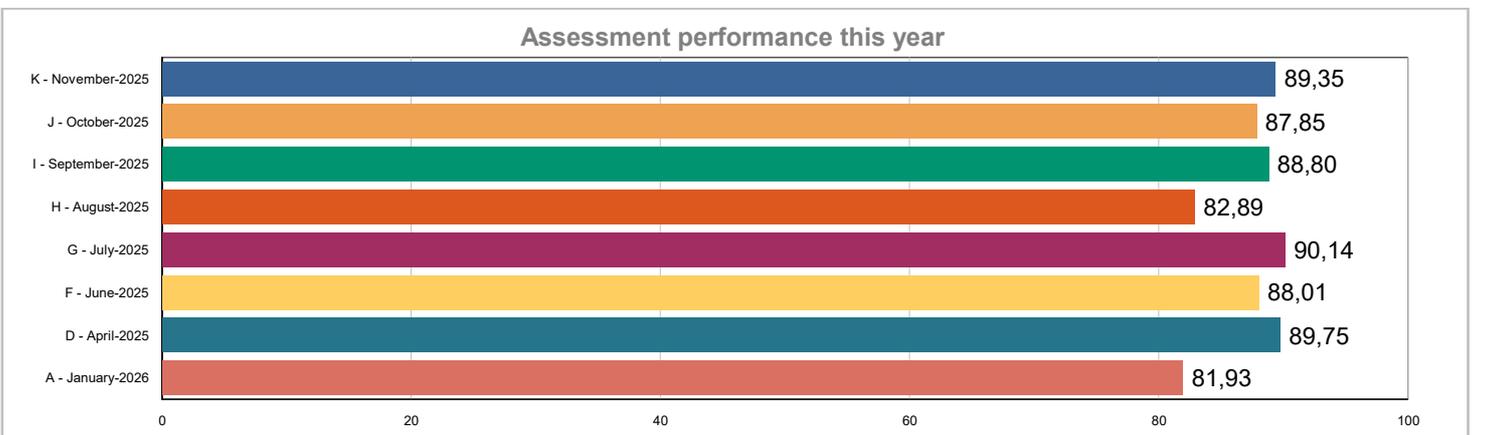
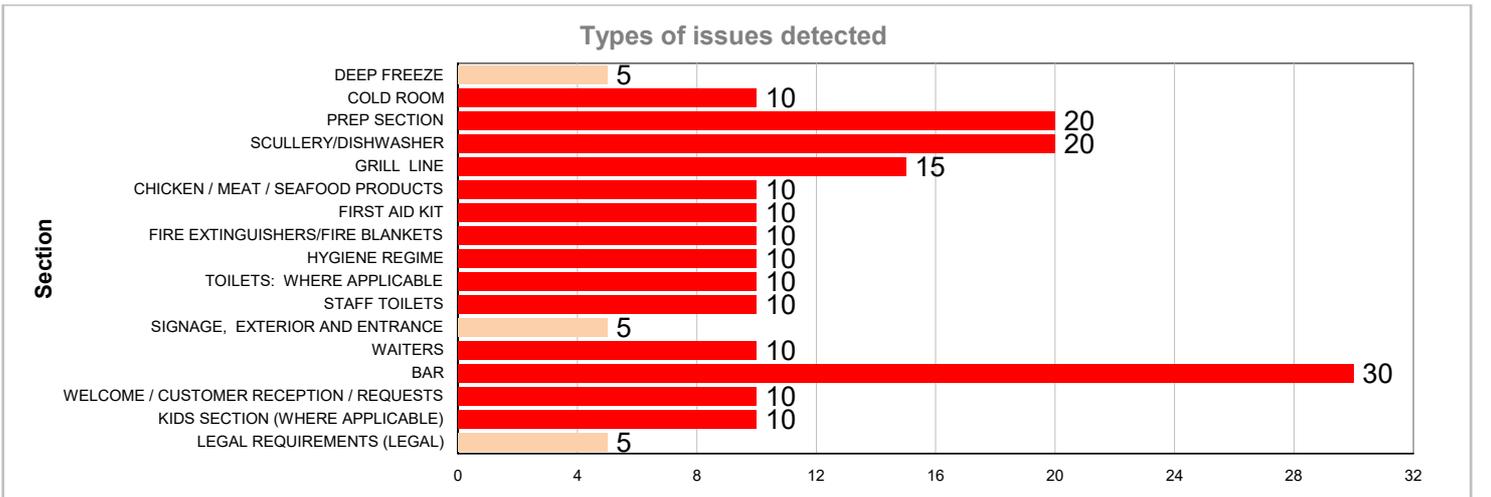
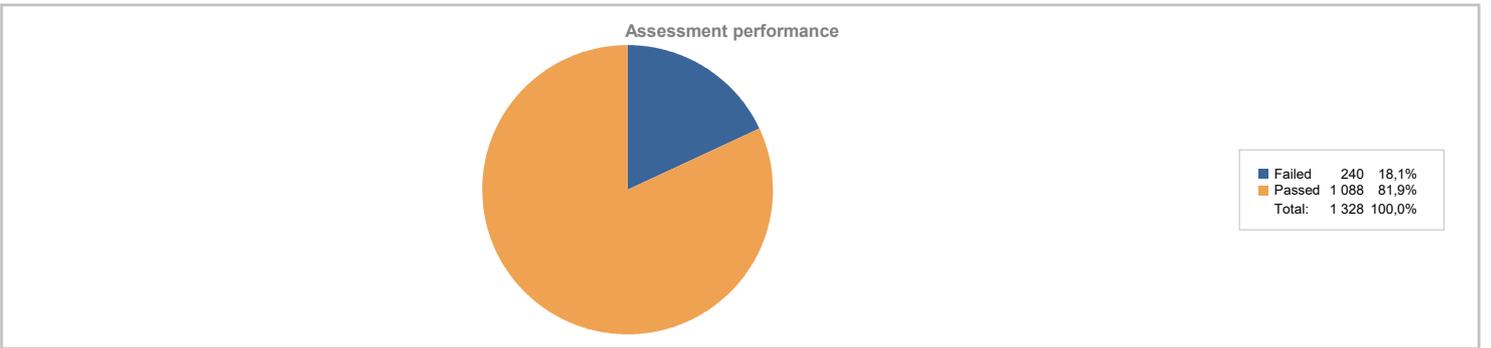


MOZAMBIK

Pearls

Task ref#	21722		
Date	01-02-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	63607	End odometer	93669
Distance traveled	30062 km		
Start time	Wednesday 28 January, 2026 13:30:58	End time	Saturday 31 January, 2026 12:25:47
Time taken	4255 mins		
Collector	Operations Managers		
Score	1088/1328 (82%)		



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)	Everything dated 26th.	10 / 10		*
Defrosted and cleaned once a week		5 / 5		
Correct labeling and dating	Hard to tell Everything dated 26th	5 / 5		
Storage of all products to be done according to Health Standard		5 / 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 Photo 2 Photo 3	Bad odour. Floor dirty. Tiles cracked and hole in floor filled with dirty water.	0 / 5		
Checklist filled in with date and time and signature		5 / 5		*

Scoring

35 / 40

- Critical deviations (*)

0

= Total

35

COLD ROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)	Everything dated 26th so hard to tell	10 / 10		*
Correct labeling and dating	Everything dated 26th.	5 / 5		
Storage of all products to be done according to Health Standard Photo 1	Please do not store food on the floor. The floor is dirty and is also wet. The bag for the potatoes is disintegrated and food now on floor	0 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)		5 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 Photo 2 Photo 3 Photo 4	Curtains dirty. Floor only cleaned where visible in centre, under shelving is dirty and lots of bits of food	0 / 5		
Checklist filled in with date and time and signature		5 / 5		*

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

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

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		
Recipes for salads and desserts followed		5 / 5		
Cleanliness of areas Photo 1		5 / 5		
Deli Equipment in working order		5 / 5		
Food stored correctly after preparation eg: lettuce, coconut rice etc Photo 1	Please note: Oil is to cover all product of stuffed cashews to avoid going mouldy. Other items have been noted in other sections already	5 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*

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

PREP SECTION

Statement	Comment	Weight	Result	Critical
Shelving neat, clean and organized Photo 1 Photo 2 Photo 3 Photo 4 Photo 5	Another layer of shelving required. Open and cut food is being stored inside containers of other products. Onions stored in chicken container. Next to mushrooms, next to shellfish, next to open butter, open snails, open feta, chicken on ste	0 / 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? Photo 1 Photo 2	Prawn box stored on prepped uncovered prawns. Cream off. Un wrapped/uncovered raw chicken stored with open tartare sauce, open veg and rice	0 / 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?		10 / 10		*
Platform scale working and clean		5 / 5		
Portion size (kg): Cheese Photo 1		5 / 5		
Portion size (kg): Calamari tubes Photo 1		5 / 5		
Portion size (kg): Calamari heads Photo 1	Should be 330 all together	0 / 5		
Portion size (kg): Ribs Photo 1 Photo 2		0 / 5		

PREP SECTION

Statement	Comment	Weight	Result	Critical
Portion size (kg): Chicken livers Photo 1		5 / 5		
Portion size (kg): Chicken fillets Photo 1		5 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*

Scoring**75 / 95****- Critical deviations (*)****0****= Total****75**

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment Photo 1 Photo 2 Photo 3 Photo 4 Photo 5	Floor water logged and going slimy in places. Broken tiles. Mould under equipment	0 / 5		
Cutting boards, pots, cutlery and crockery stacked correctly		5 / 5		
No leaking plumbing Photo 1	Floor water logged from multiple places	0 / 5		
Correct use of chemicals and all staff to be trained by supplier on usage and safety	Containers are mouldy but have noted under cleanliness question	5 / 5		
Hand sanitizer / hand soap / hand paper / bin available Photo 1	No paper towels anywhere in restaurant	0 / 5		
Grease traps cleaned daily. Photo 1 Photo 2	One is filthy, the other is blocked and overflowing	0 / 5		
All equipment working, dishwasher, taps, hose.		5 / 5		
Bin area clean		5 / 5		

Scoring

20 / 40

- Critical deviations (*)

0

= Total

20

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		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	Due 15/06	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	broken tiles in kitchen, scullery, , freezee	0 / 5		
Electrical compliance loose wires, fixtures, etc. Photo 1 Photo 2 Photo 3		0 / 5		
Correct Mozambik uniform regulations must be adhered to		10 / 10		

GRILL LINE

Statement	Comment	Weight	Result	Critical
Plates Unchipped, Moz Spec Photo 1 Photo 2	Not spec bowls or platters	0 / 5		*
Oven in working order and clean Photo 1	Trays do not fit over correctly	10 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring 155 / 170**- Critical deviations (*)** 20**= Total** 135**CHICKEN / MEAT / SEAFOOD PRODUCTS**

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications Photo 1 Photo 2 Photo 3 Photo 4 Photo 5	Rice is to be cooked in a single batch only, not double batched. Cooking rice on a plastic crate under the coordinator area is unsafe , please move rice cooker to another area, perhaps even the table on the right. Pap is not being made or s	0 / 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 50 / 60**- Critical deviations (*)** 50**= Total** 0

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	Only Ivan. He was not in store. Store needs onsite First Aiders please for when Ivan is on other sites	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 Photo 1 Photo 2		0 / 10		
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Due 05/26	10 / 10		*
Fire Blankets must be wall mounted in grill area for easy access	Two are present and wall mounted, however, they are next to each other on one side of the kitchen. Please can we install a hook on the grill side of the kitchen and have one available on that side.	10 / 10		

Scoring **20 / 30**

- Critical deviations (*) **0**

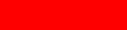
= Total **20**

HYGIENE REGIME

Statement	Comment	Weight	Result	Critical
Color coded mops must be used for FOH and BOH and TOILETS.	Not colour codee	0 / 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 Photo 1	Kitchen has correct equipment, however, chicken knife being used for salads ; this is highly risky and unsafe	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		5 / 5		

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

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result	Critical
<p>Clean and well maintained</p> <p>Photo 1</p> <p>Photo 2</p> <p>Photo 3</p> <p>Photo 4</p> <p>Photo 5</p> <p>Photo 6</p> <p>Photo 7</p> <p>Photo 8</p> <p>Photo 9</p> <p>Photo 10</p>	<p>Surface level cleaned only. Needs maintenance. Paint mismatched. Tiles cracked. Doors need cleaning and repainting where they are chipped and holes repaired and repainted. The mould is evident over the black paint. Paint is chipping. Flushi</p>	0 / 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.	Maybe we can add some plants to this area.	5 / 5		
Toilet cleaning checklist completed and filed		10 / 10		
<p>Baby change stations, clean and operational</p> <p>Photo 1</p> <p>Photo 2</p> <p>Photo 3</p> <p>Photo 4</p> <p>Photo 5</p>	<p>Baby station found like this. The items didn't fall in on opening it. Doesn't look as if this room was cleaned today. Hair also in the sink and lid of sanitary bin very dirty</p>	0 / 5		

Scoring

30 / 40

- Critical deviations (*)

0

= Total

30

STAFF TOILETS

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

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

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 (*) **0**
= 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 Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7 Photo 8 Photo 9 Photo 10	General cleanliness is an issue. Floors were not cleaned thoroughly today, if at all. Bits of mop are stuck to lots of the chair and table legs. Bits of paper, peanuts, toothpicks and even broken glass can be found throughout the restaurant	0 / 5		
Spec Furniture	Love the furniture. Please address the green rope chairs in point above	5 / 5		

Scoring

10 / 15

- Critical deviations (*)

0

= Total

10

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 Photo 1 Photo 2	Most are in really good nick, please replace the ones that are looking tired.	5 / 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		5 / 5		
Correct Serviette Dispensers on the tables filled, good condition, not cracked and clean		10 / 10		
TV working and clean		5 / 5		
Scoring		55 / 55		
- Critical deviations (*)		0		
= Total		55		

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		5 / 5		

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) Photo 1 Photo 2	Yes they are clean and cigarette freeze however, Plant troughs need some TLC. Please remove plastic plants where there are real plants and replace with actual plants.	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	Please repair hinges on cupboard doors	5 / 5		
Welcome Peanut Cone and Sweets Moz Spec available		10 / 10		*
Kids colouring in sheets and crayons available		5 / 5		

Scoring 20 / 20**- Critical deviations (*)** 0**= Total** 20**TELEPHONE AND COMPUTER**

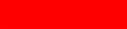
Statement	Comment	Weight	Result	Critical
Latest Moz GAAP / Pilot software version in use updated on the cloud and stock control captured		10 / 10		*
Moz Email account activated and checked		5 / 5		
Emergency Telephones number near the phone		5 / 5		
Telephone and Wifi in working order		10 / 10		

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		*
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	Only Zama	0 / 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available	One lady with missing float	10 / 10		

Scoring**45 / 55****- Critical deviations (*)****10****= Total****35**

BAR

Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7 Photo 8 Photo 9 Photo 10 Photo 11 Photo 12 Photo 13 Photo 14 Photo 15 Photo 16 Photo 17	Bar is very dirty. Mould under counter, wood is rotting, mould in fridges, cream gone off, tiles dirty	0 / 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

Statement	Comment	Weight	Result	Critical
Bar area and equipment (incl printers) clean and tidy Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7 Photo 8	Bar area not clean, not tidy, containers holding utensils and cutlery are dirty. Clean teaspoons sitting in dirty water with bits of straw/napkins etc. Cutting board black and being kept in unsanitary place.	0 / 10		
Glasses and crockery Moz spec		10 / 10		*
Great cup of coffee?		5 / 5		
Ice machine / chest freezer in working order and clean Photo 1 Photo 2 Photo 3		0 / 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 Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7 Photo 8 Photo 9 Photo 10 Photo 11 Photo 12 Photo 13	Fridges are dirty, rusty, need maintenance and deep clean	0 / 10		

BAR

Statement	Comment	Weight	Result	Critical
Standup fridges in working order? Are the decals over lightbox and advertising in place?		10 / 10		

Scoring **65 / 95**

- Critical deviations (*) **0**

= Total **65**

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	Not spec music	0 / 10		
Customer must be escorted to table		5 / 5		
Farewell and thanked by staff/management on way out		5 / 5		

Scoring **20 / 30**

- Critical deviations (*) **0**

= Total **20**

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
<p>Play area clean and no broken equipment (if applicable)</p> <p>Photo 1</p> <p>Photo 2</p> <p>Photo 3</p> <p>Photo 4</p> <p>Photo 5</p> <p>Photo 6</p> <p>Photo 7</p> <p>Photo 8</p>	<p>Kids area very dirty. Not cleaned today. Some areas haven't been cleaned for a while</p>	0 / 5		
<p>Child Minder present (if applicable)</p>		5 / 5		
<p>Play area well equipped</p> <p>Photo 1</p> <p>Photo 2</p> <p>Photo 3</p> <p>Photo 4</p> <p>Photo 5</p>	<p>Using this question for a point on maintenance. This kids area is very big and with a beautiful climbing frame, but the grass needs replacing. It is dirty, worn, torn and threadbare and doesn't look nice. Today it was smelly... Not sure if</p>	0 / 5		

Scoring

5 / 15

- Critical deviations (*)

0

= Total

5

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 allergies / General by the front door		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		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	No first aider	0 / 5		*
Certificate of Safe Oil Disposal		5 / 5		

Scoring 27 / 32**- Critical deviations (*)** 10**= Total** 17**STOCK**

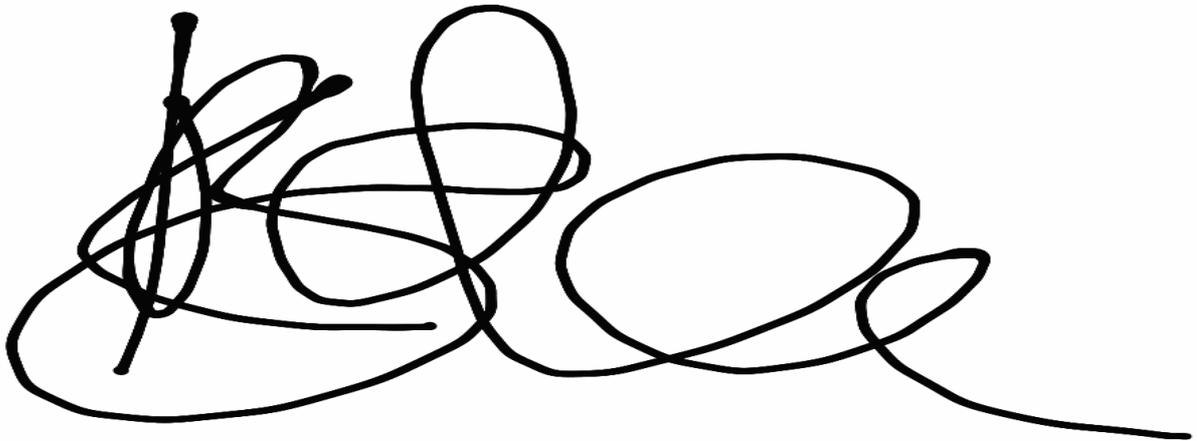
Statement	Comment	Weight	Result	Critical
Are the par levels set for all stock		30 / 30		*
Are stock variances been checked daily		30 / 30		*

Scoring 60 / 60**- Critical deviations (*)** 0**= Total** 60**Overall score** 1128 / 1328**- Total critical deviations** 90**= Grand total** 1038

Signature(s)

Operations

Signed: 28/01/2026 16:29:20

A highly stylized, cursive handwritten signature in black ink, consisting of several overlapping loops and a long horizontal tail.

Store Manager

Signed: 28/01/2026 16:29:32

A handwritten signature in black ink that reads "Sinclair" in a cursive style, followed by a dash and a period.