

Food Establishment Inspection Report

Score: 96.5

Establishment Name: MAMAZOE MICHAEL'S Establishment ID: 3034011832
 Location Address: 2859 REYNOLDA ROAD Inspection Re-Inspection
 City: WINSTON SALEM State: NC Date: 10/21/2020 Status Code: A
 Zip: 27106 County: 34 Forsyth Time In: 10:05 AM Time Out: 3:40 PM
 Permittee: ZOE'S KITCHEN, INC Total Time: 5 hrs 35 min
 Telephone: (336) 722-4946 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: 8
 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
Supervision .2652						
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PIC Present; Demonstration-Certification by accredited program and perform duties	2	<input type="checkbox"/>
Employee Health .2652						
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Management, employees knowledge; responsibilities & reporting	3	<input type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper use of reporting, restriction & exclusion	3	<input type="checkbox"/>
Good Hygienic Practices .2652, .2653						
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper eating, tasting, drinking, or tobacco use	2	<input type="checkbox"/>
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No discharge from eyes, nose or mouth	1	<input type="checkbox"/>
Preventing Contamination by Hands .2652, .2653, .2655, .2656						
6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hands clean & properly washed	4	<input checked="" 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	3	<input type="checkbox"/>
8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Handwashing sinks supplied & accessible	2	<input checked="" type="checkbox"/>
Approved Source .2653, .2655						
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food obtained from approved source	2	<input type="checkbox"/>
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food received at proper temperature	2	<input type="checkbox"/>
11	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food in good condition, safe & unadulterated	2	<input checked="" type="checkbox"/>
12	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Required records available: shellstock tags, parasite destruction	2	<input type="checkbox"/>
Protection from Contamination .2653, .2654						
13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food separated & protected	3	<input checked="" type="checkbox"/>
14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food-contact surfaces: cleaned & sanitized	3	<input checked="" type="checkbox"/>
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper disposition of returned, previously served, reconditioned, & unsafe food	2	<input type="checkbox"/>
Potentially Hazardous Food Time/Temperature .2653						
16	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cooking time & temperatures	3	<input type="checkbox"/>
17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper reheating procedures for hot holding	3	<input checked="" type="checkbox"/>
18	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cooling time & temperatures	3	<input type="checkbox"/>
19	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper hot holding temperatures	3	<input checked="" type="checkbox"/>
20	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper cold holding temperatures	3	<input checked="" type="checkbox"/>
21	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper date marking & disposition	3	<input type="checkbox"/>
22	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Time as a public health control: procedures & records	2	<input type="checkbox"/>
Consumer Advisory .2653						
23	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consumer advisory provided for raw or undercooked foods	1	<input type="checkbox"/>
Highly Susceptible Populations .2653						
24	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized foods used; prohibited foods not offered	3	<input type="checkbox"/>
Chemical .2653, .2657						
25	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food additives: approved & properly used	1	<input type="checkbox"/>
26	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toxic substances properly identified stored, & used	2	<input type="checkbox"/>
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	<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
Safe Food and Water .2653, .2655, .2658						
28	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized eggs used where required	1	<input type="checkbox"/>
29	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Water and ice from approved source	2	<input type="checkbox"/>
30	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Variance obtained for specialized processing methods	1	<input type="checkbox"/>
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	<input type="checkbox"/>
32	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plant food properly cooked for hot holding	1	<input type="checkbox"/>
33	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Approved thawing methods used	1	<input type="checkbox"/>
34	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Thermometers provided & accurate	1	<input type="checkbox"/>
Food Identification .2653						
35	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food properly labeled: original container	2	<input type="checkbox"/>
Prevention of Food Contamination .2652, .2653, .2654, .2656, .2657						
36	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Insects & rodents not present; no unauthorized animals	2	<input type="checkbox"/>
37	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contamination prevented during food preparation, storage & display	2	<input type="checkbox"/>
38	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal cleanliness	1	<input type="checkbox"/>
39	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wiping cloths: properly used & stored	1	<input type="checkbox"/>
40	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Washing fruits & vegetables	1	<input type="checkbox"/>
Proper Use of Utensils .2653, .2654						
41	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In-use utensils: properly stored	1	<input checked="" type="checkbox"/>
42	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Utensils, equipment & linens: properly stored, dried & handled	1	<input type="checkbox"/>
43	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Single-use & single-service articles: properly stored & used	1	<input type="checkbox"/>
44	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gloves used properly	1	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>
46	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Warewashing facilities: installed, maintained, & used; test strips	1	<input type="checkbox"/>
47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Non-food contact surfaces clean	1	<input checked="" type="checkbox"/>
Physical Facilities .2654, .2655, .2656						
48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hot & cold water available; adequate pressure	2	<input type="checkbox"/>
49	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Plumbing installed; proper backflow devices	2	<input checked="" type="checkbox"/>
50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sewage & waste water properly disposed	2	<input type="checkbox"/>
51	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Toilet facilities: properly constructed, supplied & cleaned	1	<input checked="" type="checkbox"/>
52	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Garbage & refuse properly disposed; facilities maintained	1	<input type="checkbox"/>
53	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical facilities installed, maintained & clean	1	<input checked="" type="checkbox"/>
54	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meets ventilation & lighting requirements; designated areas used	1	<input type="checkbox"/>
Total Deductions:						3.5



Comment Addendum to Food Establishment Inspection Report

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Location Address: 2859 REYNOLDA ROAD
City: WINSTON SALEM **State:** NC
County: 34 Forsyth **Zip:** 27106
Wastewater System: Municipal/Community On-Site System
Water Supply: Municipal/Community On-Site System
Permittee: ZOE'S KITCHEN, INC
Telephone: (336) 722-4946

Establishment ID: 3034011832
 Inspection Re-Inspection **Date:** 10/21/2020
Comment Addendum Attached? **Status Code:** A
Water sample taken? Yes No **Category #:** IV
Email 1: christakism@aol.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
ServSafe	S. Treadway 8/24/25	0	corn pudding	cooling 11:23	57	mac and cheese	steam table	120
hot water	3 comp sink	130	rice	cooling 10:16	81	mac and cheese	reheated	174
chl sani	ppm 3 comp sink	100	rice	cooling 11:23	52	turkey	make unit	48
hot water sanitizing	dish machine	187	chicken pie	cooling 10:16	68	ham	make unit	47
chl sani	ppm bucket	100	chicken pie	cooling 11:23	41	sausage	make unit	47
baked potatoes	cooling 10:16	98	pinto beans	reheat	175	tomatoes	make unit	44
baked potatoes	cooling 11:23	60	broccoli casserole	steam table	91	pot pie filling	final cook	198
corn pudding	cooling 10:16	78	broccoli casserole	reheat incorrect	154	egg	final cook	166

Person in Charge (Print & Sign): Sarah *First* Treadway *Last*
Regulatory Authority (Print & Sign): Lauren *First* Pleasants *Last*

[Signature]

[Signature]

REHS ID: 2809 - Pleasants, Lauren

Verification Required Date:

REHS Contact Phone Number: (336) 703-3144



North Carolina Department of Health & Human Services

• Division of Public Health • Environmental Health Section

• Food Protection Program



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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 - One food employee washed and rinsed hands for 5 seconds. Food employees shall clean their hands and exposed portions of their arms for at least 20 seconds, using a cleaning compound in a handwashing sink, and shall use the following cleaning procedure: rinse under clean running water; apply cleaning compound; rub together vigorously for at least 10-15 seconds paying particular attention to removing soil from underneath fingernails and creating friction on the surfaces of the hands and arms; thoroughly rinse under clean running warm water, and immediately following the cleaning procedure with thorough drying using a method as specified under 6-301.12. CDI- Employee educated and rewash hands using the correct procedure.
- 8 6-301.11 Handwashing Cleanser, Availability - PF - Low batteries on soap dispenser at warewashing area handwashing sink, and it is not readily available to dispense soap without trying several times to get it to dispense. Each handwashing sink shall be provided with a supply of hand cleaning compound. CDI- Batteries replaced.
- 6-301.12 Hand Drying Provision - PF - No paper towels in dispenser at server handwashing sink. Each handwashing sink shall be provided with individual disposable towels or approved hand-drying device. CDI- Paper towels replaced in dispenser.
- 11 3-202.15 Package Integrity - PF - Two dented cans in dry storage. 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 from dry storage to be returned or discarded.
- 13 3-302.11 Packaged and Unpackaged Food-Separation, Packaging, and Segregation - P - REPEAT- In walk-in cooler, raw sausage stored over whole cuts of pork. Store raw animal foods according to final cooking temperatures to prevent cross contamination. CDI- Foods rearranged with sausage below pork.
- 14 4-501.113 Mechanical Warewashing Equipment, Sanitization Pressure - C - Sanitization rinse pressure measured 31 to 40 PSI. The flow pressure of the fresh hot water sanitizing rinse in a warewashing machine shall be within the range specified on the machine manufacturer's data plate and may not be less than 5 PSI or more than 30 PSI. Data plate states 25 +/- 5 PSI. Adjust pressure gauge.
- 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - P - The following utensils soiled with food residue: colander, 6 metal pans, 5 plastic containers, 2 cutting boards, meat slicer, and one knife. Food-contact surfaces shall be clean to sight and touch. CDI- Items placed at warewashing sink and machine to be rewash, rinsed, and sanitized.
- 17 3-403.11 Reheating for Hot Holding - P - Broccoli casserole in steam table measured 91-122F. Casserole was reheated in oven and measured 154F. TCS food that is cooked, cooled, and reheated for hot holding shall be reheated so that all parts of the food reach a temperature of 165F. CDI- Broccoli casserole placed back in oven to continue reheating.
- 19 3-501.16 (A)(1) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding - P - REPEAT- In steam table, gravy 125F, mac and cheese 120F, broccoli casserole 91-122F. TCS foods shall be maintained hot at 135F or above. CDI- All foods reheated: gravy 179F, mac and cheese 174F, and broccoli casserole did not reach reheat temperature so was placed back in oven.
- 20 3-501.16 (A)(2) and (B) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding - P - In make unit by grill, turkey 48F, ham 47F, sausage 47F, tomatoes 44F. In second make unit, mozzarella 42F. In Everest cooler, spaghetti 42-45F. TCS foods shall be maintained cold at 41F or below. CDI- Sausage voluntarily discarded. Other foods placed in walk-in cooler as they were placed in make unit that morning.
- 41 3-304.12 In-Use Utensils, Between-Use Storage - C - Several scoops in dry storage bins with handles touching food. Bowl used as scoop in raw shrimp. During pauses in food preparation or dispensing, utensils shall be stored in food that is non TCS with their handles above the top of the food within containers or equipment that can be closed, such as bins of sugar, flour, or cinnamon. For TCS foods, store with handles above the top of the food and container. Ensure utensils are stored with handles out of food.
- 45 4-202.11 Food-Contact Surfaces-Cleanability - PF - REPEAT- One spatula and 2 plastic lids cracked and melted. Multiuse food-contact surfaces shall be free of cracks, pits, inclusions, and other imperfections and be smooth. CDI- Items voluntarily discarded by PIC.
- 4-501.11 Good Repair and Proper Adjustment-Equipment - C - Remove rust from back of Salamander. Replace torn gasket on top drawer of Everest cooler. Repair leak in beverage line at soda boxes. Caulk hat channels of prep shelf. Remove rust from screws on shelf above 3 compartment sink. Recaulk channel underneath dish machine. Equipment shall be maintained in good repair.
- 47 4-601.11 (B) and (C) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - C - Additional cleaning needed on underside of shelf above prep table by walk-in cooler, in gaskets of sandwich unit. Nonfood-contact surfaces shall be free of dust, dirt, food residue, and other debris.
- 49 5-205.15 (B) System maintained in good repair - C - Foot pedal at cook line handwashing sink has a leak. Food pedal at server handwashing sink is not functioning. Repair pedals to maintain handwashing sinks in good repair. Plumbing systems shall be maintained in good repair.
- 51 6-501.18 Cleaning of Plumbing Fixtures - C - Cleaning needed on underside of urinal in men's restroom. Plumbing fixtures shall be maintained clean.
- 53 6-501.11 Repairing-Premises, Structures, Attachments, and Fixtures-Methods - C - Caulk toilet to floor in employee restroom. Physical facilities shall be maintained in good repair. //
- 6-501.12 Cleaning, Frequency and Restrictions - C - Vents above food holding are very dusty and need cleaning. Physical facilities shall be cleaned at a frequency necessary to maintain them clean.