

Report 67236 date 02.07.2025 for Eglinton
 Final Result: 93
 Average branch score: 85.7

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.

Summer Campaign 2025

General Info	
Branch name	Eglinton
Reporter name	Nayeli Markeyan
Report date	02.07.25
Entry hour	13:09:28
Exit Hour	14:24:20
Manager	Jane
Franchise presence	no
Center reporter	Nayeli

Comments:

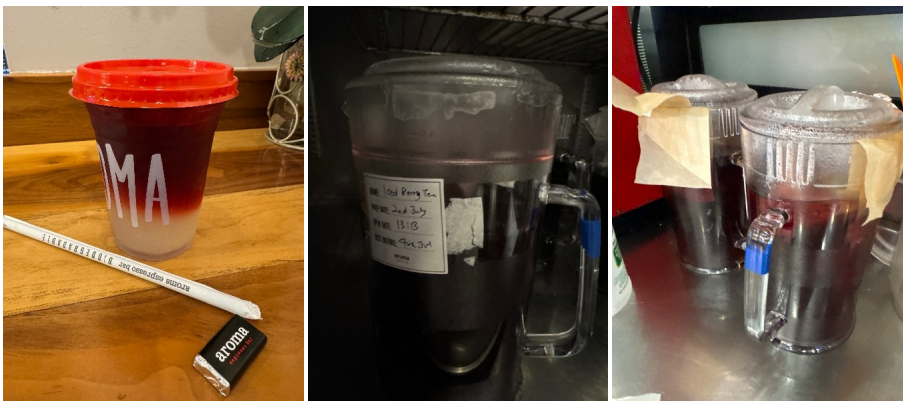
Images:

Berry Iced Tea	Answer
0 Is the Berry Iced Tea date labelled properly (with the APPROVED DATE LABEL, product name, date and time made)?	yes
1 Do employees know that the tea needs 20 scoops ("perfect teaspoons") of berry tea?	yes
2 Is the correct "perfect teaspoon" measuring spoon used for the loose-leaf tea preparation?	yes
3 Do employees know that the teaspoons need to be levelled?	yes
4 Do employees know the correct steeping time (30 mins to 1 hour)?	yes
5 Is the aroma approved clear plastic 2 litre pitcher being used?	yes
6 Is the pitcher clean?	yes
7 Is the Berry Iced Tea a deep, rich berry colour?	yes
8 For the Berry Tea Lemonade, is there a clear and separate colour difference between the lemonade and the tea when served?	yes
9 For Berry Tea Lemonade, is the correct ratio of Lemonade to Berry Tea being prepared?	yes
Total for this category	0

Comments:

The pitchers were clean.
 The colour of the tea was deep rich berry.
 Staff knew the correct measuring spoon that needs to be used while prepping the tea and the amount of scoops (20 perfect cup of tea).
 The pitchers were dated and timed properly.
 The correct amount of ice and lemonade were added to the drink.
 There was visible colour separation between the lemonade and the berry tea.

Images:



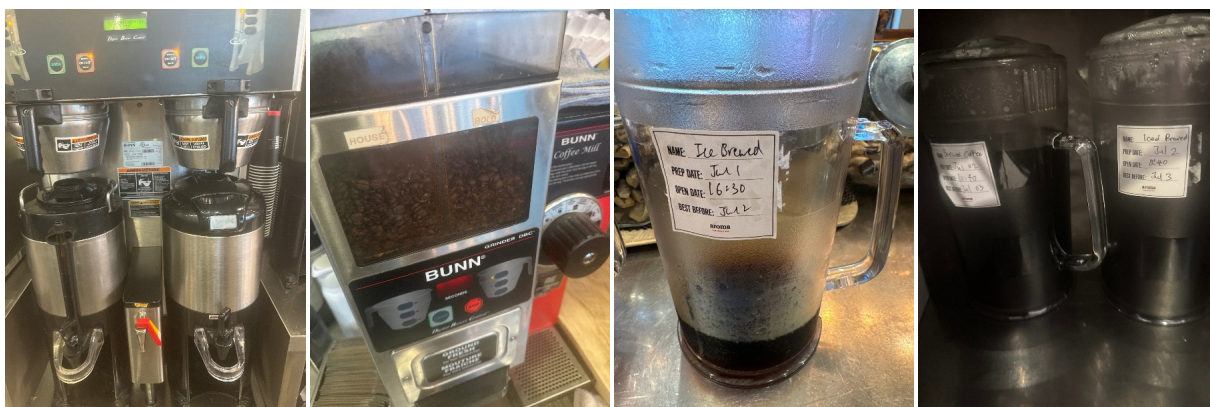
Ice Bold Brew	Answer
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Ice Bold Brew		Answer
0	Is the Iced Brew date labelled properly (with the APPROVED DATE LABEL, product name, date and time made)?	yes
1	Do employees know that the iced brew needs to be BOLD roast?	yes
2	Do employees know that they can keep the bold roast only for 24 hours?	yes
3	Is the aroma approved clear plastic 2 litre pitcher being used?	yes
4	Is the pitcher clean?	yes
5	Is bold roast brewed coffee available in the BUNN machine?	yes
6	Is bold roast brewed coffee available in the BUNN machine?	yes
7	Does the cafe have bold roast beans in stock?	yes
Total for this category		0

Comments:

Bold roast bean bags were present and stocked.
 The beans were available in the hopper.
 Bold brew was present in the bunn machine.
 Iced brew pitchers were dated and timed properly.
 Pitchers were clean and approved.

Images:



OMELETTES Ordering Process / Cashier Knowledge		Answer
0	Does the cashier know the correct names of the 2 new omelettes?	yes
1	Does the cashier know how long we will be offering these omelettes?	yes
2	Does the cashier know the ingredients of the Mediterranean Goat Cheese Omelette?	yes
3	Does the cashier know the ingredients of the Potato Havarti Dill omelette?	yes
4	Does the cashier know the number of eggs used per omelette?	yes
5	Is the cashier offering the correct side dish option for customers ordering the Omelettes? (choice 3 different side salads or home fries with tzatziki)?	yes
6	Were all dishes served within 10 minutes	yes
Total for this category		0

Comments:

The cashier knew the names of the 2 new omelettes and their ingredients.
 She knew that 2 eggs are used.
 All 4 side options were offered while ordering the omelettes.
 The dishes were served within 10 mins of ordering.

Images:

Kitchen Standards		Answer
0	Is whisking bowl free from dried egg residue?	yes
1	Are 2 eggs used to prepare the omelettes?	yes
2	Is the long egg spatula (6.5" solid turner) present and in good condition?	yes
3	Is the grill clean?	yes
4	Are the omelettes being made on the lower temperature side of the grill?	yes
5	Are the correct measuring spoons used for the veggies?	yes
6	Are the herbs fresh and green?	yes
7	Are the herbs stored properly with damp paper towel to retain moisture?	yes
8	Are batch baked home fries date labelled properly (date and time)?	yes
9	Is the egg whisking bowl either stainless steel or Pyrex glass measuring cup?	yes
10	Are the dressings within their expiration date range?	yes

Kitchen Standards		Answer
11	Are the correct measuring tools inside the home fries insert (at least ¼ cup)	yes
12	Are the correct Goat Cheese Crumbles being used and portioned properly with the purple scoop?	yes
13	Is the tzatziki scooped directly on the plate and in the correct portion (from black scoop)	yes
14	Are dressings labeled and portioned properly?	yes
15	Are the seeds golden brown?	yes
16	Are the tomatoes diced per order except during lunch rush?	yes
Total for this category		0

Comments:

The grill was clean.
The long egg spatula was present.
The herbs were stored properly.
All veggies had their relative measuring tools inside.
Dressings were dated and within their expiration date ranges.
There weren't any tomatoes diced in advance.
There weren't any raw dried eggs around the whisking bowl.
The correct whisking bowl was being used.
The approved goat cheese was in stock.
Home fries were dated and timed properly. The correct measuring cups were inside.

Hummus scoop was unapproved.

Images:



Mediterranean Goat Cheese Omelette

Answer

0	Is the omelette hot?	yes
1	Is the shape of the omelette oval/circular shape?	yes
2	Is the omelette mixed well without apparent and obvious yellow and white colour separation?	no -3
3	Is the omelette free of grill marks/debris?	yes
4	Is the omelette covered in approx. 1 tbsp of fresh parsley?	yes
5	Are the goat cheese evenly distributed in the omelette?	yes

Mediterranean Goat Cheese Omelette		Answer
6	Are the veggies inside the omelette heated through?	yes
7	Are all ingredients present inside the omelette: tomatoes, red onions, olives, goat cheese?	yes
8	When home fries are ordered as a side dish, are they hot and crispy?	yes
9	When home fries are ordered, are they free of grill marks/debris?	yes
10	Is tzatziki present on the side of the home fries?	yes
11	Is the tzatziki a well-formed scoop and not melted?	yes
12	Is dispatcher asking customers with home fries sides if they would like ketchup?	yes
13	Are the side salads prepared correctly and with all the correct ingredients?	yes
14	Is the plate clean and not chipped?	yes
15	Is the breadbasket in good condition?	yes
16	Are 2 slices of bread served?	yes
17	When asked for toasted, was it toasted properly?	yes
18	Are 2 butter pods present?	yes
Total for this category		5-

Comments:

The omelette was served hot.
 The goat cheese omelette had all the correct ingredients inside.
 Parsley was spread around properly.
 Goat cheese was crumbled and spread around one half of the omelette.
 Tomatoes, olives, and onions were present and grilled properly.
 2 bread slices were served toasted as requested with 2 butter pods properly.
 The caesar side salad had all the correct ingredients present.
 Croutons were crunchy and garlicky.
 Lettuce was fresh.
 Cheese and lemon wedge present.
 Caesar dressing was portioned and labeled properly.

Points deducted:
 The omelette had white spots on.

Images:



Potato Havarti Dill Omelette		Answer
0	Is the omelette hot?	yes

Potato Havarti Dill Omelette		Answer
1	Is the shape of the omelette oval/circular shape?	yes
2	Is the omelette mixed well without apparent and obvious yellow and white colour separation?	yes
3	Is the omelette free of grill marks/debris?	yes
4	Is the omelette covered in approx. 1 tbsp of fresh dill?	yes
5	Are the home fries evenly distributed in the omelette?	yes
6	Are the home fries inside the omelette heated through?	yes
7	Is the Havarti melted?	yes
8	Are the home fries free of grill marks/debris?	yes
9	When home fries are ordered, are they free of grill marks/debris?	yes
10	Is tzatziki present on the side of the home fries?	yes
11	Is the tzatziki a well-formed scoop and not melted?	no -3
12	Is dispatcher asking customers with home fries sides if they would like ketchup?	yes
13	Are the side salads prepared correctly and with all the correct ingredients?	yes
14	Is the plate clean and not chipped?	yes
15	Is the breadbasket in good condition?	yes
16	Are 2 slices of bread served?	yes
17	When asked for toasted, was it toasted properly?	yes
18	Are 2 butter pods present?	yes
Total for this category		3-

Comments:

The omelette did not have any white marks or grill debris on.
 All correct ingredients were present in the omelette.
 Potatoes were present and spread around one half of the omelette.
 Havarti cheese was melted.
 Dill was spread around properly.
 Home fries were grilled properly.
 Tzatziki was scooped directly on the plate.
 The correct measuring scoop was used to scoop the tzatziki.
 Ketchup packets were offered.

Points deducted:
 Tzatziki was melted on the plate.

Images:



Result

Final Result:93 (1.5 points in total was reduced for multi failure answers) מתוך 100