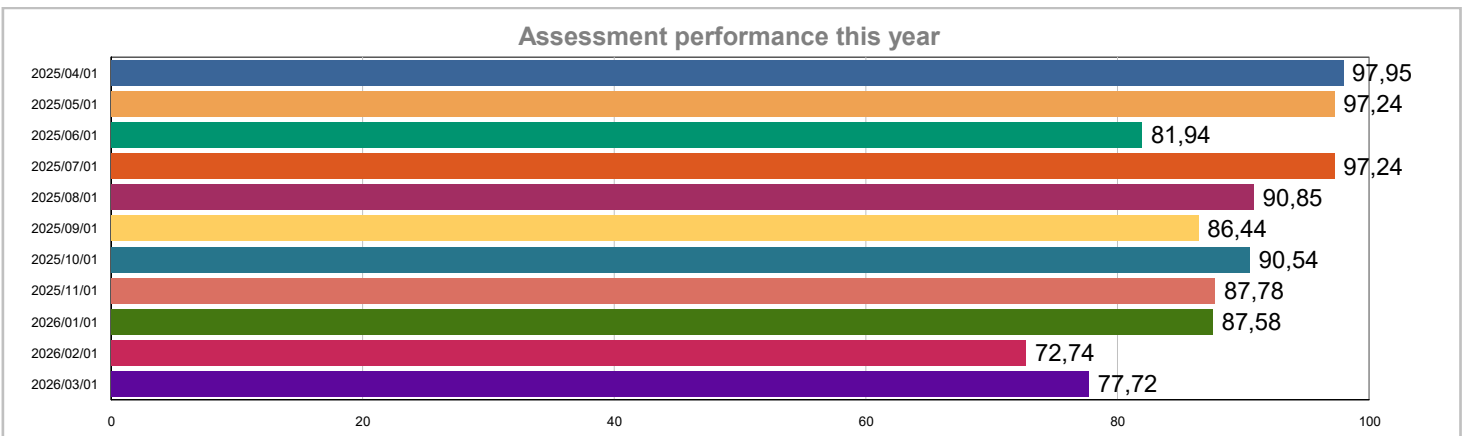
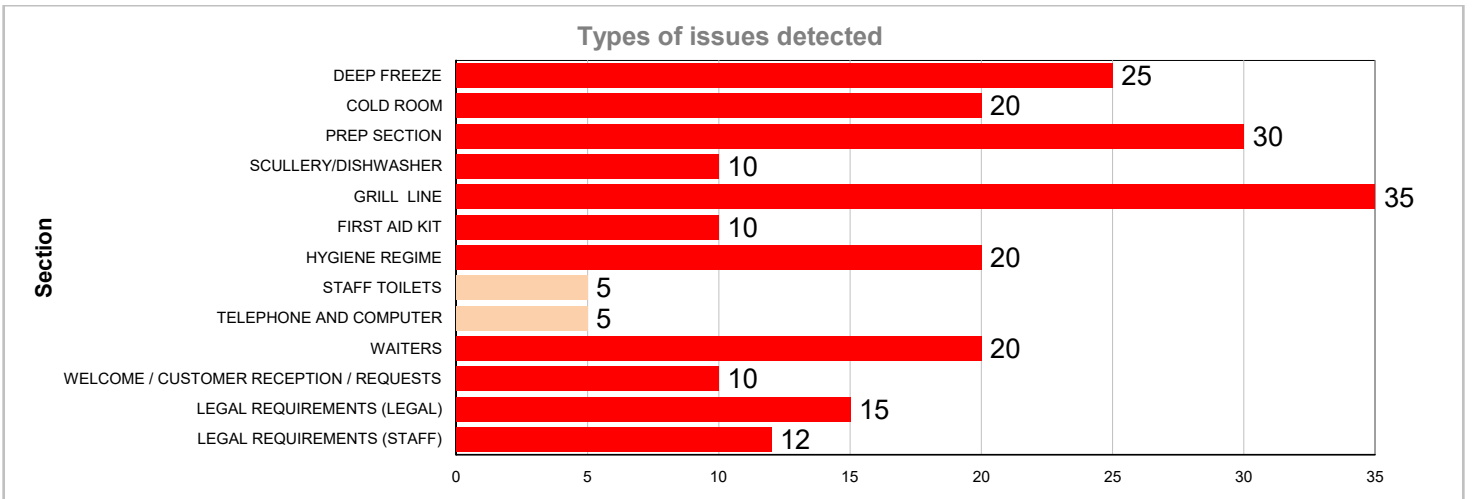
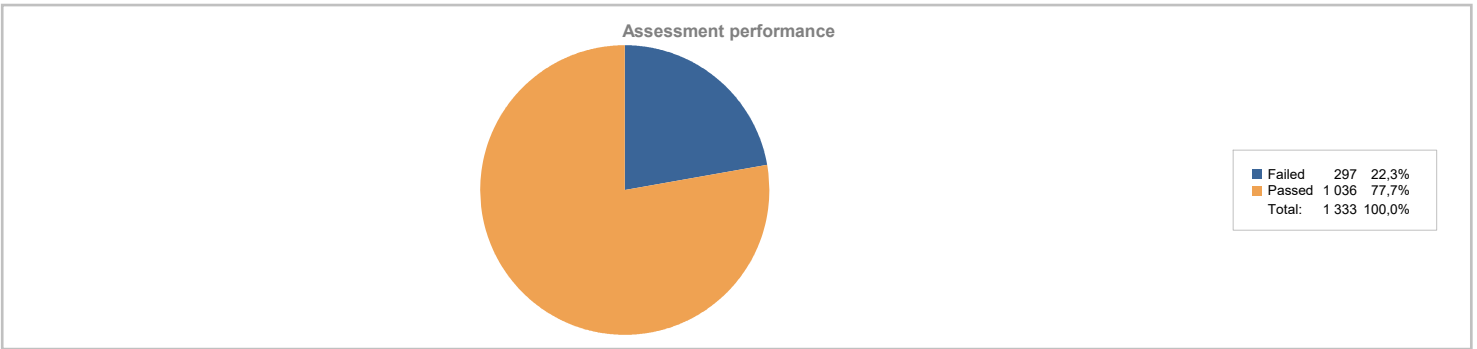


MOZAMBIK








Umdloti

Task ref#	21872		
Date	21-03-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	97874	End odometer	97920
Distance traveled	46 km		
Start time	Friday 20 March, 2026 11:59:45	End time	Friday 20 March, 2026 16:13:58
Time taken	254 mins		
Collector	Operations Managers		
Score	1036/1333 (78%)		



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)	No idea, no dates no labels, lots of stock and unfortunately in chest freezers so impossible to tell	0 / 10		*
Defrosted and cleaned once a week		5 / 5		
Correct labeling and dating	No dates , no labels	0 / 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	Freezer not functioning well	0 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan		5 / 5		
Checklist filled in with date and time and signature	No temp checklist which is disappointing as I have explained the importance of this especially when your equipment is acting up. Please monitor temperatures	0 / 5		*

Scoring

15 / 40

- Critical deviations (*)

30

= Total

-15

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	0 / 5		
Storage of all products to be done according to Health Standard Photo 1 Photo 2 Photo 3	Please do not leave fresh produce under dripping condenser unit. Huge health risk.	0 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)	Fridge not cold at all.	0 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans		5 / 5		
Checklist filled in with date and time and signature	No temp checklist	0 / 5		*

Scoring **15 / 35****- Critical deviations (*)** **10****= Total** **5****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 Photo 1	Dirty and have bad smell. Please clean and sanitize	0 / 10		*
Are products defrosted and stored correctly after production? Photo 1 Photo 2	Food isn't covered	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	Portion scale goes to 40kg	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		
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	None portioned	0 / 5		

Scoring

70 / 100

- Critical deviations (*)

20

= Total

50

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment		5 / 5		
Cutting boards, pots, cutlery and crockery stacked correctly		5 / 5		
No leaking plumbing		5 / 5		
Correct use of chemicals and all staff to be trained by supplier on usage and safety		5 / 5		
Hand sanitizer / hand soap / hand paper / bin available		5 / 5		
Grease traps cleaned daily. Photo 1		0 / 5		
All equipment working, dishwasher, taps, hose.	Dishwasher broken	0 / 5		
Bin area clean		5 / 5		

Scoring

30 / 40

- Critical deviations (*)

0







= Total

30

GRILL LINE

Statement	Comment	Weight	Result	Critical
<p>Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken</p> <p>Photo 1</p> <p>Photo 2</p> <p>Photo 3</p>	<p>Fridge is dripping a lot of water. Please repair. Especially as staff are not putting lids on containers or covering food well.</p>	0 / 5		
<p>Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition</p> <p>Photo 1</p>	<p>Please replace drip tray</p>	10 / 10		
<p>Open Flame grill clean and stones changed twice a month, and burners and valves working correctly</p> <p>Photo 1</p>	<p>Immaculate, well done</p>	10 / 10		
<p>Chip Fryer clean, drained daily and working - thermostat checked</p>		10 / 10		
<p>Oil quality as per spec</p>		10 / 10		
<p>Following Moz cooking procedure</p>		10 / 10		*
<p>Salamander and frame clean, all heat elements working</p> <p>Photo 1</p>	<p>This is dangerous.</p>	0 / 5		
<p>All serving plates and platters clean and stacked correctly</p>	<p>Please source starter platter boards and metal inserts</p>	5 / 5		
<p>Co-ordinating area cleaned and clear of clutter</p>		5 / 5		
<p>Gas boiling table / Inductions clean and all burners and valves working correctly</p>		10 / 10		
<p>Extraction system and canopy working (incl lights), cleaned daily including filters</p> <p>Photo 1</p> <p>Photo 2</p>	<p>No filters</p>	0 / 15		
<p>Extraction professionally cleaned - record last date</p>	<p>Due 10/05</p>	10 / 10		
<p>Chips, Rice and Veg freshness</p>		10 / 10		
<p>Cleanliness of light switches and isolators</p>		5 / 5		
<p>General cleanliness of floors, walls, ceilings, skirting and rubbish area</p>		5 / 5		

GRILL LINE






Statement	Comment	Weight	Result	Critical
No broken wall or floor tiles		5 / 5		
Electrical compliance loose wires, fixtures, etc.		5 / 5		
Correct Mozambik uniform regulations must be adhered to	Please buy uniforms. Company is to provide PPE	0 / 10		
Plates Unchipped, Moz Spec	Need more bowls please	5 / 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 (*) **0**

= Total **135**

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?	Too much in fact, sales for Feb at 30	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		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 09/26	10 / 10		*
Fire Blankets must be wall mounted in grill area for easy access Photo 1	Please DO NOT obstruct access to fire fighting equipment.	10 / 10		

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

Statement	Comment	Weight	Result	Critical
Color coded mops must be used for FOH and BOH and TOILETS.		5 / 5		
Must be stored correctly - upright position on a hanging rack	Thanks for not hanging them in the kiddies play area, but still, no rack , on the back gate now.	0 / 5		
Must be sanitized over night		5 / 5		
Each section to have correct color coded equipment Photo 1	Still need green, yellow and blue knives	0 / 5		
Bucket of soap water to be available in relevant areas, with relevant cloths	No buckets of soap water	0 / 5		
All cloths must be clean, sanitized and color coded in relevant areas		0 / 5		

Scoring 10 / 30**- Critical deviations (*)** 0**= Total** 10

TOILETS: WHERE APPLICABLE




Statement	Comment	Weight	Result	Critical
Clean and well maintained		5 / 5		
Fresh odor		5 / 5		
Toilet paper, hand toweling, soap and sanitizer		5 / 5		
She bins in place		5 / 5		
Extra effort in making bathrooms more pretty/ user friendly.		5 / 5		
Toilet cleaning checklist completed and filed		10 / 10		
Baby change stations, clean and operational		5 / 5		

Scoring **40 / 40**

- Critical deviations (*) **0**

= Total **40**

STAFF TOILETS

Statement	Comment	Weight	Result	Critical
Clean and well maintained		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		0 / 5		
Toilet seat present		5 / 5		

Scoring **30 / 35**

- Critical deviations (*) **0**

= Total **30**

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		5 / 5		
Spec Furniture		5 / 5		

Scoring **15 / 15**

- Critical deviations (*) **0**

= Total **15**

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result	Critical
Paint work, ceiling boards		5 / 5		
Cleanliness of walls, air ducts etc		5 / 5		
Lighting - all working		5 / 5		
All gold Tomato sauce bottles clean and in good condition		5 / 5		
Correct Condiment baskets clean workable and packed correctly (santizer bottle, salt, pepper, wetwipes, peri peri sauce)		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)		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	Emails not checked	0 / 5		
Emergency Telephones number near the phone		5 / 5		
Telephone and Wifi in working order		10 / 10		

Scoring **25 / 30**

- Critical deviations (*) **0**

= Total **25**

MANAGERS

Statement	Comment	Weight	Result	Critical
Compliance to Mozambik uniform regulations - clean shirt, jeans, dark shoes.	Shirt for Jabu is being delivered by DC today, but she is at Umdloti not Pearls	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		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	Please ensure enough float is available	10 / 10		

Scoring **35 / 55**

- Critical deviations (*) **10**


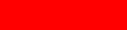


= Total **25**

BAR










Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards Photo 1	Please don't forget to add the attached stock as per request from marketing.	5 / 5		
Blender, blender jugs and Ice well clean, working		5 / 5		
Coffee machines / grinder clean, working	Spotless	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		10 / 10		
Standup fridges in working order? Are the decals over lightbox and advertising in place?	No decal	10 / 10		

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

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
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		0 / 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		0 / 2		
Funeral Policies (if applicable)		2 / 2		
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		0 / 5		

Scoring**19 / 31****- Critical deviations (*)****0****= Total****19**

LEGAL REQUIREMENTS (LEGAL)

Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23		2 / 2		
Certificate of Acceptability		2 / 2		
Fire Certificate		0 / 2		
Gas Certificate		2 / 2		
Electrical Compliance		2 / 2		
Trade License		2 / 2		
Certificate of Occupancy		0 / 2		
TV License		0 / 2		
SAMPRO / SAMPRA		0 / 2		
VAT Registration		0 / 2		
Basic Conditions of Employment Act		2 / 2		
First Aid Training Certificates		0 / 5		*
Certificate of Safe Oil Disposal		5 / 5		

Scoring 17 / 32
- Critical deviations (*) 10
= Total 7

STOCK

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

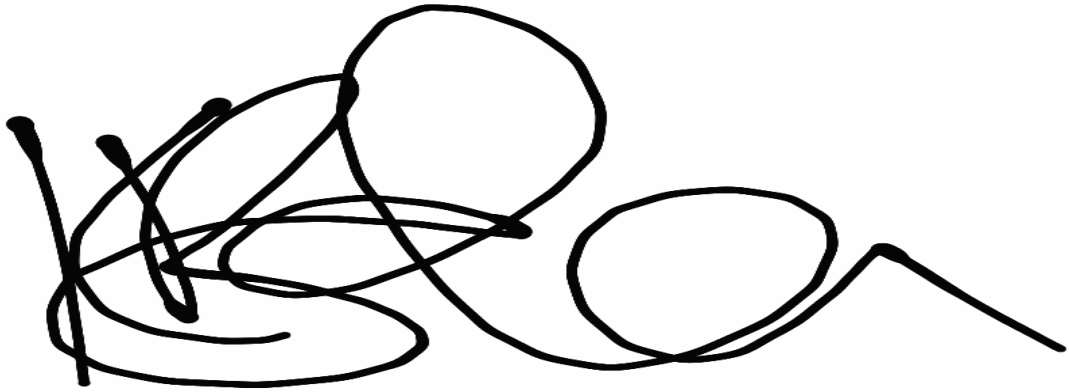
Scoring 60 / 60
- Critical deviations (*) 0
= Total 60

Overall score 1116 / 1333
- Total critical deviations 80
= Grand total 1036

Signature(s)


Operations

Signed: 20/03/2026 16:11:48

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

Store Manager

Signed: 20/03/2026 16:11:56

A handwritten signature in black ink, appearing to read 'Gabby'. The signature is cursive and includes a large loop on the left side. Above the main signature, there are three small, dark marks that look like initials or a date.