

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.

## Barista and Bar Inspection

General Info	
Branch name	Eglinton
Reporter name	Nayeli Markeyan
Report date	28.05.25
Entry hour	15:45:18
Exit Hour	16:10:02
Manager	
Franchise presence	yes
Center reporter	Nayeli

**Comments:**

**Images:**

Espresso Machine		Answer
0	Model of the right machine (and # of group heads)	Coffee Tech 2
1	Model of the left machine (and # of group heads)	Coffee Tech 3
2	A weekly use rotation is implemented between the machines	yes
3	Marked on the coffee machines what are their rotation days	yes
4	Machines body cleanliness (dust, debris, peeling paint, general)	yes
5	Cleaning under machine (including machines legs)	yes
6	Cleanliness top of machine cup warmer surface	yes
7	Portafilters and the baskets - clean and intact, not worn-out (disassemble and check)	yes
8	Group head gasket is intact (no leaks from group head, PF align correctly)	yes
9	Steam wands are clean of clotted milk	yes
10	Steam wands in good condition (coating not stripped)	yes
11	Steam wands are all with protective heat rubbers, good condition	yes
12	There is a dedicated and clean cloth to clean the steam wands and placed in sanitizer	yes
13	There is a dedicated and separate surface for the tamper and for tamping	yes
14	The Tamper clean and dry	yes
15	The knock-box is in good condition	yes
16	Clean, Undamaged cups and glasses	yes
17	Rubber mat on top of machine is available, intact, clean under	yes
18	"Blind" basket present	yes
19	Coffee-dedicated cleaning powder is in stock	yes
20	Espresso cleaning brush present and in good condition	yes
21	General cleaning brush present and in good condition	yes
22	Spouts cleaning brush is present and in good condition	yes
23	Measuring cup - present and in good condition	yes
<b>Total for this category</b>		<b>0</b>

**Comments:**

The machine was generally clean.  
 Thermometers surface that the machine was on was clean.  
 The cup warmer surface and mat were clean.  
 Tamper and pad were dry.  
 The knockbox was in good condition.  
 Gaskets were clean.  
 Portafilters and their baskets were undamaged.  
 Steam wand did not have any milk residue.  
 Steam wand rag and sanitizer were present.  
 All necessary cleaning tools were present and in good condition.

Images:



Latte		Answer
0	All types of milk for frothing are present (Whole, Skim, Soy, Almond, Oats, Lactose free)	yes
1	Approved pitchers are in use	yes
2	There are separated and clearly marked pitchers for all types of milk	yes
3	Thermometers are placed inside each and every pitcher	yes
4	All thermometers are calibrated	yes
5	General cleanliness of the pitchers	yes
6	No milk leftover kept after frothing	yes
<b>Total for this category</b>		<b>0</b>

Comments:

All approved milk types were present.  
 Pitchers were approved with markings.  
 Spouts and nozzles were clean.  
 Labels were in good condition.  
 Thermometers and their clips were clean.  
 Thermometers were calibrated and placed inside each pitcher.

**Images:**



Grinders		Answer
0	Model of the Espresso blend grinder	Doser
1	Model of the Cappuccino blend grinder	Doser
2	Model of the De-caf blend grinder	Doser
3	Cappuccino - Bean hopper clean and intact	yes
4	Cappuccino - Grinded coffee doser chamber clean and intact	yes
5	Cappuccino - Doser handle intact and working properly	yes
6	Cappuccino - Sticker is intact	yes
7	Cappuccino - General cleanliness	yes
8	Cappuccino - enough ground coffee in the dosing chamber (as indicated in the Barista Manual)	yes
9	Cappuccino - 8g weight for a single dose	yes
10	Cappuccino - Extraction time (23-27)	yes
11	Espresso - Bean hopper clean and intact	yes
12	Espresso - Grinded coffee doser chamber clean and intact	yes
13	Espresso - Doser handle intact and working properly	yes
14	Espresso - Sticker is intact	yes
15	Espresso - General cleanliness	yes
16	Espresso - enough ground coffee in the dosing chamber (as indicated in the Barista Manual)	yes
17	Espresso - 8g weight for a single dose	yes
18	Espresso - Extraction time (23-27)	yes
19	Decaf - Bean hopper clean and intact	yes
20	Decaf - General cleanliness	yes
21	Decaf - 7g weight for a single dose	yes
22	Decaf - Extraction time (23-27)	yes
23	Grinder cleaning brush present and in good condition	yes
24	4 Bean storage boxes are present and clearly marked (Farsh coffee, Cappuccino, Espresso, Decaf)	yes
25	Was the screw on the Doser removed?	yes
<b>Total for this category</b>		<b>0</b>

Grinders	Answer
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**Comments:**

Grinder area was generally clean.  
 All 4 bean storage boxes were present.  
 The grinder brush was in good condition.

**Cappuccino:**

23s, 7.9g  
 The grinder was generally clean.  
 The bean hopper was full.  
 Sticker was intact.  
 The doser had the correct amount of at least 2 finger lengths of grinds inside.  
 The doser handle was working properly.

**Espresso:**

26s, 8.1g  
 The grinder was generally clean.  
 The bean hopper was full.  
 Sticker was intact.  
 The doser had the correct amount of at least 2 finger lengths of grinds inside.  
 The doser handle was working properly.

**Decaf:**

24s, 7.1g  
 The grinder was generally clean.  
 The bean hopper was full.  
 Sticker was intact.  
 The doser was clean.

**Images:**



The Professional Barista	Answer
0 Name of the barista	<b>Karina</b>
1 Period of time working at the bar	<b>2 years</b>
2 Attended the Aroma Basic Barista Course	<b>yes</b>
3 Attended the Aroma Practical Barista Course	<b>yes</b>
4 Correctly using the doser handle	<b>yes</b>
5 Correct tamping (On the dedicated rubber surface, correct pressure, leveled result)	<b>yes</b>
6 Not knocking the tamper against the portafilter	<b>yes</b>
7 Cleans the rim of the basket and the ears of the portafilter	<b>yes</b>
8 Rinsing water before inserting the portafilter	<b>yes</b>
9 Immediate extraction after placing the portafilter in group head	<b>yes</b>
10 Understands why and how to adjust the grind level (ask questions about coarse/fine)	<b>yes</b>

The Professional Barista		Answer
11	Can explain the crema in a espresso (Good-Rich, reddish brown. Bad-Dark, patchy, light, pale)	yes
12	Can explain what is the Golden triangle (8g, 30-35ml, 23-27sec)	yes
13	Can explain the difference of our Blends (Fruity-Milk based, Chocolatey, mentioned at least 2 countries)	yes
14	Using fresh milk, not previously frothed	yes
15	Fills the proper amount of milk correspondant to the size of drinks	yes
16	Rinsing the pitcher after every pour	yes
17	Frothing technique (position of the steam wand)	yes
18	Frothing Technique - Barista uses thermometer, and - correctly (60-65c)	yes
19	Barista know the temp for steaming milk (80-85c)	yes
20	Purging steam before and after frothing	yes
21	Cleans well the steam wand after finished frothing	yes
22	Latte pour (raises up the crema)	yes
23	Latte art in a Latte (heart or tulip)	yes
24	Cappuccino pour (raises up the crema)	no -5
25	Latte art in a Cappuccino (heart or tulip)	yes
26	Barista can explain and prepare Latte and Cappuccino with the right amount of foam (Latte up to 0.5cm and Cappuccino 1.5-2cm). Use the spoon test.	yes
27	Barista can explain how to differentiate between 'good' and 'unprofessional' latte	yes
28	Hot Americano prepared correctly	yes
29	Aroma (No Foam)/Mocha (Foam as in a cappuccino) prepared correctly	yes
30	Cortado prepared correctly (Thin foam layer and served at temp. of 58c)	yes
<b>Total for this category</b>		<b>5-</b>

**Comments:**

Adjusting the grind size:

The barista knew how to adjust the grinds towards coarse when shots ran longer than 27s.

Golden triangle:

The barista knew the golden triangle correctly.

Volume: D: 60ml

Grinds: D: 16g

Extraction time: 23s-27s

Good/bad crema:

Knew that a good crema is reddish brown in color, uniform, and not bubbly.

Difference between the blends:

Knew that cappuccino is fruity and acidic thats why it is used for milk based drinks since it balances out the flavors and sweetness of the milk. Knew that espresso is bitter and had chocolate notes and that's why it is used for water and iced based drinks. Knew that the beans come from Brazil and Colombia. And knew that the beans are 85% Arabica and 15% Robusta.

Professional and bad latte:

The barista knew that a professional latte has microfoam, follows the golden triangle, has latte art, perfect temp (60C), and good espresso crema.

Bad latte or unprofessional latte: too much or too little foam (over or under 1.5-2 cm), does not follow the golden triangle, espresso crema is too thin or thick, less hot or extra hot milk temperature (over or under 60C).

Latte:

The latte was prepared with the correct amount of foam.

Latte art was present with the correct orientation.

Cappuccino:

The cappuccino was prepared with latte art with correct orientation.

The foam amount was good.

The pour needed practice.

Cortado:

Cortado was served at the correct temperature.

There was latte art.

The foam amount was good.

Images:



**Result**

**Final Result:95** (2.5 points in total was reduced for multi failure answers) מתוך 100

report.TOTAL\_PARAGRAPH