

## QARGO COFFEE – STORE COMPLIANCE REPORT

**Location:** Tampa, FL

**Store Visit Dates:** May 21 and May 29, 2025

**Report Issued:** July 1, 2025

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### Overview

This report details the findings from operational inspections conducted at the Tampa Qargo Coffee location on **May 21st** and **May 29th, 2025**. The store was found to be in **critical non-compliance** with Qargo Coffee's brand, cleanliness, operational, and food safety standards. Numerous issues require **urgent and documented remediation**.

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### Key Findings

#### 1. Grab-and-Go & Cold Display

- **Non-approved bottled beverages** (e.g., Yoga Nectar) were available.
- No **expiration labeling** on cold items; sandwiches were stale and improperly assembled.  
*(See attached Images labeled as KF 1)*

#### 2. Sandwich Preparation

- Sandwiches did **not follow Qargo's recipe or portioning standards**.  
*(See attached Images labeled as KF 2)*

#### 3. Bakery Display

- No expiration dates found on croissants or baked goods.  
*(See attached Images labeled as KF 3)*

#### 4. Tea, Syrups, & Powdered Mixes

- Use of a **non-approved tea brand** and **Torani syrups**, (some expired over 6 months).
- Monin syrups (some expired over 6 months).

- **Non-compliant matcha, Boba and taro ingredients** in use.  
(See attached Images labeled as KF 4)

#### 5. Dairy & Non-Dairy Milks

- Both dairy and alternative milks were **not approved Qargo brands**.  
(See attached Images labeled as KF 5)

#### 6. Boba Station & Equipment

- **Cluttered and unsanitary** boba display.
- A **rice cooker** was used instead of an approved **boba cooker**.  
(See attached Images labeled as KF 6)

#### 7. Cold Brew Machine

- Contained **visible mold and grime**, indicating lack of cleaning.  
(See attached Images labeled as KF 7)

#### 8. Matcha Tools

- Whisk was **wet, dirty, and in poor condition**.  
(See attached Images labeled as KF 8)

#### 9. Coffee Machines

- No evidence of **daily or scheduled cleaning routines**.  
(See attached Images labeled as KF 9)

#### 10. Ice Machine

- Covered in **grime and dirt**; not maintained to sanitary standards.  
(See attached Images labeled as KF 10)

#### 11. Fridges & Freezers

- Units were **unclean and disorganized** with no FIFO (First-In, First-Out) system.
- **Expired products** were found in storage  
(See attached Images labeled as KF 11).

## 12. Speed Oven & Bakery Oven

- **No deep or daily cleaning** performed on either unit.
- Accumulated buildup is **damaging internal components** and **shortening equipment lifespan**.
- This also presents **significant food safety risks**.  
(See attached Images labeled as KF 12)

## 13. Employee Uniforms

- Staff uniforms were **incomplete, shared, and not laundered** properly, violating hygiene and brand policy.  
(See attached Images labeled as KF 13)

## 14. Non-Branded Supplies

- **Unbranded cups and napkins** were found on-site, conflicting with Qargo's brand presentation standards.  
(See attached Images labeled as KF 14)

## 15. Unauthorized Recipe Materials

- A **non-Qargo recipe manual written in Chinese** was found. This is a **major brand and operational violation**.  
(See attached Images labeled as KF 15)

## 16. Camera System

- **Webcams are in use**, which are not allowed.
- The store must install the **Solink camera system** per franchise standards.  
(See attached Images labeled as KF 16)

## 17. TV Screens & Cabling

- TVs were **misaligned and had exposed wiring**.  
(See attached Images labeled as KF 17)
  - Issue was **resolved during the September follow-up**.  
(See attached Images labeled as KF 17b)

## 18. Lighting

- Several **light bulbs were out**, impacting visibility and presentation.  
(See attached Images labeled as KF 18)

## 19. Cleanliness & Hygiene

- Pick up area, counter, and service stations were **visibly dirty**.
- **Improper microfiber rag usage** observed — no separation of surfaces, contributing to cross-contamination.
- **Overall store cleanliness was significantly below acceptable levels.**  
(See attached Images labeled as KF 19)

## 20. Trash Placement

- A **trashcan was located adjacent to the coffee grinder**, violating food handling protocols.  
(See attached Images labeled as KF 20)

## 21. Rusted Equipment & Tools

- Prep surfaces, containers, and utensils showed **visible rust**, making them unsafe for food contact.  
(See attached Images labeled as KF 21)

## 22. Use of Bathroom as Storage

- **Food and beverage items were found stored inside the restroom**, which is a **critical health code violation**.  
(See attached Images labeled as KF 22)

## 23. Personnel & Scheduling

- Store staff did **not have access to Homebase scheduling**, resulting in:
  - **Low staffing**
  - Poor shift coverage
  - Service delays and operational inefficiency

(See attached Images labeled as KF 23)

## Images:

[https://drive.google.com/drive/folders/1Mc1uuCIKXDRI4KuPtyUbsO3Xoed5SVR6?usp=drive\\_link](https://drive.google.com/drive/folders/1Mc1uuCIKXDRI4KuPtyUbsO3Xoed5SVR6?usp=drive_link)

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## Required Immediate Actions

1. **Remove all non-compliant products**, including unauthorized drinks, milks, syrups, powders, and cups.
2. Enforce **expiration labeling** and implement proper **FIFO rotation** in all storage areas.
3. Perform a **deep cleaning and sanitation** of:
  - Coffee and espresso machines
  - Cold brew unit
  - Ice machine
  - Speed oven and bakery oven
  - Matcha & boba equipment
  - Fridges, freezers, counters, and customer areas
4. Replace **rice cooker with an approved boba cooker**.
5. Enforce **uniform policy**:
  - No uniform sharing
  - All uniforms must be complete, clean, and brand compliant
6. Use only **Qargo-branded disposables** (cups, napkins, sleeves, etc.).
7. Repair all **non-functioning light fixtures**.
8. Remove **trashcans from food zones** and redesign workspace layout if needed.
9. Replace or refurbish all **rusty equipment and tools**.

10. Immediately **remove food/beverage items from the restroom** and reinforce policy with staff.
  11. Remove all **webcams and install the Solink camera system**.
  12. Eliminate use of **non-Qargo recipe manuals** and retrain on corporate recipes.
  13. Train staff on **microfiber protocol** and reinforce zone-based cleaning practices.
  14. Restore full **Homebase access** for schedule creation and employee coverage.
  15. Launch a **documented daily cleaning log**, signed by shift leads.
  16. Conduct **weekly internal compliance reviews** to ensure sustained improvement.
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## **Conclusion**

The Tampa location is in **critical violation** of Qargo Coffee's operating and brand standards. All issues outlined above must be addressed immediately. A follow-up inspection will confirm compliance. Failure to resolve these violations may result in corrective action or penalties as outlined in the Franchise Agreement.

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### **Prepared by:**

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