

Food Establishment Inspection Report

Score: 91

Establishment Name: WEST END CAFE

Establishment ID: 3034011022

Location Address: 926 W 4TH ST

☒ Inspection ☐ Re-Inspection

City: WINSTON SALEM

State: NC

Date: 09 / 19 / 2019 Status Code: A

Zip: 27101 County: 34 Forsyth

Time In: 01 : 55 ⁰ am ⁰ pm Time Out: 04 : 55 ⁰ am ⁰ pm

Permittee: WEST END CAFE INC

Total Time: 3 hrs 0 minutes

Telephone: (336) 723-4774

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: 9

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.										
IN	OUT	N/A	N/O	Compliance Status			OUT	CDI	R	VR
Supervision .2652										
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PIC Present; Demonstration-Certification by accredited program and perform duties			2	0	<input type="checkbox"/>	<input type="checkbox"/>
Employee Health .2652										
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Management, employees knowledge; responsibilities & reporting			3	13	0	<input type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper use of reporting, restriction & exclusion			3	13	0	<input type="checkbox"/>
Good Hygienic Practices .2652, .2653										
4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper eating, tasting, drinking, or tobacco use			2	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No discharge from eyes, nose or mouth			1	03	0	<input type="checkbox"/>
Preventing Contamination by Hands .2652, .2653, .2655, .2656										
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hands clean & properly washed			4	2	0	<input 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	13	0	<input type="checkbox"/>
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Handwashing sinks supplied & accessible			2	1	0	<input type="checkbox"/>
Approved Source .2653, .2655										
9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food obtained from approved source			2	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food received at proper temperature			2	1	0	<input type="checkbox"/>
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food in good condition, safe & unadulterated			2	1	0	<input type="checkbox"/>
12	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Required records available: shellstock tags, parasite destruction			2	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>
Protection from Contamination .2653, .2654										
13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food separated & protected			3	13	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food-contact surfaces: cleaned & sanitized			3	<input checked="" type="checkbox"/>	0	<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	<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	13	0	<input type="checkbox"/>
17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper reheating procedures for hot holding			3	13	0	<input type="checkbox"/>
18	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper cooling time & temperatures			3	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>
19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proper hot holding temperatures			3	13	0	<input type="checkbox"/>
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 checked="" type="checkbox"/>	<input type="checkbox"/>	Proper date marking & disposition			3	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>
22	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Time as a public health control: procedures & records			2	1	0	<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	03	0	<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	13	0	<input type="checkbox"/>
Chemical .2653, .2657										
25	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Food additives: approved & properly used			1	03	0	<input type="checkbox"/>
26	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Toxic substances properly identified stored, & used			2	<input checked="" type="checkbox"/>	0	<input checked="" 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	1	0	<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	N/O	Compliance Status			OUT	CDI	R	VR
Safe Food and Water .2653, .2655, .2658										
28	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Pasteurized eggs used where required			1	03	0	<input type="checkbox"/>
29	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Water and ice from approved source			2	1	0	<input type="checkbox"/>
30	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Variance obtained for specialized processing methods			1	03	0	<input type="checkbox"/>
Food Temperature Control .2653, .2654										
31	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Proper cooling methods used; adequate equipment for temperature control			<input checked="" type="checkbox"/>	03	0	<input checked="" type="checkbox"/>
32	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plant food properly cooked for hot holding			1	03	0	<input type="checkbox"/>
33	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Approved thawing methods used			1	03	0	<input type="checkbox"/>
34	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Thermometers provided & accurate			1	03	0	<input type="checkbox"/>
Food Identification .2653										
35	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food properly labeled: original container			2	1	<input checked="" type="checkbox"/>	<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	1	0	<input type="checkbox"/>
37	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contamination prevented during food preparation, storage & display			2	1	0	<input type="checkbox"/>
38	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Personal cleanliness			1	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>
39	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wiping cloths: properly used & stored			1	03	0	<input type="checkbox"/>
40	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Washing fruits & vegetables			1	03	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proper Use of Utensils .2653, .2654										
41	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In-use utensils: properly stored			1	03	0	<input type="checkbox"/>
42	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Utensils, equipment & linens: properly stored, dried & handled			1	03	0	<input type="checkbox"/>
43	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Single-use & single-service articles: properly stored & used			1	03	0	<input type="checkbox"/>
44	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gloves used properly			1	03	0	<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	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
46	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Warewashing facilities: installed, maintained, & used; test strips			1	03	0	<input type="checkbox"/>
47	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Non-food contact surfaces clean			1	03	<input checked="" type="checkbox"/>	<input 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	1	0	<input type="checkbox"/>
49	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plumbing installed; proper backflow devices			2	1	0	<input type="checkbox"/>
50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sewage & waste water properly disposed			2	1	0	<input type="checkbox"/>
51	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toilet facilities: properly constructed, supplied & cleaned			1	03	0	<input type="checkbox"/>
52	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Garbage & refuse properly disposed; facilities maintained			1	03	0	<input type="checkbox"/>
53	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Physical facilities installed, maintained & clean			1	03	0	<input type="checkbox"/>
54	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meets ventilation & lighting requirements; designated areas used			1	03	0	<input type="checkbox"/>
Total Deductions: 9										



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City: WINSTON SALEM State: NC

County: 34 Forsyth Zip: 27101

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

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

Permittee: WEST END CAFE INC

Telephone: (336) 723-4774

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☒ Inspection ☐ Re-Inspection Date: 09/19/2019

Comment Addendum Attached? ☐ Status Code: A

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

Email 1: westendcafe@triad.rr.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
ServSafe	David Bridges 9-21-20	00	Mashed	Cooling 2:00	123	Tomato	Grill make unit top	40
Hot water	3 comp sink	141	Mashed	Cooling 2:48	82	Pim chz	Grill reach-in	39
Hot water	Dishmachine	170	Cut melon	Expo reach-in	41	Hash cass.	Drawers	39
Chlori. sani.	3 comp sink - ppm	100	Pota. salad	Expo make unit top	41	Ckn tori soup	Warmer - back	169
Burger	Final	156	Feta	Salad reach-in	41	Broc soup	Warmer - back	183
Chicken	Final	183	Curry ckn sal.	Salad make unit top	40	Ckn tori soup	Warmer - front	166
Rice	Walk-in 2:00	48	Lamb mballs	Sautee reach-in	39	Chili	Warmer - front	157
Rice	Freezer	41	Crab drip	Sautee make unit top	37	Lettuce	Upright	48

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.

- 4 2-401.11 Eating, Drinking, or Using Tobacco - C (Repeat from 12/6/18) Two employee beverages being stored directly on prep table while food employee actively cutting vegetables. / Coffee cup being stored on shelving directly above prep area to left of upright cooler. An employee shall eat, drink, or use any form of tobacco only in designated areas where the contamination of exposed food; clean equipment, utensils and linens; unwrapped single-service and single-use articles ; or other items needing protection can not result. Designate a location for employee beverages.
- 9 3-201.11 Compliance with Food Law - P,PF Home canned jar of jelly, without proper labeling in walk-in cooler. Per person-in-charge, customer had brought for employees personal use. Do not store in establishment. Food shall be obtained from sources that comply with law. CDI: Employee placed in personal car.
- 12 3-203.12 Shellstock, Maintaining Identification - PF (Repeat from 3/28/18) Shellstock tags are being maintained in chronological order, however no date of sold batch of shellstock is being recorded on tag. / One tag with "same day" listed on tag, however no indication on when shellstock was purchased. Shellstock tags or labels shall remain attached to the container in which the shellstock are received until the container is empty. (B) The date when the last shellstock from the container is sold or served shall be recorded on the tag or label. (C) The identity of the source of shellstock that are sold or served shall be maintained by retaining shellstock tags or labels for 90 calendar days from the date that is recorded on the tag or label by using an approved record keeping system that keeps the tags or labels in chronological order correlated to the date that is recorded on the tag or label. CDI: Invoices were pulled and dates recorded on tags.

Person in Charge (Print & Sign):

Regulatory Authority (Print & Sign):

Christy Whitley

Christy Whitley REHS

REHS ID: 2610 - Whitley, Christy

Verification Required Date: / /

REHS Contact Phone Number: (336) 703 - 3157



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- 13 3-302.11 Packaged and Unpackaged Food-Separation, Packaging, and Segregation - P (Repeat from 3/28/18) Raw breaded chicken being stored behind raw shrimp in drawers below grill. When food employee removes raw chicken, drippings contaminate raw shrimp. Food shall be protected from cross contamination by separating raw animal food during storage, preparation, holding, and display by arranging each type of food in equipment so that cross contamination of one type with another is prevented. CDI: Person-in-charge moved chicken to front of make unit and removed container of shrimp.
- 14 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - P (Repeat from 12/6/18) Can opener blade, component to slicer, four sets of tongs and one metal container, all being stored as clean, with food residue. Equipment food-contact surfaces of equipment and utensils shall be clean to sight and touch. CDI: All sent to be cleaned and sanitized during inspection.
- 18 3-501.14 Cooling - P Large container of chicken tortilla soup (59F) and several containers of chili (97-100F) and pico (51F) did not meet the cooling parameters. Cooked potentially hazardous food shall be cooled: (1) Within 2 hours from 135°F to 70°F; and (2) Within a total of 6 hours from 135°F to 41°F or less. CDI: All voluntarily discarded.
- 20 3-501.16 (A)(2) and (B) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding - P Repeat. (MUCH improvement - 0 pts) Pulled pork egg rolls in walk-in cooler (45F) and pulled pork egg rolls in drawer below grill line (49F), shredded lettuce (48F) in upright cooler measuring above 41F. Ready-to-eat, potentially hazardous food shall be held cold at 41F and below. CDI: Pulled pork eggs rolls below grill line and shredded lettuce all voluntarily discarded
- 21 3-501.17 Ready-To-Eat Potentially Hazardous Food (Time/Temperature Control for Safety Food), Date Marking - PF Boiled eggs (out of shell) in upright cooler without date mark. Ready-to-eat, potentially hazardous food prepared and package by a food processing plant shall be clearly marked, at the time the original container is opened and if the food is held for more than 24 hours, to indicate the date or day by which the food shall be consumed, sold, or discarded, based on the temperature and time combinations (if held at 41F and below for 7 days) - (1) The day the original container is opened shall be counted as Day 1. CDI: Voluntarily discarded. // 3-501.18 Ready-To-Eat Potentially Hazardous Food (Time/Temperature Control for Safety Food), Disposition - P (Repeat from 12/6/18) Two containers of housemade pimento cheese (9-11) and cooked duck (9-12) in make unit across grill held beyond date of disposition. A food shall be discarded after 7 days if held at 41F and below. CDI: Voluntarily
- 26 7-201.11 Separation-Storage - P Sanitizer spray bottles being stored on top of prep table across upright cooler, on shelving above slicer, and on prep table at slicer. Poisonous or toxic materials shall be stored so they can not contaminate food, equipment utensils, linens, and single-service and single-use articles by: (A) Separating by spacing or partitioning; and (B) Locating in an area that is not above food, equipment, utensils, and linens; and single-service and single-use articles. CDI: Person-in-charge removed. // 7-207.12 Refrigerated Medicines - P Unlabeled container of personal bagged medicines being stored above food in reach-in cooler at sautee station. (A) ... only those medicines that are necessary for the health of employees shall be allowed in a food establishment. / (B) Medicines that are in a food establishment for the employees' use shall be labeled as specified under § 7-101.11 and located to prevent the contamination of food, etc. CDI: Medication removed.
- 31 3-501.15 Cooling Methods - PF Repeat. Several foods prepared today, actively in cooling process in thick portions, plastic containers, stacked with tight fitting lids to include: deli ham and turkey, chili, pasta noodles, and chicken salad. / Mashed potatoes actively cooling at beginning inspection (103-123F) on prep table. Cooling shall be accomplished by using one or more of the following methods: (1) Placing the food in shallow pans; (2) Separating 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. (B) When placed in cooling or cold holding equipment, containers shall be: (1) Arranged to provide maximum heat transfer; and (2) Loosely covered, or uncovered if protected from overhead contamination .. during the cooling period to facilitate heat transfer from the surface of the food. CDI: Deli ham and turkey, and chicken salad vented. / Noodles added



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- 35 3-302.12 Food Storage Containers Identified with Common Name of Food - C Sesame oil mixture in squeeze bottle, sugar, corn meal, and two other containers of dry ingredients, removed from original packaging without label. Working containers holding food or food ingredients that are removed from their original packages for use in the food establishment, such as cooking oils, flour, herbs, potato flakes, salt, spices, and sugar shall be identified with the common name of the food.
- 38 2-402.11 Effectiveness-Hair Restraints - C (Repeat from 3/28/18 and 5/15/18) Food employees on grill line with facial hair/beards, without beard restraint. 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.
- 40 3-302.15 Washing Fruits and Vegetables - C Employees actively cutting vegetables, after being washed with sticker residue still on skin of vegetable. / Zested lime commingled in container of avocados with sticker on skin. 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.
- 45 4-501.11 Good Repair and Proper Adjustment-Equipment - C Ambient air temperature of upright cooler measuring 46.9F. Repair to hold TCS foods below 41F. 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 in walk-in freezer on shelving and floor and in beer coolers. Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.



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