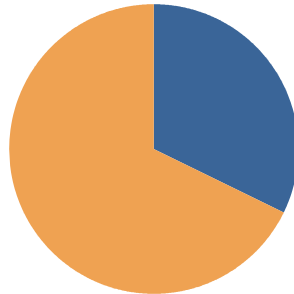


MOZAMBIK

Kitwe

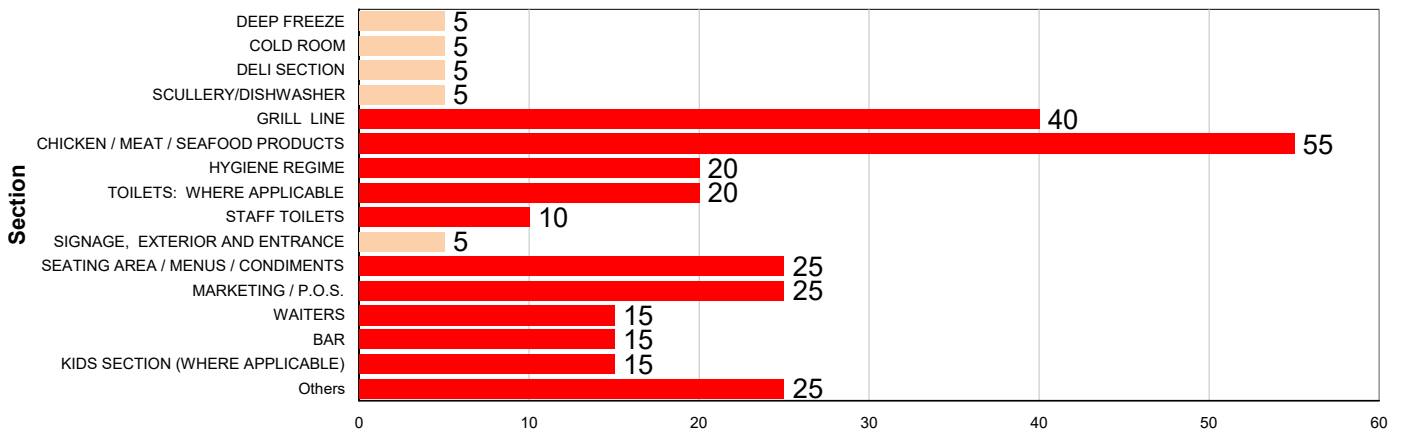
Task ref#	21456		
Date	21-11-2025		
Type of task	Store Evaluation		
Completed by	St Clair-Mulley, Melanie		
Start odometer	123	End odometer	0
Distance traveled	-123 km		
Start time	Wednesday 19 November, 2025 14:34:32	End time	Thursday 20 November, 2025 14:09:16
Time taken	1415 mins		
Collector	Head of Operations		
Score	858/1268 (68%)		

Assessment performance

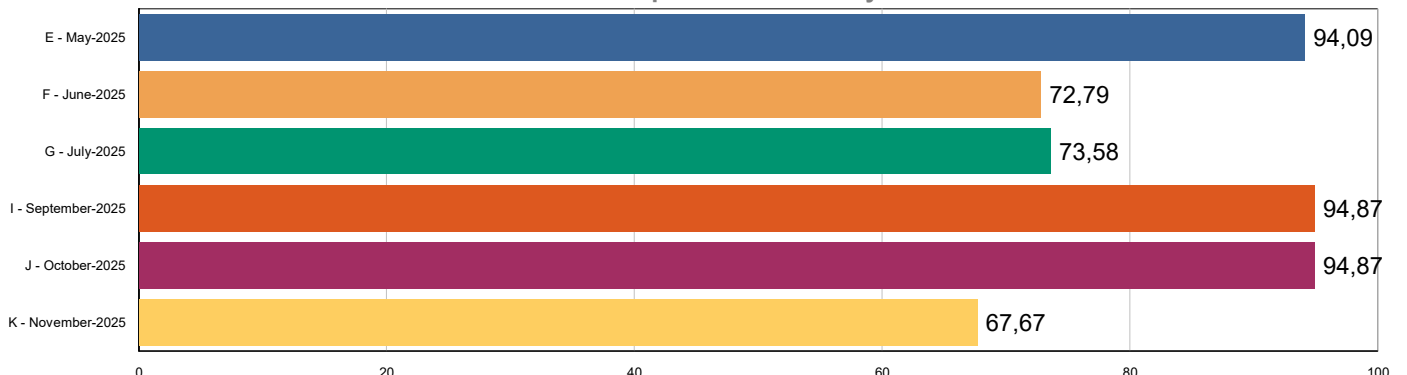


Failed	410	32.3%
Passed	858	67.7%
Total:	1 268	100.0%

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)		10 / 10	<div></div>	*
Defrosted and cleaned once a week		5 / 5	<div></div>	
Correct labeling and dating		5 / 5	<div></div>	
Storage of all products to be done according to Health Standard		5 / 5	<div></div>	
Temperature to be between -18°C and -20°C (depending on defrost cycle)		5 / 5	<div></div>	*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan		5 / 5	<div></div>	
Checklist filled in with date and time and signature Photo 1	Not present	0 / 5	<div></div>	*

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	<div></div>	*
Correct labeling and dating		5 / 5	<div></div>	
Storage of all products to be done according to Health Standard		5 / 5	<div></div>	
Correct temp - 2c to 7c (dependent on defrost cycle)		5 / 5	<div></div>	
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5 / 5	<div></div>	
Checklist filled in with date and time and signature	Not present	0 / 5	<div></div>	*

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	<div></div>	*
Correct labeling and dating		5 / 5	<div></div>	
Storage of all products according to health Standard - Chemicals stored separately		5 / 5	<div></div>	
Complete cleanliness shelves / floor / walls		5 / 5	<div></div>	
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	<div></div>	
Recipes for salads and desserts followed	No choc wafers but coming tomorrow made a plan with other wafers	5 / 5	<div></div>	
Cleanliness of areas		5 / 5	<div></div>	
Deli Equipment in working order	Need a printer	0 / 5	<div></div>	
Food stored correctly after preparation eg: lettuce, coconut rice etc		5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*
Scoring		30 / 35		
- Critical deviations (*)		0		
= Total		30		

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		10 / 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		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		5 / 5	<div></div>	
Portion size (kg): Cheese Photo 1		5 / 5	<div></div>	
Portion size (kg): Calamari tubes Photo 1		5 / 5	<div></div>	
Portion size (kg): Calamari heads Photo 1		5 / 5	<div></div>	
Portion size (kg): Ribs Photo 1		5 / 5	<div></div>	
Portion size (kg): Chicken livers Photo 1		5 / 5	<div></div>	
Portion size (kg): Chicken fillets Photo 1		5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out)		10 / 10	<div></div>	*

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

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment Photo 1	Need floor mats. Very slippery	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 sanitizer / hand soap / hand paper / bin available	Need hand sanitizer	0 / 5	<div></div>	
Grease traps cleaned daily.		5 / 5	<div></div>	
All equipment working, dishwasher, taps, hose.		5 / 5	<div></div>	
Bin area clean		5 / 5	<div></div>	
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	<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	No Spec lemon butter	0 / 10	<div></div>	*
Salamander and frame clean, all heat elements working Photo 1	Need to fix	5 / 5	<div></div>	
All serving plates and platters clean and stacked correctly Photo 1	Need new platters	0 / 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	Cleaned awaiting certificate	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 Photo 1	Very slippery, needs plastic mats	0 / 5	<div></div>	
No broken wall or floor tiles Photo 1	Need replacing	0 / 5	<div></div>	
Electrical compliance loose wires, fixtures, etc.		5 / 5	<div></div>	

GRILL LINE

Statement	Comment	Weight	Result	Critical
Correct Mozambik uniform regulations must be adhered to Photo 1	Need chefs pants and safety shoes	0 / 10		
Plates Unchipped, Moz Spec Photo 1 Photo 2	Need more OE spec bowls and plates	0 / 5		*
Oven in working order and clean		10 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring	130 / 170
- Critical deviations (*)	30
= Total	100

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications		0 / 10		*
Mozambik approved suppliers in use only	Few sauces out of stock	0 / 10		*
Control stock levels	Stock on route	0 / 5		*
Any sauces OFF / SOUR		5 / 5		*
Is the store buying 26% of stock from DC according to Store turnover sheet?	Only buying 19.33 between all 3 stores on average	0 / 30		*

Scoring	5 / 60
- Critical deviations (*)	40
= Total	-35

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 Photo 1	Expire 16th Dec 25	10 / 10	<div></div>	*
Fire Blankets must be wall mounted in grill area for easy access		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. Photo 1 Photo 2 Photo 3	Needed urgently	0 / 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	Needs improvement	0 / 5	<div></div>	
Bucket of soap water to be available in relevant areas, with relevant cloths	Needs improvement	0 / 5	<div></div>	
All cloths must be clean, sanitized and color coded in relevant areas	Needs improvement	0 / 5	<div></div>	

Scoring	10 / 30
- Critical deviations (*)	0
= Total	10

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result	Critical
Clean and well maintained Photo 1 Photo 2	Broken flusher Pls get a branded sign designed by Cheyenne	0 / 5		
Fresh odor		5 / 5		
Toilet paper, hand toweling, soap and sanitizer Photo 1	Need a proper wall mounted hand paper dispenser	0 / 5		
She bins in place		5 / 5		
Extra effort in making bathrooms more pretty/ user friendly.		5 / 5		
Toilet cleaning checklist completed and filed Photo 1	Need to order a new one	0 / 10		
Baby change stations,clean and operational		5 / 5		

Scoring	20 / 40
- Critical deviations (*)	0
= Total	20

STAFF TOILETS

Statement	Comment	Weight	Result	Critical
Clean and well maintained		5 / 5		
Fresh odor		5 / 5		
Toilet paper, hand toweling, hand soap and sanitizer Photo 1	Need hand soap and hand paper and a bin	0 / 10		
She bins in place		5 / 5		
Toilet cleaning checklist completed and filed		5 / 5		
Toilet seat present		5 / 5		

Scoring	25 / 35
- Critical deviations (*)	0
= Total	25

STAFF LOCKER ROOM

Statement	Comment	Weight	Result	Critical
Cleanliness Photo 1	Need more lockers	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	Outside walls behind signage need attention / a paint Need to clean on the roof under the tree	0 / 5		*
General cleanliness of outside area conditon of furniture		5 / 5		
Spec Furniture		5 / 5		
Scoring		10 / 15		
- Critical deviations (*)		10		
= Total		0		

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) Photo 1 Photo 2	Need to change cardboard board once a week No santizer bottles Matching salt and peppers	0 / 10	<div></div>	
Menus up to date and clean Photo 1 Photo 2	Dessert and kids menu printed with a bleed and dessert wrong size.	0 / 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 Photo 1	Loads with no marketing material	0 / 10	<div></div>	
TV working and clean		5 / 5	<div></div>	

Scoring	30 / 55
- Critical deviations (*)	0
= Total	30

MARKETING / P.O.S.

Statement	Comment	Weight	Result	Critical
Moz Spec A frames in use, National / Regional Promo material displayed		0 / 5	<div></div>	
Correct marketing material in Serviette dispensers, Posters Moz approved Spec Photo 1	Need urgently	0 / 5	<div></div>	
In-house specials material Moz spec		0 / 5	<div></div>	
Correct Moz Spec Take Away Containers, Carry bags and stickers been used Photo 1	Using half branded and half unbranded	5 / 5	<div></div>	*
If HO promo running only HO promo on tables	None	0 / 5	<div></div>	
Snapper frames wall mounted Photo 1 Photo 2 Photo 3	Need 3 snapper frames and posters	0 / 5	<div></div>	

Scoring	5 / 30
- Critical deviations (*)	0
= Total	5

RECEPTION COUNTER/PLANTS/BINS

Statement	Comment	Weight	Result	Critical
Pots and plants clean (dust and cigarette butts free) Photo 1	Need some need plants	5 / 5	<div></div>	
Bins odour free and clean, with lids and refuse bag in		5 / 5	<div></div>	
Front counter clean and uncluttered		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		5 / 5	<div></div>	
Welcome Peanut Cone and Sweets Moz Spec available		10 / 10	<div></div>	*
Kids colouring in sheets and crayons available		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		10 / 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		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	<div></div>	*
Compliance to hygiene regulations, hair neat, nails clean - no jewellery		5 / 5	<div></div>	
Manager involved in running of floor FOH, vibing with customers and staff and running BOH		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 Photo 1	Cel phones in pockets	0 / 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 Photo 1 Photo 2	No cause no table runner	0 / 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10		

Scoring	40 / 55
- Critical deviations (*)	20
= Total	20

BAR

Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards Photo 1	Can we hang corona picture in the bar on outside walls.. No stock of passion fruit and kola tonic cordial Kegtails syrups No stock of pashgin	0 / 5	<div></div>	
Blender, blender jugs and Ice well clean, working Photo 1	Ice machine broken buying bags of ice in	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 Photo 1	Need more Spec glassware ASAP	0 / 10	<div></div>	*
Great cup of coffee?		5 / 5	<div></div>	
Ice machine / chest freezer in working order and clean	Buying ice in bags. No ice machine	5 / 5	<div></div>	
Stock rotation F.I.F.O (first in first out) Photo 1		10 / 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**80 / 95****- Critical deviations (*)****10****= Total****70**

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		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) Photo 1	Needs kids playing area	0 / 5		
Child Minder present (if applicable)		0 / 5		
Play area well equipped		0 / 5		
Scoring		0 / 15		
- Critical deviations (*)		0		
= Total		0		

LEGAL REQUIREMENTS (MONTHLY)

Statement	Comment	Weight	Result	Critical
Generator in Working Order and Serviced		5 / 5		
Proof of pest control services		0 / 5		
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's		0 / 20		*
Latest Updated - OPS Manual and Recipe Card Booklets Photo 1	TK please print in colour and put into plastic flip files	5 / 5		*
Are the disclaimers visible in the following areas - Kids Play Area, Peanut & Food allergies / General by the front door		5 / 5		
Scoring		15 / 40		
- Critical deviations (*)		10		
= Total		5		

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		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	978 / 1268
- Total critical deviations	140
= Grand total	838

Odometers



Signature(s)

Operations

Signed: 20/11/2025 13:26:09

Store Manager

Signed: 20/11/2025 13:42:57