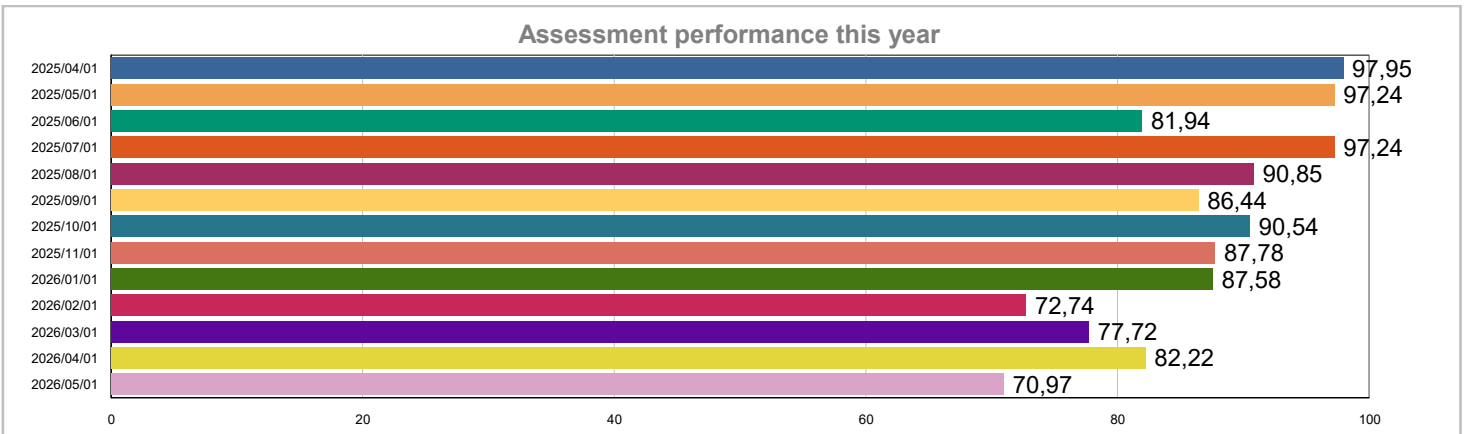
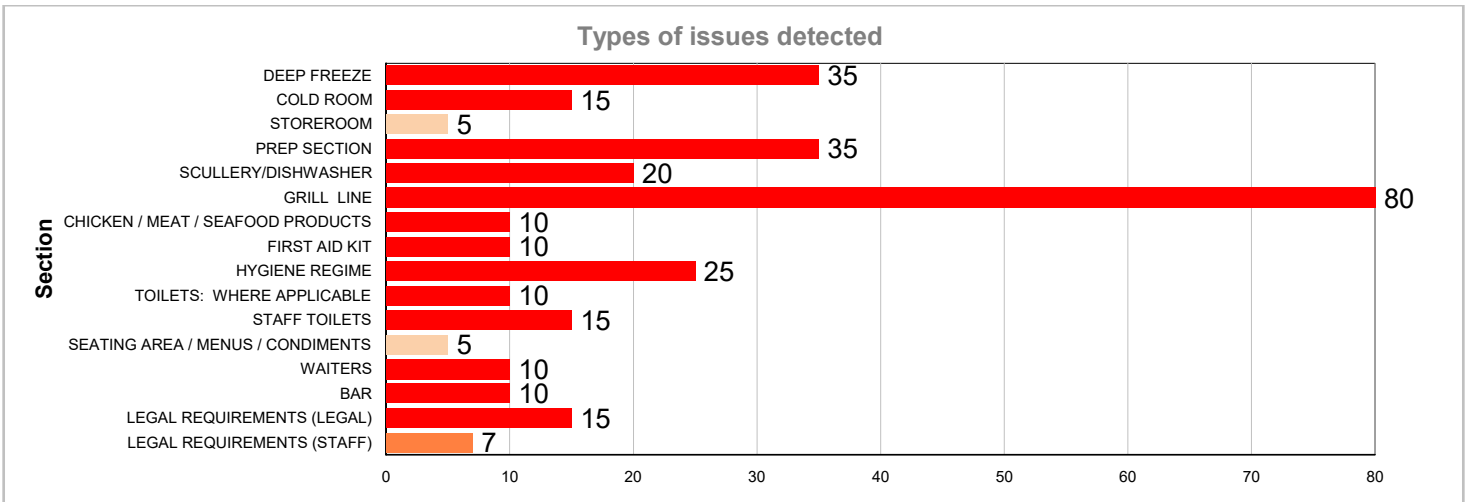
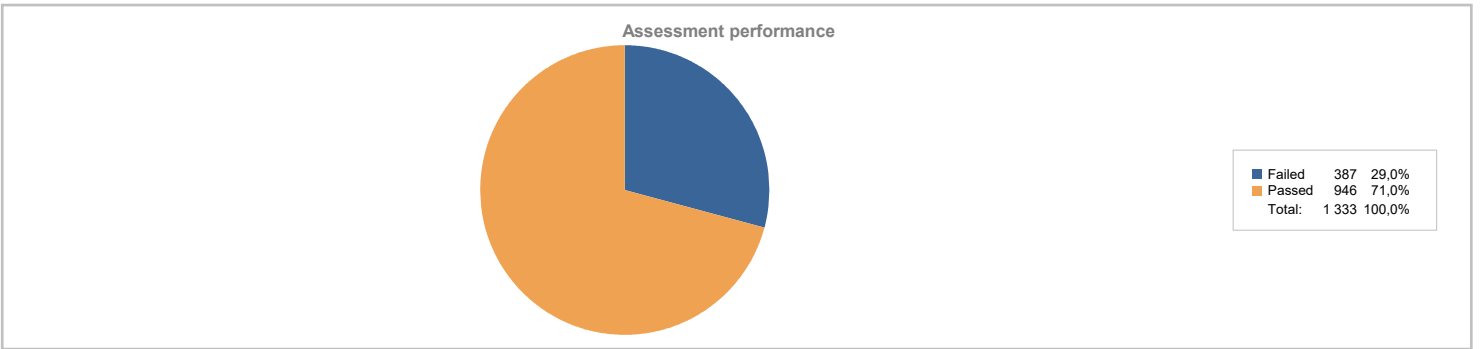


MOZAMBIK

Umdloti

Task ref#	22034		
Date	27-05-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Karen		
Start odometer	102360	End odometer	102406
Distance traveled	46 km		
Start time	Monday 25 May, 2026 11:06:11	End time	Tuesday 26 May, 2026 07:49:35
Time taken	1243 mins		
Collector	Operations Managers		
Score	946/1333 (71%)		



Responses to inspection points

DEEP FREEZE

Statement	Comment	Weight	Result	Critical
Stock rotation F.I.F.O (first in first out)	No dates on anything	0 / 10		*
Defrosted and cleaned once a week Photo 1		0 / 5		
Correct labeling and dating Photo 1 Photo 2		0 / 5		
Storage of all products to be done according to Health Standard Photo 1 Photo 2 Photo 3 Photo 4 Photo 5	Fish uncovered. Chicken open in tub with packet on top, also open. Dessert in dirty container. Mussels stored in wet cardboard box . Containers dirty. Freezer not freezing, food is going soft	0 / 5		
Temperature to be between -18°C and -20°C (depending on defrost cycle) Photo 1 Photo 2	Freezer not working. Small freezer left on fridge mode overnight, stock defrosted	0 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan Photo 1 Photo 2	Floor dirty, ice build up, door mouldy. Curtains dirty and broken	0 / 5		
Checklist filled in with date and time and signature	checklist confirm freezer not working well.	5 / 5		*

Scoring

5 / 40







- Critical deviations (*)

30




= 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 Photo 3 Photo 4	Multiple requests have been made to not store veggies under condenser as it drips. Lots of Rotten veggies. stored in wet containers.	0 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle) Photo 1	Too hot	0 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1 Photo 2	Only clean in the middle. Lots of food debris under shelving	0 / 5		
Checklist filled in with date and time and signature		5 / 5		*

Scoring 20 / 35**- Critical deviations (*)** 0**= 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 Photo 1	Room is dirty, lots of debris on floor.	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		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**35 / 35****- Critical deviations (*)****0****= Total****35**

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 Photo 1 Photo 2		0 / 10		*
Are products defrosted and stored correctly after production? Photo 1	Cleaned prawns not stored correctly	0 / 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		5 / 5		
Portion size (kg): Ribs Photo 1		5 / 5		
Portion size (kg): Chicken livers Photo 1 Photo 2		0 / 5		
Portion size (kg): Chicken fillets Photo 1	Don't portion	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

65 / 100

- Critical deviations (*)

30

= Total

35

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment Photo 1 Photo 2 Photo 3		0 / 5		
Cutting boards, pots, cutlery and crockery stacked correctly Photo 1		0 / 5		
No leaking plumbing		5 / 5		
Correct use of chemicals and all staff to be trained by supplier on usage and safety Photo 1	Most chemicals out of use. In prep empty or missing. In kitchen no dishwasher so not connected. Manual washing with just soap	0 / 5		
Hand sanitizer / hand soap / hand paper / bin available		5 / 5		
Grease traps cleaned daily.		5 / 5		
All equipment working, dishwasher, taps, hose.	No dishwasher	0 / 5		
Bin area clean		5 / 5		

Scoring

20 / 40

- Critical deviations (*)

0








= Total

20

GRILL LINE

Statement	Comment	Weight	Result	Critical
Fridges clean, correct temperature 2c to 7c (dependent on defrost cycle), working, handles and seals unbroken Photo 1 Photo 2 Photo 3	Temp correct, is clean, one seal needs replacing please	0 / 5		
Flat top and gas lines clean, burners and valves working, heat shield and base tray in good condition	Is clean, but still need drip tray repaired	0 / 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 Photo 1	Not drained	0 / 10		
Oil quality as per spec		10 / 10		
Following Moz cooking procedure Photo 1 Photo 2 Photo 3 Photo 4	Rice not drained, left overnight. Dry mixes not seived and cleaned, covered and left overnight with bits of seafood in. Packets left open and spilling . Spoilt food in grill line fridge	0 / 10		*
Salamander and frame clean, all heat elements working	Thank you for moving the shelf!	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	Filters only taken out after we arrived. Overall is dirty	0 / 15		
Extraction professionally cleaned - record last date	Due Oct	10 / 10		
Chips, Rice and Veg freshness	Mash was beautiful	10 / 10		
Cleanliness of light switches and isolators		5 / 5		

GRILL LINE

Statement	Comment	Weight	Result	Critical
General cleanliness of floors, walls, ceilings, skirting and rubbish area Photo 1 Photo 2 Photo 3 Photo 4 Photo 5	Kitchen was not cleaned after shift. Oil wasn't drained. Rice cooker wasn't empty 2kgs of rice wasted. Lots of food residue on floor.	0 / 5		
No broken wall or floor tiles Photo 1 Photo 2	Requests have been made multiple times to fill these small holes to stop water from sitting in and going mouldy/slimy. Not done.	0 / 5		
Electrical compliance loose wires, fixtures, etc.		5 / 5		
Correct Mozambik uniform regulations must be adhered to Photo 1		0 / 10		
Plates Unchipped, Moz Spec	Progress is being made.	5 / 5		*
Oven in working order and clean Photo 1 Photo 2	Oven doesn't seal. Glass is loose	0 / 10		*
Ask Kitchen how to cook chicken from the start	Did with Bhabha last week, they passed with flying colours.	10 / 10		

Scoring**90 / 170****- Critical deviations (*)****60****= Total****30**

CHICKEN / MEAT / SEAFOOD PRODUCTS

Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications Photo 1		0 / 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 50 / 60
- Critical deviations (*) 10
= Total 40

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	Due 04/27	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.	Missing yellow mop	0 / 5		
Must be stored correctly - upright position on a hanging rack Photo 1 Photo 2	Hanging on fence in kids area. Green mop left in yellow bucket. No sign of yellow mop.	0 / 5		
Must be sanitized over night		5 / 5		
Each section to have correct color coded equipment	Only red yellow and blue knives. Just taken a white board off the top of the cold room.	0 / 5		
Bucket of soap water to be available in relevant areas, with relevant cloths	Only at coordinator station	0 / 5		
All cloths must be clean, sanitized and color coded in relevant areas		0 / 5		







Scoring	5 / 30
- Critical deviations (*)	0
= Total	5

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 Photo 1		0 / 10		
Baby change stations, clean and operational		5 / 5		

Scoring	30 / 40
- Critical deviations (*)	0
= Total	30

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 Photo 1	No soap in bathroom, there is at basin outside, but no toweling in bathroom or outside.	0 / 10		
She bins in place		5 / 5		
Toilet cleaning checklist completed and filed	No checklist	0 / 5		
Toilet seat present		5 / 5		

Scoring	20 / 35
- Critical deviations (*)	0
= Total	20

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 Photo 1		0 / 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	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		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	No inside tables while I was here	10 / 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 (*)** 0**= Total** 45

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		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?	Needs decal please	0 / 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	They know the menu but could use work on the descriptive words used to describe the dishes	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	April GP 61.2	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	Please provide certificate	0 / 2		
Funeral Policies (if applicable)	not needed in KZN	2 / 2		
COIDA Certificate (Compensation for Occupational Injuries and Diseases Act)	Please provide certificate	0 / 5		

Scoring**24 / 31****- Critical deviations (*)****0****= Total****24**

LEGAL REQUIREMENTS (LEGAL)

Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23	Expires tomorrow - please display renewal paperwork	2 / 2		
Certificate of Acceptability		2 / 2		
Fire Certificate		0 / 2		
Gas Certificate		2 / 2		
Electrical Compliance		2 / 2		
Trade License		2 / 2		
Certificate of Occupancy		0 / 2		
TV License		0 / 2		
SAMPRO / SAMPRA		0 / 2		
VAT Registration	Please provide	0 / 2		
Basic Conditions of Employment Act		2 / 2		
First Aid Training Certificates	Please get First Aiders trained urgently. Need at least one person per shift able to attend to medical emergencies	0 / 5		*
Certificate of Safe Oil Disposal		5 / 5		

Scoring **17 / 32**

- Critical deviations (*) **10**

= Total **7**

STOCK

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

Scoring **60 / 60**

- Critical deviations (*) **0**

= Total **60**

Overall score **1026 / 1333**

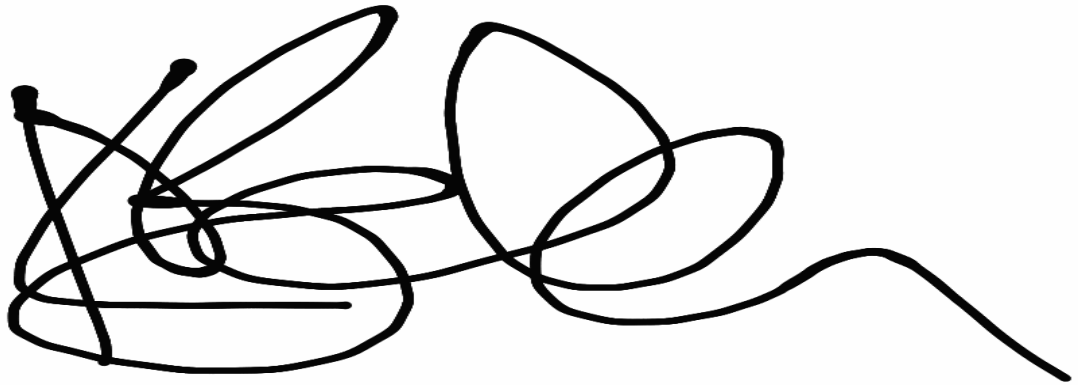
- Total critical deviations **140**

= Grand total **886**

Signature(s)

Operations

Signed: 26/05/2026 07:49:04

A highly stylized, cursive handwritten signature in black ink, consisting of several overlapping loops and a long, sweeping tail.

Store Manager

Signed: 26/05/2026 07:49:13

A handwritten signature in black ink. It begins with the initials 'P.P.' in a small, slanted font, followed by a large, cursive signature that appears to read 'Lodovic'.