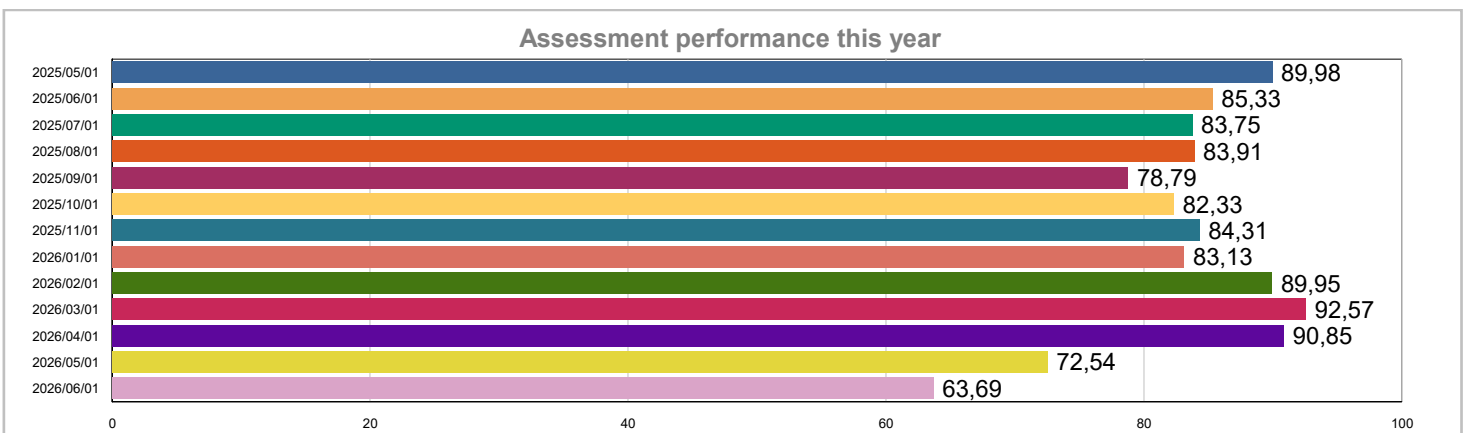
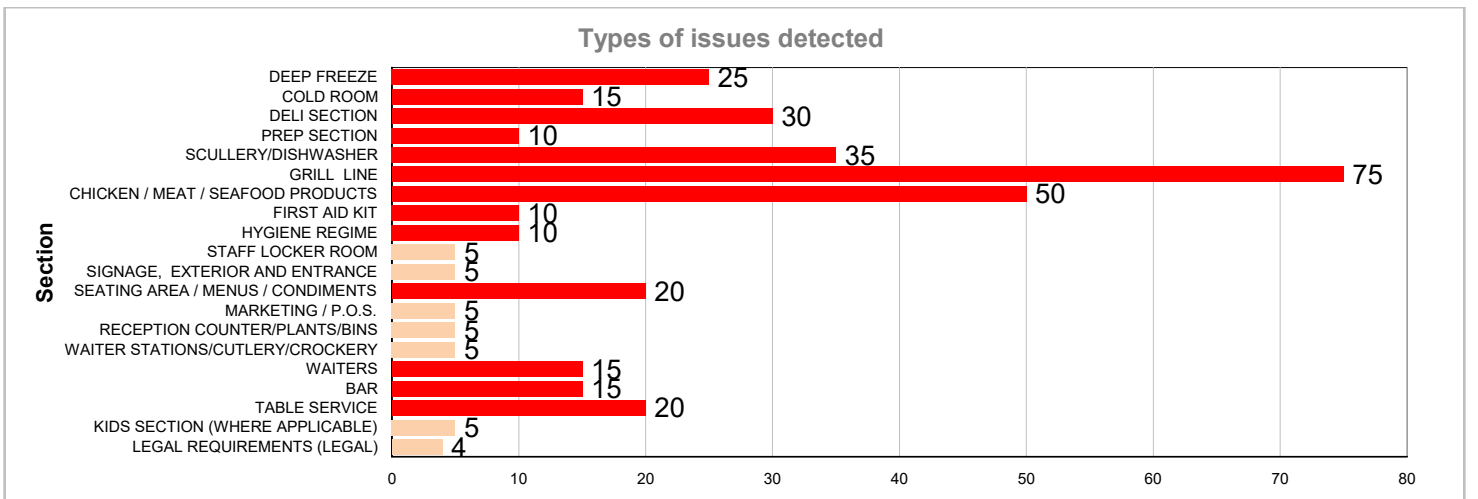
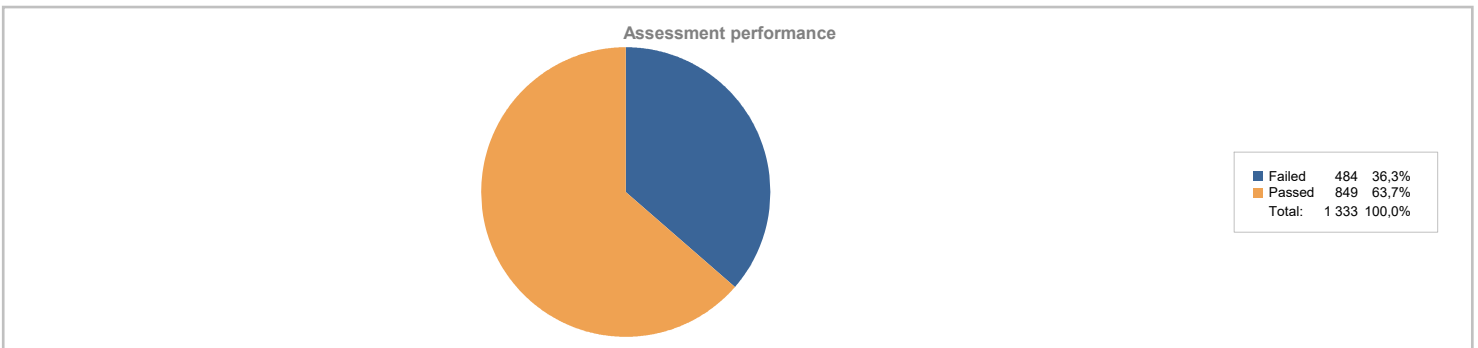


MOZAMBIK

Walmer

Task ref#	22065		
Date	10-06-2026		
Type of task	Store Evaluation		
Completed by	Mozambik, Bhabha		
Start odometer	103725	End odometer	172588
Distance traveled	68863 km		
Start time	Tuesday 09 June, 2026 09:41:23	End time	Tuesday 09 June, 2026 20:02:50
Time taken	621 mins		
Collector	Operations Managers		
Score	849/1333 (64%)		



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 Photo 1 Photo 2 Photo 3 Photo 4	No producers are being followed freeze is dirty Chest freeze not defrosted nd cleaned weekly Chest freeze walls no cleaned	0 / 5		
Correct labeling and dating Photo 1 Photo 2	Chest freeze not labeled	0 / 5		
Storage of all products to be done according to Health Standard Photo 1 Photo 2	Product nd boxes stored on freezer floor	0 / 5		
Temperature to be between -18°C and -20°C (depending on defrost cycle) Photo 1		5 / 5		*
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fan Photo 1 Photo 2 Photo 3	Shelves in freezer rusted Escape handle broken/loose Freezer door rubbers deteriorating	0 / 5		
Checklist filled in with date and time and signature Photo 1	Not updated	0 / 5		*

Scoring

15 / 40







- Critical deviations (*)

10

= Total

5

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	Chicken beasts not stored correctly after defrosted	0 / 5		
Correct temp - 2c to 7c (dependent on defrost cycle) Photo 1		5 / 5		
Complete cleanliness shelves / floor / plastic curtain / walls / handles / fans Photo 1	Plastic curtains deteriorating at bottom	0 / 5		
Checklist filled in with date and time and signature Photo 1	Last months	0 / 5		*

Scoring **20 / 35****- Critical deviations (*)** **10****= Total** **10****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 Photo 1 Photo 2 Photo 3	Don't cool to correct temperature Need a service damage seals need replacing	0 / 5		
Recipes for salads and desserts followed Photo 1	Not followed	0 / 5		
Cleanliness of areas	Yes clean floors and fridge are working accordingly	0 / 5		
Deli Equipment in working order	Yes	5 / 5		
Food stored correctly after preparation eg: lettuce, coconut rice etc Photo 1	Rice off	0 / 5		
Stock rotation F.I.F.O (first in first out)		0 / 10		*

Scoring**5 / 35****- Critical deviations (*)****10****= Total****-5**

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 Photo 1	Rubber seals are breaking need to be replaced	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?	No sheets emailed ops	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		5 / 5		
Portion size (kg): Chicken fillets Photo 1		5 / 5		
Stock rotation F.I.F.O (first in first out) Photo 1		10 / 10		*
Portion size (kg): Cheese on kids pizza Photo 1	Yes	5 / 5		

Scoring

90 / 100

- Critical deviations (*)

10

= Total

80

SCULLERY/DISHWASHER

Statement	Comment	Weight	Result	Critical
Cleanliness of section and equipment Photo 1		5 / 5		
Cutting boards, pots, cutlery and crockery stacked correctly Photo 1		0 / 5		
No leaking plumbing Photo 1		0 / 5		
Correct use of chemicals and all staff to be trained by supplier on usage and safety Photo 1		0 / 5		
Hand sanitizer / hand soap / hand paper / bin available Photo 1		0 / 5		
Grease traps cleaned daily. Photo 1	Nope	0 / 5		
All equipment working, dishwasher, taps, hose. Photo 1		0 / 5		
Bin area clean Photo 1		0 / 5		

Scoring

5 / 40

- Critical deviations (*)

0

= Total

5

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	Grill line fridge broken and need a service	0 / 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 Photo 1 Photo 2	Nope according no rice cooker Boiling mussels in water Hitting the fryer temperature to 200.	0 / 10		*
Salamander and frame clean, all heat elements working Photo 1	Working but dirty	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 Photo 1 Photo 2	Not done daily Extraction leaking at the back	0 / 15		
Extraction professionally cleaned - record last date		10 / 10		
Chips, Rice and Veg freshness Photo 1	rice tasted off Not using rice cooker	0 / 10		

GRILL LINE

Statement	Comment	Weight	Result	Critical
Cleanliness of light switches and isolators Photo 1 Photo 2	Isolators not cleaned	0 / 5		
General cleanliness of floors, walls, ceilings, skirting and rubbish area		5 / 5		
No broken wall or floor tiles Photo 1 Photo 2	Broken tiles in the kitchen Broken tiles in the bar	0 / 5		
Electrical compliance loose wires, fixtures, etc. Photo 1 Photo 2	Exposed wires the kitchen and bar	0 / 5		
Correct Mozambik uniform regulations must be adhered to		10 / 10		
Plates Unchipped, Moz Spec Photo 1 Photo 2 Photo 3	Using wrong spec plates Store is short of all plates	0 / 5		*
Oven in working order and clean Photo 1 Photo 2	Oven door don't seal Broken light in oven	0 / 10		*
Ask Kitchen how to cook chicken from the start	150 degrees plus 45 min	10 / 10		

Scoring**95 / 170****- Critical deviations (*)****70****= Total****25**

CHICKEN / MEAT / SEAFOOD PRODUCTS



Statement	Comment	Weight	Result	Critical
Correct Mozambik specifications Photo 1 Photo 2	Worse not cut to 120g spec Mussels not Moz spec	0 / 10		*
Mozambik approved suppliers in use only Photo 1 Photo 2	Mussels not Moz supplier	0 / 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?	Halal friendly store Purchase from DC inconsistent from month to month	0 / 30		*

Scoring 10 / 60

- Critical deviations (*) 50

= 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	No first aider	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.		5 / 5		
Must be stored correctly - upright position on a hanging rack Photo 1	Not stored correctly	0 / 5		
Must be sanitized over night		5 / 5		
Each section to have correct color coded equipment	Missing brown white knife	0 / 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		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		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 Photo 1 Photo 2	Not cleaned organized Remove unused equipment	0 / 5		
Odour		5 / 5		
Neat		5 / 5		
Boots stored correctly and sanitized		5 / 5		

Scoring **15 / 20****- Critical deviations (*)** **0****= Total** **15****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 Photo 1 Photo 2 Photo 3 Photo 4 Photo 5	Outside table with water damage Corona table legs needs sand paint Couch needs reupholstering Tables in blue room missing feet Chairs in blueroom need reupholstering Hi table on deck needs paint, sand varnish Broken handle to b	0 / 5		
Spec Furniture		5 / 5		

Scoring **10 / 15****- Critical deviations (*)** **0****= Total** **10**

SEATING AREA / MENUS / CONDIMENTS

Statement	Comment	Weight	Result	Critical
Paint work, ceiling boards Photo 1 Photo 2 Photo 3	Chipped paintwork outside area Mural fades at kitchen entrance	0 / 5		
Cleanliness of walls, air ducts etc		5 / 5		
Lighting - all working Photo 1 Photo 2	Corona light not working Blue room light not working Store room light not working	0 / 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) Photo 1	Missing full table setup	0 / 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

35 / 55







- Critical deviations (*)

0

= Total

35

MARKETING / P.O.S.




Statement	Comment	Weight	Result	Critical
Moz Spec A frames in use, National / Regional Promo material displayed Photo 1 Photo 2 Photo 3	A frames not in great condition	0 / 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 **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) Photo 1 Photo 2	Replant pot plants Repaint some inside pot plants Clean plant area at store entrance	0 / 5		
Bins odour free and clean, with lids and refuse bag in		5 / 5		
Front counter clean and uncluttered		10 / 10		*

Scoring **15 / 20**

- Critical deviations (*) **0**

= Total **15**

WAITER STATIONS/CUTLERY/CROCKERY

Statement	Comment	Weight	Result	Critical
Waiter station - Clean, drawers and cupboards neat, Cutlery trays clean Photo 1 Photo 2	Waiter station needs paintjob	0 / 5		
Welcome Peanut Cone and Sweets Moz Spec available		10 / 10		*
Kids colouring in sheets and crayons available		5 / 5		

Scoring 15 / 20**- Critical deviations (*)** 0**= Total** 15**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 Photo 1	Waiters not in Moz spec hoodie	0 / 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		0 / 10		*
Waiters Tools check - Waiters friend , Orderbooks, 3 pens and 2 dish cloths, lighter, cash float all available		10 / 10		

Scoring**40 / 55****- Critical deviations (*)****10****= Total****30**

BAR










Statement	Comment	Weight	Result	Critical
Clean, merchandised and stocked according to standards		5 / 5		
Blender, blender jugs and Ice well clean, working Photo 1	Can't make cocktails with blenders Blenders need service or new ones	0 / 5		
Coffee machines / grinder clean, working Photo 1	Coffee grinder missing Spec cover	0 / 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 Photo 1 Photo 2	Ice machine not fully working Ice machine needs deep clean	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 (*)****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	Waiters not up to date with full menu	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) Photo 1	Clean	5 / 5		
Child Minder present (if applicable)	No child minder	0 / 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		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)

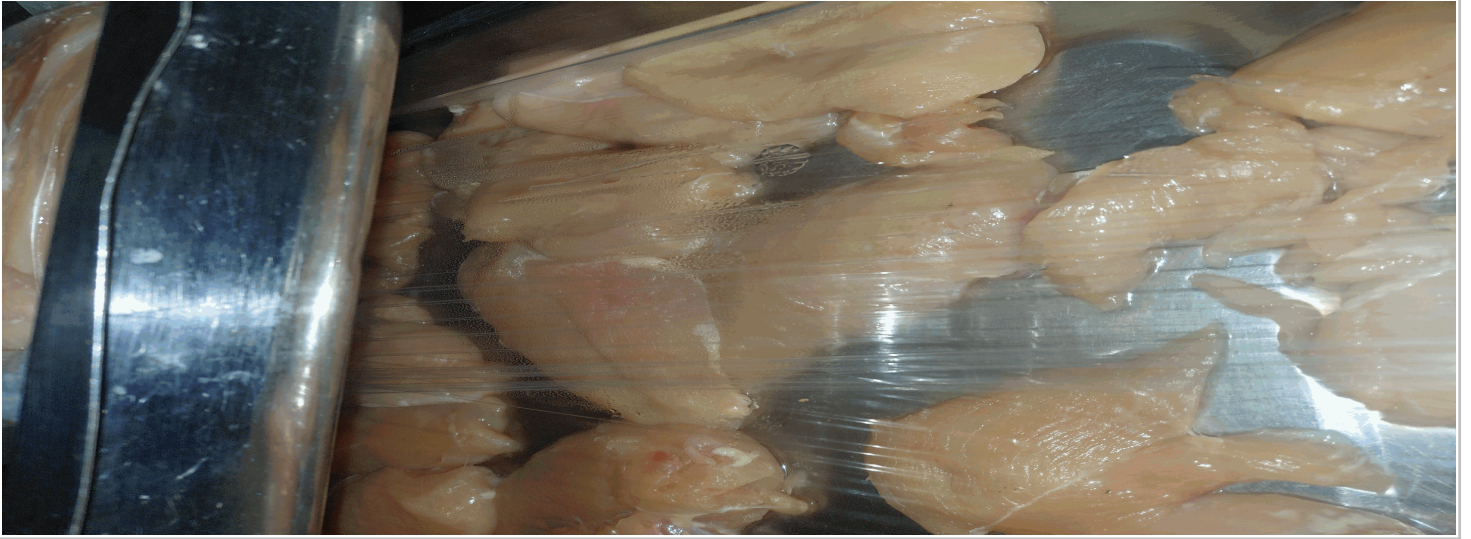
Statement	Comment	Weight	Result	Critical
Liquor License Section 19/23		2 / 2		
Certificate of Acceptability		2 / 2		
Fire Certificate		2 / 2		
Gas Certificate		2 / 2		
Electrical Compliance		2 / 2		
Trade License		2 / 2		
Certificate of Occupancy		2 / 2		
TV License	Do not have	0 / 2		
SAMPRO / SAMPRA	Don't hve	0 / 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 28 / 32**- Critical deviations (*)** 0**= Total** 28**STOCK**

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

Scoring 60 / 60**- Critical deviations (*)** 0**= Total** 60**Overall score** 969 / 1333**- Total critical deviations** 180**= Grand total** 789

Odometers



Signature(s)

Operations

Signed: 09/06/2026 19:54:21

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

Store Manager

Signed: 09/06/2026 20:01:59

A handwritten signature in black ink, featuring a large circular loop on the left and a long, flowing stroke extending to the right.