



December 14, 2022

Qargo Coffee Tampa
2223 N Westshore Blvd Space # FC209
Tampa, FL 33607

Store Visit: December 1 - 3, 2022

We had a great visit at our store in Tampa; It felt great to be back in Tampa (Feels like home). Our franchisees always make us feel like we own the store, treating us with much love and respect.

Here are our highlighted points of what we have seen to improve our sales there. The store looks great, but we need to have the following asap.

- Raspberry Pi, so we have an updated menu; especially when we run out of products, we have to modify our menu. *The corrective action is installing Raspberry Pi immediately to allow instant updates to our digital menu screens per Franchise Agreement. The corrective action is due **by December 23rd.***
- The large TV was off because Lotus products were out of stock. *The corrective action is to keep all screens on even if we're 86 on any items—the visual aesthetic of a dark screen adjacent to the other screens is not appealing. The corrective action is to implement this asap and effective immediately.*
- Limited Bindi products at the store with one type of croissant. A consistent system for store inventory management and reporting is needed. *The corrective action is to immediately create a spreadsheet of all inventoried items, manually take recurring inventory weekly on Monday morning of said items, and submit the spreadsheet to Qargo HQ by 12:00 pm for ordering, effective the week **of December 19th.***
- The main freezer display containing frozen items was off, which does not look appealing. *The corrective action is to either keep the display stocked or find a practical use for that area ASAP, effective immediately.*
- The oven appears as if it has not been cleaned since opening. This is a fire hazard due to carbon and organic buildup and a quality issue resulting from carbon and organic matter buildup changing the flavor of our baked goods. *The corrective action is to add oven cleaning to the closing checklist to ensure both safety and the quality of our daily baked goods. Additionally, all team members will need retraining on new*



procedures. The corrective action is to implement this asap and effective immediately.

- No price tags. We need this to be printed and displayed. *The corrective action is to implement this asap and effective immediately.*
- The artwork needs to be completed. *The corrective action is to either follow up with whoever has been commissioned to complete the project or source another company for completion and is due **by December 19th.***
- The "Order Here" sign needs to be displayed. The adhesive component of the sign is not suitable for hanging. *The corrective action is to find a new adhesive source, whether adhesive strips/tape or glue and hang immediately. The corrective action is due **by December 16th.***
- The store needs a manager or assistant manager to manage the schedule and staff on-site, inventory and ordering. We posted an ad on Indeed on December 6th and have two candidates. *The corrective action is to sponsor the job posting **on December 16th** if there aren't more candidates for the selection process.*
- The hand sink in the back still needs to be in operational. *The corrective action is to source a new plumber to finish the job if the current contractor cannot complete the job before the end of day **on December 19th.***
- The ice machine is leaking water, a slip-and-fall safety hazard and an issue that can lead to mechanical failure if not addressed. *The corrective action is to schedule a technician for repair immediately and completion **by December 19th.***
- Pastry boxes need to be ordered, and not use white paper pastry sleeves. While this is acceptable for items like cookies or bagels, the presentation of most of our desserts is as essential as the quality and taste of the desserts themselves. *The corrective action is to include all paper-to-go items in your recurring weekly inventory and order accordingly, effective immediately.*
- The grand opening must occur before Tigar coffee opens its store downstairs. *The corrective action is communicating with Qargo HQ to determine the most effective grand opening date and plan accordingly.*
- Lightspeed online ordering and delivery apps have to be activated asap. *The corrective action is to immediately sign and submit the Lightspeed addendum for online ordering due **by December 16th.***
- The Uniforms have to be clean at all times. *The corrective action is to retrain all team members on uniform standards, conduct a pre-shift meeting for all team members every shift, and include a uniform inspection, effective immediately.*



We are proud of our Tampa store, its team, and its franchisee. These are small changes that will amount to considerable operational success over time.

Sincerely,

Derek Price-Fay
Franchise Operations Manager

