

# Food Establishment Inspection Report

Score: 90.5

Establishment Name: HERO HOUSE, THE

Establishment ID: 3034010990

Location Address: 914 S STRATFORD RD

Inspection  Re-Inspection

City: WINSTON SALEM

State: NC

Date: 04 / 23 / 2015 Status Code: A

Zip: 27103

County: 34 Forsyth

Time In: 02 : 30 am/pm  am  pm

Time Out: 06 : 30 am/pm  am  pm

Permittee: HERO HOUSE, INC.

Total Time: 4 hrs 0 minutes

Telephone: (336) 768-3944

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: 7

No. of Repeat Risk Factor/Intervention Violations:       

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
<b>Supervision</b> .2652						
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PIC Present; Demonstration-Certification by accredited program and perform duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Employee Health</b> .2652						
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Management, employees knowledge; responsibilities & reporting	<input type="checkbox"/>	<input type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper use of reporting, restriction & exclusion	<input type="checkbox"/>	<input type="checkbox"/>
<b>Good Hygienic Practices</b> .2652, .2653						
4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper eating, tasting, drinking, or tobacco use	<input type="checkbox"/>	<input type="checkbox"/>
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No discharge from eyes, nose or mouth	<input type="checkbox"/>	<input type="checkbox"/>
<b>Preventing Contamination by Hands</b> .2652, .2653, .2655, .2656						
6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hands clean & properly washed	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>
8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Handwashing sinks supplied & accessible	<input type="checkbox"/>	<input type="checkbox"/>
<b>Approved Source</b> .2653, .2655						
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food obtained from approved source	<input type="checkbox"/>	<input type="checkbox"/>
10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food received at proper temperature	<input type="checkbox"/>	<input type="checkbox"/>
11	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food in good condition, safe & unadulterated	<input type="checkbox"/>	<input type="checkbox"/>
12	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Required records available: shellstock tags, parasite destruction	<input type="checkbox"/>	<input type="checkbox"/>
<b>Protection from Contamination</b> .2653, .2654						
13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food separated & protected	<input type="checkbox"/>	<input type="checkbox"/>
14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food-contact surfaces: cleaned & sanitized	<input type="checkbox"/>	<input type="checkbox"/>
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper disposition of returned, previously served, reconditioned, & unsafe food	<input type="checkbox"/>	<input type="checkbox"/>
<b>Potentially Hazardous Food Time/Temperature</b> .2653						
16	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cooking time & temperatures	<input type="checkbox"/>	<input type="checkbox"/>
17	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Proper reheating procedures for hot holding	<input type="checkbox"/>	<input type="checkbox"/>
18	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Proper cooling time & temperatures	<input type="checkbox"/>	<input type="checkbox"/>
19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper hot holding temperatures	<input type="checkbox"/>	<input type="checkbox"/>
20	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cold holding temperatures	<input type="checkbox"/>	<input type="checkbox"/>
21	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper date marking & disposition	<input type="checkbox"/>	<input type="checkbox"/>
22	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Time as a public health control: procedures & records	<input type="checkbox"/>	<input type="checkbox"/>
<b>Consumer Advisory</b> .2653						
23	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Consumer advisory provided for raw or undercooked foods	<input type="checkbox"/>	<input type="checkbox"/>
<b>Highly Susceptible Populations</b> .2653						
24	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized foods used; prohibited foods not offered	<input type="checkbox"/>	<input type="checkbox"/>
<b>Chemical</b> .2653, .2657						
25	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food additives: approved & properly used	<input type="checkbox"/>	<input type="checkbox"/>
26	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Toxic substances properly identified stored, & used	<input type="checkbox"/>	<input type="checkbox"/>
<b>Conformance with Approved Procedures</b> .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	<input type="checkbox"/>	<input type="checkbox"/>

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
<b>Safe Food and Water</b> .2653, .2655, .2658						
28	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized eggs used where required	<input type="checkbox"/>	<input type="checkbox"/>
29	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Water and ice from approved source	<input type="checkbox"/>	<input type="checkbox"/>
30	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Variance obtained for specialized processing methods	<input type="checkbox"/>	<input type="checkbox"/>
<b>Food Temperature Control</b> .2653, .2654						
31	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper cooling methods used; adequate equipment for temperature control	<input type="checkbox"/>	<input type="checkbox"/>
32	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Plant food properly cooked for hot holding	<input type="checkbox"/>	<input type="checkbox"/>
33	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Approved thawing methods used	<input type="checkbox"/>	<input type="checkbox"/>
34	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Thermometers provided & accurate	<input type="checkbox"/>	<input type="checkbox"/>
<b>Food Identification</b> .2653						
35	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food properly labeled: original container	<input type="checkbox"/>	<input type="checkbox"/>
<b>Prevention of Food Contamination</b> .2652, .2653, .2654, .2656, .2657						
36	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Insects & rodents not present; no unauthorized animals	<input type="checkbox"/>	<input type="checkbox"/>
37	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Contamination prevented during food preparation, storage & display	<input type="checkbox"/>	<input type="checkbox"/>
38	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Personal cleanliness	<input type="checkbox"/>	<input type="checkbox"/>
39	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wiping cloths: properly used & stored	<input type="checkbox"/>	<input type="checkbox"/>
40	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Washing fruits & vegetables	<input type="checkbox"/>	<input type="checkbox"/>
<b>Proper Use of Utensils</b> .2653, .2654						
41	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In-use utensils: properly stored	<input type="checkbox"/>	<input type="checkbox"/>
42	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Utensils, equipment & linens: properly stored, dried & handled	<input type="checkbox"/>	<input type="checkbox"/>
43	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Single-use & single-service articles: properly stored & used	<input type="checkbox"/>	<input type="checkbox"/>
44	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gloves used properly	<input type="checkbox"/>	<input type="checkbox"/>
<b>Utensils and Equipment</b> .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	<input type="checkbox"/>	<input type="checkbox"/>
46	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Warewashing facilities: installed, maintained, & used; test strips	<input type="checkbox"/>	<input type="checkbox"/>
47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Non-food contact surfaces clean	<input type="checkbox"/>	<input type="checkbox"/>
<b>Physical Facilities</b> .2654, .2655, .2656						
48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hot & cold water available; adequate pressure	<input type="checkbox"/>	<input type="checkbox"/>
49	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plumbing installed; proper backflow devices	<input type="checkbox"/>	<input type="checkbox"/>
50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sewage & waste water properly disposed	<input type="checkbox"/>	<input type="checkbox"/>
51	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toilet facilities: properly constructed, supplied & cleaned	<input type="checkbox"/>	<input type="checkbox"/>
52	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Garbage & refuse properly disposed; facilities maintained	<input type="checkbox"/>	<input type="checkbox"/>
53	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical facilities installed, maintained & clean	<input type="checkbox"/>	<input type="checkbox"/>
54	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meets ventilation & lighting requirements; designated areas used	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total Deductions:</b>					<b>9.5</b>	



# Comment Addendum to Food Establishment Inspection Report

**Establishment Name:** HERO HOUSE, THE  
**Location Address:** 914 S STRATFORD RD  
**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:** HERO HOUSE, INC.  
**Telephone:** (336) 768-3944

**Establishment ID:** 3034010990  
 Inspection  Re-Inspection **Date:** 04/23/2015  
**Comment Addendum Attached?**  **Status Code:** A  
**Category #:** IV  
**Email 1:**  
**Email 2:**  
**Email 3:**

## Temperature Observations

Item	Location	Temp	Item	Location	Temp	Item	Location	Temp
tomatoes	walk in cooler	43	lettuce	make unit	45			
chicken	walk in cooler	70	sausage	pizza make unit	43			
raw	walk in cooler	42	servsafe	Jane Kotsionis	00			
lettuce	walk in cooler	45	chicken	final cook	199			
tzaziki	make unit	40	philly steak	final cook	170			
tomatoes	make unit	45	raw philly	reach in	43			
chlorine	wiping cloth buckets	200	coleslaw	make unit	42			
dish temp	dishmachine	165						

## 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.

- 1 2-101.11 Assignment - PF: No manager on duty at the beginning of the inspection. Food was being prepared at this time. The permit holder shall be the person in charge or shall designate a person in charge is present at the food establishment during all hours of operation. The person in charge shall have certification from a food safety manager's course and be on-site during all hours of preparation.
  
- 4 2-401.11 Eating, Drinking, or Using Tobacco - C: 0 pts. Employee drinks placed on shelving above food for pay. Employee drinks shall be stored so that contamination of food, equipment, utensils, single service and single use articles. CDI: Drinks moved.
  
- 6 2-301.14 When to Wash - P. : 0 pts. One food employee washed hands then recontaminated hands by turning off the faucets without using the paper towel. After hands are cleaned, use paper towel to turn off faucet handles so hands will not become recontaminated. CDI: Employee re-washed hands.



Person in Charge (Print & Sign): Jane *First* Kotsionis *Last*

*[Handwritten Signature]*

Regulatory Authority (Print & Sign): Michelle *First* Bell *Last*

*[Handwritten Signature: Michelle Bell REHS]*

**REHS ID:** 2464 - Bell, Michelle

**Verification Required Date:** \_\_\_ / \_\_\_ / \_\_\_

**REHS Contact Phone Number:** ( 336 ) 703 - 3141



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- 8 6-301.14 Handwashing Signage - C: 0 pts. No sign at two handwash sinks. Signs shall be posted directing food employees to wash hands when contaminated.
- 11 3-101.11 Safe, Unadulterated and Honestly Presented - P,PF: 0 pts. 2 packages of vacuum sealed salmon thawing in package that stated "keep frozen" and "open before thawing." CDI: Salmon packages opened, discarded and denatured. Follow manufacturer's instructions when thawing.
- 13 3-302.11 Packaged and Unpackaged Food-Separation, Packaging, and Segregation - P: 0 pts. In freezer, pan of beef (out of commercial wrapping) stored above cases of potatoes. When removed from commercial packaging, store items in order of final cook temperature. CDI: Beef moved.
- 26 7-204.11 Sanitizers, Criteria-Chemicals - P: Chlorine sanitizer in wiping cloth bucket turned test strip black indicating chemical was out of 50-200 ppm required range. Chemical sanitizers for food-contact surfaces shall meet the requirements specified in 40 CFR 180.940 Tolerance exemptions for active and inert ingredients for use in antimicrobial formulations. CDI: Bucket changed to meet 50 ppm concentration.
- 31 3-501.15 Cooling Methods - PF: 0 pts. Two buckets of cooked chicken were tightly closed and 70F. When cooling items, place in shallow pans, separate in smaller portions, use rapid cooling equipment, ice, ice baths or other effective means and loosely covered. CDI: Items placed in pan on ice.
- 35 3-302.12 Food Storage Containers Identified with Common Name of Food - C: 0 pts. Flour and sugar tubs not labeled. Vinegar dressing not labeled. When ingredients that are not easily recognizable are removed from their original bulk containers, they shall be labeled. Label.
- 35 Computer error: See above



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Spell

- 37 3-305.11 Food Storage-Preventing Contamination from the Premises - C: Pickle buckets on floor of walk in cooler. Cases of bread and other items on floor of walk in freezer. Keep all food 6 inches above the floor on shelving.//3-307.11 Miscellaneous Sources of Contamination - C: One cell phone charger located in box of tea bags./ One coat located between items on prep shelf. Store employee items in employee storage area. CDI: Both items moved.
- 38 2-303.11 Prohibition-Jewelry - C: 0 pts. One food employee wearing a bracelet. Only a single band ring is allowed. Remove other jewelry.//2-402.11 Effectiveness-Hair Restraints - C: Wait staff needs hair restraints when working with food (not seen during the inspection, but came up in conversation with the manager). Provide hair restraints for food employees.
- 39 3-304.14 Wiping Cloths, Use Limitation - C. : Wet wiping cloths on prep surfaces throughout. Keep wiping cloths submerged in sanitizer once wet. / Bucket stored on floor. Store sanitizer bucket off floor.
- 41 3-304.12 In-Use Utensils, Between-Use Storage - C: Scoops laying in ingredients throughout. Use approved scoops with handles and place handles upright, out of the ingredients when in-use. CDI: Scoops disposed of or uprighted.
- 43 4-903.11 (A) and (C) Equipment, Utensils, Linens and Single-Service and Single-Use Articles-Storing - C. : Two stacks of to-go containers not inverted. Invert or cover to prevent contamination.//4-502.13 Single-Service and Single-Use Articles-Use Limitations - C: Pickle buckets being re-used to store tzatziki sauce. Texas Pete containers being re-used to hold sauce/spice mixture. Halves of containers being used to create scoops. Single use articles shall be used only for their original purpose, the discarded.
- 45 4-101.17 Wood, Use Limitation - C: Wood pieces in dry storage on storage racks. Pieces should be sealed to be easily cleanable or removed. Wood below vanities in restrooms. Seal/finish wood or cover.//  
4-101.19 Nonfood-Contact Surfaces - C: Some shelving beginning to rust. Repair/replace./ Wire used for hanging utensils is unapproved. Replace with approved hangers.
- 47 . 4-601.11 (B) and (C) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - C: REPEAT: Cleaning needed on shelving in prep areas and bread storage area. Salamander has carbon build-up. Backs/sides of grills and fryers have accumulation of soil and grease residue. Insides of some drawers soiled. Sides of ice machines soiled. Areas behind fryer cabinets soiled. Clean all nonfood-contact surfaces as frequently as necessary to prevent accumulation of soil.



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- 52 5-501.16 Storage Areas, Rooms and Receptacles, Capacity and Availability - C: Two handsinks with no trash cans. Provide trashcans for hand sinks.//5-501.113 Covering Receptacles - C: Dumpster lid open. Keep dumpster lids closed.
- 53 6-101.11 Surface Characteristics-Indoor Areas - C: Repair basement storage where wall is exposed. Seal concrete floors/stairs in storage areas. Add missing ceiling tiles. //6-501.12 Cleaning, Frequency and Restrictions - C: REPEAT: Floors need more cleaning behind and under equipment. Clean more thoroughly in hard to reach areas and around edges where wall meets the floor. / Ceiling tiles in storage area need cleaning where ventilation is located.
- 54 6-303.11 Intensity-Lighting - C. : Lighting low along prep line by pizza area at 28-32 fctd, at three comp sink at 34-42 fctd. Increase lighting to 50 fctd in food prep areas.



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Spell

