

Food Establishment Inspection Report

Score: 90

Establishment Name: ZOE'S FAMILY RESTAURANT

Establishment ID: 3034012352

Location Address: 5008 OLD WALKERTOWN RD

Inspection Re-Inspection

City: WINSTON SALEM

State: NC

Date: 07 / 11 / 2018 Status Code: A

Zip: 27105 County: 34 Forsyth

Time In: 11 : 00 am pm Time Out: 03 : 25 am pm

Permittee: JOHN VLACHOS GEN PTR

Total Time: 4 hrs 25 minutes

Telephone: (336) 293-6757

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: 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.								
IN	OUT	N/A	NO	Compliance Status	OUT	CDI	R	VR
Supervision .2652								
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PIC Present; Demonstration-Certification by accredited program and perform duties	2	0		
Employee Health .2652								
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	
Good Hygienic Practices .2652, .2653								
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	
Preventing Contamination by Hands .2652, .2653, .2655, .2656								
6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hands clean & properly washed	4	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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Handwashing sinks supplied & accessible	2	1	0	
Approved Source .2653, .2655								
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food in good condition, safe & unadulterated	2	1	0	
12	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Required records available: shellstock tags, parasite destruction	2	1	0	
Protection from Contamination .2653, .2654								
13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food separated & protected	0	13	0	
14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food-contact surfaces: cleaned & sanitized	3	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	
Potentially Hazardous Food Time/Temperature .2653								
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper hot holding temperatures	3	13	0	
20	<input type="checkbox"/>	<input checked="" 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	3	0	0	
22	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Time as a public health control: procedures & records	2	1	0	
Consumer Advisory .2653								
23	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consumer advisory provided for raw or undercooked foods	1	03	0	
Highly Susceptible Populations .2653								
24	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized foods used; prohibited foods not offered	3	13	0	
Chemical .2653, .2657								
25	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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	
Conformance with Approved Procedures .2653, .2654, .2658								
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	NO	Compliance Status	OUT	CDI	R	VR
Safe Food and Water .2653, .2655, .2658								
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	
Food Temperature Control .2653, .2654								
31	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cooling methods used; adequate equipment for temperature control	1	03	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	
Food Identification .2653								
35	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food properly labeled: original container	2	1	0	
Prevention of Food Contamination .2652, .2653, .2654, .2656, .2657								
36	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Insects & rodents not present; no unauthorized animals	2	1	0	
37	<input type="checkbox"/>	<input checked="" 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	03	0	
40	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Washing fruits & vegetables	1	03	0	
Proper Use of Utensils .2653, .2654								
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	03	0	
43	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Single-use & single-service articles: properly stored & used	0	03	0	
44	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gloves used properly	1	03	0	
Utensils and Equipment .2653, .2654, .2663								
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	
46	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Warewashing facilities: installed, maintained, & used; test strips	1	03	0	
47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Non-food contact surfaces clean	1	03	0	
Physical Facilities .2654, .2655, .2656								
48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hot & cold water available; adequate pressure	2	1	0	
49	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plumbing installed; proper backflow devices	2	1	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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meets ventilation & lighting requirements; designated areas used	1	03	0	
Total Deductions:					10			



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Establishment ID: 3034012352
 Inspection Re-Inspection Date: 07/11/2018
 Comment Addendum Attached? Status Code: A
 Water sample taken? Yes No Category #: IV
 Email 1:
 Email 2:
 Email 3:

Temperature Observations

Effective January 1, 2019 Cold Holding will change to 41 degrees

Item	Location	Temp	Item	Location	Temp	Item	Location	Temp
ServSafe	Salomon 4-6-21	00	Onions	Cooling 11:57 walk-in 1	62	Lettuce	Make unit	41
Hot water	3 comp sink	139	Slaw	Pepsi cooler	43			
Chlorine	Dishmachine	50	Apples	Hot hold cabinet	151			
Chlorine	3 comp sink	50	Green beans	Hot hold cabinet	180			
Hamburger	Final	208	Sausage	Walk-in 2	45			
Fish	Final	196	Rice	Walk-in 2	49			
Chicken	Final	194	Gravy	Hot hold line	142			
Onions	Cooling 11:10 walk-in 1	77	Turkey	Make unit	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 2-301.12 Cleaning Procedure - P // 2-301.14 When to Wash - P Observed multiple violations of handwashing during inspection to include: one food employee used cleaned hands to pump manual paper towel dispenser and turn off faucet handle with cleaned hands; one food employee to turn off water during lathering, turn water back on after rinsing off soap, and use clean hands to turn off faucet handle; one food employee observed at dishmachine to drink beverage, handle soiled dishes at dishmachine, and proceed to remove rags from wiping cloth bucket (measuring 0ppm chlorine) without handwashing; one food employee to lather with soap prior to wetting hands; and one food employee lather with soap less than 10 seconds and rinse hands. Food employees shall wash hands when contaminated and follow proper cleaning procedure to include: (1) Rinse under clean, running warm water; (2) Apply an amount of cleaning compound recommended by the cleaning compound manufacturer; (3) Rub together vigorously for
- 11 3-202.15 Package Integrity - PF Observed one can of Alfredo sauce and one can of mushrooms to be dented along top, bottom, and/or central seam, being stored on rolling pack between walk-in coolers. Food packages shall be in good condition and protect the integrity of the contents so that the food is not exposed to adulteration or potential contaminants. CDI: Cans segregated. 0 pts
- 13 3-302.11 Packaged and Unpackaged Food-Separation, Packaging, and Segregation - P REPEAT: Observed in walk-in cooler #1 containers of raw chicken livers being stored above flats of raw eggs. / Observed in walk-in cooler #2 trays of pattied raw burgers being stored over buckets of slaw, apples, and gravy; containers of raw pork and hamburger steaks stored over diced deli ham and cooked sausage patties; and containers of raw chicken over boxes of pork chops. Food shall be protected from cross contamination by: separating raw animal foods during storage, preparation, holding, and display from: ready-to-eat foods; and separating types of raw animal food from each other. / Containers of cut potatoes being stored in walk-in cooler #1 without lids. Food shall be protected from contamination by storing the food in packages, covered containers, or wrappings. CDI: Person-in-charge rearranged and separated ready-to-eat and raw foods in order of final cook temperature. / Person-in-charge



Person in Charge (Print & Sign):
 Regulatory Authority (Print & Sign):

X Salomon ON.
 Micky Whitley

REHS ID: 2610 - Whitley Christy

Verification Required Date: ___ / ___ / ___

REHS Contact Phone Number: (336) 703-3157



North Carolina Department of Health & Human Services • Division of Public Health • Environmental Health Section • Food Protection Program
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- 14 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - P The following food-contact surfaces, being stored clean, observed with dried food residue: one blade of cuber and stand of cuber; several metal containers (multiple sizes) on shelving at dishmachine; one ladle with dried food being stored on rack hanging above three compartment sink; two bowls under prep counter and a few plates on clean drainboard of three compartment sink; and two knives in container of prep counter. Food-contact surfaces of equipment and utensils shall be clean to sight and touch. CDI: All sent to be cleaned and sanitized during inspection. // 4-602.11 Equipment Food-Contact Surfaces and Utensils-Frequency - C Observed brown residue coming off of ice shield inside ice machine on alcohol swab. In equipment such as ice bins and beverage dispensing nozzles and enclosed components of equipment such as ice makers, etc shall be cleaned: (a) at a frequency specified by the manufacturer, or
- 20 3-501.16 (A)(2) and (B) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding - P REPEAT: following items observed in walk-in cooler #2 above 45F: cooked noodles (dated 7-7) 46F, cooked onion (dated 7-5) 46F and rice (dated 7-10) 49F. Potentially hazardous food shall be held cold at 45F and below. CDI: Person-in-charge voluntarily discarded onions and rice.
As of January 1st, 2019 potentially hazardous food shall be held cold at 41F and below 0 pts
- 21 3-501.17 Ready-To-Eat Potentially Hazardous Food (Time/Temperature Control for Safety Food), Date Marking - PF Opened package of bologna that was thawed prior and sliced from without date marking. / One container of cooked apples without date mark. / Potentially hazardous food (PHF) prepared and packaged by a food processing plant shall be marked to indicate the day the package was opened in the food establishment, if held more than 24 hours. Potentially hazardous food shall be date marked to indicate the day or date by which the food shall be sold, consumed or discarded. If storing foods at 41F and below, PHF shall be held for 7 days; OR if held 42-45F shall be held for 4 days. CDI: Person-in-charge date marked items during inspection. // 3-501.18 Ready-To-Eat Potentially Hazardous Food (Time/Temperature Control for Safety Food), Disposition - P Container of cooked onion from 7-5 measuring 46F and cooked noodles from 7-7 measuring 46F. Potentially hazardous food shall be discarded after 4 days if
- 36 6-501.112 Removing Dead or Trapped Birds, Insects, Rodents and other Pest - C Insect accumulation in light fixtures in men's and women's restroom. Remove insects and clean fixtures more frequently. The premises shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to eliminate their presence on the premises. 0 pts
- 37 3-305.11 Food Storage-Preventing Contamination from the Premises - C One container of cooking oil being stored on the floor of by handwashing sink. / Corn bread mix, hashbrowns, and oil being stored on the floor of outside storage. / Rolling carts of bread being stored under drainboard of left prep sink. Food shall be protected from contamination by storing the food: (1) In a clean, dry location; (2) Where it is not exposed to splash, dust, or other contamination; and (3) At least 6 inches above the floor. 0 pts
- 39 3-304.14 Wiping Cloths, Use Limitation - C One container of wiping cloths on soiled drainboard of three compartment sink measuring 0ppm chlorine. / Three wet cloths being stored on three compartment sink and dishmachine. Cloths in-use for wiping counters and other equipment surfaces shall be held between uses in a chemical sanitizer solution at a concentration specified under § 4-501.114. 0 pts
- 42 4-901.11 Equipment and Utensils, Air-Drying Required - C Two stacks of metal containers being stored on shelving above dishmachine and above three compartment sink, stacked wet. After cleaning and sanitizing, equipment and utensils shall be air-dried. Do not towel dry. // 4-903.11 (A), (B) and (D) Equipment, Utensils, Linens and Single-Service and Single-Use Articles-Storing - C Container of clean utensils being stored under soiled drainboard (left side - soiled items containers and other utensils stored on drainboard during inspection) of three compartment sink. / Bait station for insects being stored on shelving with clean plates and bowls. / Clean white cutting boards being stored on visible food debris on shelving below prep line. Cleaned EQUIPMENT and UTENSILS, laundered LINENS, shall be stored: (1) In a clean, dry location; (2) Where they are not exposed to splash, dust, or other contamination; and (3) At least 15 cm (6 inches) above the floor. 0 pts



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Spell

- 43 4-502.13 Single-Service and Single-Use Articles-Use Limitations - C REPEAT: Mayonnaise buckets being reused for storage of potentially hazardous foods including cooked apples, slaw, gravy, etc. / Feta container being used to store raw chicken livers. Single-service and single-use articles may not be reused.
- 45 4-205.10 Food Equipment, Certification and Classification - C Pepsi cooler is being used to store the following potentially hazardous foods: two containers of cooked pork, container of hot dogs, and slaw. Manufacturer's label inside top left corner of cooler with label to not store potentially hazardous foods in cooler, only for storage of canned goods. Food equipment shall be used in accordance with the manufacturer's intended use and certified or classified for sanitation by an American National Standards Institute (ANSI)-accredited certification program. // 4-501.11 Good Repair and Proper Adjustment-Equipment - C REPEAT: Wooden paddle for stirring meat sauce splintering wood in several areas, and need to be replaced. / Torn gasket to reach-in freezer and door of make unit across from fryers. Replace. / Underside of drainboards of dishmachine are beginning to oxidize and rust. / Weld separation of prep table where weld has become damaged and gap is formed. / Sterlite containers being
- 46 4-501.19 Manual Warewashing Equipment, Wash Solution Temperature - PF Observed employee at empty first compartment of three compartment sink, using small container of soapy water (78F - container being stored in rinse vat) to clean equipment and utensils, and rinsing in soiled second compartment of three compartment sink. The temperature of the wash solution in manual warewashing equipment shall be maintained at not less than 110F or the temperature specified on the cleaning agent manufacturer's label instructions. CDI: Person-in-charge filled first vat of three compartment sink with soapy water measuring 121F. 0 pts
- 47 4-601.11 (B) and (C) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - C Minor cleaning on shelving inside walk-in cooler #2, reach-in freezer beside fryers, shelving with white cutting board storage, and plastic containers storing tea along front line. Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris. 0 pts
- 53 6-501.11 Repairing-Premises, Structures, Attachments, and Fixtures-Methods - C Missing base tiles observed under soiled drainboard at dishmachine. Replace. Physical facilities shall be maintained in good repair. 0 pts
- 54 6-305.11 Designation-Dressing Areas and Lockers - C Cell phones, chargers, employee dry beverage mix, and batteries being stored on shelving above food prep next to tea machine, along backline. / Employee cell phone observed on shelving on top of clean lids stored with pots and lids at dishmachine. Designate a separate location for employees personal items. Lockers or other suitable facilities shall be provided for the orderly storage of employees' clothing and other possessions. 0 pts



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