

Food Establishment Inspection Report

Score: 95

Establishment Name: WILLOW'S BISTRO

Establishment ID: 3034012031

Location Address: 300 S LIBERTY SUITE 125

City: WINSTON SALEM State: North Carolina

Zip: 27101 County: 34 Forsyth

Permittee: KING COOPER INC.

Telephone: (336) 682-5863

☒ Inspection ☐ Re-Inspection**Wastewater System:**☒ Municipal/Community ☐ On-Site System**Water Supply:**☒ Municipal/Community ☐ On-Site Supply

Date: 01/31/2023 Status Code: A

Time In: 11:10 AM Time Out: 1:40 PM

Category#: IV

FDA Establishment Type: Full-Service Restaurant

No. of Risk Factor/Intervention Violations: 2

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
Supervision .2652					
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	
Employee Health .2652					
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
Good Hygienic Practices .2652, .2653					
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
Preventing Contamination by Hands .2652, .2653, .2655, .2656					
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
Approved Source .2653, .2655					
11	<input checked="" type="checkbox"/> OUT	Food obtained from approved source	2	1	0
12	<input checked="" type="checkbox"/> IN OUT	<input checked="" type="checkbox"/> 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"/> OUT/N/A/N/O	Required records available: shellstock tags, parasite destruction	2	1	0
Protection from Contamination .2653, .2654					
15	<input checked="" type="checkbox"/> OUT/N/A/N/O	Food separated & protected	3	1.5	0
16	<input checked="" type="checkbox"/> OUT	Food-contact surfaces: cleaned & sanitized	3	1.5	0
17	<input checked="" type="checkbox"/> OUT	Proper disposition of returned, previously served, reconditioned & unsafe food	2	1	0
Potentially Hazardous Food Time/Temperature .2653					
18	<input checked="" type="checkbox"/> OUT/N/A/N/O	Proper cooking time & temperatures	3	1.5	0
19	<input checked="" type="checkbox"/> OUT/N/A/N/O	Proper reheating procedures for hot holding	3	1.5	0
20	<input checked="" type="checkbox"/> OUT/N/A/N/O	Proper cooling time & temperatures	3	1.5	0
21	<input checked="" type="checkbox"/> OUT/N/A/N/O	Proper hot holding temperatures	3	1.5	0
22	<input checked="" type="checkbox"/> OUT/N/A/N/O	Proper cold holding temperatures	3	1.5	0
23	<input checked="" type="checkbox"/> IN OUT/N/A/N/O	Proper date marking & disposition	3	0	X X
24	<input checked="" type="checkbox"/> IN OUT	Time as a Public Health Control; procedures & records	3	1.5	0
Consumer Advisory .2653					
25	<input checked="" type="checkbox"/> OUT/N/A	Consumer advisory provided for raw/undercooked foods	1	0.5	0
Highly Susceptible Populations .2653					
26	<input checked="" type="checkbox"/> IN OUT	Pasteurized foods used; prohibited foods not offered	3	1.5	0
Chemical .2653, .2657					
27	<input checked="" type="checkbox"/> IN OUT	Food additives: approved & properly used	1	0.5	0
28	<input checked="" type="checkbox"/> IN OUT/N/A	Toxic substances properly identified stored & used	2	X	0 X
Conformance with Approved Procedures .2653, .2654, .2658					
29	<input checked="" type="checkbox"/> IN OUT	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
Safe Food and Water .2653, .2655, .2658					
30	<input checked="" type="checkbox"/> OUT/N/A	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 OUT	Variance obtained for specialized processing methods	2	1	0
Food Temperature Control .2653, .2654					
33	<input checked="" type="checkbox"/> IN	Proper cooling methods used; adequate equipment for temperature control	1	0	X X
34	<input checked="" type="checkbox"/> OUT/N/A/N/O	Plant food properly cooked for hot holding	1	0.5	0
35	<input checked="" type="checkbox"/> IN OUT/N/A/N/O	Approved thawing methods used	1	0.5	X
36	<input checked="" type="checkbox"/> OUT	Thermometers provided & accurate	1	0.5	0
Food Identification .2653					
37	<input checked="" type="checkbox"/> OUT	Food properly labeled: original container	2	1	0
Prevention of Food Contamination .2652, .2653, .2654, .2656, .2657					
38	<input checked="" type="checkbox"/> OUT	Insects & rodents not present; no unauthorized animals	2	1	0
39	<input checked="" type="checkbox"/> OUT	Contamination prevented during food preparation, storage & display	2	1	0
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
Proper Use of Utensils .2653, .2654					
43	<input checked="" type="checkbox"/> OUT	In-use utensils: properly stored	1	0.5	0
44	<input checked="" type="checkbox"/> IN	Utensils, equipment & linens: properly stored, dried & handled	1	0.5	X
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
Utensils and Equipment .2653, .2654, .2663					
47	<input checked="" type="checkbox"/> IN	Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed & used	X	0.5	0 X
48	<input checked="" type="checkbox"/> OUT	Warewashing facilities: installed, maintained & used; test strips	1	0.5	0
49	<input checked="" type="checkbox"/> IN	Non-food contact surfaces clean	1	0	X
Physical Facilities .2654, .2655, .2656					
50	<input checked="" type="checkbox"/> OUT/N/A	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	0	X
56	<input checked="" type="checkbox"/> OUT	Meets ventilation & lighting requirements; designated areas used	1	0.5	0
TOTAL DEDUCTIONS: 5					



Comment Addendum to Food Establishment Inspection Report

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County: 34 Forsyth Zip: 27101

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Water Supply: ☒ Municipal/Community ☐ On-Site System

Permittee: KING COOPER INC.

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Establishment ID: 3034012031

☒ Inspection ☐ Re-Inspection Date: 01/31/2023

Comment Addendum Attached? ☒ Status Code: A

Water sample taken? ☐ Yes ☒ No Category #: IV

Email 1: WKINGERY@HOTMAIL.com

Email 2: Adoantunez@gmail.com

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
Lettuce	Make Unit 1	41	Item Broccoli Cheedar Soup	Hot Hold	157			
Chicken Salad	Make Unit 1	40	Hot Water	Prep Sink	163			
Cut Melon	Cooling	59	Quat Sanitizer	Bottle	150			
Cut Melon	Cooling	47	Quat Sanitizer	Three-Comp	300			
Diced Tomato	Grill Cooler	35	Hot Water	Dish Machine	163			
Ham	Stove Cooler	39						
Chicken	Stove Cooler	40						
Ambient	Low Reach-in	40						
Turkey Strip	Low Reach-in	41						
Slice Tomato	Make Unit 2	41						
Pasta	Make Unit 2	41						
Ribs	Walkin	41						
Slice Tomato	Cooling	43						
Slice Tomato	Cooling	40						
Pasta Salad	Walkin	37						
Pulled Pork	Walkin	39						
Ambient	Four-Door Cooler	33						
Fries	Reheat	176						
Sweet Potato Fries	Reheat	205						
Burger	Final	164						

First
Person in Charge (Print & Sign): Ado

Last
Antunez

First
Regulatory Authority (Print & Sign): Ebonie

Last
Wilborn

Ado Antunez
Ebonie Wilborn REHS

REHS ID: 3122 - Wilborn, Ebonie

Verification Required Date: _____

REHS Contact Phone Number: _____

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

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Date: 01/31/2023 **Time In:** 11:10 AM **Time Out:** 1:40 PM

Certifications

Name	Certificate #	Type	Issue Date	Expiration Date
Melissa Caldwell	20656040	Food Service	06/08/2021	06/08/2026

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.

- 23 3-501.18 Ready-To-Eat Time / Temperature Control for Safety Food, Disposition (P) REPEAT Pulled pork found inside walk-in cooler had a prep date of 1/20/23. Discard the food requiring date labels once time/temperature window has expired, if it is not been labeled, or if the label is incorrect. CDI Pulled pork was discarded.
- 3-501.17 Ready-To-Eat Time / Temperature Control for Safety Food, Date Marking (Pf) Rib found inside make cooler did not have a prep date. Date mark all TCS foods that are ready-to-eat once opened or prepared and held more than 24hrs. CDI Rib was voluntarily discarded.
- 28 7-102.11 Common Name - Working Containers (Pf) Four unlabeled chemical bottles found throughout kitchen. Working containers used for storing poisonous or toxic materials such as cleaners and sanitizers taken from bulk supplies shall be clearly and individually identified with the common name of the material. CDI Three of the bottles labeled with content (bleach, degreaser and Windex). The bottle with the bright yellow liquid was unknown and discarded.
- 33 3-501.15 Cooling Methods (Pf) REPEAT A portion of the fruit cut today was placed into the make cooler prior to cooling and measured 59F. Sliced tomatoes and cut melons inside the walk-in were wrapped tightly in plastic and in a deep plastic container. Quickly cool foods. Use methods such as open/vented shallow pans, large ice baths and active stirring. Cold air must flow around product to remove the heat. CDI Cut melons were moved into walk-in. Both the melons and tomatoes were put inside an ice bath.
- 35 3-501.13 Thawing (C) Tuna thawed inside sealed packaging in grill cooler. Reduced oxygen packed fish that bears a label indicating that it is to be kept frozen until time of use shall be removed from the reduced oxygen environment prior to its thawing under refrigeration or prior to, or Immediately upon completion of, its thawing.
- 44 4-903.11 (A), (B), and (D) Equipment, Utensils, Linens and Single-Service and Single-Use Articles Storing (C) One of the containers holding lids on the clean utensil shelf was soiled at the bottom with debris and liquid. Store cleaned equipment, utensils, linens and packages in a clean, dry location.
- 47 4-501.11 Good Repair and Proper Adjustment - Equipment- (C) REPEAT Replace missing handle on sandwich unit. Make unit cooler doors heavily pitted with a pinch in the metal. The shelves inside of cooler have paint peeling on the tips and beginning to rust. Shelves in the walk-in cooler are rusting. Make cooler beside stove has a torn gasket on top. Gasket around ice machine hanging. Equipment shall be maintained in good repair. Equipment components such as doors, seals, hinges, fasteners, and kick plates shall be kept intact, tight, and adjusted.
- 49 4-602.13 Nonfood Contact Surfaces (C) REPEAT Clean grill cooler gaskets. Non-food contact surfaces of equipment shall be cleaned at frequency to prevent accumulation of soil residue.
- 55 6-501.11 Repairing - Premises, Structures, Attachments, and Fixtures - Methods (C) REPEAT Replace baseboard flashing that is missing under prep sink or seal the gap with caulk. Reaculk back hand sink to wall. Physical facilities shall be maintained in good repair.
- 6-501.12 Cleaning, Frequency and Restrictions (C) REPEAT Additional floor cleaning needed under equipment. Minor cleaning needed on walls. All physical facilities shall be maintained in good repair and shall be cleaned as often as necessary to keep them clean and by methods that prevent contamination of food products.