

# Food Establishment Inspection Report

Score: 96

Establishment Name: ZOE'S FAMILY RESTAURANT

Establishment ID: 3034012352

Location Address: 5008 OLD WALKERTOWN RD

City: WINSTON SALEM State: North Carolina

Zip: 27105 County: 34 Forsyth

Permittee: JOHN VLACHOS GEN PTR

Telephone: (336) 293-6757

☒ Inspection ☐ Re-Inspection

## Wastewater System:

☒ Municipal/Community ☐ On-Site System

## Water Supply:

☒ Municipal/Community ☐ On-Site Supply

Date: 09/19/2022 Status Code: A

Time In: 1:20 PM Time Out: 4:00 PM

Category#: IV

FDA Establishment Type: Full-Service Restaurant

No. of Risk Factor/Intervention Violations: 5

No. of Repeat Risk Factor/Intervention Violations: 1

## 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

Compliance Status		OUT	CDI	R	VR
<b>Supervision .2652</b>					
1	<input checked="" type="checkbox"/> OUT/N/A	PIC Present, demonstrates knowledge, & performs duties	1	0	
2	<input checked="" type="checkbox"/> OUT/N/A	Certified Food Protection Manager	1	0	
<b>Employee Health .2652</b>					
3	<input checked="" type="checkbox"/> OUT	Management, food & conditional employee; knowledge, responsibilities & reporting	2	1	0
4	<input checked="" type="checkbox"/> OUT	Proper use of reporting, restriction & exclusion	3	1.5	0
5	<input checked="" type="checkbox"/> OUT	Procedures for responding to vomiting & diarrheal events	1	0.5	0
<b>Good Hygienic Practices .2652, .2653</b>					
6	<input checked="" type="checkbox"/> OUT	Proper eating, tasting, drinking or tobacco use	1	0.5	0
7	<input checked="" type="checkbox"/> OUT	No discharge from eyes, nose, and mouth	1	0.5	0
<b>Preventing Contamination by Hands .2652, .2653, .2655, .2656</b>					
8	<input checked="" type="checkbox"/> OUT	Hands clean & properly washed	4	2	0
9	<input checked="" type="checkbox"/> OUT/N/A/N/O	No bare hand contact with RTE foods or pre-approved alternate procedure properly followed	4	2	0
10	<input checked="" type="checkbox"/> OUT/N/A	Handwashing sinks supplied & accessible	2	1	0
<b>Approved Source .2653, .2655</b>					
11	<input checked="" type="checkbox"/> OUT	Food obtained from approved source	2	1	0
12	<input checked="" type="checkbox"/> IN OUT	Food received at proper temperature	2	1	0
13	<input checked="" type="checkbox"/> OUT	Food in good condition, safe & unadulterated	2	1	0
14	<input checked="" type="checkbox"/> IN OUT	Required records available: shellstock tags, parasite destruction	2	1	0
<b>Protection from Contamination .2653, .2654</b>					
15	<input checked="" type="checkbox"/> IN	Food separated & protected	3	1.5	X
16	<input checked="" type="checkbox"/> IN	Food-contact surfaces: cleaned & sanitized	3	1.5	X
17	<input checked="" type="checkbox"/> OUT	Proper disposition of returned, previously served, reconditioned & unsafe food	2	1	0
<b>Potentially Hazardous Food Time/Temperature .2653</b>					
18	<input checked="" type="checkbox"/> IN	Proper cooking time & temperatures	3	X	0
19	<input checked="" type="checkbox"/> IN	Proper reheating procedures for hot holding	3	1.5	0
20	<input checked="" type="checkbox"/> IN	Proper cooling time & temperatures	3	1.5	0
21	<input checked="" type="checkbox"/> IN	Proper hot holding temperatures	3	1.5	X
22	<input checked="" type="checkbox"/> IN	Proper cold holding temperatures	3	X	0
23	<input checked="" type="checkbox"/> OUT	Proper date marking & disposition	3	1.5	0
24	<input checked="" type="checkbox"/> IN	Time as a Public Health Control; procedures & records	3	1.5	0
<b>Consumer Advisory .2653</b>					
25	<input checked="" type="checkbox"/> OUT/N/A	Consumer advisory provided for raw/undercooked foods	1	0.5	0
<b>Highly Susceptible Populations .2653</b>					
26	<input checked="" type="checkbox"/> IN	Pasteurized foods used; prohibited foods not offered	3	1.5	0
<b>Chemical .2653, .2657</b>					
27	<input checked="" type="checkbox"/> IN	Food additives: approved & properly used	1	0.5	0
28	<input checked="" type="checkbox"/> OUT/N/A	Toxic substances properly identified stored & used	2	1	0
<b>Conformance with Approved Procedures .2653, .2654, .2658</b>					
29	<input checked="" type="checkbox"/> IN	Compliance with variance, specialized process, reduced oxygen packaging 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.

Compliance Status		OUT	CDI	R	VR
<b>Safe Food and Water .2653, .2655, .2658</b>					
30	<input checked="" type="checkbox"/> IN	Pasteurized eggs used where required	1	0.5	0
31	<input checked="" type="checkbox"/> OUT	Water and ice from approved source	2	1	0
32	<input checked="" type="checkbox"/> IN	Variance obtained for specialized processing methods	2	1	0
<b>Food Temperature Control .2653, .2654</b>					
33	<input checked="" type="checkbox"/> OUT	Proper cooling methods used; adequate equipment for temperature control	1	0.5	0
34	<input checked="" type="checkbox"/> IN	Plant food properly cooked for hot holding	1	0.5	0
35	<input checked="" type="checkbox"/> IN	Approved thawing methods used	1	0.5	0
36	<input checked="" type="checkbox"/> OUT	Thermometers provided & accurate	1	0.5	0
<b>Food Identification .2653</b>					
37	<input checked="" type="checkbox"/> OUT	Food properly labeled: original container	2	1	0
<b>Prevention of Food Contamination .2652, .2653, .2654, .2656, .2657</b>					
38	<input checked="" type="checkbox"/> OUT	Insects & rodents not present; no unauthorized animals	2	1	0
39	<input checked="" type="checkbox"/> IN	Contamination prevented during food preparation, storage & display	2	1	X
40	<input checked="" type="checkbox"/> OUT	Personal cleanliness	1	0.5	0
41	<input checked="" type="checkbox"/> OUT	Wiping cloths: properly used & stored	1	0.5	0
42	<input checked="" type="checkbox"/> OUT/N/A	Washing fruits & vegetables	1	0.5	0
<b>Proper Use of Utensils .2653, .2654</b>					
43	<input checked="" type="checkbox"/> OUT	In-use utensils: properly stored	1	0.5	0
44	<input checked="" type="checkbox"/> OUT	Utensils, equipment & linens: properly stored, dried & handled	1	0.5	0
45	<input checked="" type="checkbox"/> OUT	Single-use & single-service articles: properly stored & used	1	0.5	0
46	<input checked="" type="checkbox"/> OUT	Gloves used properly	1	0.5	0
<b>Utensils and Equipment .2653, .2654, .2663</b>					
47	<input checked="" type="checkbox"/> IN	Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed & used	1	X	0
48	<input checked="" type="checkbox"/> IN	Warewashing facilities: installed, maintained & used; test strips	1	0.5	X
49	<input checked="" type="checkbox"/> IN	Non-food contact surfaces clean	1	0.5	X
<b>Physical Facilities .2654, .2655, .2656</b>					
50	<input checked="" type="checkbox"/> OUT	Hot & cold water available; adequate pressure	1	0.5	0
51	<input checked="" type="checkbox"/> OUT	Plumbing installed; proper backflow devices	2	1	0
52	<input checked="" type="checkbox"/> OUT	Sewage & wastewater properly disposed	2	1	0
53	<input checked="" type="checkbox"/> OUT/N/A	Toilet facilities: properly constructed, supplied & cleaned	1	0.5	0
54	<input checked="" type="checkbox"/> OUT	Garbage & refuse properly disposed; facilities maintained	1	0.5	0
55	<input checked="" type="checkbox"/> IN	Physical facilities installed, maintained & clean	1	X	0
56	<input checked="" type="checkbox"/> IN	Meets ventilation & lighting requirements; designated areas used	1	0.5	X
<b>TOTAL DEDUCTIONS:</b>					4



# Comment Addendum to Food Establishment Inspection Report

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 County: 34 Forsyth Zip: 27105  
 Wastewater System: ☒ Municipal/Community ☐ On-Site System  
 Water Supply: ☒ Municipal/Community ☐ On-Site System  
 Permittee: JOHN VLACHOS GEN PTR  
 Telephone: (336) 293-6757

Establishment ID: 3034012352  
☒ Inspection ☐ Re-Inspection Date: 09/19/2022  
 Comment Addendum Attached? ☒ Status Code: A  
 Water sample taken? ☐ Yes ☒ No Category #: IV  
 Email 1: tjvlachos@yahoo.com  
 Email 2:  
 Email 3:

## Temperature Observations

**Effective January 1, 2019 Cold Holding is now 41 degrees or less**

Item	Location	Temp	Item	Location	Temp	Item	Location	Temp
creamers	front cooler	55	feta	"	50			
milk	"	45	green bean	hot cabinet	130			
sour cream	"	50	cheesecake	upright in kitchen	41			
ambient	"	42.8	fish	work top cooler	38			
ambient	front upright	36	porkchop	"	39			
burger	final cook	156	chlorine	dish machine and bottle	100			
meat sauce	steam table	158						
sweet potato	"	156						
mash potato	"	155						
fries	hot hold	137						
pintos	walk in	41						
lasagne	"	41						
tomato	"	41						
tenderloin	final cook	180						
gyro	small make unit	41						
slaw	"	40						
tomato	large m/u	40						
egg	"	41						
deli meat	"	40						
potato salad	"	47						

Person in Charge (Print & Sign): *First*

*Last*

*[Signature]*

*First*

*Last*

Regulatory Authority (Print & Sign): Nora

Sykes

*[Signature]*

REHS ID: 2664 - Sykes, Nora

Verification Required Date: 09/29/2022

REHS Contact Phone Number: (336) 703-3161

Authorize final report to  
be received via Email: \_\_\_\_\_



North Carolina Department of Health & Human Services

Page 1 of \_\_\_\_\_  
 Division of Public Health • Environmental Health Section  
 DHHS is an equal opportunity employer.  
 Food Establishment Inspection Report, 10/2021

• Food Protection Program



## Comment Addendum to Inspection Report

**Establishment Name:** ZOE'S FAMILY RESTAURANT

**Establishment ID:** 3034012352

**Date:** 09/19/2022 **Time In:** 1:20 PM **Time Out:** 4:00 PM

### Certifications

Name	Certificate #	Type	Issue Date	Expiration Date
John Vlahos		Food Service		03/26/2026

### 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.

- 15 3-302.11 Packaged and Unpackaged Food - Separation, Packaging, and Segregation (P)- Deli meat below raw meats in small make unit. Raw sausage above raw steak; raw steak above hot dogs in walk in cooler. Food shall be protected from cross contamination by separation during storage, preparation, holding, and display. CDI-rearranged appropriately.
- 16 4-501.114 Manual and Mechanical Warewashing Equipment, Chemical Sanitization - Temperature, pH, Concentration and Hardness (P)- Dish machine was not measuring a testable amount of chlorine during inspection. No dishes were being washed at the time. Chlorine present in bucket, there was air in the line. Maintain sanitizer at correct concentrations when being used to sanitize. CDI- Bucket changed, machine primed, chlorine tested at 100ppm.
- 18 3-401.14 Non-Continuous Cooking of Raw Animal Foods (P) (Pf)- Chicken wings are being cooked incompletely and cooled, and then cooked for immediate service without prior written procedures in place with approval from the department. Observed chicken wings cooked within a range of 138-152F. There were a couple of small wings that were cooked to 163F. Entire rule is written in the general comments that state all of the requirements to continue this operation. Verification required that procedures are written and approved within 10 days, by September 29 to the department. Contact information provided.
- 21 3-501.16 (A) (1) Time / Temperature Control for Safety Food, Hot and Cold Holding (P)- Green beans in hot cabinet at 130F. All other foods in cabinet at 135F or greater. Ensure that foods being held hot are maintained at 135F or greater at all parts of the food. If they dip below 135F, the foods must be reheated to 165F or greater. CDI-Beans removed for additional heating.
- 22 3-501.16 (A) (2) and (B) Time / Temperature Control for Safety Food, Hot and Cold Holding (P) - REPEAT- Potato salad and feta cheese at left side of make unit near broiler and toast press were above 41F. Sour cream, creamers, and milk at above 41F in front cooler and cooler drawers. Maintain TCS foods at 41 or below. CDI-Foods discarded or moved to walk in cooler to cool, based on risk and temperature.
- 39 3-305.11 Food Storage - Preventing Contamination from the Premises (C)- Food on floor in back storage shed. Maintain foods at least 6 inches above floor.  
3-307.11 Miscellaneous Sources of Contamination (C)- Employee foods above food for establishment sale in coolers.
- 47 4-501.11 Good Repair and Proper Adjustment - Equipment (C)- REPEAT- Replace missing handle on left lid of make unit. Remove rust from or replace shelves in second walk in cooler. Repair ice machine so that the front panel is not taped. Gaskets torn throughout, including walk in cooler, upright in kitchen, make units. Front cooler is not functioning at a temperature that is capable of maintaining food temperatures at 41f or below. Store only non-TCS foods in this until repaired. Store TCS foods in front cooler that is functioning. Equipment shall be maintained in good repair.
- 48 4-501.14 Warewashing Equipment, Cleaning Frequency (C) - REPEAT- Some buildup inside warewashing machine. Warewashing equipment shall be cleaned before use; throughout the day at a frequency necessary to prevent recontamination of equipment and utensils and to ensure that the equipment performs its intended function; and if used, at least every 24 hours. Increase cleaning frequency.
- 49 4-601.11 (B) and (C) Equipment, Food-Contact Surfaces, Nonfood Contact Surfaces, and Utensils (C) - REPEAT- Additional cleaning inside crevices and gaskets of coolers, inside of make units, on the side of the grill and stainless panel behind/under flat top. Nonfood-contact surfaces shall be free of dust, dirt, food residue, and debris.
- 55 6-501.11 Repairing - Premises, Structures, Attachments, and Fixtures - Methods (C) -REPEAT- Replace broken base tiles in kitchen and on front line. Physical facilities shall be maintained in good repair.  
6-501.12 Cleaning, Frequency and Restrictions (C) - REPEAT- Perimeter floor cleaning needed in kitchen and restrooms,

especially in women's restroom. Maintain floors, walls, and ceilings clean.

6-501.114 Maintaining Premises, Unnecessary Items and Litter (C)- Accumulation of items on premises that are not needed or have been awaiting pick up for an extended amount of time, including an abundance of plastic buckets. The PREMISES shall be free of: (A) Items that are unnecessary to the operation or maintenance of the establishment such as EQUIPMENT that is nonfunctional or no longer used; and (B) Litter.

- 56 6-501.110 Using Dressing Rooms and Lockers (C) - REPEAT- Employees' items stored on shelves above prep areas. Use designated areas for the storage of employees' personal items.

### Additional Comments

Raw animal FOODS that are cooked using a NON-CONTINUOUS COOKING process shall be:

(A) Subject to an initial heating process that is no longer than sixty minutes in duration;

(B) Immediately after initial heating, cooled according to the time and temperature parameters specified for cooked TIME/TEMPERATURE CONTROL FOR SAFETY FOOD under 3- 501.14(A);

(C) After cooling, held frozen or cold, as specified for TIME/TEMPERATURE CONTROL FOR SAFETY FOOD under 3- 501.16(A)(2);

(D) Prior to sale or service, cooked using a process that heats all parts of the FOOD to a temperature and for a time as specified under 3-401.11 (A)-(C);

(E) Cooled according to the time and temperature parameters specified for cooked TIME /TEMPERATURE CONTROL FOR SAFETY FOOD under 3-501.14(A) if not either hot held as specified

under 3-501.16(A), served immediately, or held using time as a public health control as specified under §3-501.19 after complete cooking; and

(F) Prepared and stored according to written procedures that: (1) Have obtained prior APPROVAL from the REGULATORY AUTHORITY;

(2) Are maintained in the FOOD ESTABLISHMENT and are available to the REGULATORY AUTHORITY upon request;

(3) Describe how the requirements specified under (A)-(E) of this Section are to be monitored and documented by the PERMIT HOLDER and the corrective actions to be taken if the requirements are not met;

(4) Describe how the FOODS, after initial heating, but prior to complete cooking, are to be marked or otherwise identified as FOODS that must be cooked as specified under (D) of this section prior to being offered for sale or service; and

(5) Describe how the FOODS, after initial heating but prior to cooking as specified under (D) of this section, are to be separated from READY-TO-EAT FOODS as specified under 3- 302.11 (A).