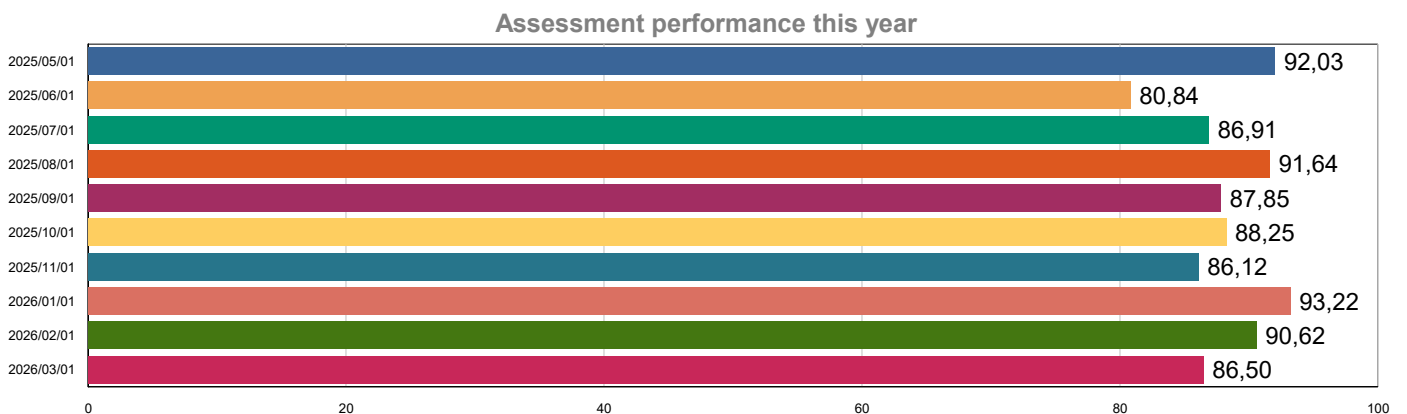
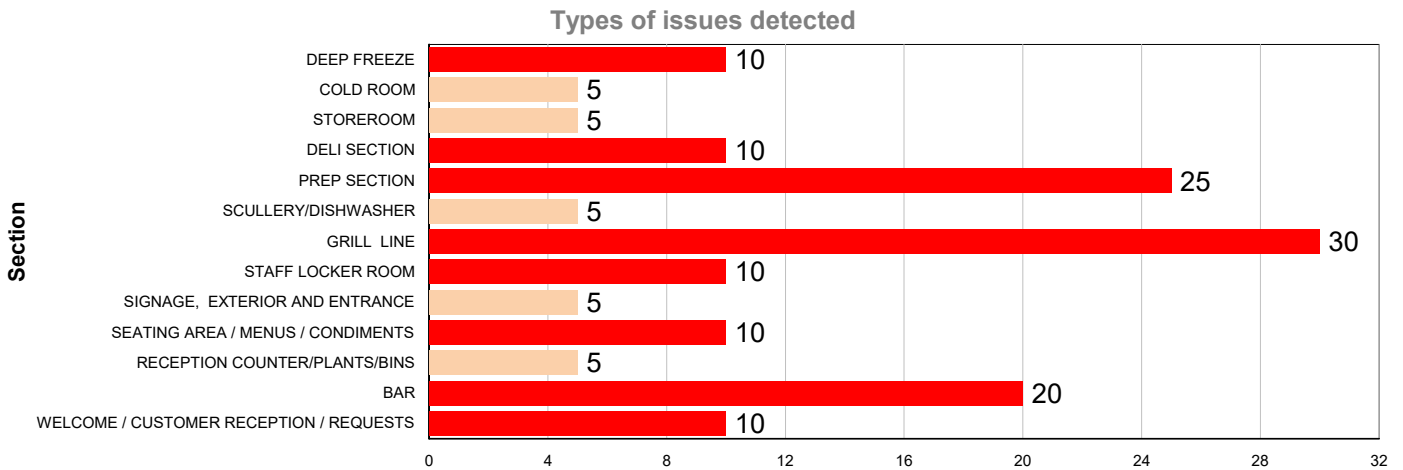
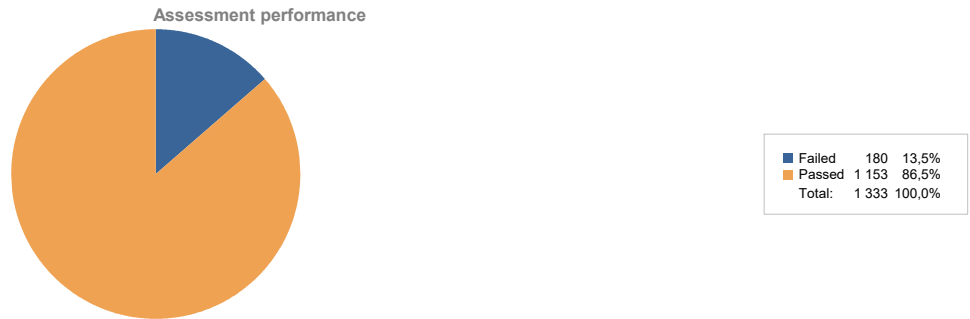


# MOZAMBIK








## Somerset West

Task ref#	21851		
Date	17-03-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Uhuru		
Start odometer	94882	End odometer	94945
Distance traveled	63 km		
Start time	Friday 13 March, 2026 11:17:05	End time	Monday 16 March, 2026 09:52:20
Time taken	4235 mins		
Collector	Operations Managers		
Score	1153/1333 (86%)		



## Responses to inspection points

### DEEP FREEZE

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Defrosted and cleaned once a week		5 / 5		
Correct labeling and dating Photo <a href="#">1</a>	No labels on chest freezer	0 / 5		
Storage of all products to be done according to Health Standard Photo <a href="#">1</a> Photo <a href="#">2</a>	Food safety not followed in freezer  Prawns at risk of being damaged	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		5 / 5		
Checklist filled in with date and time and signature		5 / 5		*

#### Scoring

30 / 40

- Critical deviations (\*)

0

= Total

30

**COLD ROOM**







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 to be done according to Health Standard Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>	Products stored on the ground	0 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)		5 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5 / 5		
Checklist filled in with date and time and signature		5 / 5		*

**Scoring** **30 / 35****- Critical deviations (\*)** **0****= Total** **30****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 Photo <a href="#">1</a>	Products stored on the ground	0 / 5		

**Scoring** **20 / 25****- Critical deviations (\*)** **0****= Total** **20**

**DELI SECTION**

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken Photo <a href="#">1</a>	Broken deli fridge	0 / 5		
Recipes for salads and desserts followed		5 / 5		
Cleanliness of areas		5 / 5		
Deli Equipment in working order		5 / 5		
Food stored correctly after preparation eg: lettuce, coconut rice etc Photo <a href="#">1</a>	Salads at risk of cross contamination	0 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*

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

**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 Photo <a href="#">1</a>		5 / 5		
Colour coded cutting boards stored correctly		10 / 10		*
Are products defrosted and stored correctly after production? Photo <a href="#">1</a> Photo <a href="#">2</a>	High risk of cross contamination in fridge	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?		0 / 10		*
Platform scale working and clean		5 / 5		
Portion size (kg): Cheese on cheesy starters Photo <a href="#">1</a>	Cheese not portioned	0 / 5		
Portion size (kg): Calamari tubes Photo <a href="#">1</a>		5 / 5		
Portion size (kg): Calamari heads Photo <a href="#">1</a>		5 / 5		
Portion size (kg): Ribs Photo <a href="#">1</a>		5 / 5		
Portion size (kg): Chicken livers Photo <a href="#">1</a>		5 / 5		
Portion size (kg): Chicken fillets		5 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Portion size (kg): Cheese on kids pizza Photo <a href="#">1</a>	Not portioned	0 / 5		

**Scoring**

**75 / 100**

**- Critical deviations (\*)**

**10**

**= Total**

**65**

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**SCULLERY/DISHWASHER**

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment Photo <a href="#">1</a>	Scullery area unorganized	0 / 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		5 / 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**

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## GRILL LINE

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken Photo <a href="#">1</a> Photo <a href="#">2</a>	Broken grill line fridge	0 / 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 Photo <a href="#">1</a>	Chip fryer missing temp nozzle	0 / 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		5 / 5		
No broken wall or floor tiles		5 / 5		
Electrical compliance loose wires, fixtures, etc.		5 / 5		
Correct Mozambik uniform regulations must be adhered to		10 / 10		

**GRILL LINE**

Statement	Comment	Weight	Result	Critical
Plates Unchipped, Moz Spec Photo <a href="#">1</a>	Using wrong spec plates	0 / 5		*
Oven in working order and clean Photo <a href="#">1</a>	Broken oven	0 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

**Scoring** 140 / 170**- Critical deviations (\*)** 20**= Total** 120**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 25% 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		

<b>Scoring</b>	<b>30 / 30</b>
- Critical deviations (*)	0
<b>= Total</b>	<b>30</b>

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**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		5 / 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		

<b>Scoring</b>	<b>30 / 30</b>
- Critical deviations (*)	0
<b>= Total</b>	<b>30</b>

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**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**

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**STAFF TOILETS**

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

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

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**STAFF LOCKER ROOM**


Statement	Comment	Weight	Result	Critical
Cleanliness Photo <a href="#">1</a>	Locker room not clean	0 / 5		
Odour		5 / 5		
Neat Photo <a href="#">1</a>	Locker room not neat	0 / 5		
Boots stored correctly and sanitized		5 / 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  Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>	Tables need sanding down  Moz mat not up to standards  Couch needs reupholster	0 / 5		
Spec Furniture		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		5 / 5		
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce) Photo <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a>	Incomplete condiment baskets set up  Condiment basket splitting	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		




<b>Scoring</b>	<b>45 / 55</b>
<b>- Critical deviations (*)</b>	<b>0</b>
<b>= Total</b>	<b>45</b>

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**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 <a href="#">1</a> Photo <a href="#">2</a> Photo <a href="#">3</a> Photo <a href="#">4</a> Photo <a href="#">5</a>	Cigarettes in pot plants  Outside area dirty not cleaned	0 / 5		
Bins odour free and clean, with lids and refuse bag in		5 / 5		
Front counter clean and uncluttered		10 / 10		*

**Scoring** **15 / 20****- Critical deviations (\*)** **0****= Total** **15**

**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		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		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**





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**BAR**










Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards Photo <a href="#">1</a>	Bar not stocked to standards	0 / 5		
Blender, blender jugs and Ice well clean, working Photo <a href="#">1</a> Photo <a href="#">2</a>	Products not stored correctly (wrapped)	0 / 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 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 Photo <a href="#">1</a>	Fridges not whiped down	0 / 10		
Standup fridges in working order? Are the decals over lightbox and advertising in place?		10 / 10		

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

**WELCOME / CUSTOMER RECEPTION / REQUESTS**


Statement	Comment	Weight	Result	Critical
Customer acknowledged immediately on entering store Photo <a href="#">1</a> Photo <a href="#">2</a>	Waiters not at entrance to receive customers	0 / 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** **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		<b>*</b>

**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		
Child Minder present (if applicable)		5 / 5		
Play area well equipped		5 / 5		

**Scoring** **15 / 15****- Critical deviations (\*)** **0****= Total** **15****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**

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**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**

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**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**

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**Overall score** **1183 / 1333**

**- Total critical deviations** **30**

**= Grand total** **1153**

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