available	All good	10 / 10	<div></div>	

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

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	Apparently 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?	Alright	5 / 5	<div></div>	
Ice machine / chest freezer in working order and clean	Ice machine good	5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)	Looks good	10 / 10	<div></div>	*
Underbar fridges clean, correct temperature 2°C to 7°C (dependent on defrost cycle), working, handles and seals not broken	Uprights good, Underbar border line	10 / 10	<div></div>	
Standup fridges in working order? Are the decals over lightbox and advertising in place?	Strongbow and Castle	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)	Na	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)	Na	5 / 5		
Child Minder present (if applicable)	Na	5 / 5		
Play area well equipped	Na	5 / 5		
Scoring		15 / 15		
- Critical deviations (*)		0		
= Total		15		

LEGAL REQUIREMENTS (MONTHLY)

Statement	Comment	Weight	Result	Critical
Generator in Working Order and Serviced	Na	5 / 5		
Proof of pest control services	Yes	5 / 5		
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's	Xante sends as per Christa	20 / 20		*
Latest Updated - OPS Manual and Recipe Card Booklets	Uhuru updating as per O.j	5 / 5		*
Are the disclaimers visible in the following areas - Kids Play Area, Peanut & Food allergies / General by the front door	Yes	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	Yes	5 / 5	<div></div>	
Waiters meeting must have taken place and recorded - File present	Yes recorded	5 / 5	<div></div>	
Contracts - File with all employee details / ID COPY, WORK PERMITS / addresses / contact number / emergency contact	All filed - BOH and FOzh files in boxes	10 / 10	<div></div>	*
Time in Attendance	BOH clock in FOH commission	2 / 2	<div></div>	
PAYE and UIF	Xante	2 / 2	<div></div>	
Funeral Policies (if applicable)	Na	2 / 2	<div></div>	
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)	Don.t tink do - check with Chloe	0 / 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	Yes	2 / 2	<div></div>	
Certificate of Acceptability	Can.t find it Christa checking with Xante	0 / 2	<div></div>	
Fire Certificate	Yes	2 / 2	<div></div>	
Gas Certificate	Yes	2 / 2	<div></div>	
Electrical Compliance	Yes	2 / 2	<div></div>	
Trade License	Check with Xante	0 / 2	<div></div>	
Certificate of Occupancy	Yes	2 / 2	<div></div>	
TV License	Yes	2 / 2	<div></div>	
SAMPRO / SAMPRA	No	0 / 2	<div></div>	
VAT Registration	Yes	2 / 2	<div></div>	
Basic Conditions of Employment Act	In kitchen	2 / 2	<div></div>	
First Aid Training Certificates	Yes	5 / 5	<div></div>	*
Certificate of Safe Oil Disposal	Yes	5 / 5	<div></div>	

Scoring	26 / 32
- Critical deviations (*)	0
= Total	26

Overall score	1132 / 1268
- Total critical deviations	40
= Grand total	1092

