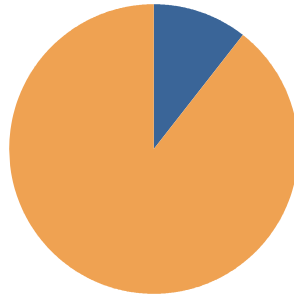


# MOZAMBIK

## Hillcrest

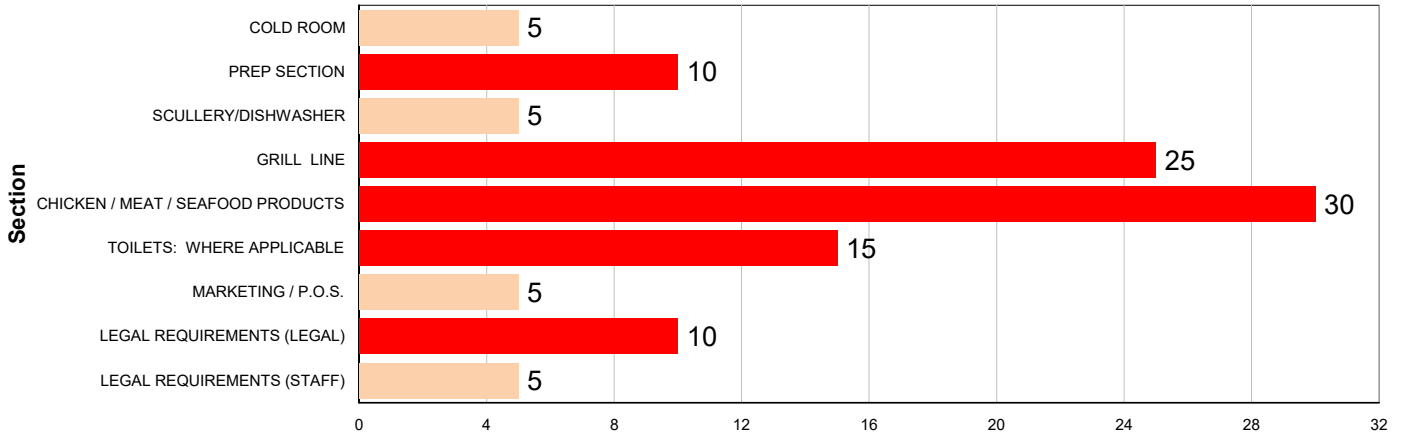
|                   |                                     |              |                                   |
|-------------------|-------------------------------------|--------------|-----------------------------------|
| Task ref#         | 21775                               |              |                                   |
| Date              | 24-02-2026                          |              |                                   |
| Type of task      | Store Evaluation                    |              |                                   |
| Completed by      | Mozambik, Freeman                   |              |                                   |
| Start odometer    | 95355                               | End odometer | 0                                 |
| Distance traveled | -95355 km                           |              |                                   |
| Start time        | Thursday 19 February, 2026 12:00:05 | End time     | Monday 23 February, 2026 14:58:52 |
| Time taken        | 5938 mins                           |              |                                   |
| Collector         | Operations Managers                 |              |                                   |
| Score             | 1193/1333 (89%)                     |              |                                   |

Assessment performance

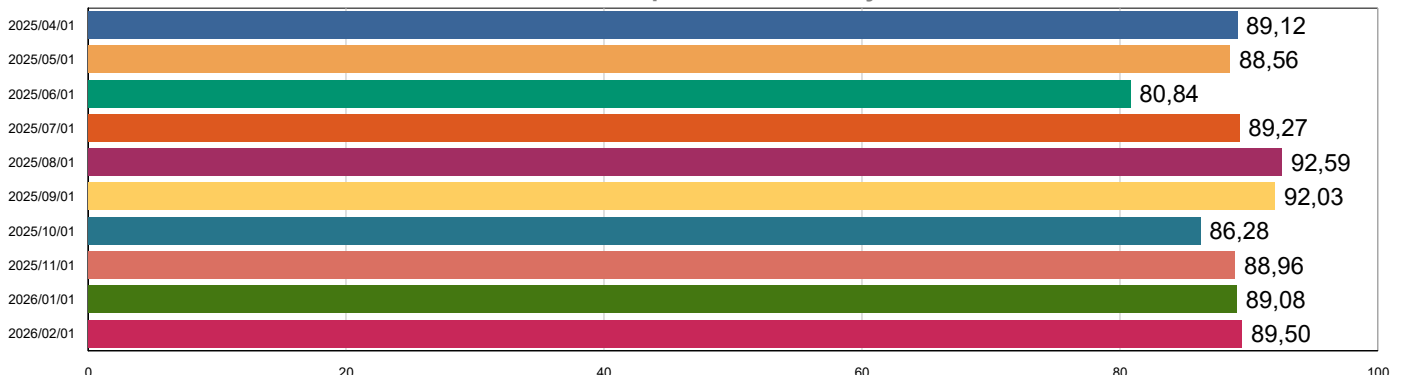


|        |      |        |
|--------|------|--------|
| Failed | 140  | 10.5%  |
| Passed | 1193 | 89.5%  |
| Total: | 1333 | 100.0% |

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                           |         | 5 / 5   | <div></div> | *        |

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

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                                                     | Some have labeled and some are not | 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<br>Photo <a href="#">1</a> | Checklist not done                 | 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                                                                      |         | 5 / 5   | <div></div> |          |
| Cleanliness of areas                                                                                          |         | 5 / 5   | <div></div> |          |
| Deli Equipment in working order                                                                               |         | 5 / 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                   | 35 / 35 |
| - Critical deviations (*) | 0       |
| = Total                   | 35      |

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?                                          | Not done          | 0 / 10  | <div></div> | *        |
| Platform scale working and clean                                                                              | No platform scale | 5 / 5   | <div></div> |          |
| Portion size (kg): Cheese on cheesy starters<br>Photo <a href="#">1</a>                                       |                   | 5 / 5   | <div></div> |          |
| Portion size (kg): Calamari tubes<br>Photo <a href="#">1</a>                                                  |                   | 5 / 5   | <div></div> |          |
| Portion size (kg): Calamari heads<br>Photo <a href="#">1</a>                                                  |                   | 5 / 5   | <div></div> |          |
| Portion size (kg): Ribs<br>Photo <a href="#">1</a>                                                            |                   | 5 / 5   | <div></div> |          |
| Portion size (kg): Chicken livers<br>Photo <a href="#">1</a>                                                  |                   | 5 / 5   | <div></div> |          |
| Portion size (kg): Chicken fillets<br>Photo <a href="#">1</a>                                                 |                   | 5 / 5   | <div></div> |          |
| Stock rotation F.I.F.O (first in first out)                                                                   |                   | 10 / 10 | <div></div> | *        |
| Portion size (kg): Cheese on kids pizza<br>Photo <a href="#">1</a>                                            |                   | 5 / 5   | <div></div> |          |

|                           |          |
|---------------------------|----------|
| Scoring                   | 90 / 100 |
| - Critical deviations (*) | 10       |
| = Total                   | 80       |

SCULLERY/DISHWASHER

| Statement                                                                            | Comment      | Weight | Result      | Critical |
|--------------------------------------------------------------------------------------|--------------|--------|-------------|----------|
| Cleanliness of section and equipment                                                 |              | 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 santizer / hand soap / hand paper / bin available                               | No hand soap | 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> |          |

Scoring35 / 40

- Critical deviations (\*)0

= Total35



## 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                                                                                       |                                                          | 0 / 10  | <div></div> |          |
| Following Moz cooking procedure                                                                               |                                                          | 10 / 10 | <div></div> | *        |
| Salamander and frame clean, all heat elements working                                                         |                                                          | 5 / 5   | <div></div> |          |
| All serving plates and platters clean and stacked correctly                                                   |                                                          | 5 / 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                                                          |                                                          | 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                                     |                                                          | 5 / 5   | <div></div> |          |
| No broken wall or floor tiles<br><br>Photo <a href="#">1</a><br>Photo <a href="#">2</a>                       | Between kitchen and the storeroom tiles need to be fixed | 0 / 5   | <div></div> |          |
| Electrical compliance loose wires, fixtures, etc.                                                             |                                                          | 5 / 5   | <div></div> |          |
| Correct Mozambik uniform regulations must be adhered to<br><br>Photo <a href="#">1</a>                        | They need Chef pants and safety shoes                    | 0 / 10  | <div></div> |          |

GRILL LINE

| Statement                                      | Comment                                                            | Weight  | Result      | Critical |
|------------------------------------------------|--------------------------------------------------------------------|---------|-------------|----------|
| Plates Unchipped, Moz Spec                     | Bowls not spec, advised incorrectly by BR.<br>Boards to be ordered | 5 / 5   | <div></div> | *        |
| Oven in working order and clean                |                                                                    | 10 / 10 | <div></div> | *        |
| Ask Kitchen how to cook chicken from the start |                                                                    | 10 / 10 | <div></div> |          |

|                           |           |
|---------------------------|-----------|
| Scoring                   | 145 / 170 |
| - Critical deviations (*) | 0         |
| = Total                   | 145       |

CHICKEN / MEAT / SEAFOOD PRODUCTS

| Statement                                                                   | Comment            | Weight  | Result      | Critical |
|-----------------------------------------------------------------------------|--------------------|---------|-------------|----------|
| Correct Mozambik specifications                                             |                    | 10 / 10 | <div></div> | *        |
| Mozambik approved suppliers in use only                                     |                    | 10 / 10 | <div></div> | *        |
| Control stock levels                                                        |                    | 5 / 5   | <div></div> | *        |
| Any sauces OFF / SOUR                                                       |                    | 5 / 5   | <div></div> | *        |
| Is the store buying 25% of stock from DC according to Store turnover sheet? | 23 buying out Hake | 0 / 30  | <div></div> | *        |

|                           |         |
|---------------------------|---------|
| 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 |         | 10 / 10 | <div></div> |          |
| First Aid officer on duty                                | Katy    | 10 / 10 | <div></div> |          |

|                           |         |
|---------------------------|---------|
| 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<br>Photo <a href="#">1</a> |         | 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.                   |         | 5 / 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                           |         | 5 / 5  | <div></div> |          |
| Bucket of soap water to be available in relevant areas, with relevant cloths |         | 5 / 5  | <div></div> |          |
| All cloths must be clean, sanitized and color coded in relevant areas        |         | 5 / 5  | <div></div> |          |

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



TOILETS: WHERE APPLICABLE

| Statement                                                                               | Comment                                                                       | Weight | Result      | Critical |
|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|--------|-------------|----------|
| Clean and well maintained<br><br>Photo <a href="#">1</a><br><br>Photo <a href="#">2</a> | It's clean but needs mantainance, drag on the floor when it's closing/opening | 0 / 5  | <div></div> |          |
| Fresh odor                                                                              |                                                                               | 5 / 5  | <div></div> |          |
| Toilet paper, hand toweling, soap and santizer                                          |                                                                               | 5 / 5  | <div></div> |          |
| She bins in place                                                                       |                                                                               | 5 / 5  | <div></div> |          |
| Extra effort in making bathrooms more pretty/ user friendly.                            |                                                                               | 5 / 5  | <div></div> |          |
| Toilet cleaning checklist completed and filed<br><br>Photo <a href="#">1</a>            | Not done                                                                      | 0 / 10 | <div></div> |          |
| Baby change stations,clean and operational                                              |                                                                               | 5 / 5  | <div></div> |          |

|                           |         |
|---------------------------|---------|
| Scoring                   | 25 / 40 |
| - Critical deviations (*) | 0       |
| = Total                   | 25      |

STAFF TOILETS

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

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

STAFF LOCKER ROOM

| Statement                            | Comment | Weight  | Result      | Critical |
|--------------------------------------|---------|---------|-------------|----------|
| Cleanliness                          |         | 5 / 5   | <div></div> |          |
| Odour                                |         | 5 / 5   | <div></div> |          |
| Neat                                 |         | 5 / 5   | <div></div> |          |
| Boots stored correctly and sanitized |         | 5 / 5   | <div></div> |          |
| Scoring                              |         | 20 / 20 |             |          |
| - Critical deviations (*)            |         | 0       |             |          |
| = Total                              |         | 20      |             |          |

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SIGNAGE, EXTERIOR AND ENTRANCE

| Statement                                                    | Comment | Weight  | Result      | Critical |
|--------------------------------------------------------------|---------|---------|-------------|----------|
| Signage - Illumination and general cleanliness and condition |         | 5 / 5   | <div></div> | *        |
| General cleanliness of outside area<br>conditon of furniture |         | 5 / 5   | <div></div> |          |
| Spec Furniture                                               |         | 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                                                                                               |         | 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) |         | 10 / 10 | <div></div> |          |
| Menus up to date and clean                                                                                               |         | 5 / 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                                 |         | 10 / 10 | <div></div> |          |
| TV working and clean                                                                                                     |         | 5 / 5   | <div></div> |          |

|                           |         |
|---------------------------|---------|
| 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        | Frames are spec, need to be remounted | 5 / 5  | <div></div> |          |
| Correct marketing material in Serviette dispensers, Posters Moz approved Spec | New specials artwork delivered today  | 5 / 5  | <div></div> |          |
| In-house specials material Moz spec                                           |                                       | 5 / 5  | <div></div> |          |
| Correct Moz Spec Take Away Containers, Carry bags and stickers been used      |                                       | 5 / 5  | <div></div> | *        |
| If HO promo running only HO promo on tables                                   |                                       | 5 / 5  | <div></div> |          |
| Snapper frames wall mounted                                                   | Need to be remounted                  | 0 / 5  | <div></div> |          |

|                           |         |
|---------------------------|---------|
| 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   | <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                         |         | 5 / 5   | <div></div> |          |
| Compliance to hygiene regulations, hair neat, nails clean - no jewellery                                       |         | 10 / 10 | <div></div> |          |
| Waiter's cloths - must be 2, worn on belt/apron, not shoulder                                                  |         | 10 / 10 | <div></div> |          |
| Waiting staff introduced themselves to tables - Using Bom Dia Greeting - Good day                              |         | 10 / 10 | <div></div> |          |
| Waiters writing on the table paper runner: name and manager name                                               |         | 10 / 10 | <div></div> | *        |
| Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available |         | 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                                                                     |         | 5 / 5   | <div></div> |          |
| Blender, blender jugs and Ice well clean, working                                                                          |         | 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                                                                                              |         | 10 / 10 | <div></div> | *        |
| Great cup of coffee?                                                                                                       |         | 5 / 5   | <div></div> |          |
| Ice machine / chest freezer in working order and clean                                                                     |         | 5 / 5   | <div></div> |          |
| Stock rotation F.I.F.O (first in first out)                                                                                |         | 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> |          |

Scoring95 / 95

- Critical deviations (\*)0

= Total95

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) |         | 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                                                                                  | Only inverter. Generator being sourced | 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)                                                     |         | 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       |         | 2 / 2  | <div></div> |          |
| Certificate of Acceptability       |         | 2 / 2  | <div></div> |          |
| Fire Certificate                   |         | 0 / 2  | <div></div> |          |
| Gas Certificate                    |         | 0 / 2  | <div></div> |          |
| Electrical Compliance              |         | 0 / 2  | <div></div> |          |
| Trade License                      |         | 2 / 2  | <div></div> |          |
| Certificate of Occupancy           |         | 0 / 2  | <div></div> |          |
| TV License                         |         | 0 / 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                   | 22 / 32 |
| - Critical deviations (*) | 0       |
| = Total                   | 22      |

STOCK

| Statement                               | Comment  | Weight  | Result      | Critical |
|-----------------------------------------|----------|---------|-------------|----------|
| Are the par levels set for all stock    | Ordering | 30 / 30 | <div></div> | *        |
| Are stock varicances been checked daily |          | 30 / 30 | <div></div> | *        |

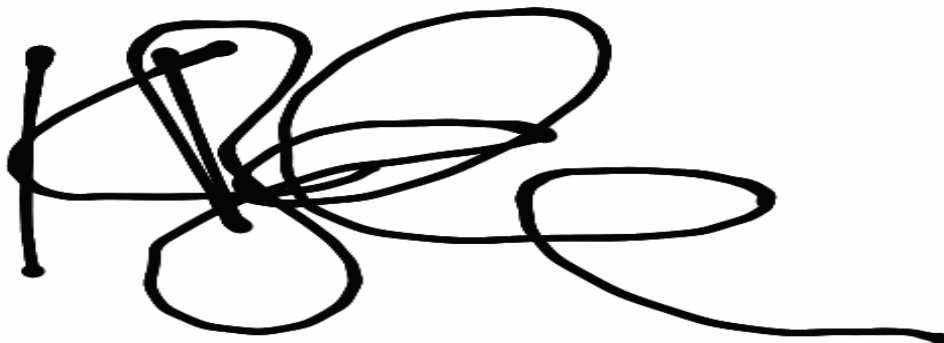
|                           |         |
|---------------------------|---------|
| Scoring                   | 60 / 60 |
| - Critical deviations (*) | 0       |
| = Total                   | 60      |

|                             |             |
|-----------------------------|-------------|
| Overall score               | 1223 / 1333 |
| - Total critical deviations | 30          |
| = Grand total               | 1193        |

## Signature(s)

Operations

Signed: 20/02/2026 14:22:29

A stylized, cursive handwritten signature in black ink. It begins with a vertical line on the left, followed by several overlapping loops and a long, sweeping horizontal stroke that ends in a tail.

Store Manager

Signed: 20/02/2026 14:22:35

A handwritten signature in black ink that appears to read 'Kathy'. It starts with a large 'K', followed by a cursive 'a', 't', 'h', and 'y'.