Food Establishment Inspection Report Score: 86.5 Establishment Name: ARA FOOD SERVICES CO. Establishment ID: 3034060005 Location Address: 1834 WAKE FOREST ROAD Date: 04 / 16 / 2019 Status Code: A City: WINSTON SALEM State: NC

Time In:  $09 : 05 \overset{\otimes}{\circ} pm$  Time Out:  $06 : 45 \overset{\odot}{\otimes} pm$ County: 34 Forsyth Zip: 27106 Total Time: 9 hrs 40 minutes WAKE FOREST UNIVERSITY Permittee:

Category #: IV Telephone: (336) 758-5607 FDA Establishment Type: Full-Service Restaurant

wastewater System: ⊠Municipal/Community □ On-Site System  No. of Risk Factor/Intervention Violations: 7  No. of Repeat Risk Factor/Intervention Violations: 2														_			
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.								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	IN	OUT	N/A	N/O	Compliance Status	OUT	CDI F	R V	R
S	upe	rvisi	ion		.2652				Safe	Food	and	d Wa	ater .2653, .2655, .2658				
1	X				PIC Present; Demonstration-Certification by accredited program and perform duties	2 0			28 🗆		$\boxtimes$		Pasteurized eggs used where required	1 0.5 0		ᄓ	
E	mpl	oye	е Не	alth	.2652				29 🔀	П			Water and ice from approved source	2 1 0	ПГ	朩	7
2	X				Management, employees knowledge; responsibilities & reporting	3 1.5 0			30 🗆		×		Variance obtained for specialized processing	1 0.5 0		7	7
3	X				Proper use of reporting, restriction & exclusion	3 1.5 0				Tom		otur.	methods	1 0.3 0	Ш	<u> </u>	_
Good Hygienic Practices .2652, .2653											ipera	atur	e Control .2653, .2654 Proper cooling methods used; adequate		52 5		_
4	X				Proper eating, tasting, drinking, or tobacco use	210			31 🗀	×			equipment for temperature control	0.5 0	X	X	_
5	×	$\overline{\Box}$			No discharge from eyes, nose or mouth	1 0.5 0			32 🔀				Plant food properly cooked for hot holding	1 0.5 0		<u> </u>	
_		ntin	a Co	nnta	mination by Hands .2652, .2653, .2655, .2656		,  -		33			×	Approved thawing methods used	1 0.5 0		][	
6		×	y	ma	Hands clean & properly washed	4 🗙 0		ı	34 🔀				Thermometers provided & accurate	1 0.5 0		3	Ī
$\dashv$				_	No bare hand contact with RTE foods or pre-			+	Food	lder	ntific	atio	n .2653				
7	×	Ц	Ш	Ш	approved alternate procedure properly followed	3 1.5 0		Ш	35 🔀				Food properly labeled: original container	210		JE	Ī
8		X			Handwashing sinks supplied & accessible	2 🗶 0			Preve	entio	n of	Foo	od Contamination .2652, .2653, .2654, .2656, .265	7			
Α		ovec	l So	urce	.2653, .2655				36				Insects & rodents not present; no unauthorized animals	210		J[	Ī
9	X				Food obtained from approved source	210			37 🗆	×			Contamination prevented during food	2 🗶 0		X D	— ⋜1
10				X	Food received at proper temperature	210			38 🔀				preparation, storage & display  Personal cleanliness	1 0.5 0		-	<u>-</u>
11	X				Food in good condition, safe & unadulterated	210			$\vdash$							#	_
12			X		Required records available: shellstock tags, parasite destruction	210			39 🔀	Ш			Wiping cloths: properly used & stored	1 0.5 0		#	_
Р	rote	ctio	n fro	m C	Contamination .2653, .2654				40	X	Ш		Washing fruits & vegetables	1 0.5	Ш	业	_
13		X			Food separated & protected	3 1.5			Prope	er Us	se of	f Ute	,				
14		X			Food-contact surfaces: cleaned & sanitized	3 🗙 0	XX		41 🔀	Щ			In-use utensils: properly stored	1 0.5 0	Щ	4	_
15	X				Proper disposition of returned, previously served, reconditioned, & unsafe food	210			42 🗆	X			Utensils, equipment & linens: properly stored, dried & handled	1 🗷 0		X	_
		ntiall	ly Ha	azar	dous Food Time/Temperature .2653				43				Single-use & single-service articles: properly stored & used	1 0.5 0		] [	
16	X				Proper cooking time & temperatures	3 1.5 0			44				Gloves used properly	1 0.5 0		][	J
17	X				Proper reheating procedures for hot holding	3 1.5 0			Utens	ils a	nd I	Equi	pment .2653, .2654, .2663			Ţ	
18		X			Proper cooling time & temperatures	1.5 0	XX		45 🗆	X			Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed, & used	2 🗶 0		X C	
19	X				Proper hot holding temperatures	3 1.5 0			46				Warewashing facilities: installed, maintained, & used; test strips	1 0.5 0		Jþ	J
20		X			Proper cold holding temperatures	3 1.5			47 🗆	X			Non-food contact surfaces clean	1 0.5		3	J
21	X				Proper date marking & disposition	3 1.5 0			Physi	ical I	Faci	lities	.2654, .2655, .2656				
22		X			Time as a public health control: procedures & records	2 <b>X</b> 0			48				Hot & cold water available; adequate pressure	210		<u> </u>	
С	ons	ume	r Ac	lviso	ory .2653				49 🗆	X			Plumbing installed; proper backflow devices	2 🗶 0		⊐ ≥	Z
23					Consumer advisory provided for raw or undercooked foods	1 0.5 0			50 🗷				Sewage & waste water properly disposed	210			
$\neg$		_		ptib	le Populations .2653 Pasteurized foods used; prohibited foods not				51 🗆	X			Toilet facilities: properly constructed, supplied & cleaned	1 🗙 0		][	J
24			×	_	offered	3 1.5 0		1	52 🔀	П			Garbage & refuse properly disposed; facilities	1 0.5 0		╁	_ ¬
$\overline{}$		nical			.2653, .2657				$\vdash$				maintained			╬	_
25					Food additives: approved & properly used	1 0.5 0		111	53 🗆	X			Physical facilities installed, maintained & clean  Meets ventilation & lighting requirements;	1 0.5 🗶		#	_
26	•	Ш	Ш		Toxic substances properly identified stored, & used	210			54				designated areas used	1 0.5 0			_
$\overline{}$		orma		wit	h Approved Procedures .2653, .2654, .2658  Compliance with variance, specialized process,	210							Total Deductions:	13.5			





Comment Addendum to Food Establishment Inspection Report ARA FOOD SERVICES CO. Establishment Name: Establishment ID: 3034060005 Location Address: 1834 WAKE FOREST ROAD Date: 04/16/2019 X Inspection Re-Inspection City: WINSTON SALEM State: NC Status Code: A Comment Addendum Attached? Zip: 27106 County: 34 Forsyth Water sample taken? Yes X No Category #: Wastewater System: 

■ Municipal/Community □ On-Site System Email 1: Water Supply: Municipal/Community □ On-Site System Permittee: WAKE FOREST UNIVERSITY Email 2: Telephone: (336) 758-5607 Email 3: Temperature Observations Cold Holding Temperature is now 41 Degrees or less Location Temp Item Location Location Temp Item Item Temp 0 71 3-11-21 Lemonydue White quinoa salad cooling-wrapped tight water vat sheet pan machine 169 sausage cooler from prev. day chicken to hold hot 124 burger final cook 170 from prev. day71-74 74 foods dairy cooler 43 milk disp. 45 pork stew fruit bar 39-45 final for hot hold pasta from prev. day 43-45 45 honeydew 45 hash brown 174 69 73 202 salmon cooling at 9:33 pasta from yesterday final cook tky burg 62 44 173 salmon cooling at 10:03 sliced tom rate of .02 final rinse dish mach-mag room alfredo 102 duck final cook 186 200 cooling at 9:34 quat-ppm mag. room alfredo cooling at 10:03 quat-ppm bucket 200 quat-ppm 3 comp 300 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- One employee entered grill area without washing hands. Two employees touched faces and didn't wash before continuing to work. One employee touched bottom of container that had been on floor, then touched trash can, and proceeded to touch clean equipment. One employee touching soiled dishes and then donned gloves to put away clean dishes without washing hands first. Two employees touched handles of sink after washing, thereby recontaminating hands and attempted to touch clean utensils. Food employees shall clean their hands and exposed portions of arms, using proper hand washing procedure, immediately before engaging in food preparation including working with exposed food, clean equipment, and utensils. and unwrapped single service/use articles, after touching bare human body parts, and after engaging in activities that contaminate hands. CDI- All rewashed. // 2-301.12 Cleaning Procedure - P- Two employees lathered and rinsed at the same time. Two 5-205.11 Using a Handwashing Sink-Operation and Maintenance - PF- One employee filled water pitcher by using hand sink at 8 grill station. Hand sinks are for hand washing only. CDI-Education. // 5-202.12 Handwashing Sinks, Installation - PF- Multiple hand sinks with water less than 100F: by deli at dishwasher 91F, main catering (white) 94F, magnolia room 95F, omelette station 89F, bagel station 96F, healthy station 97F, grill station 97F, pizza station 96F, salad bar 96F, men's room 94F. Water shall be provided to all hand sinks at 100F minimum. Verification that these have been adjusted to provide 100F water due to Nora Sykes by April 26. Call 336-703-3161 to arrange a time to check sinks. 13 3-304.15 (A) Gloves, Use Limitation - P- One food employee found to be wiping egg off of gloves by hand sink instead of discarding gloves. Single use gloves shall be used for one task only and discarded when damaged or soiled, or when interruptions occur in the operation. CDI-Education, employee removed gloves and washed hands. 0pts. Lock

Person in Charge (Print & Sign):

First

Garcia

First

Last

Regulatory Authority (Print & Sign):

Sykes

Last

Sykes

Text

REHS ID: 2664 - Sykes, Nora Verification Required Date: Ø 4 / Q 6 / Q Ø 1 9

REHS Contact Phone Number: (336) 7 Ø 3 - 3161

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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#### **Observations and Corrective Actions**



- 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils P- REPEAT-Approximately 30% of plates and utensils soiled with food debris, sticker residue, grease, etc. Slicer soiled with dried food debris. Robocoups in prep room and in bakery soiled. Food contact surfaces shall be clean to sight and touch. CDI-Sent to be washed. Check all equipment and smallwares for cleanliness before storing.
- 3-501.14 Cooling P- REPEAT-Items from previous night did not fully cool: pork stew 71-74F, pasta 43-45, sausage 56F, 2.5 large pans wheat spaghetti 58-73F. Alfredo in up cooler did not meet cooling parameter by cooling 10F in 29min with a cooling rate of 0.3 and it should be 0.54 or greater. Sliced tomatoes dropped 1F in one hour. Cooling shall be accomplished from 135F to 70F within the first 2 hours, and then down to 41F within the remaining 4 hours, entire cooling process not to exceed 6 hours. If foods are not cooled to 70F within the first two hours, the next stage of cooling may not proceed. When working with ingredients that measure 70For less, cooling to 41F shall be complete within 4 hours. CDI-Pork stew, pastas, sausage discarded. Alfredo and tomatoes cooled using different procedure.
- 3-501.16 (A)(2) and (B) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding P-Honeydew at salad bar 39-45F, milk in dispenser 45F, multiple foods including marinara, marscapone, pasta at 43F in dairy cooler. Maintain potentially hazardous cold foods at 41F or less at all parts of the food. CDI-Education about cold hold change to 41F. Milk dispenser turned down, do not overstack foods, adjust dairy cooler. Opts.
- 3-501.19 Time as a Public Health Control P,PF: In Magnolia room, several cold items (shrimp salad, greek salad, greek wrap, guacamole, veggie sandwich, 3 bowls of lettuce/spinach) left out of temperature control using time procedures. Facility could not produce written procedures for how TPHC is used. In walk in cooler, sandwiches used to refill bar measured 46-48F. When using time as a public health control, facility shall have written procedures developed before implementing, properly cool foods to 41F and below prior to removing from temperature control, items shall be labeled to indicate the time that is 4 hours past the point when the food is removed from temperature control and the food items shall be discarded when 4 hours has been reached. Verification of written procedures to Nora Sykes no later than April 26.
- 3-501.15 Cooling Methods PF-REPEAT- Multiple items did not cool from previous night. (discarded). Many items, including, but not limited to: pork bbq, quinoa salad, fresh cut tomatoes, chicken, alfredo, pork were being cooled in deep portions/covered/ineffectively. Cooling shall be accomplished in accordance with the time/temperature criteria specified in 3-501.4 by using the following methods: placing food in shallow pans, seperating food into smaller or thinner portions, using rapid cooling equipment, stirring the food in a container placed in an ice water bath, using containers that facilitate heat transfer, using ice as an ingredient, other effective methods. CDI-If past parameter items discarded, if not then items were vented, placed in shallower pans, or procedures changed to be effective.
- 3-305.11 Food Storage-Preventing Contamination from the Premises C- Pineapple salsa stored inside splash guard of hand sink at prep kitchen. Employee sat bucket of water being used to fill hot hold section of grill station. Employee sat bucket of chicken wings on floor in grill station. In Magnolia walk in cooler, staged flowers in vases stored above ready to eat food. Food shall be stored in a clean dry location where it is not exposed to splash, dust, or other contamination, and at least 6 inches above the floor. //3-306.11 Food Display-Preventing Contamination by Consumers P: In Magnolia room, tortillas, salsa/lettuce from side sneeze, cookies/wraps from side sneeze. REPEAT: At bagel/deli station, tortilla chips missing side sneeze guard. Fridge for storing gluten free breads could be left open (also bread bags) allowing potential for customer sneeze. Food shall be protected from consumer contamination. Verification is required by 4-26-19 to Nora Sykes.
- 40 3-302.15 Washing Fruits and Vegetables C- Employee removing melons from case and cutting without washing first. Fruits and veg shall be washed prior to cutting. 0pts.





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#### Observations and Corrective Actions



- 4-903.11 (A), (B) and (D) Equipment, Utensils, Linens and Single-Service and Single-Use Articles-Storing C- Clean utensils stored in soiled bins (times 3). Ice wand stored on unsanitized shelf in freezer. Two racks of cleaned cups stored within splash of handwashing sink. Cleaned pizza spatula stored on soiled oven top in pizza station. Oven racks stored on floor of grill station. Clean linens stored in soiled cabinet in salad station. Cleaned table curtains on floor in Magnolia linen storage room. Equipment, utensils and linens shall be stored to prevent contamination and at least 6 inches above the floor.//4-901.11 Equipment and Utensils, Air-Drying Required C- REPEAT-Most dishes stacked wet. Air drying required.
- 4-501.11 Good Repair and Proper Adjustment-Equipment C- REPEAT- Chipped/rusted/oxidizing shelving in walk in coolers, and dry storage areas, (grill cooler, catering cooler, catering room #1, omelette cooler, dry storage) Continue replacing. Legs of prep table, legs of 2 comp sink in Magnolia room rusting and repaint coffee pot shelf. Remove plastic film from utensil shelf above soiled drainboard in Magnolia room kitchen. Hole present in cabinet under handwashing sink in deli station. Repaint small prep tables chipping paint. Side burners missing knobs in Grill station. Loose handle on one hot box. One torn gasket on grill cooler. continue replacing. Continue to cut or cap screws in walk in coolers and freezers including Magnolia walk in cooler. Recondition undersides of prep tables in pan washing station. Lids cracked on self-serve ice cream machine. Equipment shall be maintained in good repair.//4-502.11 (A) and (C) Good Repair and Calibration-Utensils and Temperature and Pressure Measuring Devices C:
- 4-601.11 (B) and (C) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils C- Cleaning needed on the following: inside hot boxes, chafing dishes and lids in catering storage, shelving in dry storage, fans in most coolers, cabinet in omelette station, under prep tables in magnolia room. Maintain nonfood contact surfaces clean. Opts.
- 5-203.14 Backflow Prevention Device, When Required P: At the beverage station on the pasta station side, the tea brewer has no backflow prevention device. At the grill station, the water line used to fill the steam stations using a hose has no backflow preventer installed on the water line. Threaded faucet outside back door near dumpsters needs atmosperic backflow or can file threads to be unable to accept a hose. Backflow preventers shall be installed as needed (ASSE 1022 for tea brewer and in-line backflow preventer for hose in grill area). Verification is required by 4-26-19 to Nora Sykes.
- 6-501.18 Cleaning of Plumbing Fixtures C- Both sinks in men's employee restroom soiled, and only toilet in men's employee restroom very heavily soiled. Maintain plumbing fixtures clean.
- 6-501.12 Cleaning, Frequency and Restrictions C- Clean the following: walk in freezer floor, ceiling in dairy cooler, soiled try drop off area. Maintain facilities clean. //6-501.11 Repairing-Premises, Structures, Attachments, and Fixtures-Methods C- Continue repairs and filling holes in walls and tiles including at sheet pan cleaning area and in dairy cooler. Seal all pipe penetrations in ceilings. Maintain facilities in good repair. //6-201.11 Floors, Walls and Ceilings-Cleanability C-Wall not easily cleanable in paper/chemical storage room due to it being a fence. Basement facilities are not smooth or easily cleanable with pipes and protrusions from ceiling, remove single service and other items for use in the establishment. Physical facilities shall be smooth and easily cleanable//6-501.114 Maintaining Premises, Unnecessary Items and Litter C-Many unused items in basement and hallways. The premises shall be free of items that are unnecessary to the operation or maintenance of the establishment such as





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### **Observations and Corrective Actions**





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