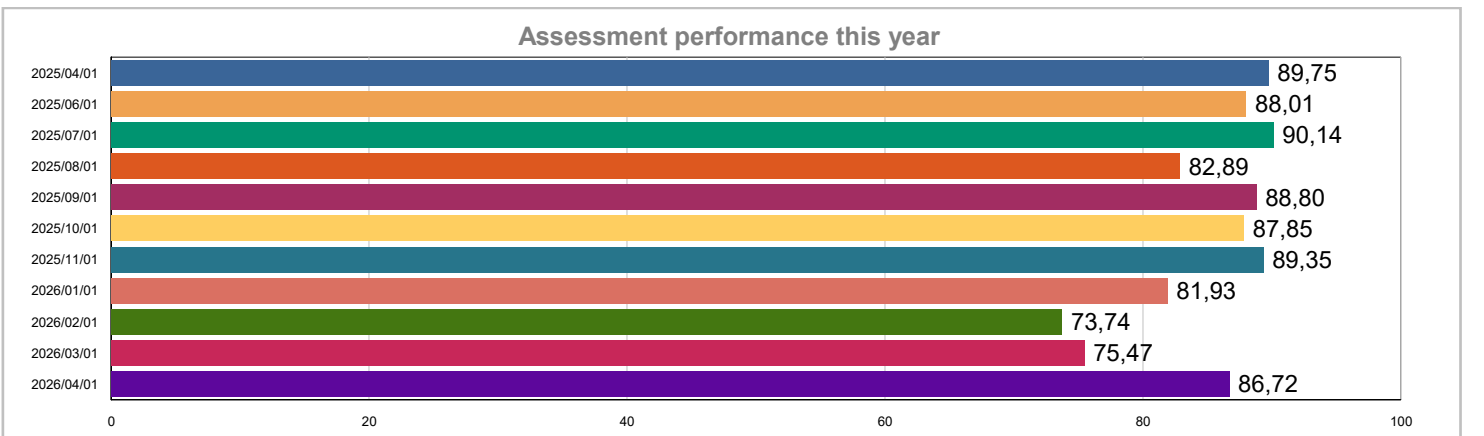
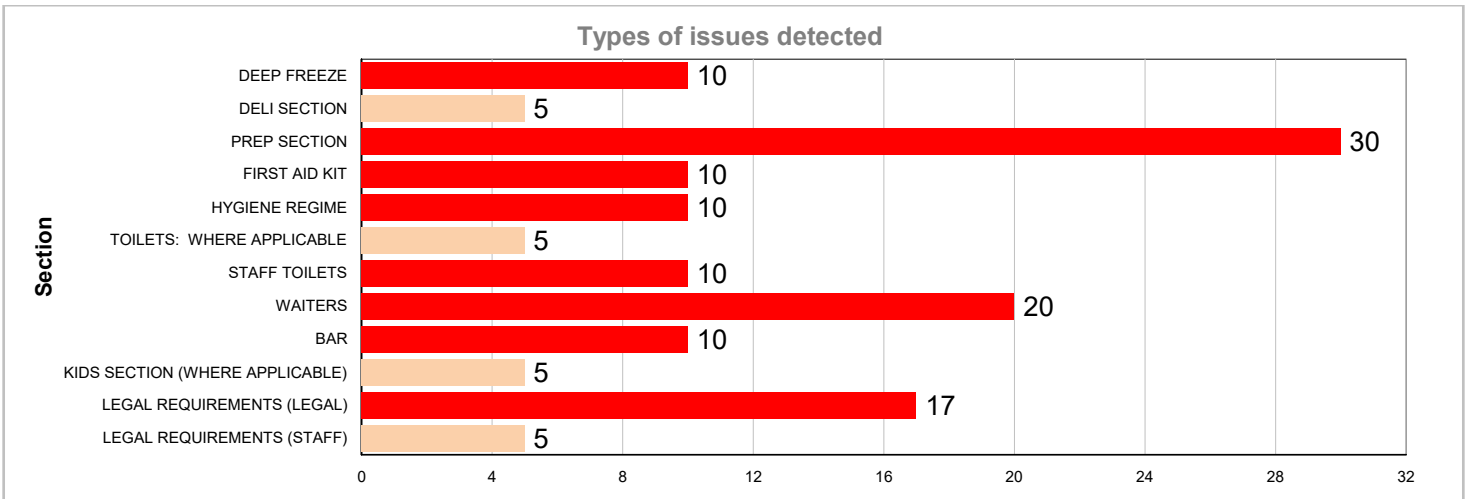
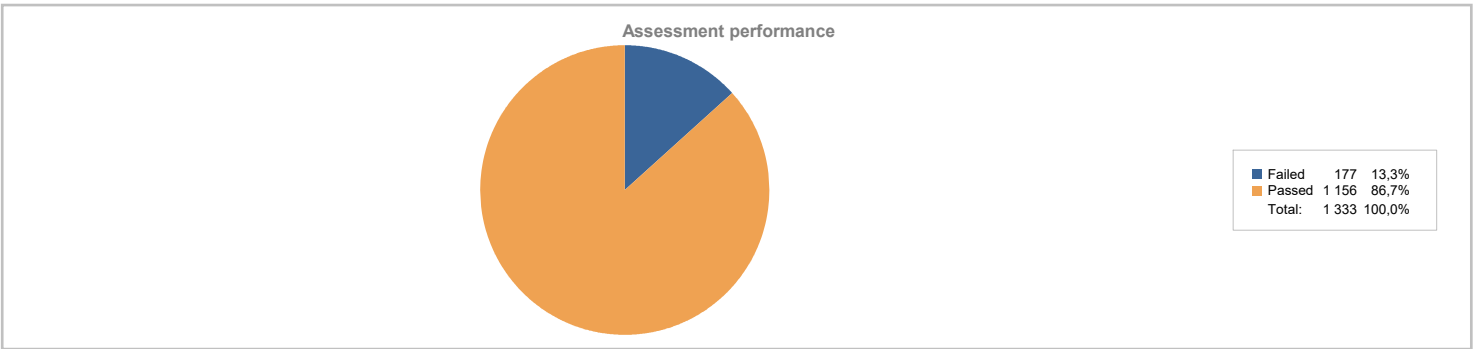


MOZAMBIK








Pearls

Task ref#	21934		
Date	17-04-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	99141	End odometer	99201
Distance traveled	60 km		
Start time	Wednesday 15 April, 2026 11:09:46	End time	Thursday 16 April, 2026 09:49:39
Time taken	1360 mins		
Collector	Operations Managers		
Score	1156/1333 (87%)		



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)	Really like the different coloured date labels. Well done	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		0 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan Photo 1 Photo 2	Floor dirty by broken tiles and entrance . Floor needs a deep clean in the corner ls and behind shelving. Much improvement though	0 / 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		5 / 5		
Storage of all products to be done according to Health Standard		5 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)		5 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans	Massive improvement. Well done team	5 / 5		
Checklist filled in with date and time and signature		5 / 5		*

Scoring 35 / 35

- Critical deviations (*) 0

= Total 35

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 Photo 1 Photo 2	Please don't prep too much tomato as it deteriorates in the liquid and starts to ferment and becomes unusable. Cashew Olives prepped incorrectly. Garlic not enough and not chopped. No bay leaves. Lemons and chilli cut wrong	0 / 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 **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?	Not enough prep done. Chicken being prepared by salad section. Eggs stored with salad, one egg broken in the salad container, all food contaminated	0 / 5		
Any rusting or broken tables and legs?		5 / 5		
Portion scale calibrated, working and clean Photo 1	One missing leg on the portion scale.	0 / 10		*
All prep and portions sheets in use and filled in, and email to R&D? Photo 1		10 / 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		5 / 5		
Portion size (kg): Chicken livers Photo 1	None portioned	0 / 5		
Portion size (kg): Chicken fillets		0 / 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

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		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		5 / 5		

Scoring

40 / 40

- Critical deviations (*)

0

= Total

40

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	Please ensure cleaned thoroughly to avoid any build up	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 June	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		
Plates Unchipped, Moz Spec		5 / 5		*
Oven in working order and clean		10 / 10		*

GRILL LINE

Statement	Comment	Weight	Result	Critical
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring 170 / 170

- Critical deviations (*) 0

= Total 170

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		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		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.		0 / 5		
Must be stored correctly - upright position on a hanging rack Photo 1		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	Needs maintenance as mentioned before. Doors are still filthy, Nomfundo has undertaken to resolve	0 / 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 **35 / 40**

- Critical deviations (*) **0**

= Total **35**

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		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	Very neat and clean,	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		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	Much improved cleanliness, well done	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	One underbar is leaking a lot of water - bottom is water logged top inside is rusty and moldy	0 / 10		
Standup fridges in working order? Are the decals over lightbox and advertising in place?		10 / 10		

Scoring**85 / 95****- Critical deviations (*)****0****= Total****85**

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)	Much cleaner than usual, but still a lot of bird droppings in the far corner. Glass is also very dirty with bird droppings . Spoke to Shaun, regarding looking at a roof or shade cloth and he said talks are under way with center management	0 / 5		
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	62.05 on Pilot	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		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)		0 / 5		

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

LEGAL REQUIREMENTS (LEGAL)



Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23	License Renewal has been submitted, not currently licensed however	0 / 2		
Certificate of Acceptability		0 / 2		
Fire Certificate		2 / 2		
Gas Certificate		0 / 2		
Electrical Compliance		2 / 2		
Trade License	6 Jan 2027	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	13/04/26	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 orders.	30 / 30		*
Are stock variances been checked daily		30 / 30		*

Scoring **60 / 60**

- Critical deviations (*) **0**

= Total **60**

Overall score **1196 / 1333**

- Total critical deviations **40**

= Grand total **1156**

Signature(s)

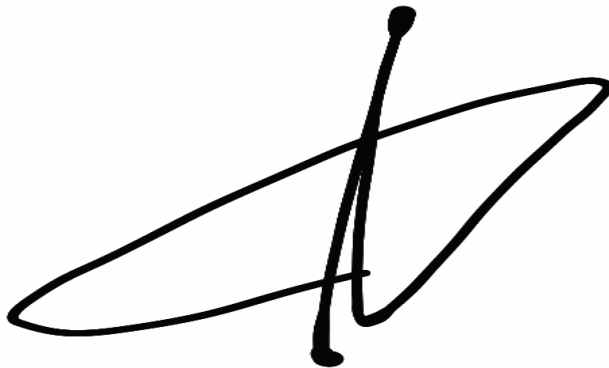
Operations

Signed: 15/04/2026 15:07:18

A complex, cursive handwritten signature in black ink, featuring multiple overlapping loops and a long horizontal tail extending to the right.

Store Manager

Signed: 15/04/2026 15:07:29

A stylized handwritten signature in black ink, consisting of a large, sweeping loop on the left and a vertical stroke intersecting it.