

# Food Establishment Inspection Report

Score: 87

Establishment Name: MAMAZOE MICHAEL'S

Establishment ID: 3034011832

Location Address: 2859 REYNOLDA ROAD

Inspection  Re-Inspection

City: WINSTON SALEM

State: NC

Date: 04 / 17 / 2019 Status Code: A

Zip: 27106

County: 34 Forsyth

Time In: 09 : 30  am  pm

Time Out: 02 : 40  am  pm

Permittee: ZOE'S KITCHEN, INC

Total Time: 5 hrs 10 minutes

Telephone: (336) 722-4946

Category #: IV

Wastewater System:  Municipal/Community  On-Site System

FDA Establishment Type: Full-Service Restaurant

Water Supply:  Municipal/Community  On-Site Supply

No. of Risk Factor/Intervention Violations: 6

No. of Repeat Risk Factor/Intervention Violations: 4

Foodborne Illness Risk Factors and Public Health Interventions								
Risk factors: Contributing factors that increase the chance of developing foodborne illness.								
Public Health Interventions: Control measures to prevent foodborne illness or injury.								
IN	OUT	N/A	N/O	Compliance Status	OUT	CDI	R	VR
<b>Supervision .2652</b>								
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PIC Present; Demonstration-Certification by accredited program and perform duties	2	0		
<b>Employee Health .2652</b>								
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Management, employees knowledge; responsibilities & reporting	3	13	0	
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper use of reporting, restriction & exclusion	3	13	0	
<b>Good Hygienic Practices .2652, .2653</b>								
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper eating, tasting, drinking, or tobacco use	2	1	0	
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No discharge from eyes, nose or mouth	1	03	0	
<b>Preventing Contamination by Hands .2652, .2653, .2655, .2656</b>								
6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hands clean & properly washed	4	0	0	0
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No bare hand contact with RTE foods or pre-approved alternate procedure properly followed	3	13	0	
8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Handwashing sinks supplied & accessible	2	0	0	0
<b>Approved Source .2653, .2655</b>								
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food obtained from approved source	2	1	0	
10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food received at proper temperature	2	1	0	
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food in good condition, safe & unadulterated	2	1	0	
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Required records available: shellstock tags, parasite destruction	2	1	0	
<b>Protection from Contamination .2653, .2654</b>								
13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food separated & protected	0	13	0	0
14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food-contact surfaces: cleaned & sanitized	3	13	0	0
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper disposition of returned, previously served, reconditioned, & unsafe food	2	1	0	
<b>Potentially Hazardous Food Time/Temperature .2653</b>								
16	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cooking time & temperatures	3	13	0	
17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper reheating procedures for hot holding	3	13	0	
18	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cooling time & temperatures	3	13	0	
19	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper hot holding temperatures	3	13	0	0
20	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cold holding temperatures	3	13	0	
21	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper date marking & disposition	0	13	0	0
22	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Time as a public health control: procedures & records	2	1	0	
<b>Consumer Advisory .2653</b>								
23	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consumer advisory provided for raw or undercooked foods	1	03	0	
<b>Highly Susceptible Populations .2653</b>								
24	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized foods used; prohibited foods not offered	3	13	0	
<b>Chemical .2653, .2657</b>								
25	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food additives: approved & properly used	1	03	0	
26	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toxic substances properly identified stored, & used	2	1	0	
<b>Conformance with Approved Procedures .2653, .2654, .2658</b>								
27	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Compliance with variance, specialized process, reduced oxygen packing criteria or HACCP plan	2	1	0	

Good Retail Practices								
Good Retail Practices: Preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.								
IN	OUT	N/A	N/O	Compliance Status	OUT	CDI	R	VR
<b>Safe Food and Water .2653, .2655, .2658</b>								
28	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized eggs used where required	1	03	0	
29	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Water and ice from approved source	2	1	0	
30	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Variance obtained for specialized processing methods	1	03	0	
<b>Food Temperature Control .2653, .2654</b>								
31	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper cooling methods used; adequate equipment for temperature control	0	03	0	0
32	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plant food properly cooked for hot holding	1	03	0	
33	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Approved thawing methods used	1	03	0	
34	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Thermometers provided & accurate	1	03	0	
<b>Food Identification .2653</b>								
35	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food properly labeled: original container	2	1	0	
<b>Prevention of Food Contamination .2652, .2653, .2654, .2656, .2657</b>								
36	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Insects & rodents not present; no unauthorized animals	2	1	0	
37	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contamination prevented during food preparation, storage & display	2	1	0	
38	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal cleanliness	1	03	0	
39	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wiping cloths: properly used & stored	1	0	0	
40	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Washing fruits & vegetables	1	03	0	
<b>Proper Use of Utensils .2653, .2654</b>								
41	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In-use utensils: properly stored	1	03	0	
42	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Utensils, equipment & linens: properly stored, dried & handled	1	0	0	
43	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Single-use & single-service articles: properly stored & used	1	03	0	
44	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gloves used properly	1	03	0	
<b>Utensils and Equipment .2653, .2654, .2663</b>								
45	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed, & used	2	0	0	0
46	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Warewashing facilities: installed, maintained, & used; test strips	1	03	0	
47	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non-food contact surfaces clean	1	03	0	
<b>Physical Facilities .2654, .2655, .2656</b>								
48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hot & cold water available; adequate pressure	2	1	0	
49	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Plumbing installed; proper backflow devices	2	0	0	0
50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sewage & waste water properly disposed	2	1	0	
51	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toilet facilities: properly constructed, supplied & cleaned	1	03	0	
52	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Garbage & refuse properly disposed; facilities maintained	1	03	0	
53	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical facilities installed, maintained & clean	1	03	0	
54	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meets ventilation & lighting requirements; designated areas used	1	03	0	
<b>Total Deductions:</b>					<b>13</b>			



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 Wastewater System:  Municipal/Community  On-Site System  
 Water Supply:  Municipal/Community  On-Site System  
 Permittee: ZOE'S KITCHEN, INC  
 Telephone: (336) 722-4946

Establishment ID: 3034011832  
 Inspection  Re-Inspection Date: 04/17/2019  
 Comment Addendum Attached?  Status Code: A  
 Water sample taken?  Yes  No Category #: IV  
 Email 1: christakism@aol.com  
 Email 2:  
 Email 3:

## Temperature Observations

### Cold Holding Temperature is now 41 Degrees or less

Item	Location	Temp	Item	Location	Temp	Item	Location	Temp
ServSafe	S. Treadway5/21/20	0	hollandaise	stovetop	118	omelette	final cook temp	153
hot water	dish machine	173	hollandaise	stovetop reheat	168	beef stew	walk-in	40
hot water	3 comp sink	149	chicken pie	walk-in 949	70	baked potato	walk-in	41
chlorine	3 comp sanitizer ppm	100	chicken pie	walk-in 1042	55	ctrystylesteak	steam well	157
noodles	walk-in 953	74	burger	final cook temp	156	mac cheese	steam table	155
noodles	walk-in 1042	58	grilled chix	final cook temp	169	chicken pie	upright cooler	41
pot pie fill	ice bath 1200	113	chix tender	final cook temp	196	milk	server cooler	41
pot pie fill	ice bath 1210	97	B. sprouts	final cook temp	151	raw salmon	grill drawer	41

## Observations and Corrective Actions

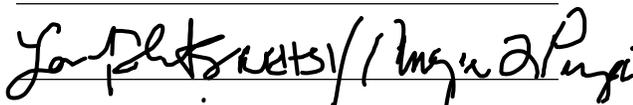
Violations cited in this report must be corrected within the time frames below, or as stated in sections 8-405.11 of the food code.

- 6 2-301.14 When to Wash - P - REPEAT - Food employee observed handling raw chicken with gloved hands and then grabbing tongs for lettuce without washing hands and changing gloves. Food employees shall wash hands when switching between working with raw animal food and ready-to-eat food and before donning new gloves. CDI - Employee educated and washed hands then donned new gloves. ✓ Spell
- 8 5-205.11 Using a Handwashing Sink-Operation and Maintenance - PF - REPEAT - Employee observed washing raw shrimp in a handwashing sink. Handwashing sinks shall only be used for handwashing. CDI - Employee was directed to wash shrimp in prep sink, and educated to only wash hands in handwashing sinks.
- 13 3-302.11 Packaged and Unpackaged Food-Separation, Packaging, and Segregation - P- REPEAT- Raw ground beef stored above raw pork and raw beef in upright cooler in dry storage area. Food shall be stored according to cooking temperature and species. CDI - Items were rearranged with beef on top, pork in the middle, and ground beef on the bottom.

Lock Text

Person in Charge (Print & Sign): Sarah *First* Treadway *Last*

Regulatory Authority (Print & Sign): Lauren Pleasants *First* Angie Pinyan *Last*

*am*  


REHS ID: 1690 - Pinyan, Angie

Verification Required Date: 04 / 27 / 2019

REHS Contact Phone Number: ( 336 ) 703 - 2618



North Carolina Department of Health & Human Services • Division of Public Health • Environmental Health Section • Food Protection Program  
 DHHS is an equal opportunity employer.



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- 14 4-602.11 E) (4) Equipment Food-Contact Surfaces and Utensils-Frequency - C - Mold accumulation on shield and chute of ice machine. Equipment such as ice makers shall be cleaned at a frequency specified by the manufacturer or at a frequency necessary to preclude the accumulation of soil or mold. // 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - P - Dried food residue observed on the slicer. Food contact equipment shall be clean to sight and touch. CDI - PIC confirmed it will be washed, rinsed, and sanitized prior to next use.
- 19 3-501.16 (A)(1) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding - P - Ham measured 91F and hashbrowns measured 87F on shelf above cooking line. Hollandaise sauce on stove measured 118F. Food shall be held hot at 135F or above. CDI - Ham and hashbrowns were voluntarily discarded. Hollandaise was reheated to 168.
- 21 3-501.18 Ready-To-Eat Potentially Hazardous Food (Time/Temperature Control for Safety Food), Disposition - P - REPEAT - Grilled chicken dated 4/8, chicken noodle dated 4/9, 2 containers of clam chowder dated 4/10, and roasted turkey dated 4/10 in walk-in cooler. Roast beef dated 4/9, turkey with stuffing dated 4/10 in upright cooler. Food held at 41F shall be held for a maximum 7 days, with day 1 being the date of preparation. CDI - All items voluntarily discarded.
- 31 3-501.15 Cooling Methods - PF - REPEAT - Noodles observed in deep covered container of walk-in cooler during cooling. Pot pie filling being filled into deep plastic containers to cool in walk-in. Noodles and filling would not have met cooling method parameters for time and temperature unless EHS interfered. Food shall be cooled in shallow pans, in thinner portions, using metal pans, uncovered, in an ice bath, using ice wands, or other effective means to facilitate heat transfer. CDI - Noodles were placed in shallow pans in walk-in cooler to cool further. Pot pie filling containers were placed in ice baths and stirred frequently.
- 39 3-304.14 Wiping Cloths, Use Limitation - C - Wet wiping cloths observed in several locations in kitchen on prep surfaces. Hold in-use wiping cloths in sanitizer between uses. Wiping cloths in buckets in server stations being held in soiled sanitizer that registered 0ppm. Maintain sanitizer containers for in-use cloths free of visible debris and soil at the correct concentration.
- 42 4-903.12 Prohibitions - C - Clean dishes stored on shelf under steam table where there is a leaking pipe. Clean and sanitized equipment, utensils, linens, and single service may not be stored in locker rooms, toilet rooms, garbage rooms, mechanical rooms, under sewer lines not shielded, under leaking water lines, under open stairwells, or under other sources of contamination. Get pipe fixed and do not store dishes on the shelf until it is repaired. All dishes were taken to dish machine to be washed, rinsed, and sanitized.
- 45 4-501.11 Good Repair and Proper Adjustment-Equipment - C - Repeat - Shelves rusted in walk-in freezer and need to be refinished. Ice buildup on floor of walk-in freezer. Condensation line in walk-in cooler is frozen and needs repair of tape wrapping to make smooth. // 4-205.10 Food Equipment, Certification and Classification - C - Raw meat being stored in beverage cooler in opened containers. Food equipment shall be used in accordance with the manufacturer's intended use. Keep meat in original prepackaged containers for use in that cooler.



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- 49 5-203.14 Backflow Prevention Device, When Required - P - Backflow prevention devices needed on tea machine and warewashing area hose. Prevent backflow or backsiphonage at each point of use in a water supply system by installing an approved backflow device. Verification required by 4/27/19. If installed prior to that date, call Lauren Pleasants (336)703-3144 or email [pleasaml@forsyth.cc](mailto:pleasaml@forsyth.cc).
- 53 6-501.11 Repairing-Premises, Structures, Attachments, and Fixtures-Methods - C- Door to electrical closet needs to be repainted to make it smooth and easily cleanable. Ceiling grid and tiles above employee bathroom are showing signs of damage. Frame of back door needs to be replaced as it is rusted out at the bottom. Floors, walls, and ceilings shall be kept in good repair.



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✓  
Spell



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