



Qargo Coffee Performance Report - Corporate

26 May 2025 / Tampa / Shirley Flores

Complete

Score	6 / 92 (6.52%)	Flagged items	36	Actions	0
Conducted on	26 May 2025 17:18 UTC				
Prepared by	Shirley Flores				
Location	Tampa				
Store's Responsible	Issam O				

Flagged items

36 flagged

1. Food Safety And Hygiene

1.1 Are food preparation areas clean and well-maintained?

No



Photo 1



Photo 2



Photo 3

1. Food Safety And Hygiene

1.2 Are employees wearing appropriate uniforms?

No

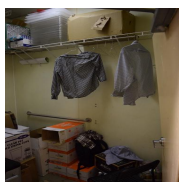


Photo 4

1. Food Safety And Hygiene

1.3 Are proper hand washing facilities available and being used correctly?

No

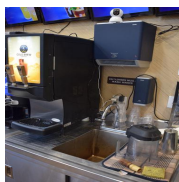


Photo 5

1. Food Safety And Hygiene

1.4 Are food items properly labeled with dates and expiration dates?

No

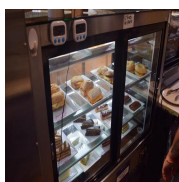


Photo 6

1. Food Safety And Hygiene

1.5 Are food storage areas organized and free from signs of pests or contamination?

No



Photo 7



Photo 8

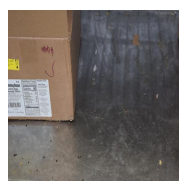


Photo 9

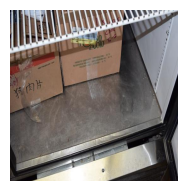


Photo 10

2. Equipment and Maintenance

2.1 Is the coffee machine and espresso equipment in good working condition?

No

Overall Cleanliness non complaint



Photo 11



Photo 12



Photo 13



Photo 14



Photo 15



Photo 16

2. Equipment and Maintenance

2.2 Are the grinders clean and properly maintained?

No

2. Equipment and Maintenance

2.4 Are the dishwashing facilities clean and functioning effectively?

No

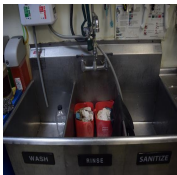


Photo 17

2. Equipment and Maintenance

2.5 Are any other kitchen equipment and utensils clean and in good working condition?

No



Photo 18



Photo 19



Photo 20



Photo 21

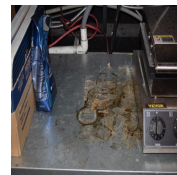


Photo 22

3. Sanitation and Cleanliness

3.1 Are countertops, tables, and seating areas clean and sanitized?

No

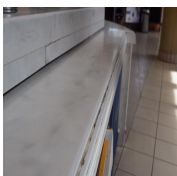


Photo 23

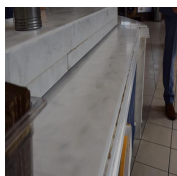


Photo 24

3. Sanitation and Cleanliness

3.2 Are floors, walls, and ceilings clean and free from dirt and debris?

No

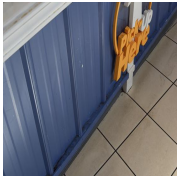


Photo 25

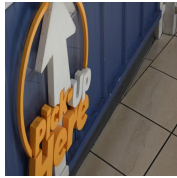


Photo 26



Photo 27

3. Sanitation and Cleanliness

3.3 Are restrooms clean, well-stocked, and in good condition?

No



Photo 28



Photo 29



Photo 30

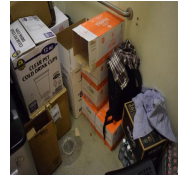


Photo 31

3. Sanitation and Cleanliness

3.4 Are garbage bins properly maintained and emptied regularly?

No

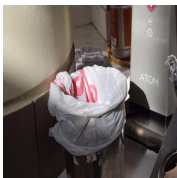


Photo 32

3. Sanitation and Cleanliness

3.5 Are cleaning supplies stored properly and used appropriately?

No

4. Food Handling and Storage

4.1 Are raw and cooked food items stored separately to prevent cross-contamination?

No



Photo 33



Photo 34



Photo 35

4. Food Handling and Storage

4.3 Are food containers sealed and labeled properly?

No



Photo 36

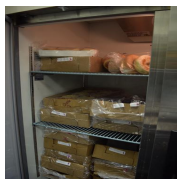


Photo 37



Photo 38

4. Food Handling and Storage

4.4 Are food items rotated to ensure older products are used first?

No

4. Food Handling and Storage

4.5 Are allergen handling procedures followed, and are allergen warnings clearly displayed?

No

5. Customer Service

5.4 Are customer areas clean and comfortable?

No

5. Customer Service

5.5 Are there any specific customer complaints or issues to address?

Yes

Multiple reviews have highlighted delays in order fulfillment and discrepancies between the items received and the descriptions on the menu.

6. Safety and Security

6.1 Are fire extinguishers and other safety equipment readily available?

No

6. Safety and Security

6.2 Are there any potential safety hazards present, such as loose wires or slippery floors?

Yes

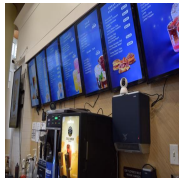


Photo 39

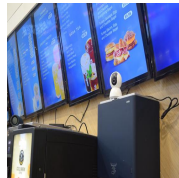


Photo 40

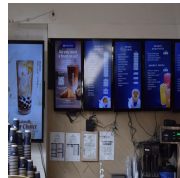


Photo 41

6. Safety and Security

6.3 Is the shop well-lit and properly ventilated?

No

Although the area is generally well-lit, some of the overhead lights are malfunctioning.

6. Safety and Security

6.4 Are security measures in place, such as surveillance cameras or alarm systems?

No

Access to the surveillance system is unavailable, and there are unauthorized cameras placed in inappropriate or unapproved areas.

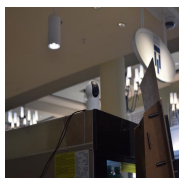


Photo 42

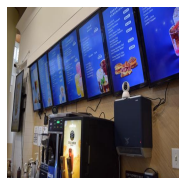


Photo 43

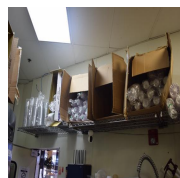


Photo 44

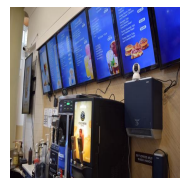


Photo 45

6. Safety and Security

6.5 Are emergency exit routes clearly marked and unobstructed?

No

7. Inventory

7.1 Does the store have sufficient inventory on all levels?

No



Photo 46

7. Inventory

7.2 Is the store following inventory and ordering procedures?

No

7. Inventory

7.3 Is the inventory stored and staged (to the consumer) properly?

No

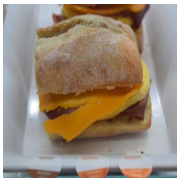


Photo 47

7. Inventory

7.4 Are any unapproved products being offered/sold in the store?

Yes

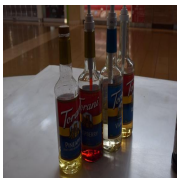


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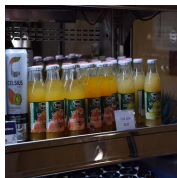


Photo 49



Photo 50

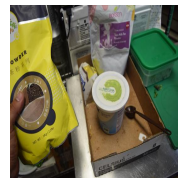


Photo 51

8. Showcase/Display

8.1 Are products labeled accordingly?

No

8. Showcase/Display

8.2 Do products look healthy and not expired?

No

8. Showcase/Display

8.3 Are there any out of stock labels?

Yes

8. Showcase/Display

8.4 Are stocked items plentiful?

No

9. Compliance

9.1 Are company policies printed and visible to all employees?

No

10. Critical

10.1 Are there any critical issues that need immediate attention?

Yes

Remove all non-compliant products, including unauthorized drinks, milks, syrups, powders, and cups.

Enforce expiration labeling and implement proper FIFO rotation in all storage areas.

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

Replace rice cooker with an approved boba cooker.

Enforce uniform policy:

No uniform sharing

All uniforms must be complete, clean, and brand compliant

Use only Qargo-branded disposables (cups, napkins, sleeves, etc.).

Repair all non-functioning light fixtures.

Remove trashcans from food zones and redesign workspace layout if needed.

Replace or refurbish all rusted equipment and tools.

Immediately remove food/beverage items from the restroom and reinforce policy with staff.

Remove all webcams and install the Solink camera system.

Eliminate use of non-Qargo recipe manuals and retrain on corporate recipes.

Train staff on microfiber protocol and reinforce zone-based cleaning practices.

Restore full Homebase access for schedule creation and employee coverage.

Launch a documented daily cleaning log, signed by shift leads.

Conduct weekly internal compliance reviews to ensure sustained improvement.

10. Critical

10.2 Are there any areas of improvement identified during the audit?

Yes

Please refer to the preceding section for a list of urgent actions.

1. Food Safety And Hygiene

5 flagged, 0 / 7 (0%)

1.1 Are food preparation areas clean and well-maintained?

No



Photo 1



Photo 2



Photo 3

1.2 Are employees wearing appropriate uniforms?

No



Photo 4

1.3 Are proper hand washing facilities available and being used correctly?

No

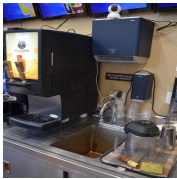


Photo 5

1.4 Are food items properly labeled with dates and expiration dates?

No

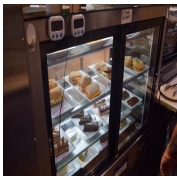


Photo 6

1.5 Are food storage areas organized and free from signs of pests or contamination?

No



Photo 7

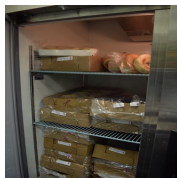


Photo 8

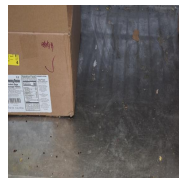


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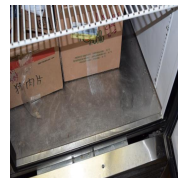


Photo 10

2. Equipment and Maintenance

4 flagged, 1 / 5 (20%)

2.1 Is the coffee machine and espresso equipment in good working condition?

No

Overall Cleanliness non complaint



Photo 11



Photo 12



Photo 13



Photo 14



Photo 15



Photo 16

2.2 Are the grinders clean and properly maintained?

No

2.3 Is the refrigerator/freezer at the appropriate temperature?

Yes

2.4 Are the dishwashing facilities clean and functioning effectively?

No

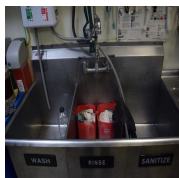


Photo 17

2.5 Are any other kitchen equipment and utensils clean and in good working condition?

No

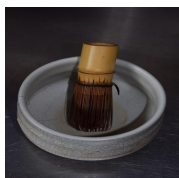


Photo 18



Photo 19

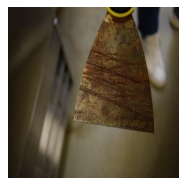


Photo 20



Photo 21

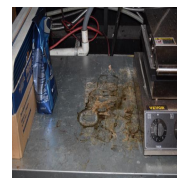


Photo 22

3. Sanitation and Cleanliness

5 flagged, 0 / 5 (0%)

3.1 Are countertops, tables, and seating areas clean and sanitized?

No



Photo 23



Photo 24

3.2 Are floors, walls, and ceilings clean and free from dirt and debris?

No

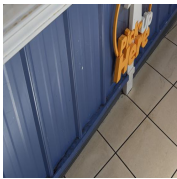


Photo 25

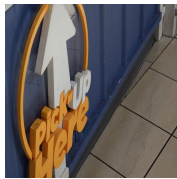


Photo 26

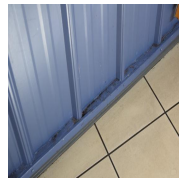


Photo 27

3.3 Are restrooms clean, well-stocked, and in good condition?

No

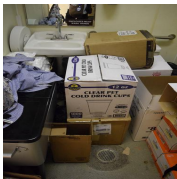


Photo 28

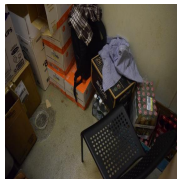


Photo 29

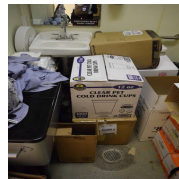


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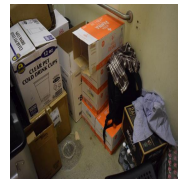


Photo 31

3.4 Are garbage bins properly maintained and emptied regularly?

No

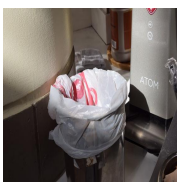


Photo 32

3.5 Are cleaning supplies stored properly and used appropriately?

No

4. Food Handling and Storage

4 flagged, 1 / 5 (20%)

4.1 Are raw and cooked food items stored separately to prevent cross-contamination?

No



Photo 33



Photo 34



Photo 35

4.2 Are food items stored at the correct temperatures?

Yes

4.3 Are food containers sealed and labeled properly?

No



Photo 36



Photo 37



Photo 38

4.4 Are food items rotated to ensure older products are used first?

No

4.5 Are allergen handling procedures followed, and are allergen warnings clearly displayed?

No

5. Customer Service	2 flagged, 3 / 5 (60%)
5.1 Are employees polite, knowledgeable, and providing efficient service?	Yes
5.2 Are customers' special requests and dietary restrictions accommodated?	Yes
5.3 Are menus and pricing clearly displayed?	Yes
5.4 Are customer areas clean and comfortable?	No
5.5 Are there any specific customer complaints or issues to address?	Yes
Multiple reviews have highlighted delays in order fulfillment and discrepancies between the items received and the descriptions on the menu.	

6. Safety and Security

5 flagged, 0 / 5 (0%)

6.1 Are fire extinguishers and other safety equipment readily available?

No

6.2 Are there any potential safety hazards present, such as loose wires or slippery floors?

Yes



Photo 39

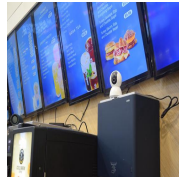


Photo 40



Photo 41

6.3 Is the shop well-lit and properly ventilated?

No

Although the area is generally well-lit, some of the overhead lights are malfunctioning.

6.4 Are security measures in place, such as surveillance cameras or alarm systems?

No

Access to the surveillance system is unavailable, and there are unauthorized cameras placed in inappropriate or unapproved areas.

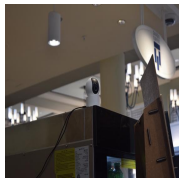


Photo 42



Photo 43



Photo 44

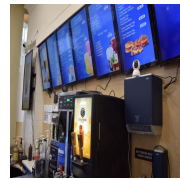


Photo 45

6.5 Are emergency exit routes clearly marked and unobstructed?

No

7. Inventory

4 flagged, 0 / 4 (0%)

7.1 Does the store have sufficient inventory on all levels?

No



Photo 46

7.2 Is the store following inventory and ordering procedures?

No

7.3 Is the inventory stored and staged (to the consumer) properly?

No



Photo 47

7.4 Are any unapproved products being offered/sold in the store?

Yes

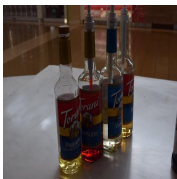


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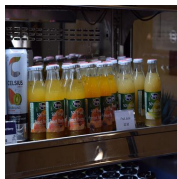


Photo 49



Photo 50

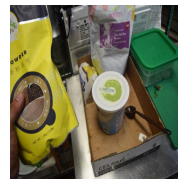


Photo 51

8. Showcase/Display	4 flagged, 0 / 39 (0%)
8.1 Are products labeled accordingly?	No
8.2 Do products look healthy and not expired?	No
8.3 Are there any out of stock labels?	Yes
8.4 Are stocked items plentiful?	No

9 . Compliance	1 flagged, 1 / 2 (50%)
9.1 Are company policies printed and visible to all employees?	No
9.2 Are all required licenses and permits up to date?	Yes

10. Critical

2 flagged, 0 / 15 (0%)

10.1 Are there any critical issues that need immediate attention?

Yes

Remove all non-compliant products, including unauthorized drinks, milks, syrups, powders, and cups.

Enforce expiration labeling and implement proper FIFO rotation in all storage areas.

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

Replace rice cooker with an approved boba cooker.

Enforce uniform policy:

No uniform sharing

All uniforms must be complete, clean, and brand compliant

Use only Qargo-branded disposables (cups, napkins, sleeves, etc.).

Repair all non-functioning light fixtures.

Remove trashcans from food zones and redesign workspace layout if needed.

Replace or refurbish all rusted equipment and tools.

Immediately remove food/beverage items from the restroom and reinforce policy with staff.

Remove all webcams and install the Solink camera system.

Eliminate use of non-Qargo recipe manuals and retrain on corporate recipes.

Train staff on microfiber protocol and reinforce zone-based cleaning practices.

Restore full Homebase access for schedule creation and employee coverage.

Launch a documented daily cleaning log, signed by shift leads.

Conduct weekly internal compliance reviews to ensure sustained improvement.

10.2 Are there any areas of improvement identified during the audit?

Yes

Please refer to the preceding section for a list of urgent actions.

Follow Up Visit

Follow Up Visit

31 Jul 2025 05:00 UTC

Media summary



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5



Photo 6



Photo 7



Photo 8



Photo 9



Photo 10



Photo 11

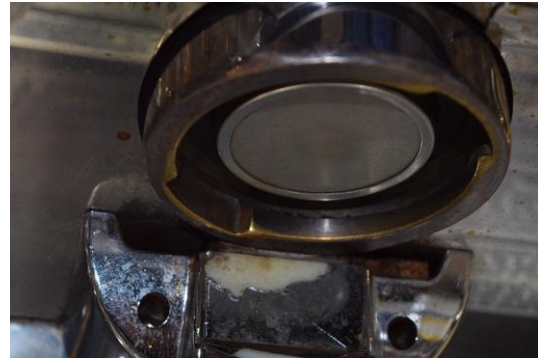


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Photo 22



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Photo 24

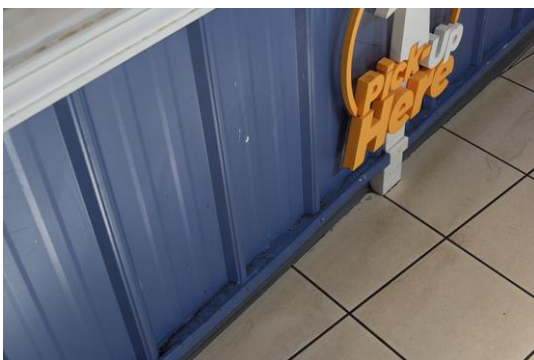


Photo 25

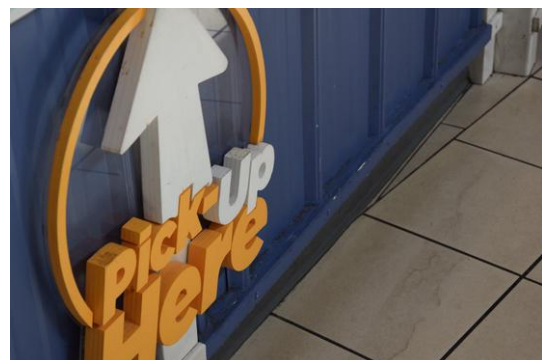


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Photo 50



Photo 51