

# Food Establishment Inspection Report

Score: 94

Establishment Name: COURTYARD WINSTON SALEM HANES MALL

Establishment ID: 3034012679

Location Address: 1600 WESTBROOK PLAZA DRIVE

☒ Inspection ☐ Re-Inspection

City: WINSTON SALEM

State: NC

Date: 08 / 04 / 2020 Status Code: U

Zip: 27103 County: 34 Forsyth

Time In: 09 : 20 ☒ am ☐ pm Time Out: 12 : 30 ☒ am ☐ pm

Permittee: MANSA HOSPITALITY WINSTON LLC

Total Time: 3 hrs 10 minutes

Telephone: (336) 760-5777

Category #: IV

Wastewater System: ☒ Municipal/Community ☐ On-Site System

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

No. of Risk Factor/Intervention Violations: 2

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

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	N/O	Compliance Status			OUT	CDI	R	VR
<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			2	0		
<b>Employee Health</b> .2652										
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Management, employees knowledge; responsibilities & reporting			3	13	0	
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper use of reporting, restriction & exclusion			3	13	0	
<b>Good Hygienic Practices</b> .2652, .2653										
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper eating, tasting, drinking, or tobacco use			2	1	0	
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No discharge from eyes, nose or mouth			1	03	0	
<b>Preventing Contamination by Hands</b> .2652, .2653, .2655, .2656										
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hands clean & properly washed			4	2	0	
7	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No bare hand contact with RTE foods or pre-approved alternate procedure properly followed			3	13	0	
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Handwashing sinks supplied & accessible			2	1	0	
<b>Approved Source</b> .2653, .2655										
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food obtained from approved source			2	1	0	
10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food received at proper temperature			2	1	0	
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food in good condition, safe & unadulterated			2	1	0	
12	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Required records available: shellstock tags, parasite destruction			2	1	0	
<b>Protection from Contamination</b> .2653, .2654										
13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food separated & protected			3	13	0	
14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food-contact surfaces: cleaned & sanitized			3	13	<input checked="" type="checkbox"/>	<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	1	0	
<b>Potentially Hazardous Food Time/Temperature</b> .2653										
16	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Proper cooking time & temperatures			3	13	0	
17	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Proper reheating procedures for hot holding			3	13	0	
18	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Proper cooling time & temperatures			3	13	0	
19	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Proper hot holding temperatures			3	13	0	
20	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper cold holding temperatures			3	13	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Proper date marking & disposition			3	13	0	
22	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Time as a public health control: procedures & records			2	1	0	
<b>Consumer Advisory</b> .2653										
23	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Consumer advisory provided for raw or undercooked foods			1	03	0	
<b>Highly Susceptible Populations</b> .2653										
24	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized foods used; prohibited foods not offered			3	13	0	
<b>Chemical</b> .2653, .2657										
25	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food additives: approved & properly used			1	03	0	
26	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toxic substances properly identified stored, & used			2	1	0	
<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			2	1	0	

Good Retail Practices										
Good Retail Practices: Preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.										
IN	OUT	N/A	N/O	Compliance Status			OUT	CDI	R	VR
<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			1	03	0	
29	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Water and ice from approved source			2	1	0	
30	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Variance obtained for specialized processing methods			1	03	0	
<b>Food Temperature Control</b> .2653, .2654										
31	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper cooling methods used; adequate equipment for temperature control			1	03	0	
32	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Plant food properly cooked for hot holding			1	03	0	
33	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Approved thawing methods used			1	03	0	
34	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Thermometers provided & accurate			1	03	0	
<b>Food Identification</b> .2653										
35	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food properly labeled: original container			2	1	0	
<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			2	1	0	
37	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Contamination prevented during food preparation, storage & display			2	1	<input checked="" type="checkbox"/>	
38	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal cleanliness			1	03	0	
39	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wiping cloths: properly used & stored			1	03	0	
40	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Washing fruits & vegetables			1	03	0	
<b>Proper Use of Utensils</b> .2653, .2654										
41	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In-use utensils: properly stored			1	03	0	
42	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Utensils, equipment & linens: properly stored, dried & handled			1	<input checked="" type="checkbox"/>	0	
43	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Single-use & single-service articles: properly stored & used			1	<input checked="" type="checkbox"/>	0	
44	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gloves used properly			1	03	0	
<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			2	<input checked="" type="checkbox"/>	0	
46	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Warewashing facilities: installed, maintained, & used; test strips			1	03	0	
47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Non-food contact surfaces clean			1	<input checked="" type="checkbox"/>	0	
<b>Physical Facilities</b> .2654, .2655, .2656										
48	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hot & cold water available; adequate pressure			2	1	0	
49	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Plumbing installed; proper backflow devices			<input checked="" type="checkbox"/>	1	0	<input checked="" type="checkbox"/>
50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sewage & waste water properly disposed			2	1	0	
51	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toilet facilities: properly constructed, supplied & cleaned			1	03	0	
52	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Garbage & refuse properly disposed; facilities maintained			1	<input checked="" type="checkbox"/>	0	
53	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical facilities installed, maintained & clean			1	<input checked="" type="checkbox"/>	0	
54	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meets ventilation & lighting requirements; designated areas used			1	<input checked="" type="checkbox"/>	0	
Total Deductions: <u>6</u>										



North Carolina Department of Health & Human Services • Division of Public Health • Environmental Health Section • Food Protection Program  
DHHS is an equal opportunity employer.



# Comment Addendum to Food Establishment Inspection Report

Establishment Name: COURTYARD WINSTON SALEM HANES MALL

Establishment ID: 3034012679

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

☒ Inspection ☐ Re-Inspection Date: 08/04/2020

Comment Addendum Attached? ☐ Status Code: U

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

Email 1: jrhem@strandhospitality.com

Email 2:

Email 3:

## Temperature Observations

**Cold Holding Temperature is now 41 Degrees or less**

Item	Location	Temp	Item	Location	Temp	Item	Location	Temp
cream cheese	QBD cooler	41	ServeSafe	Jon Rhem	00			
air temp	prep cooler (kitchen)	35	expires	12/19/2023	00			
butter	walk-in cooler	39						
butter	prep cooler (bar)	41						
1/2 n 1/2	undercounter (DISC)	43						
final rinse	dish machine	170						
quat sani	3 comp sink (ppm)	200						
hot water	3 comp sink	143						

## 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.

- 14 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - P Plastic containers with sticker residue. Equipment food contact surfaces and utensils shall be clean to sight and touch. CDI - discussion with manager; prior to use, all containers will be re-washed and sanitized.
- 20 3-501.16 (A)(2) and (B) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding - P half and half in undercounter cooler at bar was 43F. Potentially hazardous foods held cold must be maintained at 41F or less. CDI - discarded.
- 37 3-305.14 Food Preparation - C The prep counter and Turbo Chef oven are not separated from the public by 60" as required. Install a glass or other sneezeguard on top of the existing bar top to extend to 60", or submit other proposed solution for review. Note: points were not deducted today since foodservice was not operating and oven was not in use.

Lock  
Text



Person in Charge (Print & Sign): Jon First Last Rhem

Regulatory Authority (Print & Sign): Aubrie First Last Welch

Signature on file  
Aubrie Welch REHS

REHS ID: 2519 - Welch, Aubrie

Verification Required Date: 08 / 13 / 2020

REHS Contact Phone Number: (336) 830 - 4460



North Carolina Department of Health & Human Services • Division of Public Health • Environmental Health Section • Food Protection Program  
DHHS is an equal opportunity employer.



# Comment Addendum to Food Establishment Inspection Report

Establishment Name: COURTYARD WINSTON SALEM HANES MALL

Establishment ID: 3034012679

## 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.



- 42 4-903.11 (A), (B) and (D) Equipment, Utensils, Linens and Single-Service and Single-Use Articles-Storing - C Black insulated containers used to store knives and misc. utensils have buildup in them. Cleaned equipment and utensils shall be stored in a clean, dry location where they are not exposed to splash, dust, or other contamination.
- 43 4-903.11 (A) and (C) Equipment, Utensils, Linens and Single-Service and Single-Use Articles-Storing - C One stack of coffee cups near espresso machine were uncovered. Single-use items stored on plastic shelf in storage room less than 6" above the floor. Single-use articles shall be stored in a clean, dry location, at least 6 inches above the floor, and shall be kept in the original protective package or stored by using other means that afford protection from contamination until used.
- 45 4-205.10 Food Equipment, Certification and Classification - C QBD glass front cooler is approved for packaged beverages only (today it contained blocks of cream cheese). Food equipment shall be used in accordance with the manufacturer's intended use.  
4-501.11 Good Repair and Proper Adjustment-Equipment - C Remount prewash drainboard to wall and recaulk backsplash to wall, Re-weld and polish smooth the prewash sink where separated. Remove all rust - underneath soiled dish table, underneath 3 comp sink drainboards, sink vats, undersides of metal shelving above sinks, legs of equipment, wheels and casters, legs of tea machine, etc. Caulk hat channel underneath drainboards with caulk approved for food equipment. Repair walk-in cooler (separation between panels). Correct icing issue in walk-in freezer. Ice machine in poor condition. Replace damaged smallwares
- 47 4-602.13 Nonfood Contact Surfaces - C Thorough, detailed cleaning is needed throughout the kitchen, including but not limited to: all shelving, esp. in walk-in cooler where growth is present; interiors of all refrigeration units, such as under pan insets in prep coolers; underside of shelf under menu board. Nonfood contact surfaces of equipment shall be cleaned at a frequency necessary to preclude accumulation of soil residues.
- 49 5-205.15 (A) System repaired according to law - P The can wash has a water line (?) and hose connected that is coming out of the drain in the basin. A plumbing system shall be repaired according to law. VERIFICATION REQUIRED by August 13  
5-202.14 Backflow Prevention Device, Design Standard - P The required backflow preventer is still missing from the espresso machine - refer to transitional permit addendum for installation details. (Note: machine is currently not in use and was unplugged)  
5-205.15 (B) System maintained in good repair - C Re-work the plumbing under the bar equipment and 3 comp sink to maintain air gaps and remove electrical tape. Tie overflow tube above floor sink (at 3 comp sink)
- 52 5-501.115 Maintaining Refuse Areas and Enclosures - C Accumulation of leaves and tree debris present in dumpster area; old cart holding water containing mosquito larvae. A storage area and enclosure for refuse, recyclables, or returnables shall be maintained free of unnecessary items, and clean.
- 53 6-101.11 Surface Characteristics-Indoor Areas - C Replace missing/damaged base tiles. Clean the floor/base tile joint and create a coved base. Add coved base to restrooms. Replace cracked floor tiles. Continue working on removal of rust from ceiling grid and repainting (such as above dish machine); recaulk pipe penetrations in ceiling. Replace missing/damaged ceiling tiles in storage room, clean and remove rust from all floor sinks, install plate cover on open wire insert behind hood, replace improperly installed baseboard at bar area. Refer to Transitional permit addendum for additional items. Materials for indoor floor, wall, and ceiling surfaces shall be smooth, durable, and easily cleanable. 6-501.12 Cleaning, Frequency and Restrictions - C Thorough cleaning is needed. Physical facilities shall be cleaned as often as necessary to keep them clean



# Comment Addendum to Food Establishment Inspection Report

Establishment Name: COURTYARD WINSTON SALEM HANES MALL

Establishment ID: 3034012679

## 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.

✓  
Spell

- 54 6-303.11 Intensity-Lighting - C Increase lighting to meet requirements - currently it is 25 footcandles at equipment under hood, 19-37 at the prep cooler, 40 at prep sink, 33 at ice machine, 6 at bar ice bin, 13 at espresso machine, 8-12 at Turbo Chef - it should be a minimum of 50 foot candles in these areas; it is currently 8-19 foot candles at the bar sinks and 3 comp sink - it should be a minimum of 20 foot candles in these areas; it is currently 7 in walk-in freezer and should be at least 10; it is 7-19 in restrooms and should be 20 foot candles.



# Comment Addendum to Food Establishment Inspection Report

Establishment Name: COURTYARD WINSTON SALEM HANES MALL

Establishment ID: 3034012679

## 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.

✓  
Spell



# Comment Addendum to Food Establishment Inspection Report

Establishment Name: COURTYARD WINSTON SALEM HANES MALL

Establishment ID: 3034012679

## 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.

✓  
Spell

