

Food Establishment Inspection Report

Score: 91.5

Establishment Name: TEXAS ROAD HOUSE

Establishment ID: 3034011622

Location Address: 186 HANES MALL CIRCLE

City: WINSTON SALEM State: North Carolina

Zip: 27103 County: 34 Forsyth

Permittee: TEXAS ROADHOUSE HOLDINGS LLC

Telephone: (336) 768-7248

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

Date: 09/20/2024 Status Code: A

Time In: 11:28 AM Time Out: 5:00 PM

Category#: IV

FDA Establishment Type: Full-Service Restaurant

No. of Risk Factor/Intervention Violations: 7

No. of Repeat Risk Factor/Intervention Violations: 6

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	☒ OUT/N/A	PIC Present, demonstrates knowledge, & performs duties	1	0	
2	☒ OUT/N/A	Certified Food Protection Manager	1	0	
Employee Health .2652					
3	☒ OUT	Management, food & conditional employee; knowledge, responsibilities & reporting	2	1	0
4	☒ OUT	Proper use of reporting, restriction & exclusion	3	1.5	0
5	☒ OUT	Procedures for responding to vomiting & diarrheal events	1	0.5	0
Good Hygienic Practices .2652, .2653					
6	☒ OUT	Proper eating, tasting, drinking or tobacco use	1	0.5	0
7	☒ OUT	No discharge from eyes, nose, and mouth	1	0.5	0
Preventing Contamination by Hands .2652, .2653, .2655, .2656					
8	☒ IN ☒ OUT	Hands clean & properly washed	4	2	☒ ☒ ☒
9	☒ OUT/N/A/N/O	No bare hand contact with RTE foods or pre-approved alternate procedure properly followed	4	2	0
10	☒ OUT/N/A	Handwashing sinks supplied & accessible	2	1	0
Approved Source .2653, .2655					
11	☒ OUT	Food obtained from approved source	2	1	0
12	☒ IN ☒ OUT ☒ N/A/N/O	Food received at proper temperature	2	1	0
13	☒ IN ☒ OUT	Food in good condition, safe & unadulterated	2	☒ 0	☒ ☒
14	☒ IN ☒ OUT ☒ N/A/N/O	Required records available: shellstock tags, parasite destruction	2	1	0
Protection from Contamination .2653, .2654					
15	☒ IN ☒ OUT ☒ N/A/N/O	Food separated & protected	3	☒ 0	☒ ☒
16	☒ IN ☒ OUT	Food-contact surfaces: cleaned & sanitized	3	☒ 0	☒ ☒
17	☒ OUT	Proper disposition of returned, previously served, reconditioned & unsafe food	2	1	0
Potentially Hazardous Food Time/Temperature .2653					
18	☒ IN ☒ OUT ☒ N/A/N/O	Proper cooking time & temperatures	3	☒ 0	☒ ☒
19	☒ IN ☒ OUT ☒ N/A/N/O	Proper reheating procedures for hot holding	3	1.5	0
20	☒ OUT/N/A/N/O	Proper cooling time & temperatures	3	1.5	0
21	☒ OUT/N/A/N/O	Proper hot holding temperatures	3	1.5	0
22	☒ IN ☒ OUT ☒ N/A/N/O	Proper cold holding temperatures	3	1.5	☒ ☒ ☒
23	☒ OUT/N/A/N/O	Proper date marking & disposition	3	1.5	0
24	☒ IN ☒ OUT ☒ N/A/N/O	Time as a Public Health Control; procedures & records	3	☒ 0	☒
Consumer Advisory .2653					
25	☒ OUT/N/A	Consumer advisory provided for raw/undercooked foods	1	0.5	0
Highly Susceptible Populations .2653					
26	☒ IN ☒ OUT ☒ N/A	Pasteurized foods used; prohibited foods not offered	3	1.5	0
Chemical .2653, .2657					
27	☒ IN ☒ OUT ☒ N/A	Food additives: approved & properly used	1	0.5	0
28	☒ OUT/N/A	Toxic substances properly identified stored & used	2	1	0
Conformance with Approved Procedures .2653, .2654, .2658					
29	☒ IN ☒ OUT ☒ 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
Safe Food and Water .2653, .2655, .2658					
30	☒ IN ☒ OUT ☒ N/A	Pasteurized eggs used where required	1	0.5	0
31	☒ OUT	Water and ice from approved source	2	1	0
32	☒ IN ☒ OUT ☒ N/A	Variance obtained for specialized processing methods	2	1	0
Food Temperature Control .2653, .2654					
33	☒ IN ☒ OUT	Proper cooling methods used; adequate equipment for temperature control	1	☒ 0	☒
34	☒ OUT ☒ N/A ☒ N/O	Plant food properly cooked for hot holding	1	0.5	0
35	☒ OUT ☒ N/A ☒ N/O	Approved thawing methods used	1	0.5	0
36	☒ OUT	Thermometers provided & accurate	1	0.5	0
Food Identification .2653					
37	☒ OUT	Food properly labeled: original container	2	1	0
Prevention of Food Contamination .2652, .2653, .2654, .2656, .2657					
38	☒ OUT	Insects & rodents not present; no unauthorized animals	2	1	0
39	☒ IN ☒ OUT	Contamination prevented during food preparation, storage & display	2	1	☒ ☒ ☒
40	☒ IN ☒ OUT	Personal cleanliness	1	0.5	☒ ☒
41	☒ OUT	Wiping cloths: properly used & stored	1	0.5	0
42	☒ OUT ☒ N/A	Washing fruits & vegetables	1	0.5	0
Proper Use of Utensils .2653, .2654					
43	☒ OUT	In-use utensils: properly stored	1	0.5	0
44	☒ IN ☒ OUT	Utensils, equipment & linens: properly stored, dried & handled	☒ 0.5	0	☒
45	☒ OUT	Single-use & single-service articles: properly stored & used	1	0.5	0
46	☒ OUT	Gloves used properly	1	0.5	0
Utensils and Equipment .2653, .2654, .2663					
47	☒ IN ☒ OUT	Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed & used	1	0.5	☒ ☒
48	☒ OUT	Warewashing facilities: installed, maintained & used; test strips	1	0.5	0
49	☒ OUT	Non-food contact surfaces clean	1	0.5	0
Physical Facilities .2654, .2655, .2656					
50	☒ OUT ☒ N/A	Hot & cold water available; adequate pressure	1	0.5	0
51	☒ OUT	Plumbing installed; proper backflow devices	2	1	0
52	☒ OUT	Sewage & wastewater properly disposed	2	1	0
53	☒ OUT ☒ N/A	Toilet facilities: properly constructed, supplied & cleaned	1	0.5	0
54	☒ OUT	Garbage & refuse properly disposed; facilities maintained	1	0.5	0
55	☒ IN ☒ OUT	Physical facilities installed, maintained & clean	1	0.5	☒ ☒
56	☒ IN ☒ OUT	Meets ventilation & lighting requirements; designated areas used	1	0.5	☒ ☒
TOTAL DEDUCTIONS:					8.5



Comment Addendum to Food Establishment Inspection Report

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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: TEXAS ROADHOUSE HOLDINGS LLC
Telephone: (336) 768-7248

Establishment ID: 3034011622
☐ Inspection ☒ Re-Inspection Date: 09/20/2024
☐ Educational Visit Status Code: A
Comment Addendum Attached? ☒ Category #: IV
Email 1: store_winstonsalem@texasroadhouse.com
Email 2:
Email 3:

Temperature Observations

Item/Location	Temp	Item/Location	Temp	Item/Location	Temp
ribs/final cook	210-215	eggs/make unit	41		
baked potatoes/final cook for hot hold	210	pie/reach in cooler	39		
mashed potatoes/hot hold	158	green beans/hot well	178		
mushrooms/hot hold	159	corn/hot well	176		
tomato/ice bath	39	chili/hot well	168		
well done hamburger/final cook	179	mashed potatoes/hot well	155		
well done steak/final cook	167	final rinse/dishmachine	143		
green beans/walk in cooler	37	chlorine ppm/dishmachine (once repaired)	50		
raw chicken/cooling drawers	41	hot water/three comp sink	148		
raw steak/display	40	sink and surface sanitizer ppm DDBSA/wet wiping cloth bucket	272		
mac n cheese/reach in cooler	41	steak/steak WIC	39		
shredded cheddar/reach in cooler	41	chicken/chicken WIC	41		
potato /hot hold	189	lettuce cooling /at 1255	58		
chili/final cook	178	lettuce cooling/at 142	50		
prime rib/hot hold	132-135	ribs cooling/at 1130	88		
ribs/final cook	155	ribs cooling /at 103	45		
ribs/walk in cooler	39				
lettuce/walk in cooler	41				
caesar/make unit	41				
ranch/reach in cooler	41				

First
Person in Charge (Print & Sign): Marcus

Last
Bundy

First
Regulatory Authority (Print & Sign): Michelle

Last
Bell

M. Bundy

Michelle Bell

REHS ID: 2464 - Bell, Michelle

Verification Dates: Priority: 09/23/2024

Priority Foundation: 09/30/2024

Core:

REHS Contact Phone Number: (336) 703-3134

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, 12/2023

• Food Protection Program



Comment Addendum to Inspection Report

Establishment Name: TEXAS ROAD HOUSE

Establishment ID: 3034011622

Date: 09/20/2024 **Time In:** 11:28 AM **Time Out:** 5:00 PM

Certifications

Name	Certificate #	Type	Issue Date	Expiration Date
Marcus Bundy	19891770	Food Service	10/07/2020	10/07/2025

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.

- 8 2-301.12 Cleaning Procedure (P): REPEAT: One employee washed hands for less than 20 seconds. FOOD EMPLOYEES shall clean their hands and exposed portions of their arms, including surrogate prosthetic devices for hands or arms for at least 20 seconds, using a cleaning compound in a HANDWASHING SINK that is equipped as specified under § 5-202.12 and Subpart 6-301. CDI: Employee educated and re-washed hands.
- 13 3-101.11 Safe, Unadulterated and Honestly Presented (P) (Pf): REPEAT: Dead fly in container of cooked rice. Food shall be unadulterated. CDI: Rice discarded.
- 15 3-304.15 (A) Gloves, Use Limitation (P): REPEAT: Employee at dishmachine handling soiled dishes then contacting clean dishes with the same, already soiled gloves. (A) If used, SINGLE-USE gloves shall be used for only one task such as working with READY-TO-EAT FOOD or with raw animal FOOD, used for no other purpose, and discarded when damaged or soiled, or when interruptions occur in the operation. CDI: Employee educated and additional employee added to "clean" side of dishmachine to handle clean dishes.//3-302.11 Packaged and Unpackaged Food - Separation, Packaging, and Segregation (P): In walk in cooler, whole muscle intact beef loins stored below jacquarded sirloin. At grill, employee using raw chicken tongs (placed in container of liquid after food contact) to contact ready-to-eat chicken and steaks. Employee using tongs (placed in container of liquid after food contact) that contacted undercooked steaks to contact ready-to-eat portions of chicken and well-done steaks being removed from the grill. Food shall be protected from cross-contamination by Except when combined as ingredients, separating t types of raw animal FOODS from each other such as beef, FISH, lamb, pork, and POULTRY during storage, preparation, holding, and display by: (a) Using separate EQUIPMENT for each type, or(b) Arranging each type of FOOD in EQUIPMENT so that cross contamination of one type with another is prevented, and (c) Preparing each type of FOOD at different times or in separate areas. Verification of new grill procedures required by 9/23/24.
- 16 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood Contact Surfaces, and Utensils (Pf): REPEAT: Three large plates, four small plates, onion slicer, 3 small containers, 3 large containers, a lid, a few metal containers, and 8 steak knives. Food contact surfaces of equipment and utensils shall be clean to sight and touch. CDI: All sent to be rewashed during inspection.//4-501.114 Manual and Mechanical Warewashing Equipment, Chemical Sanitization - Temperature, pH, Concentration and Hardness (P): Dishmachine reading at 0 ppm chlorine, when tested. A chemical SANITIZER used in a SANITIZING solution for a manual or mechanical operation at contact times specified under 4-703.11(C) shall meet the criteria specified under §7-204.11 Sanitizers, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows: (A) A chlorine solution shall have a minimum temperature based on the concentration required. CDI: Maintenance came during inspection and ensured machine was working properly. Ineffectively sanitized dishes were re-washed in proper sanitizer.
- 18 3-401.11 Raw Animal Foods - Cooking (P) (Pf): REPEAT: Employee stated chicken was "cooked" but temperature ranged 154F-167F. FISH, MEAT, POULTRY, and FOODS containing these raw animal FOODS, shall be cooked to heat all parts of the FOOD to a temperature and for a time that complies with one of the following methods based on the FOOD that is being cooked: 165F or above for < 1 second (instantaneous) for POULTRY, BALUTS, wild GAME ANIMALS as specified under Subparagraphs 3-201.17(A)(3) and (4), stuffed FISH, stuffed MEAT, stuffed pasta, stuffed POULTRY, stuffed RATITES, or stuffing containing FISH, MEAT, POULTRY, or RATITES. CDI: Chicken placed back on grill and cooked to 171F. Establishment MUST use thermometers to verify final cook temperatures.
- 22 3-501.16 (A) (2) and (B) Time / Temperature Control for Safety Food, Hot and Cold Holding (P): REPEAT: A couple of ramekins holding shredded cheddar/sour cream 42-44F at to-go area. Macaroni and cheese overstacked on make line 42-44F. Raw chicken tenders 39-46F on cook line. Ribs in cooling drawers 44F. Raw steaks at grill 42-44 at front of cooling drawers. Time/temperature control for safety foods held cold must be maintained at 41F or lower at all times. CDI: In to-go area, items were overstacked and will be added to TPHC procedures; but temporarily also on TPHC. Raw tenders placed in walkin to cool and reached 41F when re-checked. Ventilation is being worked on to bring down the air temperatures in the grill areas to help maintain temp of foods. Steaks and ribs were cooked for customers.
- 24 3-501.19 Time as a Public Health Control (P) (Pf): Timers for TPHC foods have been purchased to help monitor time and will be implemented in TPHC process, however, written procedures for TPHC were not present during the inspection. Except as specified under (D) of this section, if time without temperature control is used as the public health control for a working supply of TIME/TEMPERATURE CONTROL FOR SAFETY FOOD before cooking, or for READY-TO-EAT TIME/TEMPERATURE CONTROL FOR SAFETY FOOD that is displayed or held for sale or service: (1) Written procedures shall be prepared in advance, maintained in the FOOD ESTABLISHMENT and made available to the REGULATORY AUTHORITY upon request that specify:
(a) Methods of compliance with Subparagraphs (B)(1)-(4) or (C)(1)-(5) of this section; and (b) Methods of compliance with § 3-501.14 for FOOD that is prepared, cooked, and refrigerated before time is used as a public health control. If time without

temperature control is used as the public health control up to a maximum of 6 hours: (1) The FOOD shall have an initial temperature of 5C (41F) or less when removed from temperature control and the FOOD temperature may not exceed 21C (70F) within a maximum time period of 6 hours; (2) The FOOD shall be monitored to ensure the warmest portion of the FOOD does not exceed 21C (70F) during the 6-hour period, unless an ambient air temperature is maintained that ensures the FOOD does not exceed 21C (70F) during the 6-hour holding period; (3) The FOOD shall be marked or otherwise identified to indicate: (a) The time when the FOOD is removed from 5C (41F) or less cold holding temperature control, and (b) The time that is 6 hours past the point in time when the FOOD is removed from cold holding temperature control; (4) The FOOD shall be: (a) Discarded if the temperature of the FOOD exceeds 21C (70F), or (B) If time without temperature control is used as the public health control up to a maximum of 4 hours: (1) Except as specified in (B)(2), the FOOD shall have an initial temperature of 5°C (41°F) or less when removed from cold holding temperature control, or 57°C (135°F) or greater when removed from hot holding temperature control; (3) The FOOD shall be marked or otherwise identified to indicate the time that is 4 hours past the point in time when the FOOD is removed from temperature control; (4) The FOOD shall be cooked and served, served at any temperature if READY-TO-EAT, or discarded, within 4 hours from the point in time when the FOOD is removed from temperature control; and (5) The FOOD in unmarked containers or PACKAGES, or marked to exceed a 4-hour limit shall be discarded. (b) Cooked and served, served at any temperature if READY-TO-EAT, or discarded within a maximum of 6 hours from the point in time when the FOOD is removed from 5C (41F) or less cold holding temperature control; and (5) The FOOD in unmarked containers or PACKAGES, or marked with a time that exceeds the 6-hour limit shall be discarded. Verification of TPHC procedures required September 30, 2024.

- 33 3-501.15 Cooling Methods (Pf): Individually wrapped and stacked potato wedges cooling at 12:57pm were 45F and at 1:42pm were 42F for a cooling rate of 0.07F/minute. Shrimp cooling in walk in cooler with ice bags on them were 49F at 12:03pm and 46F at 1:01pm for a cooling rate of 0.05F/minute. Marinara held out for prep placed back in cooling drawers at 44-52F. (A) Cooling shall be accomplished in accordance with the time and temperature criteria specified under § 3-501.14 by using one or more of the following methods based on the type of FOOD being cooled: (1) Placing the FOOD in shallow pans; (2) Separating the FOOD into smaller or thinner portions; (3) Using rapid cooling EQUIPMENT; (4) Stirring the FOOD in a container placed in an ice water bath; (5) Using containers that facilitate heat transfer; (6) Adding ice as an ingredient; or (7) Other effective methods. CDI: Education provided for potato wedges and manager will discard if they do not meet proper cooling time. Additional ice was added to shrimp and then had a cooling rate of 0.17F/minute. Marinara was discarded.
- 39 3-305.11 Food Storage - Preventing Contamination from the Premises (C): REPEAT: Lettuce container for lettuce fridge was sat on floor awaiting refill. Food shall be protected from contamination by the premises. CDI: Lettuce discarded, container washed and rolling cart for refilling lettuce implemented.
- 40 2-303.11 Prohibition - Jewelry (C): REPEAT: One food employee wearing a bracelet. Except for a plain ring such as a wedding band, while preparing FOOD, FOOD EMPLOYEES may not wear jewelry including medical information jewelry on their arms and hands.//2-304.11 Clean Condition - Outer Clothing (C): One cook line employee with apron on took out trash while wearing apron then continued to cook food. Food employees shall wear clean outer clothing to prevent contamination of food, equipment, utensils, linens, and single-service and single-use articles.//2-402.11 Effectiveness - Hair Restraints (C): A few employees with beards and no beard guards preparing food. FOOD EMPLOYEES shall wear hair restraints such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting exposed FOOD; clean EQUIPMENT, UTENSILS, and LINENS; and unwrapped SINGLE-SERVICE and SINGLE-USE ARTICLES. Large improvement made overall.
- 44 4-901.11 Equipment and Utensils, Air-Drying Required (C) Repeat: As employees washed plates, they were stacking the cleaned and sanitized plates while wet. Containers in clean storage also were stored with water between utensils. Utensils shall be allowed to completely air dry after washing and sanitizing prior to storage and stacking.
- 47 4-501.11 Good Repair and Proper Adjustment - Equipment (C): REPEAT: Heavy ice build up in walk in freezer, repair to remove ice build up (manager stated repairs will be made when floors are repaired- a heat strip and curtains added and frost is better). Equipment shall be kept in good repair. Repair or replace the noted items. //4-501.12 Cutting Surfaces (C): Cutting board at cook line with grooved surfaces collecting soil. Surfaces such as cutting blocks and boards that are subject to scratching and scoring shall be resurfaced if they can no longer be effectively cleaned and SANITIZED, or discarded if they are not capable of being resurfaced.
- 55 6-501.11 Repairing - Premises, Structures, Attachments, and Fixtures - Methods (C) REPEAT: Floors in disrepair in areas of kitchen. Management stated floors are slated for repair soon. Floors, walls, and ceilings including the attachments such as soap and towel dispensers; light fixtures; and heat/ac vents shall be maintained in good repair. Repair noted items.
- 56 6-303.11 Intensity - Lighting (C): REPEAT: Lighting low in womens restroom at 12-13 ftd at toilets. Increase lighting to 20 ftd at plumbing fixtures.