

Food Establishment Inspection Report

Score: 85

Establishment Name: ARA FOOD SERVICES CO.
 1834 WAKE FOREST ROAD, WAKE
 Location Address: FOREST/REYNOLDA HALL
 City: WINSTON SALEM State: North Carolina
 Zip: 27106 County: 34 Forsyth
Permittee: WAKE FOREST UNIVERSITY
Telephone: (336) 758-5607

Establishment ID: 3034060005

Date: 04/18/2023 Status Code: A
 Time In: 11:15 AM Time Out: 6:00 PM
 Category#: IV
 FDA Establishment Type: Full-Service Restaurant

No. of Risk Factor/Intervention Violations: 11
 No. of Repeat Risk Factor/Intervention Violations: 6

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

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	IN <input checked="" type="checkbox"/> N/A				
PIC Present, demonstrates knowledge, & performs duties		X	0	X	
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	IN <input checked="" type="checkbox"/> T				
Hands clean & properly washed		4	X	0	X X
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	IN <input checked="" type="checkbox"/> T N/A				
Handwashing sinks supplied & accessible		2	1	X	X
Approved Source .2653, .2655					
11	<input checked="" type="checkbox"/> OUT				
Food obtained from approved source		2	1	0	
12	<input checked="" type="checkbox"/> OUT				
Food received at proper temperature		2	1	0	
13	<input checked="" type="checkbox"/> OUT				
Food in good condition, safe & unadulterated		2	1	0	
14	IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A N/O				
Required records available: shellstock tags, parasite destruction		2	1	0	
Protection from Contamination .2653, .2654					
15	IN <input checked="" type="checkbox"/> T N/A N/O				
Food separated & protected		3	X	0	X X
16	IN <input checked="" type="checkbox"/> T				
Food-contact surfaces: cleaned & sanitized		3	X	0	X
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	IN <input checked="" type="checkbox"/> T N/A N/O				
Proper hot holding temperatures		3	X	0	X X
22	IN <input checked="" type="checkbox"/> T N/A N/O				
Proper cold holding temperatures		3	1.5	X	X X
23	IN <input checked="" type="checkbox"/> T N/A N/O				
Proper date marking & disposition		3	1.5	X	X X
24	IN <input checked="" type="checkbox"/> T N/A N/O				
Time as a Public Health Control; procedures & records		X	1.5	0	X X
Consumer Advisory .2653					
25	IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A				
Consumer advisory provided for raw/undercooked foods		1	0.5	0	
Highly Susceptible Populations .2653					
26	IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A				
Pasteurized foods used; prohibited foods not offered		3	1.5	0	
Chemical .2653, .2657					
27	IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A				
Food additives: approved & properly used		1	0.5	0	
28	IN <input checked="" type="checkbox"/> T N/A				
Toxic substances properly identified stored & used		2	1	X	X
Conformance with Approved Procedures .2653, .2654, .2658					
29	IN <input checked="" type="checkbox"/> T N/A				
Compliance with variance, specialized process, reduced oxygen packaging criteria or HACCP plan		2	1	X	X

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 <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> 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	IN <input checked="" type="checkbox"/> OUT <input checked="" type="checkbox"/> N/A				
Variance obtained for specialized processing methods		2	1	0	
Food Temperature Control .2653, .2654					
33	IN <input checked="" type="checkbox"/> T				
Proper cooling methods used; adequate equipment for temperature control		X	0.5	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"/> OUT N/A N/O				
Approved thawing methods used		1	0.5	0	
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	IN <input checked="" type="checkbox"/> T				
Contamination prevented during food preparation, storage & display		2	X	0	X
40	IN <input checked="" type="checkbox"/> T				
Personal cleanliness		1	0.5	X	
41	IN <input checked="" type="checkbox"/> T				
Wiping cloths: properly used & stored		1	0.5	X	X
42	IN <input checked="" type="checkbox"/> T N/A				
Washing fruits & vegetables		1	0.5	0	X X
Proper Use of Utensils .2653, .2654					
43	<input checked="" type="checkbox"/> OUT				
In-use utensils: properly stored		1	0.5	0	
44	IN <input checked="" type="checkbox"/> T				
Utensils, equipment & linens: properly stored, dried & handled		1	0.5	X	
45	IN <input checked="" type="checkbox"/> T				
Single-use & single-service articles: properly stored & used		1	0.5	X	
46	<input checked="" type="checkbox"/> OUT				
Gloves used properly		1	0.5	0	
Utensils and Equipment .2653, .2654, .2663					
47	IN <input checked="" type="checkbox"/> T				
Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed & used		X	0.5	0	X X
48	<input checked="" type="checkbox"/> OUT				
Warewashing facilities: installed, maintained & used; test strips		1	0.5	0	
49	<input checked="" type="checkbox"/> OUT				
Non-food contact surfaces clean		1	0.5	0	
Physical Facilities .2654, .2655, .2656					
50	<input checked="" type="checkbox"/> OUT N/A				
Hot & cold water available; adequate pressure		1	0.5	0	
51	IN <input checked="" type="checkbox"/> T				
Plumbing installed; proper backflow devices		2	X	0	X
52	<input checked="" type="checkbox"/> OUT				
Sewage & wastewater properly disposed		2	1	0	
53	IN <input checked="" type="checkbox"/> T N/A				
Toilet facilities: properly constructed, supplied & cleaned		1	0.5	X	
54	<input checked="" type="checkbox"/> OUT				
Garbage & refuse properly disposed; facilities maintained		1	0.5	0	
55	IN <input checked="" type="checkbox"/> T				
Physical facilities installed, maintained & clean		1	0.5	X	X
56	IN <input checked="" type="checkbox"/> T				
Meets ventilation & lighting requirements; designated areas used		1	0.5	X	
TOTAL DEDUCTIONS:					15



Comment Addendum to Food Establishment Inspection Report

Establishment Name: ARA FOOD SERVICES CO.
Location Address: 1834 WAKE FOREST ROAD, WAKE FOREST/REYNOLDA HALL
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: WAKE FOREST UNIVERSITY
Telephone: (336) 758-5607

Establishment ID: 3034060005
 Inspection Re-Inspection **Date:** 04/18/2023
Comment Addendum Attached? **Status Code:** A
Water sample taken? Yes No **Category #:** IV
Email 1: Gustinesjr-evaristo@aramark.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
sweet potatoes	final cook for hot hold	170	raw eggs	omelet	37			
bbq chicken	final cook	179	roasted cauliflower	southern kitchen	135			
ambient	halal walk in cooler	40	boiled eggs	southern kitchen	36			
steak	magnolia HH	139	pork	walk in cooler	39			
rice	magnolia HH	153	bean salad	deli case	37			
corn	magnolia HH	150	sliced ham	deli sandwich unit	39			
final rinse	magnolia dish machine	179	ham	walk in cooler	39			
quat sanitizer ppm	magnolia	300	brussels	vegan	151			
veggie wash	lactic acid 5.88 mL	0	southwest potato soup	salad bar	167			
pasta	walk in cooler	40	cold oats	salad bar	38			
hot water	three comp sink	125	final rinse	dishmachine	161			
quat sanitizer	three comp sink	300	hot water	handwashing sink	115			
honeydew melon	walk in cooler	40	hot water	magnolia	100			
burgers	hot hold	145	ambient	magnolia walk in cooler	40			
tofu	hot hold	137	succotash	hot hold	155			
corkscrew pasta	pasta station	39	pimiento cheese	walk in cooler	39			
diced tomatoes	pasta station	39	pico	walk in cooler	39			
cheese pizza	hot hold pizza	145						
cooked pasta	All Good	41						
sweet potatoes	All Good	157						

Person in Charge (Print & Sign): *First* Mark
Last
Regulatory Authority (Print & Sign): *First* Michelle Bell
Last

Last Block
Last Leslie Easter




REHS ID: 2464 - Bell, Michelle
REHS Contact Phone Number: (336) 703-3134

Verification Required Date: 04/21/2023

Authorize final report to be received via Email: _____



Comment Addendum to Inspection Report

Establishment Name: ARA FOOD SERVICES CO.

Establishment ID: 3034060005

Date: 04/18/2023 **Time In:** 11:15 AM **Time Out:** 6:00 PM

Certifications

Name	Certificate #	Type	Issue Date	Expiration Date
Mark Block		Food Service		06/06/2024

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 2-103.11 (A) - (P) (Pf): The PERSON IN CHARGE shall ensure that: (D) EMPLOYEES are effectively cleaning their hands, by routinely monitoring the EMPLOYEES' handwashing; (H) EMPLOYEES are using proper methods to rapidly cool TIME/TEMPERATURE CONTROL FOR SAFETY FOODS that are not held hot or are not for consumption within 4 hours, through daily oversight of the EMPLOYEES' routine monitoring of FOOD temperatures during cooling; (I) EMPLOYEES are properly maintaining the temperatures of TIME/TEMPERATURE CONTROL FOR SAFETY FOODS during hot and cold holding through daily oversight of the EMPLOYEES' routine monitoring of FOOD temperatures; (K) EMPLOYEES are properly SANITIZING cleaned multiuse EQUIPMENT and UTENSILS before they are reused, through routine monitoring of solution temperature and exposure time for hot water SANITIZING, and chemical concentration, pH, temperature, and exposure time for chemical SANITIZING. CDI: Person in charge educated throughout inspection on expected duties.
- 8 2-301.14 When to Wash (P): REPEAT: Magnolia room employee did not wash hands when changing tasks before donning gloves and turned off faucets without a barrier while washing. Pit dish room employee contacted soiled dishes and went to handle clean dishes/donned gloves without first washing hands. Food employee in Grill station left work station w/gloved hands, returned to Grill station w/o changing gloves, then removed gloves and attempted to don new ones w/o washing hands first. Food Employees must wash hands after handling soiled equipment or utensils, changing tasks, when visibly soiled and before food preparation, handling clean equipment and utensils and unwrapped single-use/single-service articles. CDI: All employees educated and re-washed hands properly.
- 10 6-301.12 Hand Drying Provision (Pf): Paper towels missing from handwashing sink in employee women's restroom. Handwashing sinks shall be supplied with paper towels or approved hand drying devices. CDI: Paper towels placed in dispenser.
- 15 3-302.11 Packaged and Unpackaged Food - Separation, Packaging, and Segregation (P): REPEAT: In produce walk in cooler, unwashed and cased tomatoes stored over ready-to-eat lettuce and sliced tomatoes./ Raw eggs in upright cooler stored over pasteurized egg whites./ In meat walk in cooler, raw breakfast sausage stored on rack over other ready-to-eat breakfast foods (cooked sausage, etc). In pasta station reach-in, raw scallops were stored over ready to eat foods. Store and prepare foods in a manner to prevent cross-contamination. CDI - all foods (except produce) were rearranged in proper stacking order.
- 16 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood Contact Surfaces, and Utensils (Pf): About 10% of dishes, containers, and serving pans had a small amount of food debris/soil. Several dishes had existing sticker residue still present on dishes. Utensils shall be maintained clean to sight and touch. CDI: All sent to be re-washed during inspection./4-703.11 Hot Water and Chemical - Methods (P): Employee at three comp sink dipped dish in quat sanitizer for approximately 10 seconds. Utensils shall be sanitized in solutions according to manufacturer's use instructions. CDI: Employee educated and dish re-sanitized for 60 seconds.
- 21 3-501.16 (A) (1) Time / Temperature Control for Safety Food, Hot and Cold Holding (P): REPEAT: Grilled chicken in back kitchen 125F, chicken legs in back kitchen 115-119F, cooked vegetables in Southern Kitchen 124F, chicken in grill station 112F, and Mexican chorizo pizza 108-137F. Time/temperature control for safety foods shall maintained at 135F and above. CDI: Chicken in back kitchen reheated above 165F. All other foods discarded.
- 22 3-501.16 (A) (2) and (B) Time / Temperature Control for Safety Food, Hot and Cold Holding (P): REPEAT: Prepped pizzas in Pizza Station containing chorizo, black beans, diced tomato and cheese at 64F. In Grill station, pimento cheese and sliced tomatoes were over-stacked causing temperatures to rise to 47F on surface or top layer of foods. Time/temperature control for safety foods shall be maintained at 41F and below. CDI: Pizzas to be cooked within the 3 hour time period so emergency Time as a Public Health Control procedure put in place. Top few inches of pimento cheese & sliced tomatoes removed.
- 23 3-501.18 Ready-To-Eat Time / Temperature Control for Safety Food, Disposition (P): REPEAT: Several labels for TCS foods were datemarked with 8 days. A food listed in 3-501.17 shall be discarded if it is inappropriately marked with a date or day that exceeds a temperature and time combination as specified in 3-501.17(A). CDI: All dates were corrected to reflect 7 days.
- 24 3-501.19 Time as a Public Health Control (P) (Pf): REPEAT: Foods in Magnolia room were not labeled with time when food was put out for service as procedures dictated. If time without temperature control is used to maintain the safety of food, 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. CDI: Foods were served within four hours.

- 28 7-201.11 Separation - Storage (P). In side room across from main dishwasher, two bottles of bulk chemicals stored over open bin of clean utensils. Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single-use articles. CDI - manager removed chemicals and relocated to appropriate area.
- 29 3-502.11 Variance Requirement (Pf): Tomato jam prepared on April 11, datemarked with extended datemarking (to be discarded on May 12, 2023). Jam was made with commercial diced tomatoes. A variance would be required to hold this food longer than 7 days. CDI: Jam discarded.
- 33 3-501.15 Cooling Methods (Pf): REPEAT: In Magnolia room, two containers of tightly wrapped salads in walk in cooler were not meeting cooling parameters (46F and 54F at 11:28am and 48F and 53F at 11:52am, respectively)./ Thick portion of slaw in walk in cooler 51F at 12:26pm and 51F at 1:00pm. In the following stations, foods prepared earlier today were placed in large containers and tightly covered during the cooling process; foods were above 41F: IG station: 3 pans of potato salad (67F) and multiple pans of coleslaw; pasta station: cooked bowtie pasta (65F); Allgood station: corn/black bean salsa (60F); Southern kitchen: ramen noodles (50-70F); salad station: kale (50F). Utilize rapid cooling methods such as venting, adding ice as an ingredient, shallow containers/smaller portions, and rapid cooling equipment. CDI - foods were placed in smaller portions, vented, and taken to walk in freezer to rapidly cool.
- 39 3-306.11 Food Display - Preventing Contamination by Consumers (P): In Magnolia room: apples available for students to grab without tongs and without any other protection; tortillas at taco station were not able to be monitored by food employee and were outside of sneezeguard protection- one student contacted tortillas using their hand instead of supplied tongs and contaminated stack; candy and marshmallows were outside of sneeze protection at cocoa station. At salad bar in main cafeteria, apples available for students without protection. Food shall be protected by contamination from consumers. Verification required by 4-21-23 for items at all stations to remain protected.//3-305.11 Food Storage - Preventing Contamination from the Premises (C): Large jugs of water used for catering events being stored on floor of canwash area./ Bag-in-box in downstairs hallway stored in space that does not meet construction standards for food storage. Food shall be protected by contamination from the premises.
- 40 2-402.11 Effectiveness - Hair Restraints (C): One employee in main kitchen with no hair restraint working with clean utensils. One employee in Magnolia room kitchen working with food for catering not wearing hair restraint. Food employees shall wear proper hair restraints when working with food and clean utensils.
- 41 3-304.14 Wiping Cloths, Use Limitations (C): Magnolia room & Grill station sanitizer bucket with quat concentration at 0 ppm. In IG Station, wiping cloths kept in solution of soapy water. Wet wiping cloths must be kept in containers of proper strength sanitizer.
- 42 3-302.15 Washing Fruits and Vegetables (C): REPEAT: Apples in Magnolia room with stickers present./ Employees taking sweet potatoes straight from case and peeling prior to washing. Raw fruits and vegetables shall be thoroughly washed in water to remove soil and other contaminants before being cut, combined with other ingredients, cooked, served, or offered for human consumption in READY-TO-EAT form. CDI: Apples removed and employees washed sweet potatoes.
- 44 4-901.11 Equipment and Utensils, Air-Drying Required (C): Salad plates at Magnolia room and to-go containers stacked wet. Utensils shall be air-dried.//4-904.11 Kitchenware and Tableware - Preventing Contamination (C): Salad plates for use at salad bar in Magnolia room stored with food contact sides up. SANITIZED UTENSILS shall be handled, displayed, and dispensed so that contamination of FOOD- and lip-contact surfaces is prevented.//4-903.11 (A), (B), and (D) Equipment, Utensils, Linens and Single-Service and Single-Use Articles Storing (C): Clean tablecloths and chef's coats stored in unfinished basement storage room. Clean linens shall be stored in a clean, dry location that meets construction.
- 45 4-904.11 Kitchenware and Tableware - Preventing Contamination (C): Single service cups at cocoa station in Magnolia room stacked out of dispenser without coverage for lip-contact portions of cup. SINGLE-SERVICE ARTICLES that are intended for FOOD- or lip-contact shall be furnished for CONSUMER self-service with the original individual wrapper intact or from an APPROVED dispenser. //4-903.11 (A) and (C) Equipment, Utensils, Linens and Single-Service and Single-Use Articles - Storing (C): Single service stored in downstairs unfinished storage room. Single service shall be stored in a clean location.
- 47 4-101.15 Galvanized Metal, Use Limitation (P): Salads at deli station (noodle, bean, and edamame) stored in direct contact with galvanized containers. Galvanized metal may not be used for UTENSILS or FOOD-CONTACT SURFACES of EQUIPMENT that are used in contact with acidic FOOD. CDI: Salads discarded and containers replaced with wooden salad bowls.//
4-501.11 Good Repair and Proper Adjustment - Equipment (C): Broken grey transfer cart, sheet pan washer is currently awaiting repair, three comp sink with open hold where weld is needed at wash basin, drawers are unused in past station under grill and SK omelet station due to not functioning properly, frozen yogurt machine broken, only one side of soft serve machine operable, multiple shelving holding clean utensils rusted, one broken gasket in All Good station, SK sink stopper not functioning, steamer hood chipping paint, oven hood chipping paint, grill prep table with loose support underneath, chip in base of toilet in men's employee restroom. Equipment shall be maintained in good repair.
- 51 5-203.14 Backflow Prevention Device, When Required (P): Hose bibb at Vegan sink has no backflow prevention./ Hose bibb at canwash with attached pressurized hose/sprayer gun. A PLUMBING SYSTEM shall be installed to preclude backflow of a solid, liquid, or gas contaminant into the water supply system at each point of use at the FOOD ESTABLISHMENT, including on a hose bibb if a hose is attached or on a hose bibb if a hose is not attached and backflow prevention is required by LAW, by: (A) Providing an air gap as specified under § 5-202.13 ; or
(B) Installing an APPROVED backflow prevention device as specified under § 5-202.14. Verification of installation required by April 21, 2023 to Michelle Bell.//5-202.13 Backflow Prevention, Air Gap (P): At three comp sink, pre-soak hose hanging below flood rim of sink.) If not provided with an air gap as specified under §5-202.13, a dual check valve with an intermediate vent

preceded by a screen of not less than 100 mesh to 25.4 mm (100 mesh to 1 inch) shall be installed upstream from a carbonating device and downstream from any copper in the water supply line. Verification required by April 21, 2023 to Michelle Bell at 336-703-3134.//5-205.15 (B) Leak pipe etc. not imminent threat: Handwashing sink in bakery area with broken pipe behind sink. Plumbing system shall be maintained in good repair. Repairs to be completed in the next month.

- 53 6-501.18 Cleaning of Plumbing Fixtures (C): In employee women's restrooms, sinks soiled. Plumbing fixtures shall be maintained clean.
- 55 6-501.11 Repairing - Premises, Structures, Attachments, and Fixtures - Methods (C). Wall damage in two areas across from clean end of large dishmachine. Insides of most walk in coolers have cracking paint on ceilings. Floors need re-finishing in Catering storage room 1-3. Floors, walls and ceilings shall be maintained in good repair.// 6-501.12 Cleaning, Frequency and Restrictions (C): REPEAT: Dust on vents/ceilings around vents throughout main kitchen, women's employee restroom and catering storage room 3. Ceilings and ventilation shall be maintained clean.
- 56 6-303.11 Intensity - Lighting (C): Lighting low in the student restroom at 7 fcd at sink and toilet. Men's restroom could not be assessed due to being occupied. Lighting shall be maintained at 20 fcd at plumbing fixtures in restrooms.