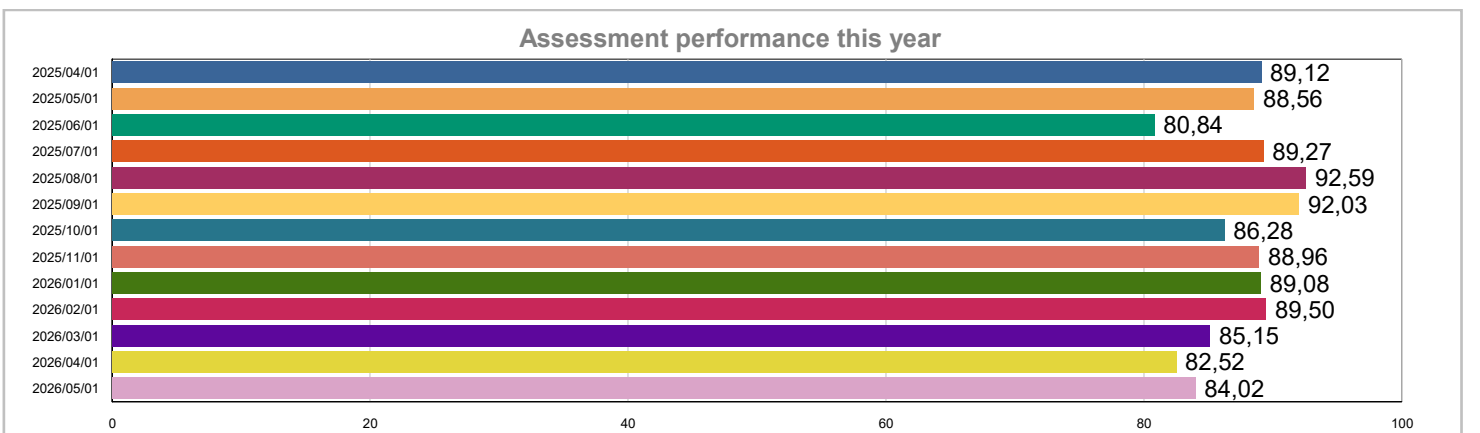
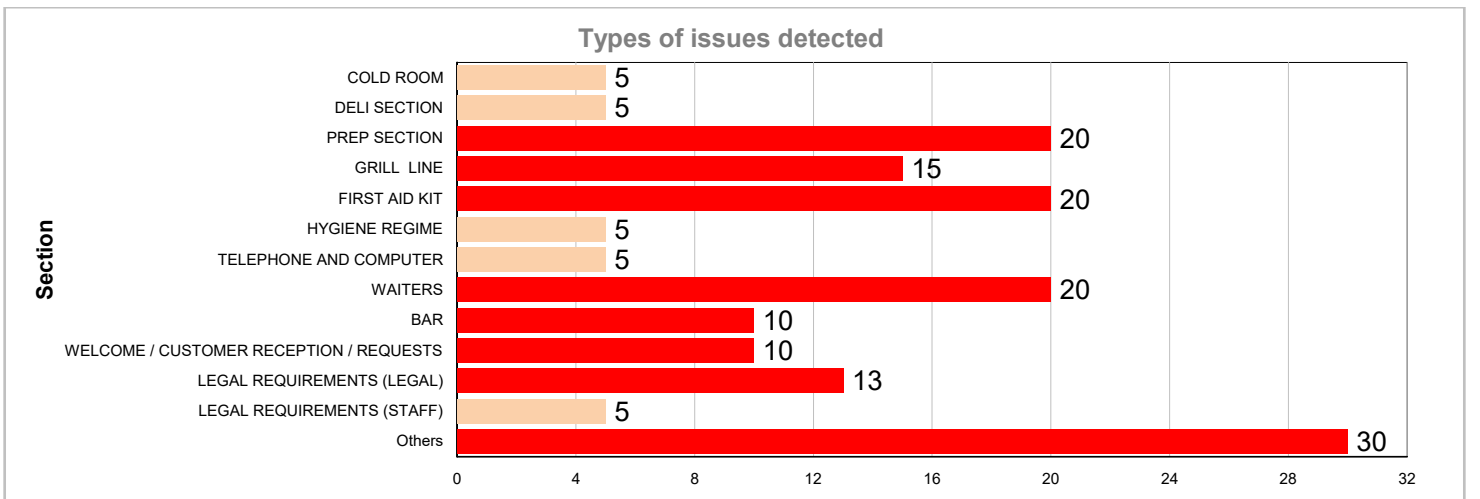
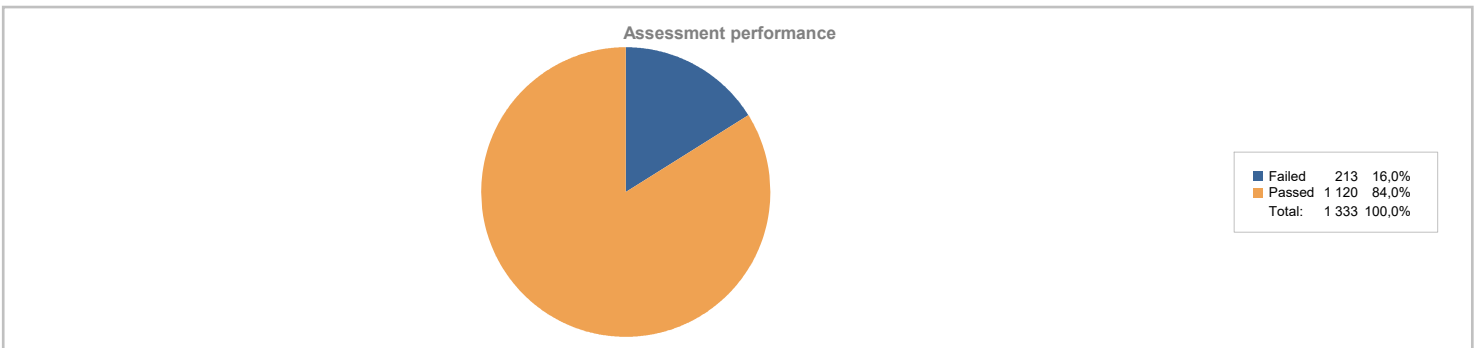


MOZAMBIK

Hillcrest

| | | | |
|-------------------|--------------------------------|--------------|------------------------------|
| Task ref# | 22024 | | |
| Date | 23-05-2026 | | |
| Type of task | Store Evaluation | | |
| Completed by | Mozambik, Karen | | |
| Start odometer | 102122 | End odometer | 0 |
| Distance traveled | -102122 km | | |
| Start time | Thursday 21 May, 2026 10:59:18 | End time | Friday 22 May, 2026 15:32:36 |
| Time taken | 1713 mins | | |
| Collector | Operations Managers | | |
| Score | 1120/1333 (84%) | | |



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 | no temp dial on freezers | 5 / 5 |  | * |

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

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 | No checklist | 0 / 5 |  | * |

| | |
|----------------------------------|----------------|
| Scoring | 30 / 35 |
| - Critical deviations (*) | 10 |
| = Total | 20 |

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 | Cashew stuffed olives had to be wasted as they were not covered with olive oil and had gone mouldy. Please follow recipe for this. | 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 Photo 2 | | 0 / 5 |  | |
| Portion size (kg): Ribs Photo 1 Photo 2 Photo 3 | | 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 | No 70gr portioned | 0 / 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 | | 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 | | 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 | Lights on right not working | 0 / 15 |  | |
| Extraction professionally cleaned - record last date | Due 25/08 | 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 155 / 170

- Critical deviations (*) 0

= Total 155

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 | No plasters. Please see email sent today regarding requirements for First Aiders and First Aid Kits | 0 / 10 |  | |
| First Aid officer on duty | No First Aider on duty | 0 / 10 |  | |

Scoring 0 / 20

- Critical deviations (*) 0

= Total 0

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 01/27 | 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. | Still only yellow buckets | 0 / 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 |  | |

| | |
|---------------------------|----------------|
| Scoring | 25 / 30 |
| - Critical deviations (*) | 0 |
| = Total | 25 |

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. | | 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 santizer | | 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**

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 | Only 1 up in kiddies - please mount more | 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**



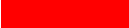

RECEPTION COUNTER/PLANTS/BINS

| 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 | Please put up | 0 / 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. | | 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 | No table runners | 0 / 10 |  | * |
| Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available | | 10 / 10 |  | |


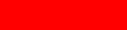


Scoring 35 / 55**- Critical deviations (*)** 10**= Total** 25

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 | | 0 / 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**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 | Not spec music. Please get Spotify playlist as requested by Kristi | 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 | | 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) | Registered, waiting for certificate | 0 / 5 |  | |

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

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 | | 0 / 2 |  | |
| Electrical Compliance | | 0 / 2 |  | |
| Trade License | | 2 / 2 |  | |
| Certificate of Occupancy | | 0 / 2 |  | |
| TV License | | 0 / 2 |  | |
| SAMPRO / SAMPRA | | 2 / 2 |  | |
| VAT Registration | | 2 / 2 |  | |
| Basic Conditions of Employment Act | | 2 / 2 |  | |
| First Aid Training Certificates | | 0 / 5 |  | * |
| Certificate of Safe Oil Disposal | | 5 / 5 |  | |

Scoring 19 / 32

- Critical deviations (*) 10

= Total 9

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 1170 / 1333

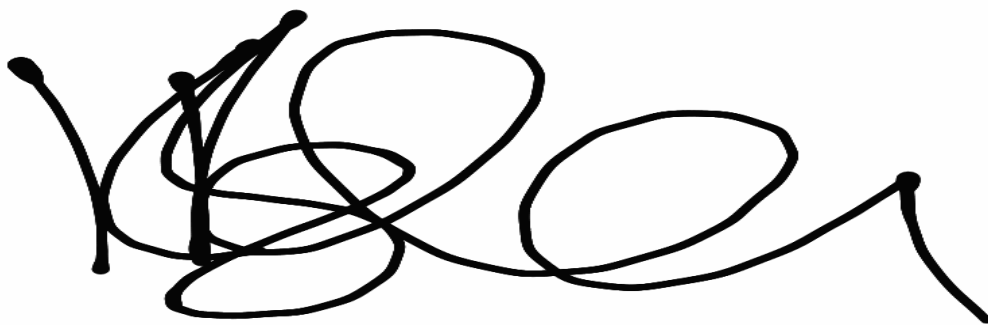
- Total critical deviations 50

= Grand total 1120

Signature(s)

Operations

Signed: 22/05/2026 14:26:47

A highly stylized, cursive handwritten signature in black ink. The signature is composed of several overlapping loops and curves, making it difficult to decipher. It appears to start with a vertical stroke on the left, followed by a series of interconnected loops that end in a short, downward-pointing tail on the right.

Store Manager

Signed: 22/05/2026 14:27:29

Wouldn't
I saw
first