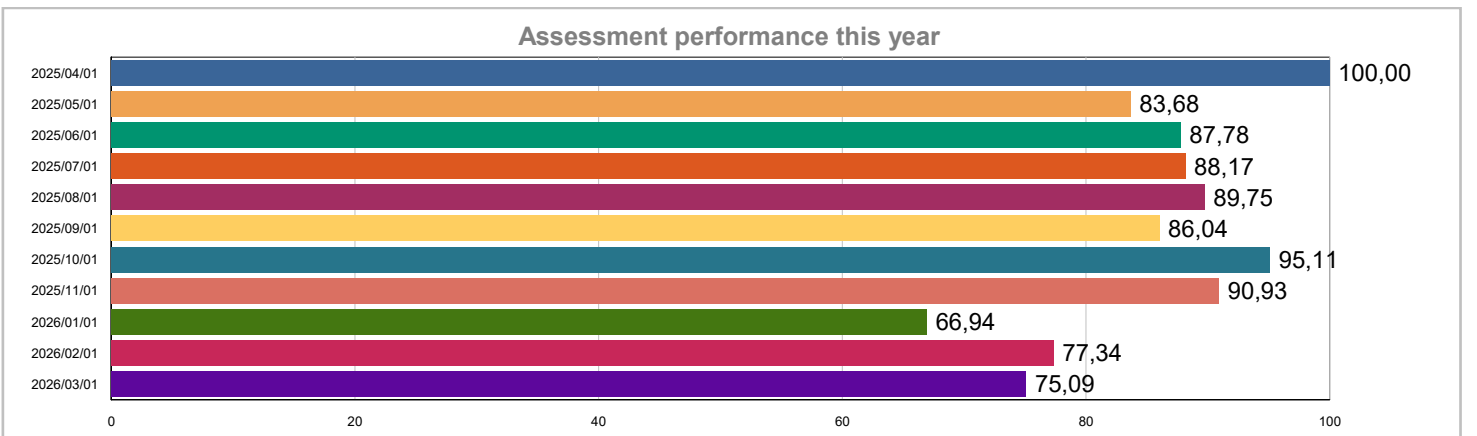
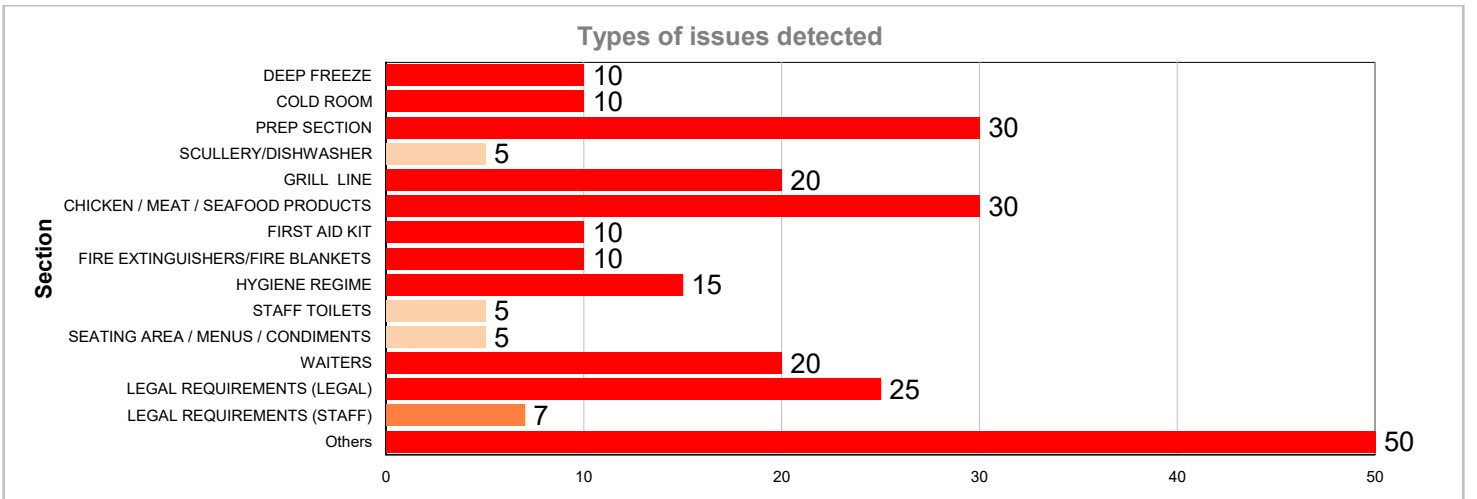
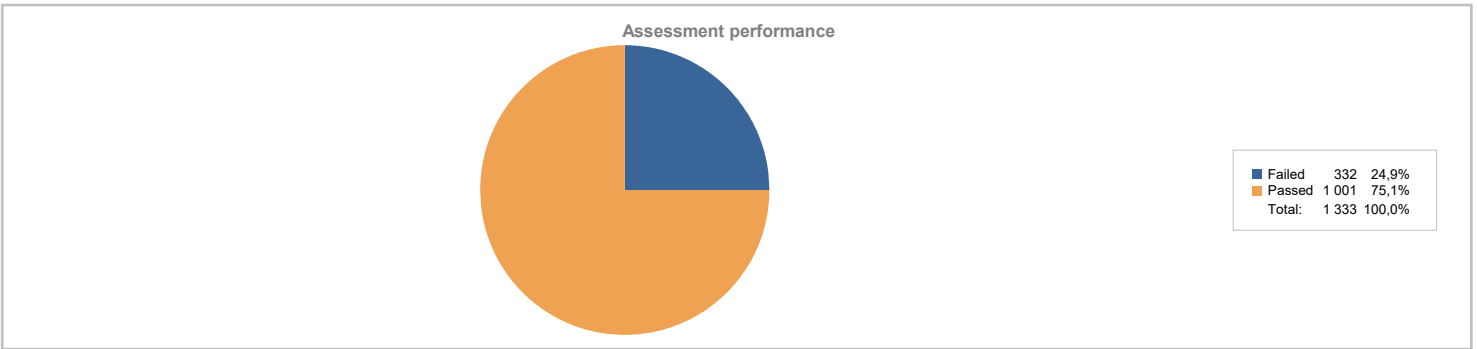


MOZAMBIK








Pavilion

Task ref#	21887		
Date	26-03-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	97979	End odometer	98083
Distance traveled	104 km		
Start time	Tuesday 24 March, 2026 12:30:28	End time	Wednesday 25 March, 2026 11:01:58
Time taken	1351 mins		
Collector	Operations Managers		
Score	1001/1333 (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 Photo 1	Food being stored under leaking condenser. Hygiene/ contamination risk	0 / 5		
Temperature to be between -18°C and -20°C (depending on defrost cycle) Photo 1	Range is -8 to -10/-11. Evidence of a water leak, please engage technician	0 / 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 (*) **10**

= Total **20**

COLD ROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Correct labeling and dating	Much improved. Some labels and dates still missing, half half, perhaps one shift is doing it well and another not so much.	0 / 5		
Storage of all products to be done according to Health Standard		5 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)	Ranges from 4 to 10	0 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans	Very clean, thank you	5 / 5		
Checklist filled in with date and time and signature		5 / 5		*

Scoring **25 / 35**

- Critical deviations (*) **0**

= Total **25**

STOREROOM

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

Scoring **25 / 25**

- Critical deviations (*) **0**

= Total **25**

DELI SECTION

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken		5 / 5		
Recipes for salads and desserts followed		5 / 5		
Cleanliness of areas		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	Food not covered in chest freezers. Rissoles. Prawns. Desserts. Raw chicken and cooked chicken stored together, uncovered. Container lids not able to close.	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	No cheese portioned	0 / 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		0 / 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		*

PREP SECTION

Statement	Comment	Weight	Result	Critical
Portion size (kg): Cheese on kids pizza Photo 1		0 / 5		

Scoring	70 / 100
- Critical deviations (*)	10
= Total	60

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	Floor dry and not slippery today	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	Thank you!	5 / 5		
Grease traps cleaned daily. Photo 1 Photo 2	Very dirty, smelly and mouldy	0 / 5		
All equipment working, dishwasher, taps, hose.		5 / 5		
Bin area clean		5 / 5		

Scoring	35 / 40
- Critical deviations (*)	0
= Total	35

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	Please get drip tray leak sealed.	10 / 10		
Open Flame grill clean and stones changed twice a month, and burners and valves working correctly		10 / 10		
Chip Fryer clean, drained daily and working - thermostat checked		10 / 10		
Oil quality as per spec		10 / 10		
Following Moz cooking procedure		10 / 10		*
Salamander and frame clean, all heat elements working		5 / 5		
All serving plates and platters clean and stacked correctly		5 / 5		
Co-ordinating area cleaned and clear of clutter		5 / 5		
Gas boiling table / Inductions clean and all burners and valves working correctly		10 / 10		
Extraction system and canopy working (incl lights), cleaned daily including filters		15 / 15		
Extraction professionally cleaned - record last date	Due 13 July	10 / 10		
Chips, Rice and Veg freshness	Veggies were great today thank you	10 / 10		
Cleanliness of light switches and isolators		5 / 5		
General cleanliness of floors, walls, ceilings, skirting and rubbish area	General cleanliness is much improved, well done	5 / 5		
No broken wall or floor tiles		5 / 5		
Electrical compliance loose wires, fixtures, etc. Photo 1	Please tidy up extension cords next to delivery under bar. Perhaps mount adapto to side of walk in and tie cables up off the floor and away from water on floor	0 / 5		
Correct Mozambik uniform regulations must be adhered to	Please order kitchen uniforms	0 / 10		

GRILL LINE

Statement	Comment	Weight	Result	Critical
Plates Unchipped, Moz Spec Photo 1	Lots of plates and bowls chipped. Bowls and platters not spec	0 / 5		*
Oven in working order and clean		10 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring **150 / 170**

- Critical deviations (*) **10**

= Total **140**

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?	22 Jan, 23 Feb	0 / 30		*

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 Photo 1		0 / 10		
First Aid officer on duty		10 / 10		

Scoring **10 / 20**

- Critical deviations (*) **0**

= Total **10**

FIRE EXTINGUISHERS/FIRE BLANKETS







Statement	Comment	Weight	Result	Critical
Fire extinguishers must be wall mounted Photo 1 Photo 2	Fire hydrant stored on floor	0 / 10		
Fire extinguishers are readily accessible, fully charged and regularly inspected / record inspection date	Due 12/26. One is expired, please have serviced or replace	10 / 10		*
Fire Blankets must be wall mounted in grill area for easy access		10 / 10		

Scoring **20 / 30**

- Critical deviations (*) **0**

= Total **20**

HYGIENE REGIME

Statement	Comment	Weight	Result	Critical
Color coded mops must be used for FOH and BOH and TOILETS.		5 / 5		
Must be stored correctly - upright position on a hanging rack Photo 1 Photo 2 Photo 3	Please move rack to accessible point, as discussed	0 / 5		
Must be sanitized over night		5 / 5		
Each section to have correct color coded equipment	Need a brown knife please	5 / 5		
Bucket of soap water to be available in relevant areas, with relevant cloths	Only 2 bucket in kitchen at fryer	0 / 5		
All cloths must be clean, sanitized and color coded in relevant areas		0 / 5		

Scoring **15 / 30**

- Critical deviations (*) **0**

= Total **15**

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		0 / 5		
Toilet cleaning checklist completed and filed		5 / 5		
Toilet seat present	Very loose	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 Photo 1	Condition is great, however No labels on any bottles	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		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.		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		10 / 10		

Scoring **35 / 55**

- Critical deviations (*) **10**

= Total **25**

BAR










Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards		5 / 5		
Blender, blender jugs and Ice well clean, working		5 / 5		
Coffee machines / grinder clean, working		5 / 5		
Has the barman/barlady been for full Barista training		10 / 10		
Glasses and crockery clean, unchipped and unstained		10 / 10		
Bar 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?		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		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)		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 Photo 1	I encourage this store to use Sales Analysis. Pilot does have purchases saved accurately. Feb GP at 72. Not accurate.	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		0 / 2		
Funeral Policies (if applicable)	Not reqd for KZN	2 / 2		
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		0 / 5		

Scoring**24 / 31****- Critical deviations (*)****0****= Total****24**

LEGAL REQUIREMENTS (LEGAL)

Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23	Renewal submitted, but new licence not issued yet.	0 / 2		
Certificate of Acceptability		0 / 2		
Fire Certificate		0 / 2		
Gas Certificate		0 / 2		
Electrical Compliance		0 / 2		
Trade License		0 / 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 **7 / 32**

- Critical deviations (*) **10**

= Total **-3**

STOCK

Statement	Comment	Weight	Result	Critical
Are the par levels set for all stock		0 / 30		*
Are stock variances been checked daily		30 / 30		*

Scoring **30 / 60**

- Critical deviations (*) **10**

= Total **20**

Overall score **1081 / 1333**

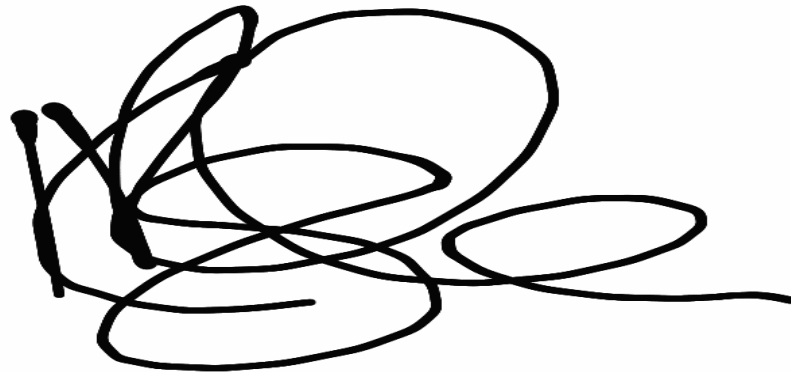
- Total critical deviations **80**

= Grand total **1001**

Signature(s)

Operations

Signed: 25/03/2026 09:20:04

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

Store Manager

Signed: 25/03/2026 09:24:38

Could not
save
signature.
P.N. Sebastian