

Report 66340 date 10.04.2025 for Eglinton

Final Result: 100

Average branch score: 95.0

Dear Franchisee, please be advised that this and any future inspection report that identifies one or more instances of noncompliance with our franchise system's rules, standards and guidelines serves as formal notice from the Franchisor pursuant to your Franchise Agreement regarding such non-compliance. Major violations (as determined by the Franchisor from time to time without prior notice), and/or recurring non-compliance may result in the Franchisor taking such corrective measures as the Franchisor deems necessary without further notice. Such corrective measures may be undertaken at the expense of the Franchisee, as appropriate.

## Spring Campaign 2025

### General Info

Branch name	Eglinton
Reporter name	Nayeli Markeyan
Report date	10.04.25
Entry hour	13:46:21
Exit Hour	14:39:27
Manager	Jane
Franchise presence	no
Center reporter	Nayeli

### Comments:

### Images:

Refresher Drinks	Answer
0 Are all three Refresher flavours available?	yes
1 Is the Cashier knowledgeable about the three flavours?	yes
2 Can FOH staff confidently answer about the drink's light caffeine content?	yes
<b>Total for this category</b>	<b>0</b>

### Comments:

All three refreshers were available.

The cashier knew the names of the refreshers and their caffeine content.

### Images:

Refresher Drinks	Answer
0 Is the drink made exactly according to prep instructions: (fill cup with ice, add water halfway, top with refresher concentrate?)	yes
1 Is the drink colour well integrated with the water, with no visible separation?	yes
<b>Total for this category</b>	<b>0</b>

### Comments:

The drink was prepared correctly.

The drink was served with its colours well integrated with no visible separation.

The drink was prepared with a full cup of ice, water was added halfway, and then topped off with the refresher concentrate.

## Refresher Drinks

## Answer

### Images:



### Croissant Selection: Butter, Chocolate, Almond, Chocolate Almond

### Answer

0	Are Butter Croissants, Chocolate Croissants, Almond Croissants, and Chocolate Almond Croissants available for customers at all times? (2 hours before closure, 2 of the variety of croissants must be available)	yes
1	Are pastries replenished promptly to ensure availability throughout the day?	yes
2	Are the pastries displayed neatly and attractively in the designated pastry section?	yes
3	Does each pastry have the correct pastry tag displayed directly in front?	yes
4	Are the pastry tags and tag holders approved and in good condition?	yes
5	Are the pastry display trays in good condition/undamaged and clean?	yes
6	Is the pastry display clean, free of crumbs, and well-maintained?	yes
<b>Total for this category</b>		<b>0</b>

### Comments:

The pastry case was organized and stocked.  
 The pastries had their relative name tags in front.  
 Pastry display trays were undamaged.  
 Pastry tags and tag holders were in good condition.  
 All 4 kinds of croissants were in stock.  
 Pastries were being replenished.

**Croissant Selection: Butter, Chocolate, Almond, Chocolate Almond****Answer****Images:****Croissant Selection: Butter, Chocolate, Almond, Chocolate Almond****Answer**

- 0 Do all croissants have a golden-brown, flaky exterior with no burnt or overdone parts or - undercooked areas?
- 1 Are the croissants the uniform in shape and correct size as a result of being properly proofed according to the Baking Manual?
- 2 Do the Almond Croissants and Chocolate Almond Croissants have properly applied almond topping that is evenly distributed?
- 3 Do the Almond Croissants and Chocolate Almond Croissants have appropriate amount of icing sugar applied?
- 4 Do the Almond Croissant and Chocolate Almond Croissant have the correct amount of almond paste filling (not too much and not too little)?
- 5 Are the Chocolate Croissants egg washed properly with no visible egg "drips"?
- 6 Is the Cashier offering to heat pastries?
- 7 When heated, is the pastry heated throughout?

**yes****yes****yes****yes****yes****yes****yes****yes****Total for this category****0**

**Comments:**

Butter croissants:

They were golden brown and flaky.

Chocolate croissants:

They were good in size.

They were egg washed properly.

Almond and chocolate almond croissants:

There were good amounts of almond cream inside and outside both kinds of croissants.

The amount of almond slices and icing sugar were good on both kinds of croissants.

**Images:****Result**

**Final Result:**100 (0 points in total was reduced for multi failure answers) 100 מתוך