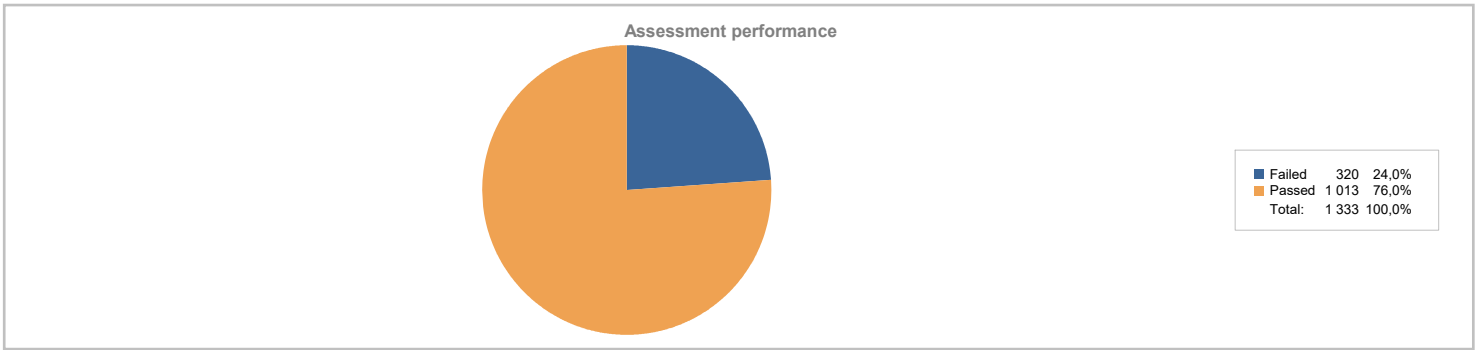
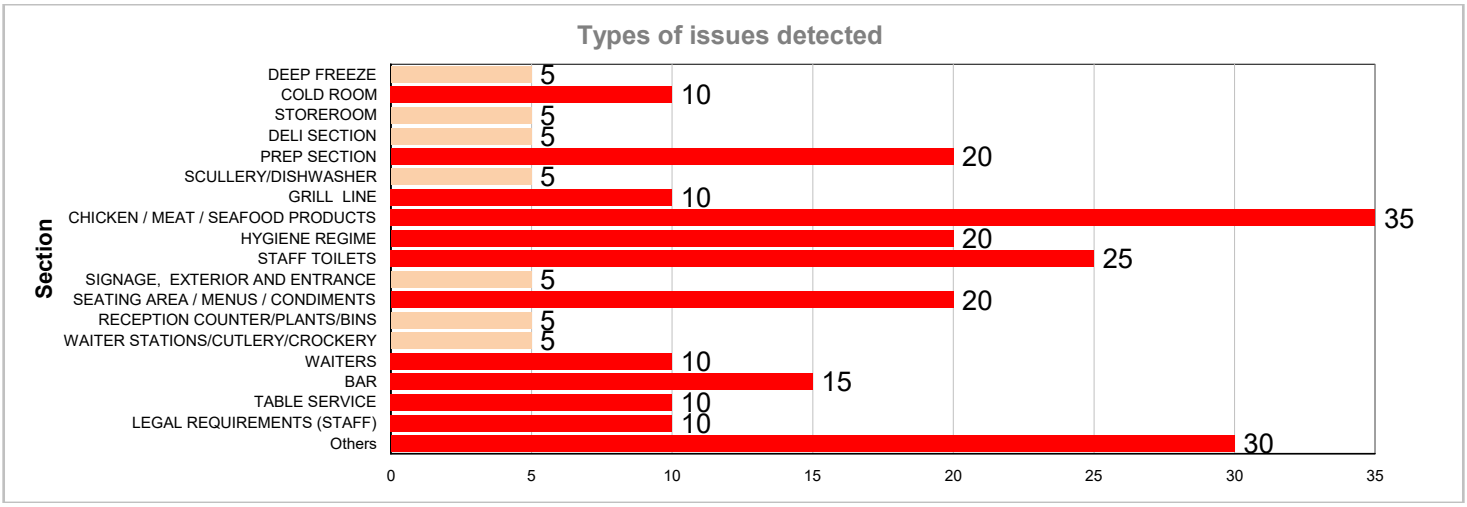
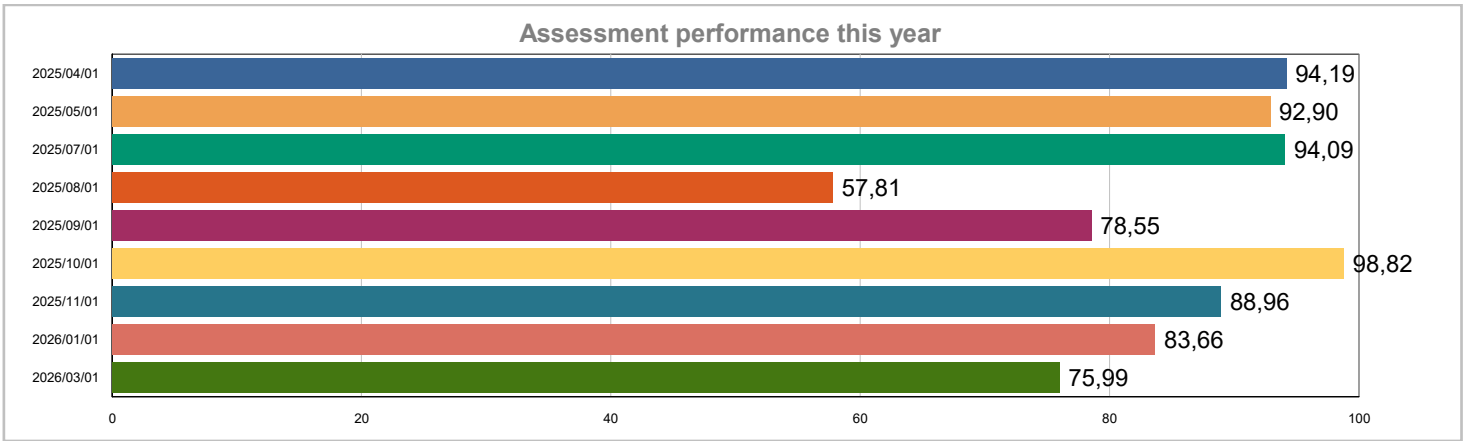
MOZAMBIK

Ballito

Task ref#	**21891**		
Date	28-03-2026		
Type of task	Store Evaluation		
Completed by	St Clair-Mulley, Melanie		
Start odometer	1234	**End odometer**	1234
Distance traveled	0 km		
Start time	Thursday 26 March, 2026 13:40:12	**End time**	Friday 27 March, 2026 09:35:36
Time taken	1195 mins		
Collector	Head of Operations		
Score	**1013/1333 (76%)**		







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)		5 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan		5 / 5		
Checklist filled in with date and time and signature Photo 1		0 / 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		5 / 5		
Storage of all products to be done according to Health Standard Photo 1 Photo 2	Stock on the floor	0 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)		5 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1	Container for saucers dirty	5 / 5		
Checklist filled in with date and time and signature	No last dated Feb	0 / 5		*

Scoring **25 / 35**

- Critical deviations (*) **10**

= Total **15**

STOREROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Correct labeling and dating Photo 1	Not packed to labels	0 / 5		
Storage of all products according to health Standard - Chemicals stored separately		5 / 5		
Complete cleanliness shelves / floor / walls		5 / 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		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 Photo 1	Need containers	0 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Scoring		**30 / 35**		
- Critical deviations (*)		**0**		
= Total		**30**		

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?		5 / 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		0 / 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		*
Portion size (kg): Cheese on kids pizza Photo 1		5 / 5		

Scoring	**80 / 100**
- Critical deviations (*)	**10**
= Total	**70**

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 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 Photo 1 Photo 2	Lots of crates	0 / 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		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	Order 2 chip baskets	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	Extraction clean coming up in April	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 Photo 1	Awaiting revamp	0 / 5		
Electrical compliance loose wires, fixtures, etc. Photo 1	Dirty plugs	0 / 5		
Correct Mozambik uniform regulations must be adhered to		10 / 10		
Plates Unchipped, Moz Spec		5 / 5		*

GRILL LINE

Statement	Comment	Weight	Result	Critical
Oven in working order and clean		10 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring **160 / 170**

- Critical deviations (*) **0**

= Total **160**

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	No stock of kegtsils long Island and mojito	0 / 5		*
Any sauces OFF / SOUR		5 / 5		*
Is the store buying 25% of stock from DC according to Store turnover sheet?	Bought 24.58	0 / 30		*

Scoring **25 / 60**

- Critical deviations (*) **20**

= Total **5**

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		
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. Photo 1	Need to purchase more	0 / 5		
Must be stored correctly - upright position on a hanging rack	Not stored correctly	0 / 5		
Must be sanitized over night		5 / 5		
Each section to have correct color coded equipment	Need more	0 / 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	None	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 santizer		5 / 5		
She bins in place		5 / 5		
Extra effort in making bathrooms more pretty/ user friendly.	Need to deep clean air vents	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	Need toilet lid and flush	0 / 5		
Fresh odor		5 / 5		
Toilet paper, hand toweling, hand soap and santizer Photo 1	No soap	0 / 10		
She bins in place	Need a bin	0 / 5		
Toilet cleaning checklist completed and filed		0 / 5		
Toilet seat present		5 / 5		

Scoring	**10 / 35**
- Critical deviations (*)	**0**
= Total	**10**

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 Photo 1	Thank u for the new signage	5 / 5		*
General cleanliness of outside area conditon of furniture Photo 1 Photo 2 Photo 3 Photo 4 Photo 5	Garden needs attention Benches need a deep clean and paving scrubbed	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 Photo 1 Photo 2	Surf table benches need Vanish and paint Reprint walls outside	0 / 5		
Cleanliness of walls, air ducts etc		0 / 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)		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		
Scoring		**35 / 55**		
- Critical deviations (*)		**0**		
= Total		**35**		

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	Thank u for the new snapper frames	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 1	Bins outside need attention	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 Photo 1		0 / 5		
Welcome Peanut Cone and Sweets Moz Spec available		10 / 10		*
Kids colouring in sheets and crayons available		5 / 5		

Scoring **15 / 20**

- Critical deviations (*) **0**

= Total **15**

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	Need to be pushed always to do this	0 / 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10		
Scoring		**45 / 55**		
- Critical deviations (*)		**10**		
= Total		**35**		

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 Photo 1	Coffee machine pressure not at the right level needs 1.2 Mybe needs a service	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 Photo 1	Ice machine not working Chest freezers need to be defrosted	0 / 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? Photo 1	Need to repaint	0 / 10		

Scoring	**80 / 95**
- Critical deviations (*)	**0**
= Total	**80**

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	No waiters still need to be reminded	0 / 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		**90 / 100**		
- Critical deviations (*)		**0**		
= Total		**90**		

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 allegies / 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	Still awaiting a warning to be signed for Sam	0 / 5		
Waiters meeting must have taken place and recorded - File present	Not done Mel implemented again	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		2 / 2		
Funeral Policies (if applicable)		2 / 2		
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)		5 / 5		
Scoring		**21 / 31**		
- Critical deviations (*)		**0**		
= Total		**21**		

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**

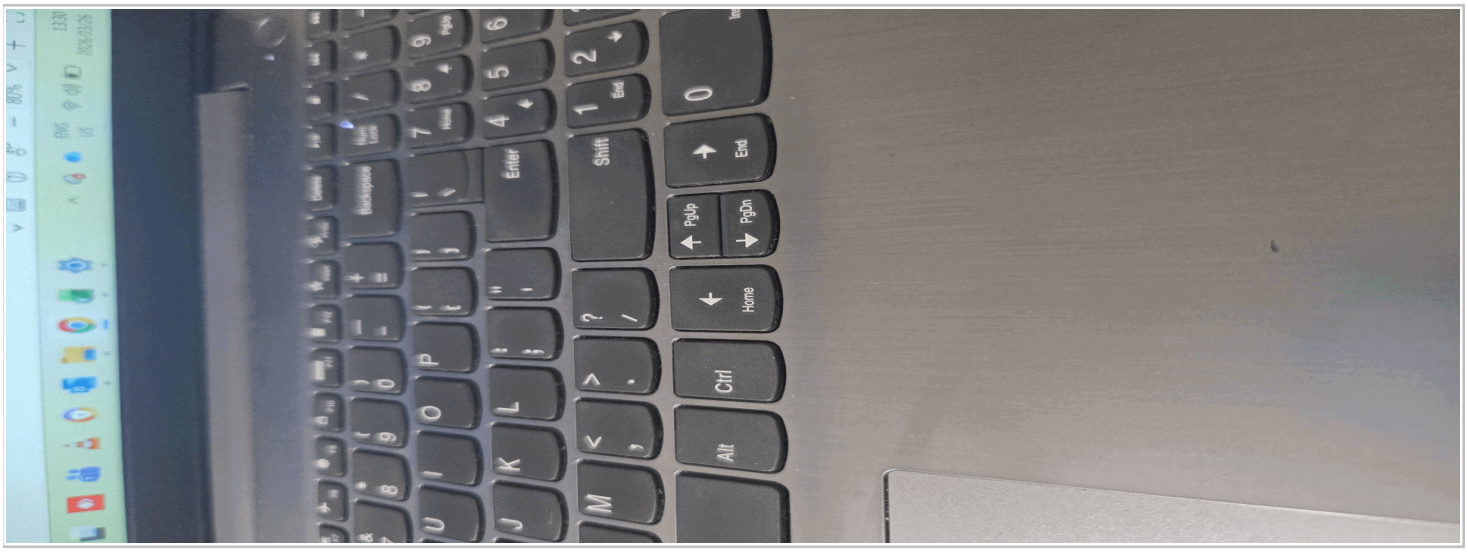
STOCK

Statement	Comment	Weight	Result	Critical
Are the par levels set for all stock		30 / 30		*
Are stock varicances been checked daily	Haven't seen this done for a while.	0 / 30		*

Scoring	**30 / 60**
- Critical deviations (*)	**10**
= Total	**20**

Overall score	**1083 / 1333**
- Total critical deviations	**70**
= Grand total	**1013**

Odometers



Signature(s)

Operations **Signed**: 27/03/2026 09:33:48

Store Manager **Signed**: 27/03/2026 09:35:22