

# Food Establishment Inspection Report

Score: 90

Establishment Name: COURTYARD WINSTON SALEM HANES MALL

Establishment ID: 3034012679

Location Address: 1600 WESTBROOK PLAZA DRIVE

City: WINSTON SALEM State: North Carolina

Zip: 27103 County: 34 Forsyth

Permittee: MANSA HOSPITALITY WINSTON LLC

Telephone: (336) 760-5777

☒ Inspection ☐ Re-Inspection

## Wastewater System:

☒ Municipal/Community ☐ On-Site System

## Water Supply:

☒ Municipal/Community ☐ On-Site Supply

Date: 09/21/2022 Status Code: A

Time In: 9:00 AM Time Out: 11:10 AM

Category#: IV

FDA Establishment Type: \_\_\_\_\_

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

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"/> IN <input checked="" type="checkbox"/> OUT/N/A	Handwashing sinks supplied & accessible	2	X	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 <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	Food received at proper temperature	2	1	0
13	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Food in good condition, safe & unadulterated	2	X	0
14	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Required records available: shellstock tags, parasite destruction	2	1	0
<b>Protection from Contamination .2653, .2654</b>					
15	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Food separated & protected	3	1.5	X
16	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Food-contact surfaces: cleaned & sanitized	3	X	0
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 <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Proper cooking time & temperatures	3	1.5	0
19	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Proper reheating procedures for hot holding	3	1.5	0
20	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Proper cooling time & temperatures	3	1.5	0
21	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Proper hot holding temperatures	3	1.5	0
22	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Proper cold holding temperatures	3	X	0
23	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Proper date marking & disposition	3	X	0
24	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A/N/O	Time as a Public Health Control; procedures & records	3	1.5	0
<b>Consumer Advisory .2653</b>					
25	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> 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 <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	Pasteurized foods used; prohibited foods not offered	3	1.5	0
<b>Chemical .2653, .2657</b>					
27	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	Food additives: approved & properly used	1	0.5	0
28	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> 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 <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	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 <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	Pasteurized eggs used where required	1	0.5	0
31	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Water and ice from approved source	2	1	0
32	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	Variance obtained for specialized processing methods	2	1	0
<b>Food Temperature Control .2653, .2654</b>					
33	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Proper cooling methods used; adequate equipment for temperature control	1	0.5	0
34	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A <input checked="" type="checkbox"/> N/A	Plant food properly cooked for hot holding	1	0.5	0
35	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A <input checked="" type="checkbox"/> N/A	Approved thawing methods used	1	0.5	0
36	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Thermometers provided & accurate	1	0.5	0
<b>Food Identification .2653</b>					
37	<input checked="" type="checkbox"/> IN <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"/> IN <input checked="" type="checkbox"/> OUT	Insects & rodents not present; no unauthorized animals	2	1	0
39	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Contamination prevented during food preparation, storage & display	2	X	0
40	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Personal cleanliness	1	0.5	0
41	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Wiping cloths: properly used & stored	1	0.5	0
42	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	Washing fruits & vegetables	1	X	0
<b>Proper Use of Utensils .2653, .2654</b>					
43	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	In-use utensils: properly stored	1	0.5	0
44	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Utensils, equipment & linens: properly stored, dried & handled	1	X	0
45	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Single-use & single-service articles: properly stored & used	1	X	0
46	<input checked="" type="checkbox"/> IN <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 <input checked="" type="checkbox"/> OUT	Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed & used	1	0.5	0
48	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Warewashing facilities: installed, maintained & used; test strips	1	0.5	0
49	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Non-food contact surfaces clean	1	X	0
<b>Physical Facilities .2654, .2655, .2656</b>					
50	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	Hot & cold water available; adequate pressure	1	0.5	0
51	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Plumbing installed; proper backflow devices	2	1	0
52	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Sewage & wastewater properly disposed	2	1	0
53	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A	Toilet facilities: properly constructed, supplied & cleaned	1	0.5	0
54	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Garbage & refuse properly disposed; facilities maintained	1	0.5	X
55	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Physical facilities installed, maintained & clean	1	0.5	X
56	<input checked="" type="checkbox"/> IN <input checked="" type="checkbox"/> OUT	Meets ventilation & lighting requirements; designated areas used	1	X	0
<b>TOTAL DEDUCTIONS:</b>					<b>10</b>



# Comment Addendum to Food Establishment Inspection Report

Establishment Name: MALL  
 Location Address: 1600 WESTBROOK PLAZA DRIVE  
 City: WINSTON SALEM State: NC  
 County: 34 Forsyth Zip: 27103  
 Wastewater System: ☒ Municipal/Community ☐ On-Site System  
 Water Supply: ☒ Municipal/Community ☐ On-Site System  
 Permittee: MANSA HOSPITALITY WINSTON LLC  
 Telephone: (336) 760-5777

Establishment ID: 3034012679  
☒ Inspection ☐ Re-Inspection Date: 09/21/2022  
 Comment Addendum Attached? ☒ Status Code: A  
 Water sample taken? ☐ Yes ☒ No Category #: IV  
 Email 1: jrhem@strandhospitality.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
cooked onions	prep cooler (kitchen)	40						
cut cantaloupe	walk-in cooler	41						
guacamole	prep cooler (front)	41						
breakfast sandwich	prep cooler drawer (front)	41						
hot water	3 comp sink	159						
final rinse	dish machine	176						
quat sanitizer	bucket and 3 comp sink (ppm)	300						

Person in Charge (Print & Sign): Jon

Last  
Rhem

*Jon Rhem*

Regulatory Authority (Print & Sign): Aubrie

Last  
Welch

*Aubrie Welch REHS*

REHS ID: 2519 - Welch, Aubrie

Verification Required Date:

REHS Contact Phone Number: (336) 703-3131

Authorize final report to  
be received via Email:



North Carolina Department of Health & Human Services

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 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:** COURTYARD WINSTON SALEM HANES MALL

**Establishment ID:** 3034012679

**Date:** 09/21/2022 **Time In:** 9:00 AM **Time Out:** 11:10 AM

### Certifications

Name	Certificate #	Type	Issue Date	Expiration Date
Jon Rhem		Food Service		12/19/2023

### 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.

- 10 5-202.12 Handwashing Sinks, Installation (C) Hand sink next to dish machine had hot water turned off due to a leak. Hand sink in front bar area did not have hot water. A handwashing sink shall be equipped to provide water at a temperature of at least 100F.
- 13 3-101.11 Safe, Unadulterated and Honestly Presented (P) Molded turkey in top of prep cooler. Food shall be safe, unadulterated, and honestly presented. CDI - PIC discarded turkey.
- 15 3-302.11 Packaged and Unpackaged Food - Separation, Packaging, and Segregation (P) In walk-in cooler, box of raw shell eggs on shelf above produce. Food shall be protected from cross contamination by separating raw animal foods during storage, prep, holding, and display from fruits and vegetables before they are washed. CDI - foods rearranged.
- 16 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood Contact Surfaces, and Utensils (Pf) Soil/sticker residue present on metal containers, square bowls, several plates, utensils such as pizza knife. Food contact surfaces shall be clean to sight and touch. CDI - items placed at dish machine for re-cleaning.  
4-602.11 Equipment Food-Contact Surfaces and Utensils - Frequency - Clean interior of ice machine. Equipment food contact surfaces shall be cleaned in equipment such as ice bins at a frequency necessary to preclude accumulation of soil or mold.
- 22 3-501.16 (A) (2) and (B) Time / Temperature Control for Safety Food, Hot and Cold Holding-P- REPEAT- In small under counter cooler, milk was 45F. Time/temperature control for safety (TCS) foods held cold shall be maintained at 41F or below. CDI - milk removed and placed in walk-in cooler; PIC will not re-stock until cooler has been repaired.
- 23 3-501.17 Ready-To-Eat Time / Temperature Control for Safety Food, Date Marking (Pf) REPEAT - Turkey in plastic container and opened package in top of prep cooler not dated, cooked onions, hardboiled eggs, cut tomatoes in same cooler not dated; cut melons in walk-in cooler not dated. Time/temperature control for safety (TCS) food prepared/opened and held in an establishment for >24 hours must be date marked. CDI - PIC discarded turkey, onions, eggs, tomatoes; per employee, melons were cut this morning.
- 39 3-305.11 Food Storage - Preventing Contamination from the Premises-C- REPEAT - In walk in cooler, box of lemons and bottled juices were on the floor. In walk in freezer several boxes of food such as fries, bagels were on floor. In dry storage room, bottled water was on the floor. Store food in a clean, dry location, not exposed to contamination. Keep at least 6 inches above the floor.
- 42 3-302.15 Washing Fruits and Vegetables (C) Fruits including blueberries, strawberries, grapes were in prep cooler staged for use but were still in original packaging. Raw fruits and vegetables shall be thoroughly washed in water to remove soil and other contaminants before being cut, combined with other ingredients, cooked, served, or offered for human consumption.
- 44 4-901.11 Equipment and Utensils, Air-Drying Required (C) One stack of small metal pans nested together were still wet. Allow dishes to air dry.  
4-903.11 (A), (B), and (D) Equipment, Utensils, Linens and Single-Service and Single-Use Articles Storing (C) Food debris/dust on magnetic knife rack, shelving where plates and other dishes are stored. Several metal bowls stored had dust/debris inside. Cleaned equipment and utensils shall be stored in a clean, dry location where they are not exposed to splash, dust, or other contamination; and covered or inverted.
- 45 4-903.11 (A) and (C) Equipment, Utensils, Linens and Single-Service and Single-Use Articles - Storing-C-REPEAT- Boxes of single-use/service articles are stored on floor in dry storage room. Store single-use and single-service articles to prevent contamination and at least 6 inches off the floor. Add more shelving in dry storage room.
- 49 4-602.13 Nonfood Contact Surfaces (C) REPEAT - Cleaning is needed, such as inside coolers esp. under ref. drawers of prep coolers, inside of milk cooler; fan guards in walk-in freezer. Nonfood contact surfaces of equipment shall be cleaned at a frequency to prevent accumulation of soil residues.
- 54 5-501.113 Covering Receptacles (C) One lid of dumpster was open. Receptacles and waste handling units shall be kept covered with tight fitting lids or doors if kept outside the food establishment.

5-501.115 Maintaining Refuse Areas and Enclosures (C) Old pallets, misc. debris is dumpster area. A storage area and enclosure for refuse, recyclables ,or returnables shall be maintained free of unnecessary items, and clean.

- 55 6-501.11 Repairing - Premises, Structures, Attachments, and Fixtures - Methods (C) Replace missing baseboard to left of door leading to kitchen, replace ceiling tile above back door to kitchen. Physical facilities shall be mainlined in good repair.
- 56 6-305.11 Designation - Dressing Areas and Lockers (C) Employee coat draped over can opener. Employee cell phone on prep table in front of coffee maker, later relocated to shelf with single-service lids. Lockers or other suitable facilities shall be provided for the orderly storage of employees' clothing and other possessions.