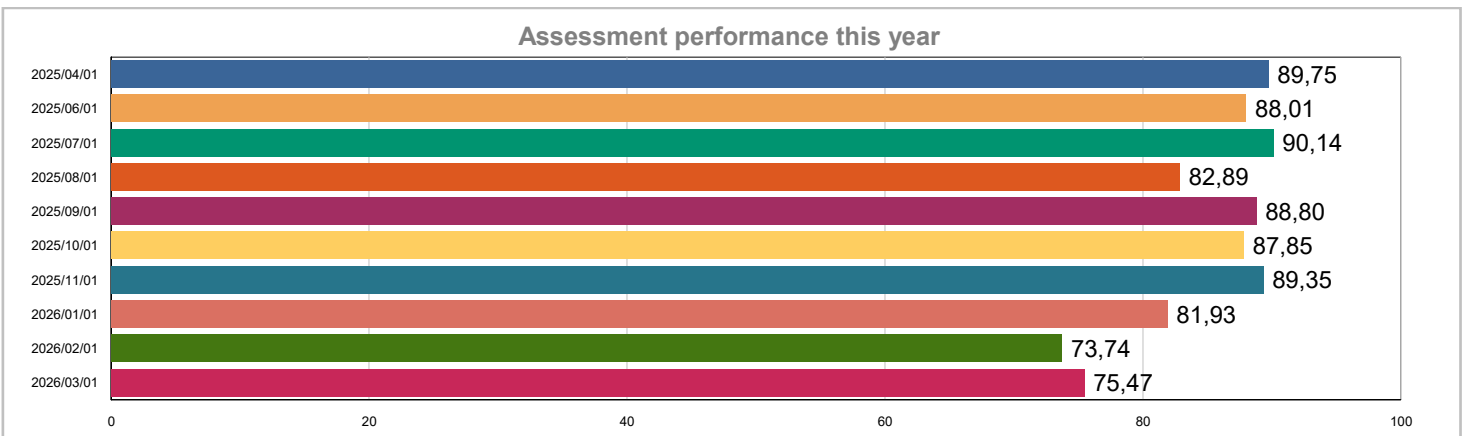
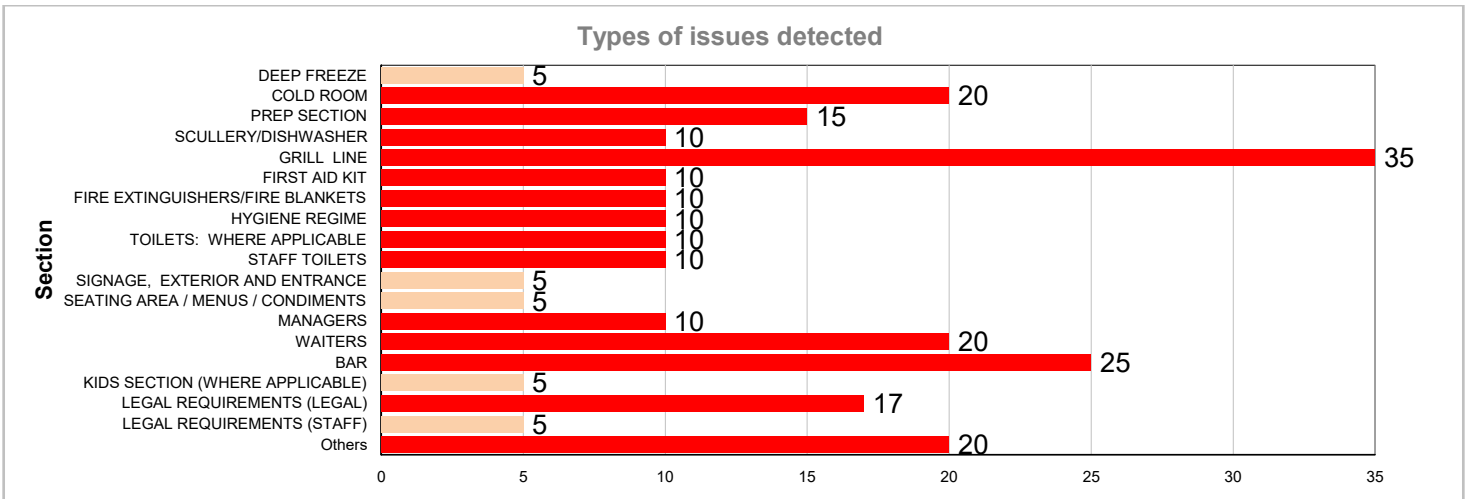
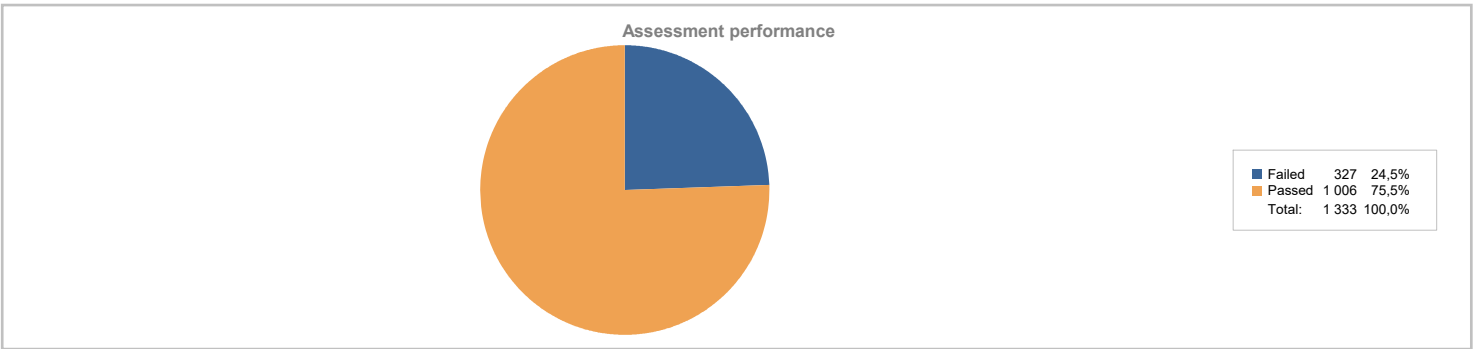


MOZAMBIK








Pearls

Task ref#	21864		
Date	20-03-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	97599	End odometer	97666
Distance traveled	67 km		
Start time	Wednesday 18 March, 2026 11:12:26	End time	Thursday 19 March, 2026 09:17:11
Time taken	1325 mins		
Collector	Operations Managers		
Score	1006/1333 (75%)		



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		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) Photo 1	Only to minus 10	0 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan	Much improvement, well done and thank you	5 / 5		
Checklist filled in with date and time and signature		5 / 5		*

Scoring **35 / 40**

- Critical deviations (*) **10**

= Total **25**


COLD ROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Correct labeling and dating Photo 1	No labels or dates on containers. Shelf labels don't match contents.	0 / 5		
Storage of all products to be done according to Health Standard Photo 1 Photo 2		0 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle) Photo 1	Too cold or sensor not accurate. Please investigate	0 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 Photo 2 Photo 3	Cleanliness is poor. Curtains dirty. Under shelving hasn't been cleaned. Food and debris on floor	0 / 5		
Checklist filled in with date and time and signature		5 / 5		*







COLD ROOM

Statement	Comment	Weight	Result	Critical
Scoring		15 / 35		
- Critical deviations (*)		0		
= Total		15		

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		5 / 5		
Deli Equipment in working order		5 / 5		
Food stored correctly after preparation eg: lettuce, coconut rice etc		5 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Scoring		35 / 35		
- Critical deviations (*)		0		
= Total		35		

PREP SECTION




Statement	Comment	Weight	Result	Critical
Shelving neat, clean and organized		5 / 5		
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5		
Colour coded cutting boards stored correctly		10 / 10		*
Are products defrosted and stored correctly after production? Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7 Photo 8 Photo 9 Photo 10	Thank you for the shelves in the underbar at the grill area. Deli needs also please. Please do not store boxes on prepped food. Eggs should not be stored with tomatoes. Onion rotten. Butter dish being used as container lid. Lots of food sta	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 1		5 / 5		
Portion size (kg): Calamari tubes Photo 1		5 / 5		
Portion size (kg): Calamari heads Photo 1		5 / 5		
Portion size (kg): Ribs Photo 1		5 / 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		*
Portion size (kg): Cheese on kids pizza Photo 1		5 / 5		

Scoring**85 / 100****- Critical deviations (*)****10****= Total****75**

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7	Poor hygiene/cleanliness, bad odor. We must do better team. Please can you find a new place for the bins than by the ice machine. Hygiene risk is huge where the ice machine cover is meeting with the bin lid.	0 / 5		
Cutting boards, pots, cutlery and crockery stacked correctly		5 / 5		
No leaking plumbing	Water everywhere. Leaks by ice machine and sink. Please repair	0 / 5		
Correct use of chemicals and all staff to be trained by supplier on usage and safety		5 / 5		
Hand santizer / 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

30 / 40

















- Critical deviations (*)

0


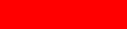



= Total

30

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 Photo 1 Photo 2 Photo 3	Base trays both deteriorated and leaking oil/drippings	0 / 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 Photo 1	Lots of ash /discarded paper in salamander	0 / 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	Kitchen staff have just cleaned after lunch service	5 / 5		
No broken wall or floor tiles Photo 1 Photo 2		0 / 5		

GRILL LINE

Statement	Comment	Weight	Result	Critical
Electrical compliance loose wires, fixtures, etc.	Wires in bar need to be tidied up please.	5 / 5		
Correct Mozambik uniform regulations must be adhered to		0 / 10		
Plates Unchipped, Moz Spec	Not Moz spec, but making improvements. Thank you	0 / 5		*
Oven in working order and clean		10 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring	135 / 170
- Critical deviations (*)	10
= Total	125

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	None	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		10 / 10		
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Due 03/27	0 / 10		*
Fire Blankets must be wall mounted in grill area for easy access		10 / 10		


Scoring	20 / 30
- Critical deviations (*)	10
= Total	10

HYGIENE REGIME

Statement	Comment	Weight	Result	Critical
Color coded mops must be used for FOH and BOH and TOILETS.	Mops not colour coded	0 / 5		
Must be stored correctly - upright position on a hanging rack Photo 1 Photo 2	No mop rack, mops stored all together in bucket. What is the point of having separate mops for separate areas if we are going to store them all in one bucket.	0 / 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		

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

TOILETS: WHERE APPLICABLE

Statement	Comment	Weight	Result	Critical
Clean and well maintained Photo 1 Photo 2 Photo 3 Photo 4 Photo 5 Photo 6 Photo 7 Photo 8 Photo 9	Cleanliness and maintenance is very poor. Toilet seats loose. Flushing mechanism still needs fixing, toilet continues to flush if you don't disengage the broken button, doors are filthy and damaged, walls are mouldy. Cobwebs etc.	0 / 5		
Fresh odor	Very unpleasant odor. Extractor working.. Air is stale and unpleasant	0 / 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

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 Photo 1		0 / 5		
Toilet seat present		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	General cleanliness is poor. Always bits of paper, peanuts, serviettes, mop strands etc etc all around on floor. Floor is also needing a scrub or deep clean especially around balcony area. As usual, glass on floor between bar and kids area.	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 Photo 1		0 / 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 Photo 1		5 / 5		

Scoring **50 / 55**
- Critical deviations (*) **0**
= Total **50**

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)		5 / 5		
Bins odour free and clean, with lids and refuse bag in		5 / 5		
Front counter clean and uncluttered		10 / 10		*

Scoring 20 / 20**- Critical deviations (*)** 0**= Total** 20**WAITER STATIONS/CUTLERY/CROCKERY**

Statement	Comment	Weight	Result	Critical
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean		5 / 5		
Welcome Peanut Cone and Sweets Moz Spec available		10 / 10		*
Kids colouring in sheets and crayons available		5 / 5		

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

TELEPHONE AND COMPUTER

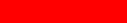


Statement	Comment	Weight	Result	Critical
Latest Moz GAAP / Pilot software version in use updated on the cloud and stock control captured		10 / 10		*
Moz Email account activated and checked		5 / 5		
Emergency Telephones number near the phone		5 / 5		
Telephone and Wifi in working order		10 / 10		

Scoring **30 / 30**

- Critical deviations (*) **0**

= Total **30**

MANAGERS

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.	Jabu is not wearing anything identifying her as an employee of Mozambik or as a manager. Have already requested when I met her at Umdloti that she wears a Mozambik managers shirt when working at Mozambik as a manager	0 / 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 **15 / 25**

- Critical deviations (*) **10**




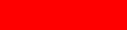


= Total **5**

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		0 / 10		
Waiters writing on the table paper runner: name and manager name		0 / 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10		

Scoring**35 / 55****- Critical deviations (*)****10****= Total****25**

BAR










Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards	Stock is okay. Bar is dirty though. Failed on the other point	5 / 5		
Blender, blender jugs and Ice well clean, working		5 / 5		
Coffee machines / grinder clean, working Photo 1 Photo 2	Portafilters dirty. Bar says there is no chemicals to soak and clean machine. Please order ASAP	0 / 5		
Has the barman/barlady been for full Barista training		10 / 10		
Glasses and crockery clean, unchipped and unstained	Bar lady is washing every glass in the big sink with a running tap. This must be costing a huge amount of water... Perhaps buy a plug for the sink...	10 / 10		
Bar area and equipment (incl printers) clean and tidy Photo 1 Photo 2 Photo 3 Photo 4	Bar area very untidy. And generally dirty. Please repair hanging of decorations or remove	0 / 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	Fridge hinges are very rusted. Shelves are rusty. Fridges are dirty, better than last visit, but considering this is a full view central bar I think we can do better. Fridge at 9 degrees	0 / 10		
Standup fridges in working order? Are the decals over lightbox and advertising in place?		10 / 10		

Scoring**70 / 95****- Critical deviations (*)****0****= Total****70**

WELCOME / CUSTOMER RECEPTION / REQUESTS




Statement	Comment	Weight	Result	Critical
Customer acknowledged immediately on entering store		10 / 10		
Specified music being played and at correct sound levels		10 / 10		
Customer must be escorted to table		5 / 5		
Farewell and thanked by staff/management on way out		5 / 5		

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

Statement	Comment	Weight	Result	Critical
Menus - removed from table, on placing order		10 / 10		
Beverages - tray used, drinks opened and poured half full		10 / 10		
Wine service - label presented, taster poured, ice bucket delivered		10 / 10		
Tables wiped down during service - water and food residue		10 / 10		
Handling of plates, platters - nicely placed, warning of hot plates, 1 cloth per plate		10 / 10		
Ashtrays - cleared appropriately (if appropriate)		10 / 10		
Table cleared of all dirty cutlery and crockery before bill presented		10 / 10		
Bill presentation - Clean bill folder, Pen, Moz mints, Wrapped toothpicks, Correct change, Correct bill, Thank you note		10 / 10		
Waiters to be knowledgeable of all menu items, Menu knowledge – questions/queries satisfactorily answered – Question on in store specials		20 / 20		*

Scoring **100 / 100****- Critical deviations (*)** **0****= Total** **100**

KIDS SECTION (WHERE APPLICABLE)






Statement	Comment	Weight	Result	Critical
Play area clean and no broken equipment (if applicable)	Kids area left in a bit of a state. Furniture was stripped yesterday and cleaned covers returned today.... Pillows, cushions, foam etc left all over. Apart from that this area has Not been cleaned. Bird droppings everywhere. This is a he	0 / 5		
Photo 1				
Photo 2				
Photo 3				
Photo 4				
Photo 5				
Photo 6				
Photo 7				
Photo 8				
Photo 9				
Child Minder present (if applicable)		5 / 5		
Play area well equipped		5 / 5		

Scoring 10 / 15

- Critical deviations (*) 0

= Total 10

LEGAL REQUIREMENTS (MONTHLY)

Statement	Comment	Weight	Result	Critical
Generator in Working Order and Serviced		5 / 5		
Proof of pest control services		5 / 5		
Financial information submitted to Mozambik head office by 10th of each month - SALES ANALYSIS - GP's	On Pilot. GP for Feb 62	0 / 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 20 / 40

- Critical deviations (*) 10

= Total 10

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)	Please provide certificate of compliance	0 / 5		



Scoring**26 / 31****- Critical deviations (*)****0****= Total****26**

LEGAL REQUIREMENTS (LEGAL)

Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23	No liquor license	0 / 2		
Certificate of Acceptability		0 / 2		
Fire Certificate		2 / 2		
Gas Certificate		0 / 2		
Electrical Compliance		2 / 2		
Trade License		2 / 2		
Certificate of Occupancy		0 / 2		
TV License		0 / 2		
SAMPRO / SAMPRA		0 / 2		
VAT Registration		2 / 2		
Basic Conditions of Employment Act		2 / 2		
First Aid Training Certificates		0 / 5		*
Certificate of Safe Oil Disposal		5 / 5		

Scoring **15 / 32**
- Critical deviations (*) **10**
= Total **5**

STOCK

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

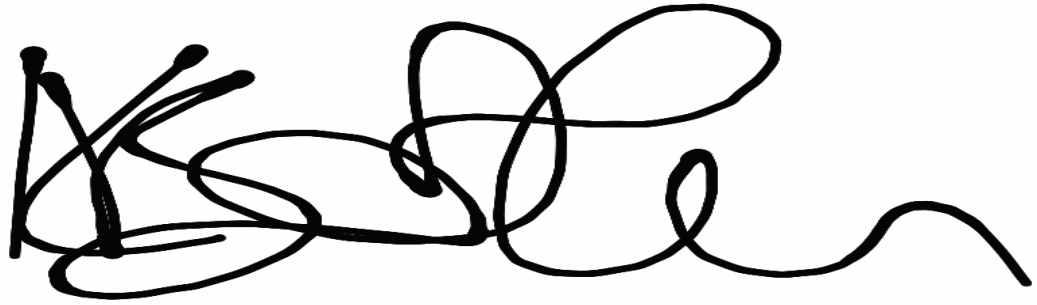
Scoring **60 / 60**
- Critical deviations (*) **0**
= Total **60**

Overall score **1086 / 1333**
- Total critical deviations **80**
= Grand total **1006**

Signature(s)

Operations

Signed: 18/03/2026 15:06:44

A handwritten signature in black ink, appearing to be 'K. S. Lee', written in a cursive style with several loops and a wavy tail.

Store Manager

Signed: 18/03/2026 15:44:31

A handwritten signature in black ink, appearing to be 'J. Wang', written in a cursive style with a large initial 'J' and a horizontal line at the end.