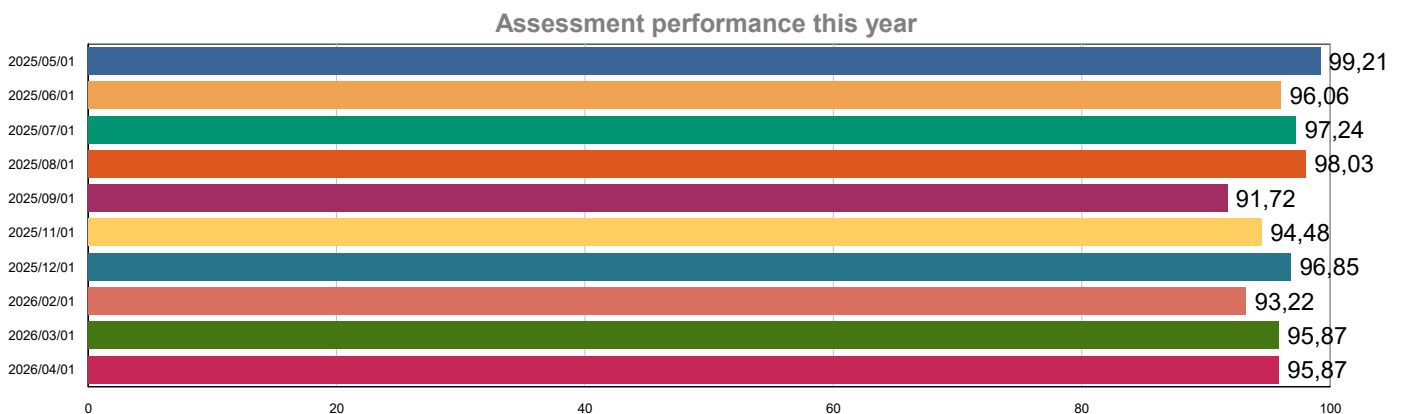
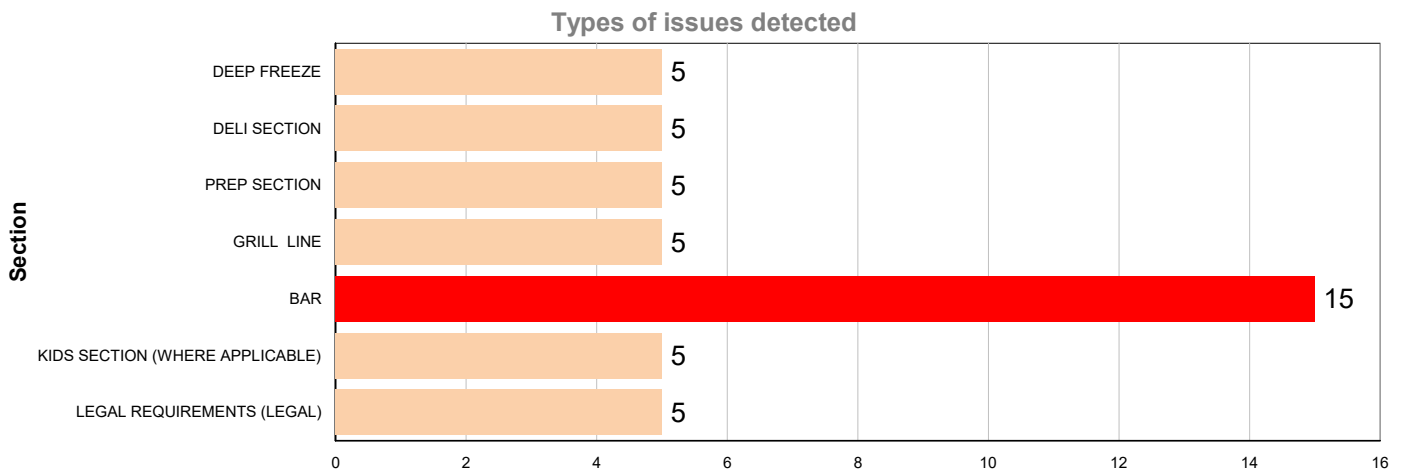
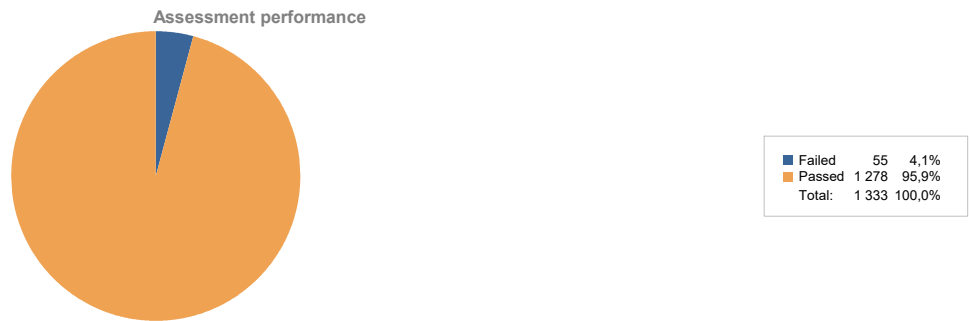


# MOZAMBIK

## Bulawayo

Task ref#	21979		
Date	03-05-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Chaka		
Start odometer	12345	End odometer	12345
Distance traveled	0 km		
Start time	Thursday 30 April, 2026 12:40:10	End time	Saturday 02 May, 2026 11:17:19
Time taken	2797 mins		
Collector	Operations Managers		
Score	1278/1333 (96%)		



## 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	Please put dates on products	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 <a href="#">1</a>		5 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan		5 / 5		
Checklist filled in with date and time and signature		5 / 5		*

**Scoring** **35 / 40**

**- Critical deviations (\*)** **0**

**= Total** **35**

### 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		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 Photo <a href="#">1</a> Photo <a href="#">2</a>		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**

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**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	The Rice cooker is not working  We have a quote.	0 / 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**

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**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?		10 / 10		*
Platform scale working and clean		5 / 5		
Portion size (kg): Cheese on cheesy starters Photo <a href="#">1</a>		5 / 5		
Portion size (kg): Calamari tubes Photo <a href="#">1</a>		5 / 5		
Portion size (kg): Calamari heads Photo <a href="#">1</a>		5 / 5		
Portion size (kg): Ribs Photo <a href="#">1</a>		0 / 5		
Portion size (kg): Chicken livers Photo <a href="#">1</a>		5 / 5		
Portion size (kg): Chicken fillets Photo <a href="#">1</a>		5 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Portion size (kg): Cheese on kids pizza Photo <a href="#">1</a>		5 / 5		

**Scoring**

**95 / 100**









**- Critical deviations (\*)**

**0**

**= Total**

**95**

**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.	<p>The part for the dishwasher machine is broken. The guys managed to make a plan , at the moment the machine is working. Which is a temporary thing.</p> <p>We have a quote for the new part</p>	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		10 / 10		
Oil quality as per spec		10 / 10		
Following Moz cooking procedure		10 / 10		*
Salamander and frame clean, all heat elements working Photo <a href="#">1</a>	Salamander needs to be cleaned	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		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** 165 / 170

**- Critical deviations (\*)** 0

**= Total** 165

**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		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		

<b>Scoring</b>	<b>30 / 30</b>
- Critical deviations (*)	0
<b>= Total</b>	<b>30</b>

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**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		5 / 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		


<b>Scoring</b>	<b>30 / 30</b>
- Critical deviations (*)	0
<b>= Total</b>	<b>30</b>

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**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 Photo <a href="#">1</a>		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		5 / 5		
Toilet seat present		5 / 5		

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

**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

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**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

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**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		

<b>Scoring</b>	<b>55 / 55</b>
<b>- Critical deviations (*)</b>	<b>0</b>
<b>= Total</b>	<b>55</b>

**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		

<b>Scoring</b>	<b>30 / 30</b>
<b>- Critical deviations (*)</b>	<b>0</b>
<b>= Total</b>	<b>30</b>

**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**

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**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		10 / 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10		

**Scoring** **55 / 55**

**- Critical deviations (\*)** **0**

**= Total** **55**

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**BAR**










Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards		5 / 5		
Blender, blender jugs and Ice well clean, working	Small milk jugs are incorrect size	5 / 5		
Coffee machines / grinder clean, working	The coffee machine needs attention. The team is coming next week for check up	0 / 5		
Has the barman/barlady been for full Barista training		10 / 10		
Glasses and crockery clean, unchipped and unstained	Glasses have stains	0 / 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****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		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) Photo <a href="#">1</a>	Kids Toy scooter bike needs attention	0 / 5		
Child Minder present (if applicable)		5 / 5		
Play area well equipped		5 / 5		
<b>Scoring</b>		<b>10 / 15</b>		
<b>- Critical deviations (*)</b>		<b>0</b>		
<b>= Total</b>		<b>10</b>		

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**LEGAL REQUIREMENTS (MONTHLY)**

Statement	Comment	Weight	Result	Critical
Generator in Working Order and Serviced Photo <a href="#">1</a>		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		
<b>Scoring</b>		<b>40 / 40</b>		
<b>- Critical deviations (*)</b>		<b>0</b>		
<b>= Total</b>		<b>40</b>		

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**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)		5 / 5		

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

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**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	No training has been done yet.	0 / 5		*
Certificate of Safe Oil Disposal		5 / 5		

<b>Scoring</b>	<b>27 / 32</b>
<b>- Critical deviations (*)</b>	<b>10</b>
<b>= Total</b>	<b>17</b>

**STOCK**

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

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

<b>Overall score</b>	<b>1288 / 1333</b>
<b>- Total critical deviations</b>	<b>10</b>
<b>= Grand total</b>	<b>1278</b>

**Signature(s)**

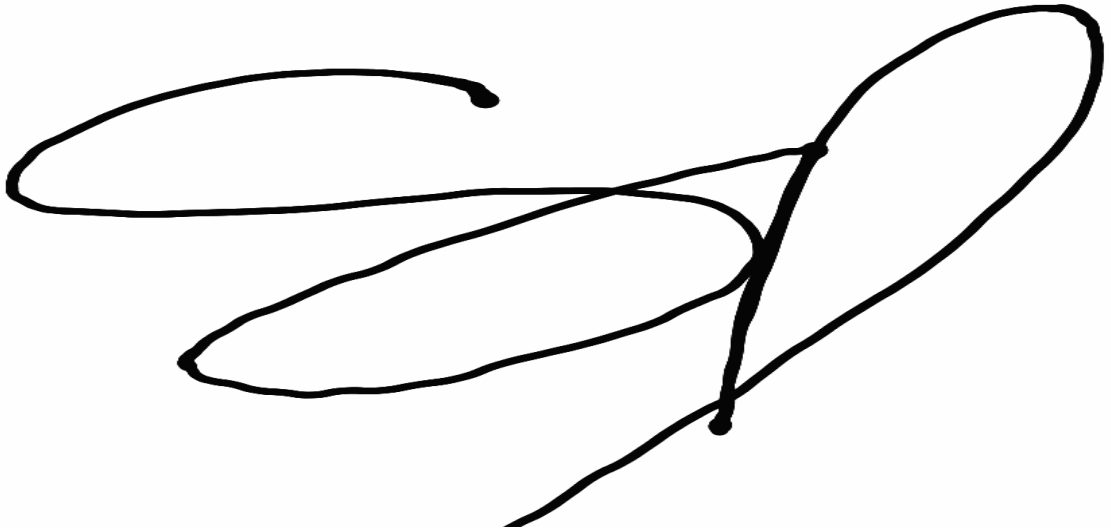
Operations

Signed: 02/05/2026 11:16:25

A handwritten signature in black ink, appearing to be a stylized name with a long horizontal stroke and a vertical line extending downwards from the left side.

Store Manager

Signed: 02/05/2026 11:17:11

A handwritten signature in black ink, consisting of several large, overlapping loops and a long, sweeping stroke.