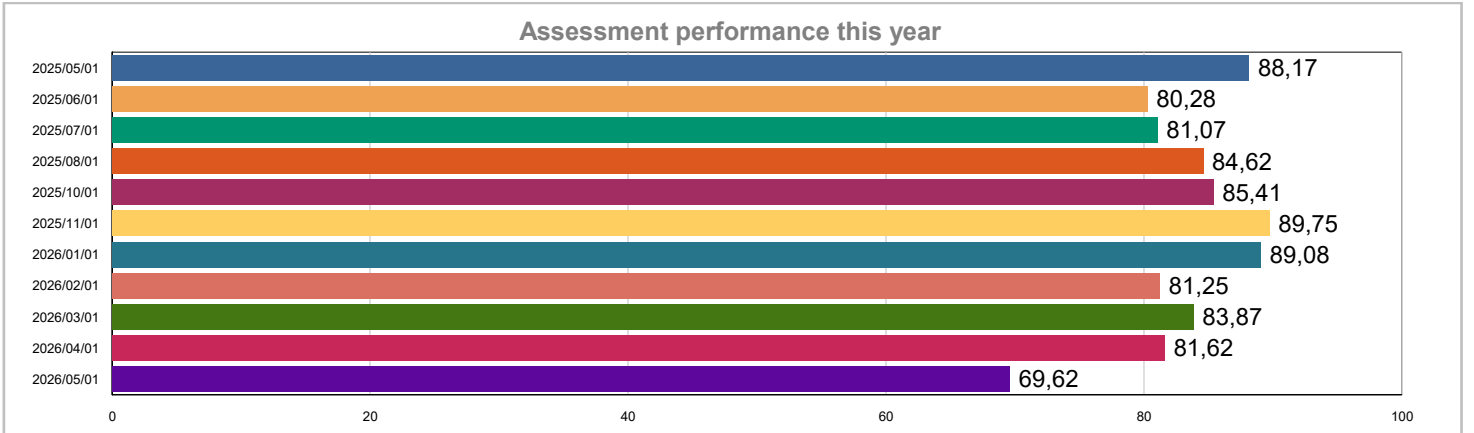
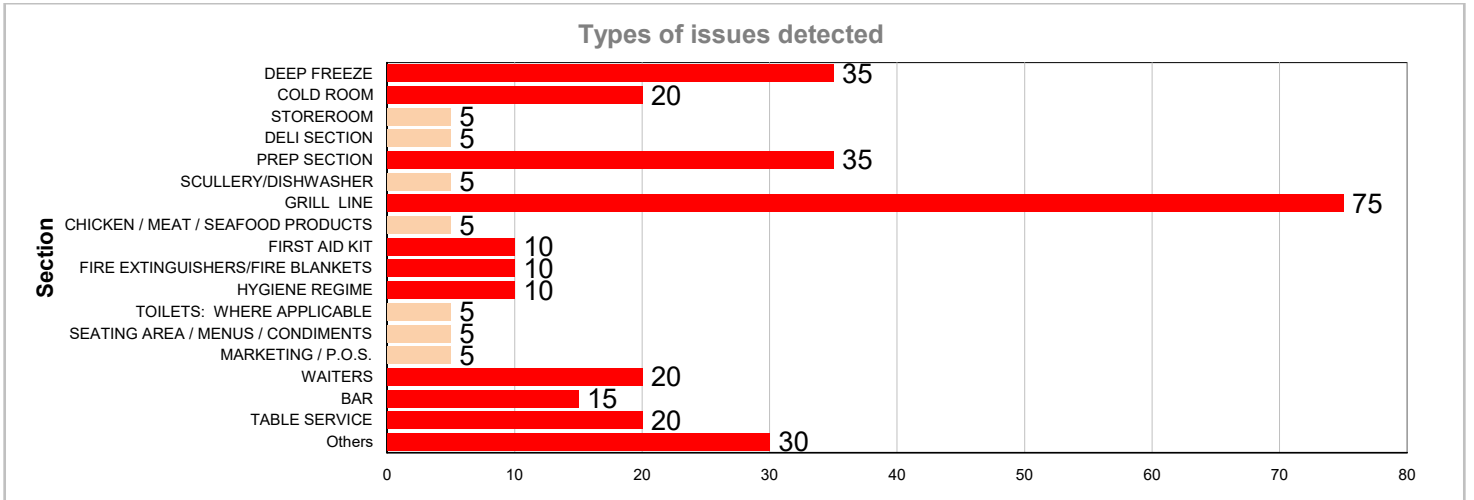
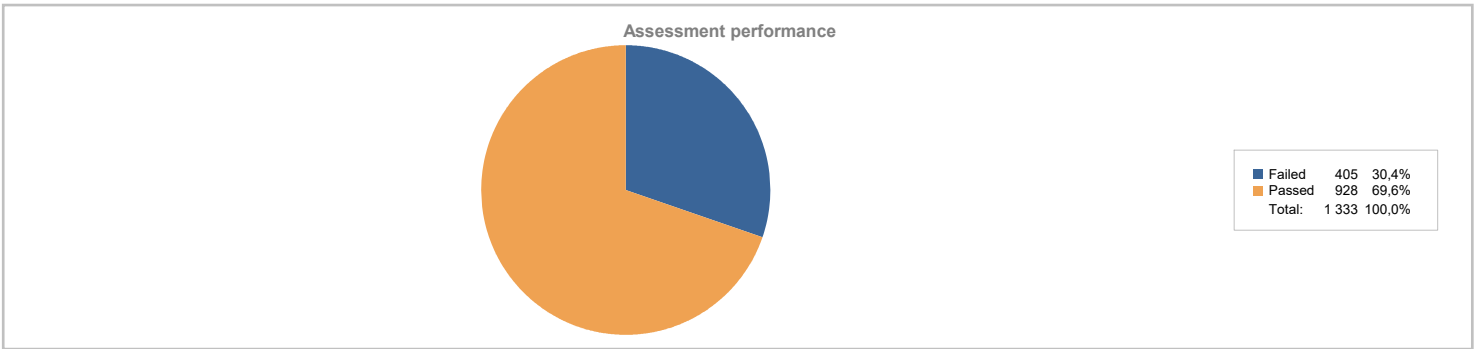


MOZAMBIK








Gaborone

Task ref#	22031		
Date	24-05-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, TK		
Start odometer	0	End odometer	0
Distance traveled	0 km		
Start time	Saturday 23 May, 2026 14:44:40	End time	Saturday 23 May, 2026 17:15:41
Time taken	151 mins		
Collector	Operations Managers		
Score	928/1333 (70%)		



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out) Photo 1	Product not dated no FIFo	0 / 10		*
Defrosted and cleaned once a week	Fridge dirty not defrosted	0 / 5		
Correct labeling and dating Photo 1	Labels falling off needs to be replaced	0 / 5		
Storage of all products to be done according to Health Standard Photo 1	Product open needs to be sealed to prevent frost burn	0 / 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 Photo 1	Fridge dirty needs to be defrosted and cleaned	0 / 5		
Checklist filled in with date and time and signature	No checklist	0 / 5		*

Scoring

5 / 40

- Critical deviations (*)

20

= Total

-15

COLD ROOM

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Correct labeling and dating	Labels falling off	0 / 5		
Storage of all products to be done according to Health Standard Photo 1	Product open not closed with a cling wrap	0 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle)		5 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 Photo 2	Need a galvanised flooring and fans dirty	0 / 5		
Checklist filled in with date and time and signature	No checklist	0 / 5		*

Scoring **15 / 35****- Critical deviations (*)** **10****= Total** **5****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 Photo 1	Floor dirty	0 / 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	Deli fridge needs attention the fans is making irregular noises	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**

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? Photo 1	Table need to painted	0 / 5		
Portion scale calibrated, working and clean		10 / 10		*
All prep and portions sheets in use and filled in, and email to R&D?	No prep sheet, but product were prepared on 21st of May	0 / 10		*
Platform scale working and clean		5 / 5		
Portion size (kg): Cheese on cheesy starters Photo 1		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	Ribs over portioned	0 / 5		
Portion size (kg): Chicken livers Photo 1		5 / 5		
Portion size (kg): Chicken fillets Photo 1	Chicken fillet under portioned	0 / 5		
Stock rotation F.I.F.O (first in first out)		10 / 10		*
Portion size (kg): Cheese on kids pizza Photo 1	Cheese for the kiddies pizza over portioned	0 / 5		

Scoring

65 / 100









- Critical deviations (*)

10

= Total

55

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 sanitizer / hand soap / hand paper / bin available	No sanitizer bottles to clean table tops	0 / 5		
Grease traps cleaned daily.		5 / 5		
All equipment working, dishwasher, taps, hose.		5 / 5		
Bin area clean		5 / 5		

Scoring

35 / 40

- Critical deviations (*)

0


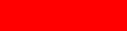

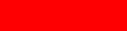

= Total

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 Photo 1	Oil build on the flat top	0 / 10		
Open Flame grill clean and stones changed twice a month, and burners and valves working correctly Photo 1	Stones are needed in the grill	0 / 10		
Chip Fryer clean, drained daily and working - thermostat checked Photo 1	Chip fryer only one side is working	0 / 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 Photo 1	Extraction lights not working	0 / 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 Photo 1	Dust on top of the extraction	5 / 5		
No broken wall or floor tiles Photo 1	Broken wall tiles	0 / 5		



GRILL LINE

Statement	Comment	Weight	Result	Critical
Electrical compliance loose wires, fixtures, etc. Photo 1	Exposed wires next to the fryer	0 / 5		
Correct Mozambik uniform regulations must be adhered to Photo 1	Staff not wearing correct uniform	0 / 10		
Plates Unchipped, Moz Spec		5 / 5		*
Oven in working order and clean Photo 1	Oven dirty needs to be cleaned properly	0 / 10		*
Ask Kitchen how to cook chicken from the start		10 / 10		

Scoring 95 / 170**- Critical deviations (*)** 10**= Total** 85**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 steaks	0 / 5		*
Any sauces OFF / SOUR		5 / 5		*
Is the store buying 25% of stock from DC according to Store turnover sheet?		30 / 30		*

Scoring 55 / 60**- Critical deviations (*)** 10**= Total** 45**FIRST AID KIT**







Statement	Comment	Weight	Result	Critical
A fully equipped first aid kit must be present in stores	1st Aid jot fully equipped	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		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 Photo 1	Fire blanket blanket not mounted	0 / 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		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 Photo 1	No cloths in the bucket	0 / 5		
All cloths must be clean, sanitized and color coded in relevant areas	No colour coded clothes	0 / 5		



Scoring 20 / 30**- Critical deviations (*)** 0**= Total** 20

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	No baby changing docks	0 / 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		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 Photo 1	Tv not working	0 / 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	Need snapper frames	0 / 5		

Scoring **25 / 30**

- Critical deviations (*) **0**

= Total **25**

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	Waiters only have one cloth	0 / 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	Waiters only have one cloth	0 / 10		

Scoring 35 / 55**- Critical deviations (*)** 0**= 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		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 Photo 1	Not moz spec	0 / 10		*
Great cup of coffee?		5 / 5		
Ice machine / chest freezer in working order and clean Photo 1	Glass washer not working	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?		10 / 10		

Scoring**80 / 95****- Critical deviations (*)****10****= Total****70**

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	Waiters failed the test only 4 passed	0 / 20		*

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

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)		5 / 5		

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

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	No meat ,supplies don't have meat due to foot and mouth	0 / 30		*
Are stock varicances been checked daily		30 / 30		*

Scoring **30 / 60**

- Critical deviations (*) **10**

= Total **20**

Overall score **1018 / 1333**

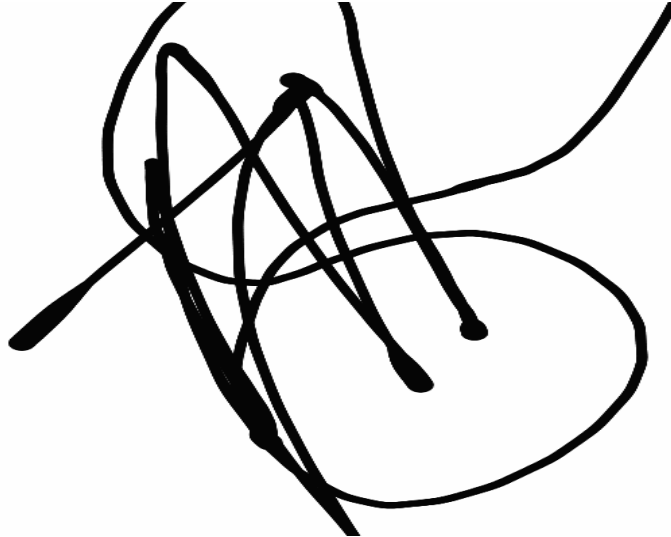
- Total critical deviations **90**

= Grand total **928**

Signature(s)

Operations

Signed: 23/05/2026 17:10:21

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Store Manager

Signed: 23/05/2026 17:15:28

A handwritten signature in black ink that reads "Petrus". The letter 'P' is highly stylized with multiple loops.