

Report 66478 date 24.04.2025 for Eglinton

Final Result: 90

Average branch score: 90.0

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.

Food Delivery Apps Inspection

General Info

Branch name	Eglinton
Reporter name	Nayeli Markeyan
Report date	24.04.25
Entry hour	13:54:22
Exit Hour	15:17:57
Manager	
Franchise presence	yes
Center reporter	Nayeli

Comments:

Images:

Describe your Order	Answer
0	<u>Order #:</u> Order number: 2D765
1	<u>What did you order?:</u> I ordered: A Greek chickpea salad with no olives, added tuna flakes. A turkey BLT croissant with no tomato, added avocado slices and mustard. Combo with the Caesar side salad. A date pastry warmed up. A medium watermelon cucumber mint refresher.
2	<u>Did you add "Add-Ons"?:</u> Yes. Mustard and avocado slices to the turkey BLT croissant. Tuna flakes to the greek chickpea salad.
3	<u>Did you put Special Instructions?:</u> No
4	<u>Did you put Special Instruction to add priced Add-On?:</u> No
5	<u>What is the rating of the location?:</u> Rating: 4.6
	Total for this category 0
	<u>Comments:</u>
	<u>Images:</u>

Ordering Process		Answer
0	Is there an unreasonable amount of unavailable / out of stock items on the ordering platform? (Including all BOGO/promotional items)	yes
1	Prior to receiving the order, were all the items and ingredients ordered available as expected? (the cafe did not issue an alert that certain items / ingredients are out of stock - after you placed the order)	yes
2	If an ordered item was unavailable, did the cafe make contact, offering a sincere warm apology, and provide an adequate alternative?	yes
Total for this category		0
<u>Comments:</u>		
I didn't receive a call from the café regarding any out of stock items.		
The following were out of stock upon ordering: Apple danish Maple syrup		
<u>Images:</u>		

Receiving the Order		Answer
0	All items received?	yes
1	Dishes arrived with all ingredients (including the aroma chocolate with drinks)	yes
2	Dishes were prepared correctly	yes
3	Received all Add ons	yes
4	All Special Instructions fulfilled	yes
Total for this category		0
<u>Comments:</u>		
A Greek chickpea salad with no olives, added tuna flakes: The Greek chickpea salad was prepared correctly. Olives were not added, since I had removed them upon ordering. Add on tuna flakes were present. Chickpea salad mix had all the necessary ingredients. Dressing tasted good.		
A turkey BLT croissant with no tomato, added avocado slices and mustard. Combo with the Caesar side salad: Turkey BLT had all the ingredients inside. Tomatoes were not added, since I had removed them upon ordering. Add on mustard was present. Turkey bacon was grilled properly. Mayo was smeared properly. Caesar side salad was prepared correctly. Croutons were crunchy.		
A date pastry warmed up: The pastry was warmed up as I requested.		
A medium watermelon cucumber mint refresher: The drink was prepared correctly. The colours were well integrated with water and no visible separation. The drink was served with an aroma chocolate.		

Receiving the Order

Answer

Images:



Packaging

Answer

0	Did you receive utensils?	no -10
1	Did you receive aroma branded napkin	yes
2	Did you receive a straw?	yes
3	Was delivery bag closed with 1 "Thank You" stickers	yes
4	Was the Sandwich carefully wrapped?	yes
5	Was the Salad's or Bowl's lid tightly closed?	yes

Packaging		Answer
6	Did the hot drink order come with stopper?	yes
7	Dressing ramekin has a label	yes
8	<u>Did delivery arrive with all food intact and not spilled?:</u> The food and drink arrived intact and not spilled.	
Total for this category		10-

Comments:

The approved takeout bag was used and sealed properly with one thank you sticker.
 all items were organized in the bag properly.
 The approved sandwich, bag, pastry bag, and take out drink tray holder were used.
 The ice drink was sealed with the proper sticker.
 Straw and Aroma branded napkins were present.
 The salad lids were on tightly.
 The sandwich was wrapped properly.
 Dressing ramekins had their relative stickers on.

Points deducted: cutlery was not present, even though it was requested upon ordering.

Images:



Result

Final Result:90 (5 points in total was reduced for multi failure answers) מתוך 100