

Report 66473 date 24.04.2025 for Eglinton

Final Result: 93

Average branch score: 88.4

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.

## Aroma Global Inspection

### General Info

Branch name	Eglinton
Reporter name	Nayeli Markeyan
Report date	24.04.25
Entry hour	09:20:38
Exit Hour	11:18:23
Manager	Jane
Franchise presence	no
Center reporter	Nayeli

### Comments:

### Images:

Team Members	Answer	
0 Shift Manager	Suzy	
1 Name of the Barista	Suzy	
2 Name of Cook	Himesh	
<b>Total for this category</b>		<b>0</b>

### Comments:

### Images:

Winter patio and entrance	Answer	
0 Patio floor and entrance is clean of leaves, stains and garbage	yes	
1 Clean area around (outside) entrance and patio	yes	
2 Cedar trees are in good condition (green, not brown, no dirt in planter)	yes	
3 Aroma Espresso Bar outdoor sign is lit (where possible)	no -3	
4 All window blinds are raised	yes	
<b>Total for this category</b>		<b>3-</b>

### Comments:

Tables and their legs were clean.  
Umbrellas were up.  
Furniture were undamaged.

Vasili is aware that some patio chairs that have lightened in colour need replacement.

**Winter patio and entrance****Answer****Images:****FOH Cleanliness & Maintenance****Answer**

0 Windows &amp; doors clean, no dust, no finger marks

**yes**

1 Window ledges are clean

**yes**

2 Tables are clear and clean, no marks or smudge

**yes**

3 Table legs and bases are clean

**yes**

4 Furniture undamaged, organized

**yes**

5 No dust and no fingerprints on light fixtures

**yes**

6 All light elements working

**yes**

7 Chandeliers are free of dust and shining

**yes**

8 Floor clean

**yes**

9 Approved mkt. materials

**yes**

10 Clean ventilation ducts covers

**yes**

11 Wifi operational

**yes**

12 No bad smell or scent

**yes**

13 Digital boards working properly and content is correct

**yes**

14 Water Dispenser full, clean, undamaged

**yes**

15 Winter carpets are away if no rain or snow

**yes**

16 tables are not wobbly or held with napkins

**yes**

FOH Cleanliness & Maintenance		Answer
17	Winter carpets are clean	yes
18	Clean thermostats, outlets and switches	yes
19	Indoor plants are dust free, watered, good condition, maintained	yes
20	Sonos speakers (and shelves, and cables) are dusted	yes
21	Mirrors are dust and streak free	yes
22	Cameras and Emergency lights are clean	yes
23	Sofas - are clean, no dust, no dust when biting the sofas	no -2
<b>Total for this category</b>		<b>2-</b>

**Comments:**

The entrance area was clean.  
 Tables and their legs were clean.  
 Tables were being cleaned frequently.  
 All light elements were working properly.  
 TVs were functioning properly.  
 Water station was stocked.  
 The floor was clean.  
 Window ledges were clean.

The orange sofa near the entrance had 2 different rips on 2 different sides.


**Images:**



FOH Cleanliness & Maintenance

Answer



FOH Cleanliness & Maintenance		Answer
		
Take Away Station		Answer
0	3 types of milk are always available (whole, skim, 18% cream)	yes
1	Milk pitchers are not empty	yes
2	Stickers are HO approved, clean and in good form	yes
3	Pitchers are not overly scratched, dented and/or damaged	yes
4	2 types of shakers available: Cocoa + Cinnamon powder	yes
5	Shakers are not overly scratched, dented and/or damaged	yes
6	Shakers: stickers are HO approved, clean and in good form	yes
7	Compartments are clean of dust, spills, sugar crumbs, etc. and not sticky	yes
8	Garbage bin is not overflowing	yes
9	Garbage bag is completely tucked underneath the cylinder in a neat and tidy manner	yes
10	All sweeteners (4) are available	yes
11	Sugar water bottle is available, clean and in good form	yes
12	Counter is clean, no excessive stains or spills, cleaned in a timely manner	yes
13	All accessories are available: 12-20oz + 8oz lids and sleeves, stir sticks, napkins, pepper and salt packs, stoppers	yes
<b>Total for this category</b>		<b>0</b>

**Comments:**

Take out station was organized and stocked.  
The counter was clean.  
Garbage was tucked and not overflowing.  
Compartments were clean.  
All accessories were stocked.  
Milk pitchers were full.

**Take Away Station****Answer****Images:**

<b>Cash-registers</b>		<b>Answer</b>
0	Clean registers area & NO DUST	<b>yes</b>
1	Working and updated POS screen	<b>yes</b>
2	NO DUST and crumbs in the grab and go shelves	<b>yes</b>
3	Aroma Card slots have cards	<b>yes</b>
4	Hand-held menus clean and in good condition	<b>yes</b>
5	All menus slots have menus (about 3 menus)	<b>yes</b>
6	Catering menus are available	<b>yes</b>
7	Cashier present at cash-reg if customers are waiting	<b>yes</b>
8	cashier welcomes the guests nicely	<b>yes</b>
9	Ticket printer - clean, no build up	<b>yes</b>
10	All nuts are available, and stocked	<b>yes</b>
<b>Total for this category</b>		<b>0</b>

**Comments:**

Cash register area was clean.  
 Ticket printer was clean.  
 Menus and catering menus were up to date.  
 KIOSK was operating properly.  
 POS screens were up to date.

Images:



Dispatch

Answer

0	Clean and approved Silverware	yes
1	Generally clean and organized dispatch	yes
2	Clean undamaged plates	yes
3	Serving trays -clean and undamaged	yes
4	Clean drawers	yes
5	Cutlery holder and its cup clean, inside and out	yes

Dispatch		Answer
6	Ticket printer - clean, no build up	yes
<b>Total for this category</b>		<b>0</b>

**Comments:**

Dispatch area was clean and organized.  
 Cabinet doors and counters were clean.  
 Cutlery and holder were clean.  
 Ticket printer was clean.

**Images:**



<b>Aroma Bakery and Pastry Display</b>	<b>Answer</b>
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Aroma Bakery and Pastry Display		Answer
0	Baking oven - Clean, no grease	yes
1	Pastries baking tray are clean	yes
2	Bread baking trays are clean	yes
3	pastry heating oven clean inside, outside, and behind, no build up.	yes
4	Pastry case clean, no dust, no finger marks	yes
5	Pastry display plates are not chipped or broken	yes
6	All name tags available and organized	yes
7	Name tags clean, good condition	yes
8	Name tag holder are clean, and approved	yes
9	Does the relevant staff in the cafe know how long the cookies can be kept for? (48 hours)	yes
10	Using only the correct pastry display plates	yes
11	All cookies are available	yes
12	Baking oven - no dust on top	yes
13	Cookie jars clean, undamaged	yes
14	All cookies baked correctly	yes
15	Is there a clear way the cafe is tracking how many days ago the cookies were baked?	yes
16	Lights in the pastry display cabinet are working	yes
<b>Total for this category</b>		<b>0</b>

**Comments:**

Baking and pastry ovens were clean.  
 Baking oven top was dusted.  
 Cookie jars and pastry display trays were undamaged.  
 Pastries had their relative name tags in front.  
 Cookies had a clear baking day tracking system.  
 Bread and pastry baking trays were clean.

**Images:**



**Aroma Bakery and Pastry Display**

**Answer**



**Coffee Bar**

- 0 Refrigerators clean, undamaged
- 1 Filter grinder clean undamaged
- 2 Brewer: clean, undamaged
- 3 Brewer: filter and coffee grinds in the funnel are discarded after brewing

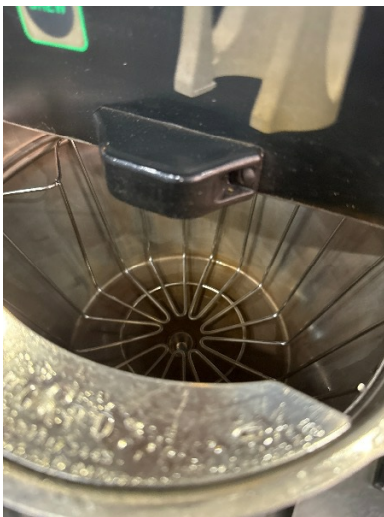
**Answer**

- yes
- yes
- yes
- yes

<b>Coffee Bar</b>		<b>Answer</b>
4	Brewer: Barista knows not to pour coffee when on "dripping" mode	<b>yes</b>
5	Both House and Bold roasts are available	<b>yes</b>
6	Brewer grinder's chambers at least half-full with coffee beans	<b>yes</b>
7	Syrup station, pumps and holder, clean, no build up	<b>yes</b>
8	Ticket printer - clean, no build up	<b>yes</b>
<b>Total for this category</b>		<b>0</b>

**Comments:**

Brewers were functioning properly.  
Brewer funnels were clean and empty.  
Syrup station and ticket printers were clean.  
Beans were stocked.  
The fridge was stain free.

Images:

Employees		Answer
0	Clean aprons	yes
1	Gathered hair	yes
2	Wear nametags	yes
3	Wear Aroma T-Shirt	yes
4	Long dark pants	yes
5	All wear closed shoes	yes

Employees	Answer
<b>Total for this category</b>	<b>0</b>

**Comments:**

Employees were following the dress code properly.

**Images:**



Restrooms	Answer
0 Clean floor	<b>yes</b>
1 Clean mirrors, no dust on top, no streak	<b>yes</b>
2 Soap dispenser full	<b>yes</b>
3 Toilet bowl - undamaged, clean around, behind, under	<b>yes</b>
4 Pleasant odor	<b>yes</b>
5 Clean trash cans	<b>yes</b>
6 Clean & operative hand drier (where relevant)	<b>yes</b>
7 Paper towels available (where relevant)	<b>yes</b>
8 Toilet paper available	<b>yes</b>
9 Employees must wash hands sign	<b>yes</b>
10 Sink area clean	<b>yes</b>
11 No limescale around faucets	<b>yes</b>
12 Round dispenser next to door is stocked	<b>yes</b>
13 All restrooms are open to customers	<b>yes</b>
14 Clean walls	<b>yes</b>
15 Accessibility buttons - clean, no build up	<b>yes</b>
16 Toilet brush - clean and in good condition	<b>yes</b>
17 Toilet door - clean, handle is clean, no build up	<b>yes</b>
<b>Total for this category</b>	<b>0</b>

**Comments:**

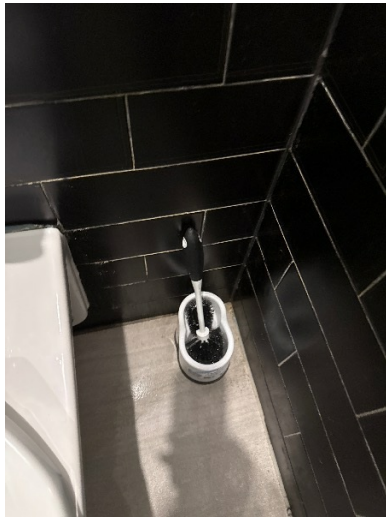
Washroom was generally clean.  
 The floor sink mirror door toilet bowl and brush were clean.  
 Faucet did not have any limescale build up.  
 Soap and toilet paper were stocked.

Toilet brush was cleaned.

**Restrooms**

**Answer**

Images:



**Bread**

**Answer**

0 Bread is covered with towel in the bread drawer

yes

Images:



1

Total for this category

0

Comments:

Bread	Answer
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Images:



Music		Answer
0	Music is on	yes
1	All speakers are playing music	yes
2	Volume is at 55% at all speakers	yes
3	Playing Aroma playlist	yes
<b>Total for this category</b>		<b>0</b>

Comments:

Images:

Grab & Go Station		Answer
0	Vent is clean, NO DUST and NO CRUMBS	yes
1	All relevant name tags exist, correct, in front of product	yes
2	No unauthorised products and beverages sold	yes
3	All required products are available	yes
<b>Total for this category</b>		<b>0</b>

Comments:

Images:



**BOH cleanliness and maintenance**

**Answer**

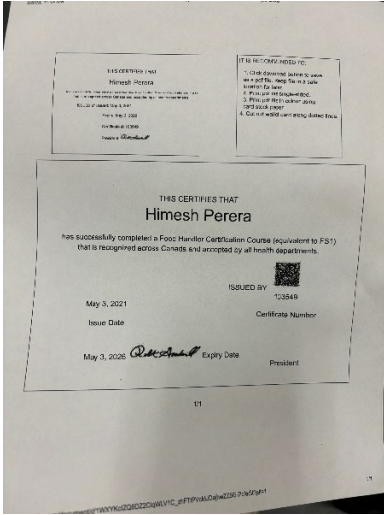
0	Dishwasher clean, nolime scale (INSIDE, OUT, and AROUND)	yes
1	All light elements are working	yes
2	All outlets are clean and intact	yes
3	Clean thermostats and switches	yes
4	Mop head is clean/new	yes
5	Ticket printer - clean, no build up	yes
6	Floor clean under the stainless-steel cabinets, around the legs	no -2
7	Walls are generally clean, especially around the grill, no residue of tape	yes
8	No old cooking instruction hanging	yes
9	Cameras and Emergency lights are clean	yes
10	Fire extinguisher is clean	yes
<b>Total for this category</b>		<b>2-</b>

**BOH cleanliness and maintenance****Answer****Comments:**

Dishwasher was generally clean.  
All light elements were working properly.  
Ticket printer was clean.  
Emergency lights were clean.  
Walls around the grill were clean.

The floor needed to be swept.

**Images:****Kitchen Line****Answer**

Kitchen Line	Answer
0 Is there a person present in the cafe with Food Handler Certificate AND certificate available AND not expired	yes
1 <b>Images:</b> 	
2 Basil is fresh and kept in cold water insert.	yes
3 Tuna - on the line: labeled with date	yes
4 Tuna - under the line/refrigerator: sealed container, dated	yes
5 Tuna - discarded after 3 days	yes
6 Tuna Salad on the line: labeled with date	yes
7 Tuna Salad - under the line/refrigerator: sealed container, dated	yes
8 Tuna Salad - kept only for the prep day	yes
9 Wilted, soggy, brown greens are removed (kale, spring mix, arugula, Alfalfa sprouts, Romain lettuce)	yes
10 Onions - diced and slices are fresh	yes
11 Diced tomatoes and cucumber are prepared fresh per order (except for lunch rush)	yes
12 Chickpea base has proper "Made On" sticker and covered	yes
13 Egg salad has proper "Made On" sticker and covered	yes
14 Hard boil eggs are kept with ice/cold water	yes
15 Avocado spread has a "Best Before" sticker and covered	yes
16 Following items on the line covered: smoked salmon, quinoa, freekeh, turkey bacon, chicken breast	yes
17 Halloumi cheese, havarti cheese and parmesan are covered	yes
18 All inserts and containers in the fridge are covered	yes
19 All dressings have a "best before" sticker	yes
20 No dressing is kept beyond the Best Before date	yes
21 All dressings are kept refrigerated	yes
22 Dressings are fully thawed	yes
23 All inserts have the correct measuring tools	yes
24 Measuring tools are not broken, measuring unit is visible	yes
25 All measuring tools are from stainless steel	yes
26 Each dip and sauces are being used with separated and correct scoops	yes
27 Dressings taste and look correctly	yes
28 All dressing ramekins have a name label	yes

Kitchen Line		Answer
29	Dressing ramekins are portioned correctly	yes
30	Ice beverages' powders have the correct measuring tool (70cc scoop)	yes
31	Home fries have Best Before sticker	yes
32	Home fries are not expired	yes
<b>Total for this category</b>		<b>0</b>

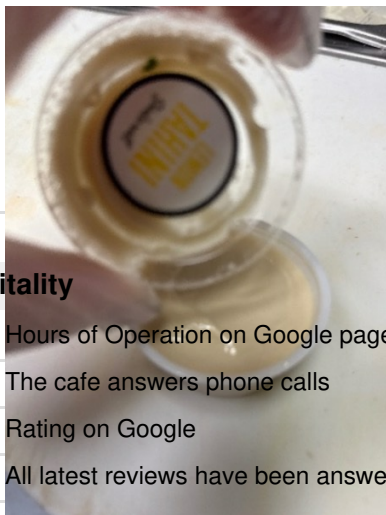
**Comments:**

Kitchen line was clean.  
 Inserts were clean.  
 Veggies herbs and greens were fresh.  
 All measuring tools were stainless steel.  
 Avocado spread and home fries were dated and timed properly.  
 Egg salad and tuna salad bases were dated properly.  
 Tuna flakes were dated and not expired.  
 Chickpea salad base was prepared fresh per order.  
 Dressings were dated and within their expiration date ranges.  
 Dressing ramekins were portioned and labeled properly.  
 Boiled eggs and basil were stored properly.

**Images:**



**Kitchen Line**



**Answer**

**Hospitality**

- 0 Hours of Operation on Google page are updated
- 1 The cafe answers phone calls
- 2 Rating on Google
- 3 All latest reviews have been answered

**Answer**

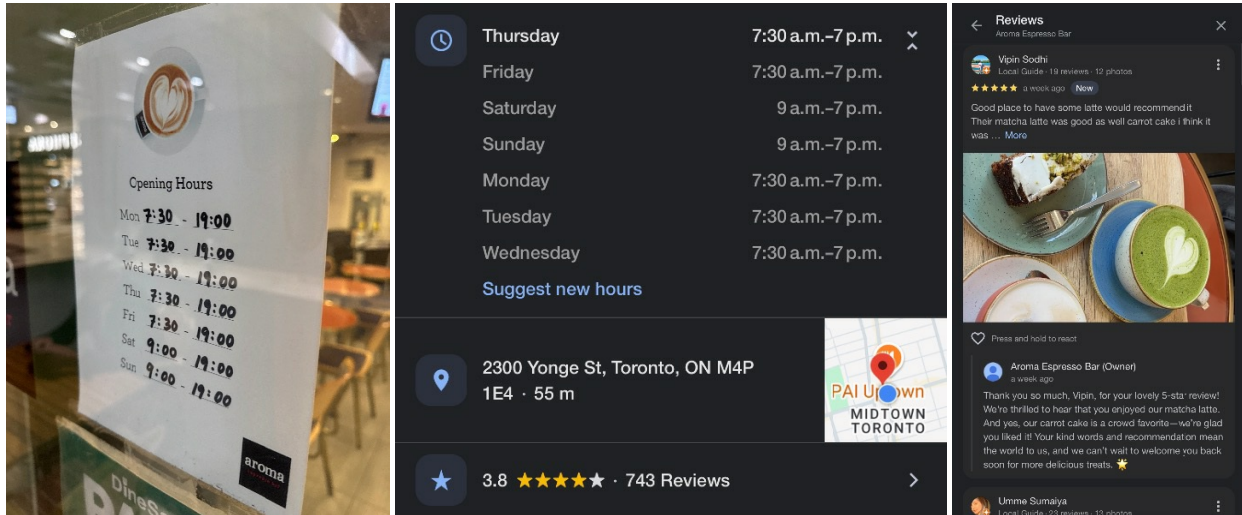
- yes
- yes
- 3.8
- yes

Hospitality		Answer
4	Rating on UberEats	4.6
<b>Total for this category</b>		<b>0</b>

**Comments:**

Recent reviews were answered.  
 Phone calls were being answered promptly.  
 Hours online and in store were up to date.

**Images:**



**Result**

**Final Result:93** (3.5 points in total was reduced for multi failure answers) מתוך 100

report.TOTAL\_PARAGRAPH