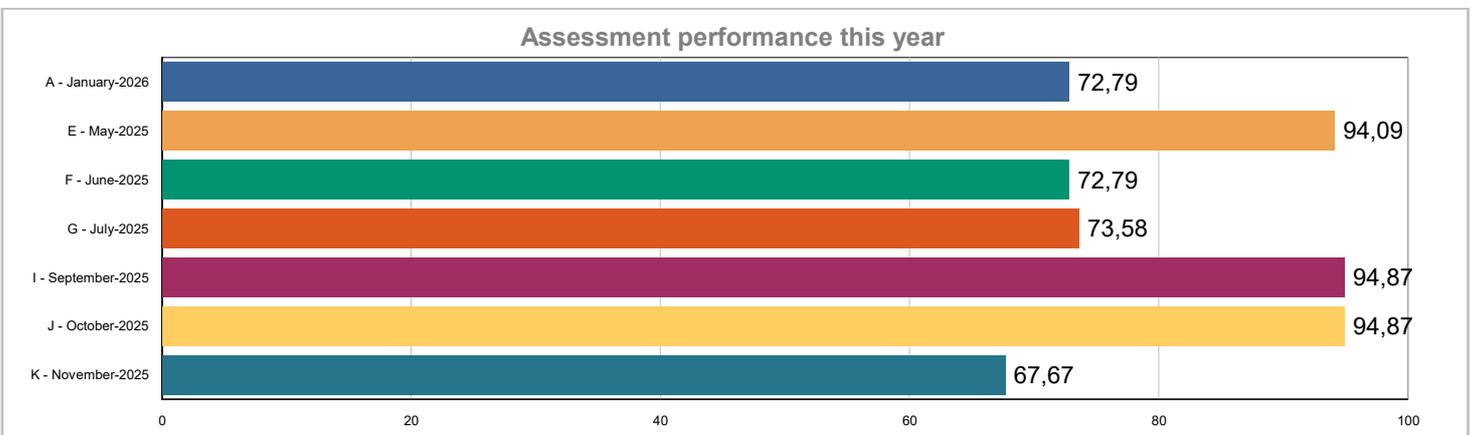
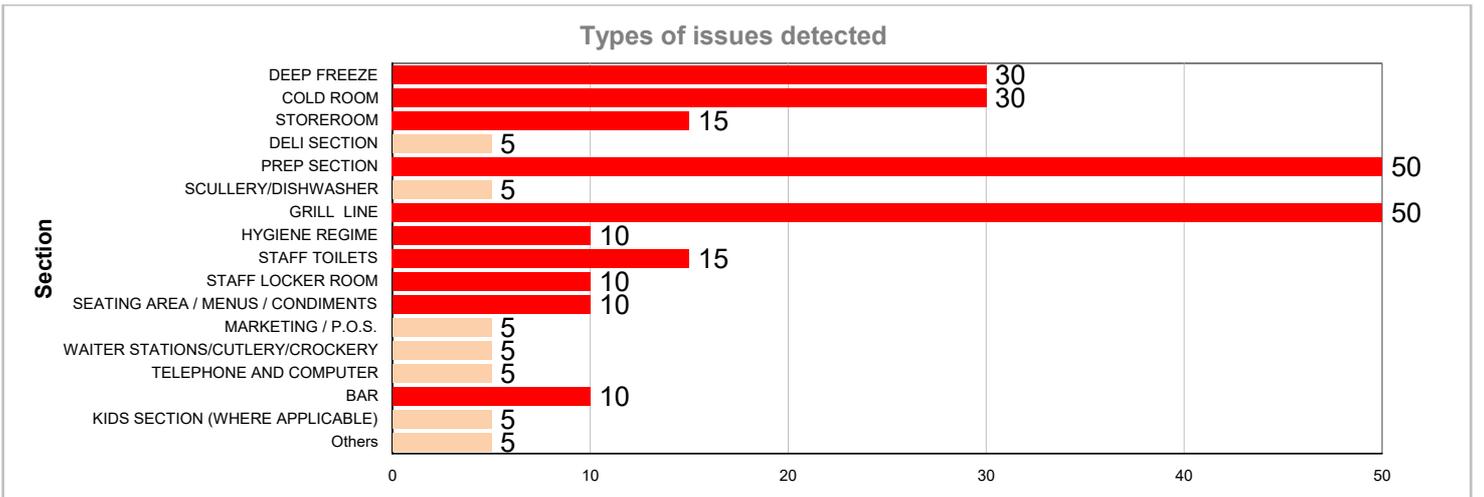
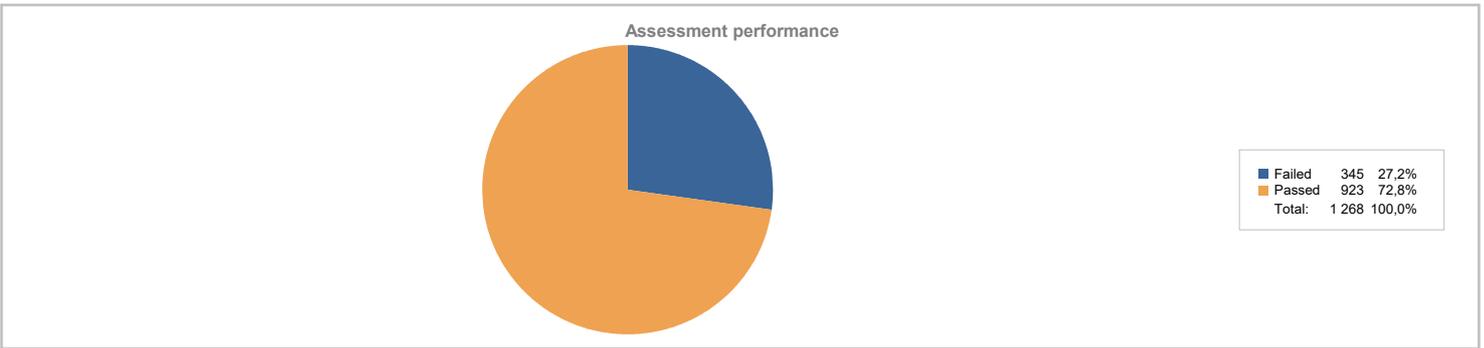


MOZAMBIK

Kitwe

| | | | |
|--------------------------|-----------------------------------|---------------------|-----------------------------------|
| Task ref# | 21565 | | |
| Date | 07-01-2026 | | |
| Type of task | Store Evaluation | | |
| Completed by | Mozambik, TK | | |
| Start odometer | 0 | End odometer | 0 |
| Distance traveled | 0 km | | |
| Start time | Tuesday 06 January, 2026 12:40:26 | End time | Tuesday 06 January, 2026 15:16:15 |
| Time taken | 156 mins | | |
| Collector | Operations Managers | | |
| Score | 923/1268 (73%) | | |



Responses to inspection points

DEEP FREEZE

| Statement | Comment | Weight | Result | Critical |
|---|---------------------|--------|---|----------|
| Stock rotation F.I.F.O (first in first out) Photo 1 | Product not dated | 0 / 10 |  | * |
| Defrosted and cleaned once a week Photo 1 | Dirt in the freezer | 0 / 5 |  | |
| Correct labeling and dating | | 5 / 5 |  | |
| Storage of all products to be done according to Health Standard Photo 1 | Open product | 0 / 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 Photo 1 | Dirty shelves | 0 / 5 |  | |
| Checklist filled in with date and time and signature | No checklist | 0 / 5 |  | * |

Scoring

10 / 40

- Critical deviations (*)

20

= Total

-10

COLD ROOM

| Statement | Comment | Weight | Result | Critical |
|--|---|--------|---|----------|
| Stock rotation F.I.F.O (first in first out) Photo 1 | Stock not closed properly and not dated | 0 / 10 |  | * |
| Correct labeling and dating Photo 1 | Product not dated | 0 / 5 |  | |
| Storage of all products to be done according to Health Standard Photo 1 | Product used and left in freezer | 0 / 5 |  | |
| Correct temp - 2c to 7c (dependent on defrost cycle) | | 5 / 5 |  | |
| Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 | Product not stored correctly | 0 / 5 |  | |
| Checklist filled in with date and time and signature | No checklist | 0 / 5 |  | * |

Scoring **5 / 35**

- Critical deviations (*) **20**

= Total **-15**

STOREROOM

| Statement | Comment | Weight | Result | Critical |
|--|-------------------------------------|--------|---|----------|
| Stock rotation F.I.F.O (first in first out) | No stock rotation product not dated | 0 / 10 |  | * |
| Correct labeling and dating Photo 1 | No dating on the store | 0 / 5 |  | |
| Storage of all products according to health Standard - Chemicals stored separately | | 5 / 5 |  | |
| Complete cleanliness shelves / floor / walls | | 5 / 5 |  | |

Scoring **10 / 25**

- Critical deviations (*) **10**

= Total **0**

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 Photo 1 | Shelves dirty | 0 / 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**30 / 35****- Critical deviations (*)****0****= Total****30**

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? Photo 1 Photo 2 | Legs needs to be painted | 0 / 5 |  | |
| Portion scale calibrated, working and clean | No portion scale | 0 / 10 |  | * |
| All prep and portions sheets in use and filled in, and email to R&D? | No prep sheet | 0 / 10 |  | * |
| Platform scale working and clean | No portion | 0 / 5 |  | |
| Portion size (kg): Cheese Photo 1 | Under portioned using platform scale | 0 / 5 |  | |
| Portion size (kg): Calamari tubes Photo 1 | | 5 / 5 |  | |
| Portion size (kg): Calamari heads Photo 1 | Under portioned | 0 / 5 |  | |
| Portion size (kg): Ribs Photo 1 | Ribs over portioned using platform scale | 0 / 5 |  | |
| Portion size (kg): Chicken livers Photo 1 | | 5 / 5 |  | |
| Portion size (kg): Chicken fillets Photo 1 | | 0 / 5 |  | |
| Stock rotation F.I.F.O (first in first out) | | 10 / 10 |  | * |

Scoring

45 / 95

- Critical deviations (*)

20

= Total

25

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 sanitizer / hand soap / hand paper / bin available | No hand sanitizer | 0 / 5 |  | |
| Grease traps cleaned daily. | | 5 / 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 Photo 1 | Open food in the grill line fridge | 0 / 5 |  | |
| Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition Photo 1 | Oil build on the flattop | 0 / 10 |  | |
| Open Flame grill clean and stones changed twice a month, and burners and valves working correctly Photo 1 | Flame grill oily and need stones | 0 / 10 |  | |
| Chip Fryer clean, drained daily and working - thermostat checked | | 10 / 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 | | 10 / 10 |  | |
| Extraction system and canopy working (incl lights), cleaned daily including filters | | 15 / 15 |  | |
| Extraction professionally cleaned - record last date | | 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 Photo 1 | Ceiling needs to be cleaned or painted | 0 / 5 |  | |
| No broken wall or floor tiles Photo 1 | Broken tiles in the kitchen | 0 / 5 |  | |
| Electrical compliance loose wires, fixtures, etc. | | 5 / 5 |  | |

GRILL LINE

| Statement | Comment | Weight | Result | Critical |
|--|-----------------------------------|---------|---|----------|
| Correct Mozambik uniform regulations must be adhered to Photo 1 | Staff needs chef jacket and boots | 0 / 10 |  | |
| Plates Unchipped, Moz Spec Photo 1 | Need spec Salads bowls | 0 / 5 |  | * |
| Oven in working order and clean | | 10 / 10 |  | * |
| Ask Kitchen how to cook chicken from the start | | 10 / 10 |  | |

Scoring **120 / 170**

- Critical deviations (*) **10**

= Total **110**

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 | | 5 / 5 |  | * |
| Is the store buying 26% of stock from DC according to Store turnover sheet? | | 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 | | 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 | | 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 | | 5 / 5 |  | |
| Must be sanitized over night | | 5 / 5 |  | |
| Each section to have correct color coded equipment | Cutting boards and knives needed | 0 / 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 | No sanitizer need colour coded clothes | 0 / 5 |  | |

| | |
|---------------------------|----------------|
| Scoring | 20 / 30 |
| - Critical deviations (*) | 0 |
| = Total | 20 |

TOILETS: WHERE APPLICABLE

| Statement | Comment | Weight | Result | Critical |
|--|---------|---------|---|----------|
| Clean and well maintained | | 5 / 5 |  | |
| Fresh odor | | 5 / 5 |  | |
| Toilet paper, hand toweling, soap and sanitizer | | 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 | Staff toilet dirty | 0 / 5 |  | |
| Fresh odor | | 5 / 5 |  | |
| Toilet paper, hand toweling, hand soap and sanitizer | | 10 / 10 |  | |
| She bins in place | | 5 / 5 |  | |
| Toilet cleaning checklist completed and filed | No checklist | 0 / 5 |  | |
| Toilet seat present Photo 1 | Toilet needs a new | 0 / 5 |  | |

Scoring **20 / 35**

- Critical deviations (*) **0**

= Total **20**

STAFF LOCKER ROOM

| Statement | Comment | Weight | Result | Critical |
|--------------------------------------|----------------------------|--------|---|----------|
| Cleanliness | | 5 / 5 |  | |
| Odour | | 5 / 5 |  | |
| Neat Photo 1 | Locker untidy | 0 / 5 |  | |
| Boots stored correctly and sanitized | Shoes not stored correctly | 0 / 5 |  | |

Scoring **10 / 20****- Critical deviations (*)** **0****= Total** **10****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) | No Sanitizer bottle | 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 | No snapper frames | 0 / 5 |  | |

Scoring **25 / 30**

- Critical deviations (*) **0**

= Total **25**

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 | No colouring pens | 0 / 5 |  | |

Scoring **15 / 20**

- Critical deviations (*) **0**

= Total **15**

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 | No emergency numbers | 0 / 5 |  | |
| Telephone and Wifi in working order | | 10 / 10 |  | |

Scoring **25 / 30**

- Critical deviations (*) **0**

= Total **25**

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 | | 10 / 10 |  | * |
| Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available | | 10 / 10 |  | |

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

BAR

| Statement | Comment | Weight | Result | Critical |
|--|-------------------|---------|---|----------|
| Clean, merchandised and stocked according to standards | | 5 / 5 |  | |
| Blender, blender jugs and Ice well clean, working Photo 1 | Blender dirty | 0 / 5 |  | |
| Coffee machines / grinder clean, working Photo 1 | Coffee pots dirty | 0 / 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**85 / 95****- Critical deviations (*)****0****= Total****85**

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 | | 10 / 10 |  | |
| Customer must be escorted to table | | 5 / 5 |  | |
| Farewell and thanked by staff/management on way out | | 5 / 5 |  | |

Scoring **30 / 30****- Critical deviations (*)** **0****= Total** **30****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) | | 0 / 5 |  | |
| Child Minder present (if applicable) | | 5 / 5 |  | |
| Play area well equipped | | 5 / 5 |  | |

Scoring **10 / 15****- Critical deviations (*)** **0****= Total** **10****LEGAL REQUIREMENTS (MONTHLY)**

| Statement | Comment | Weight | Result | Critical |
|--|----------------------------------|---------|---|----------|
| Generator in Working Order and Serviced | | 5 / 5 |  | |
| Proof of pest control services Photo 1 | Pest control certificate expired | 0 / 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 **35 / 40****- Critical deviations (*)** **0****= Total** **35**

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 | | 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 |  | |

Scoring **32 / 32**

- Critical deviations (*) **0**

= Total **32**

Overall score **1003 / 1268**

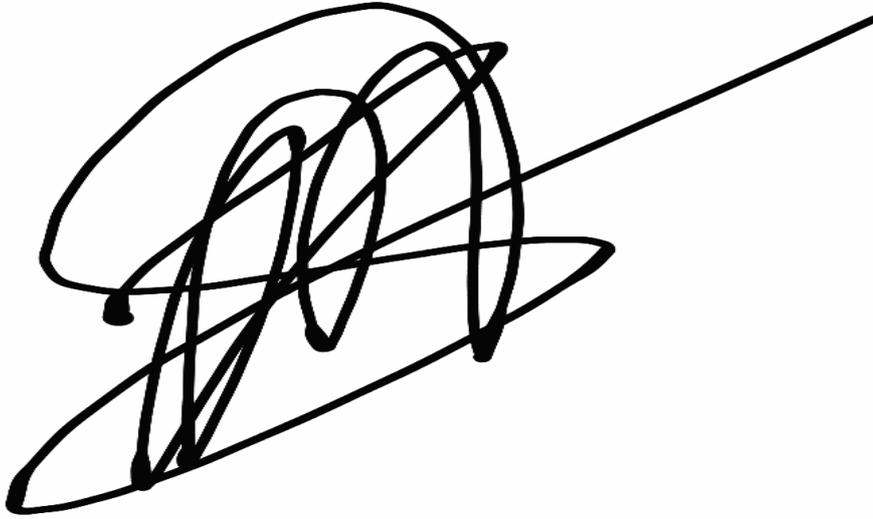
- Total critical deviations **80**

= Grand total **923**

Signature(s)

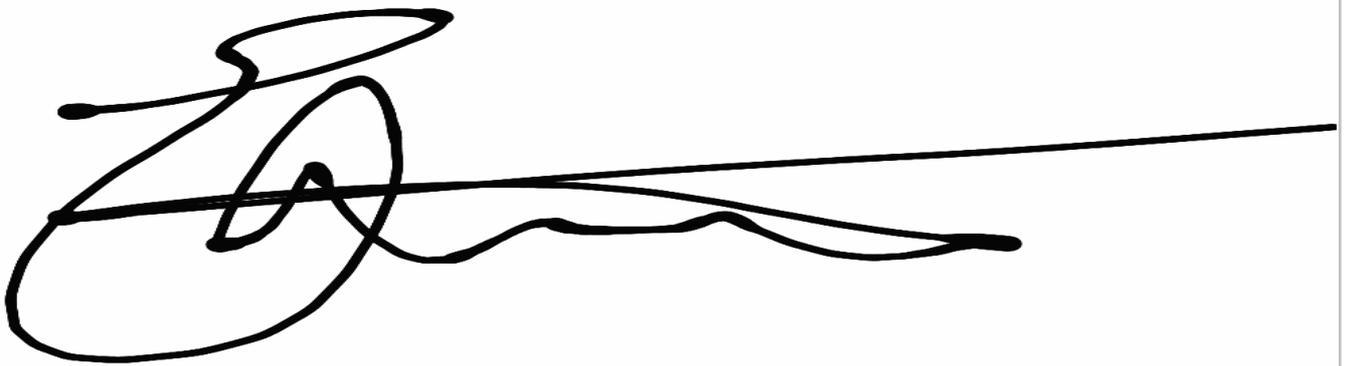
Operations

Signed: 06/01/2026 15:15:27

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Store Manager

Signed: 06/01/2026 15:16:03

A handwritten signature in black ink, featuring a large loop on the left and a long, wavy horizontal stroke extending across the page.