

Food Establishment Inspection Report

Score: 92.5

Establishment Name: PANDA EXPRESS #3212

Establishment ID: 3034012660

Location Address: 5990 UNIVERSITY PARKWAY

☒ Inspection ☐ Re-Inspection

City: WINSTON SALEM

State: NC

Date: 11 / 07 / 2019 Status Code: A

Zip: 27105 County: 34 Forsyth

Time In: 11 : 00 ☒ am ☐ pm Time Out: 03 : 10 ☐ am ☒ pm

Permittee: PANDA EXPRESS RESTAURANT GROUP

Total Time: 4 hrs 10 minutes

Telephone: (336) 747-1889

Category #: II

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

FDA Establishment Type: _____

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

No. of Risk Factor/Intervention Violations: 11

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 |
| Supervision .2652 | | | | | | | | | | |
| 1 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | PIC Present; Demonstration-Certification by accredited program and perform duties | | | <u>2</u> | <u>0</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee Health .2652 | | | | | | | | | | |
| 2 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Management, employees knowledge; responsibilities & reporting | | | <u>3</u> | <u>13</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Proper use of reporting, restriction & exclusion | | | <u>3</u> | <u>13</u> | <input type="checkbox"/> | <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 | | | <u>2</u> | <u>1</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No discharge from eyes, nose or mouth | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Preventing Contamination by Hands .2652, .2653, .2655, .2656 | | | | | | | | | | |
| 6 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Hands clean & properly washed | | | <u>4</u> | <u>13</u> | <input checked="" type="checkbox"/> | <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 | | | <u>3</u> | <u>13</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Handwashing sinks supplied & accessible | | | <u>2</u> | <u>1</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Approved Source .2653, .2655 | | | | | | | | | | |
| 9 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Food obtained from approved source | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Food received at proper temperature | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Food in good condition, safe & unadulterated | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Required records available: shellstock tags, parasite destruction | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Protection from Contamination .2653, .2654 | | | | | | | | | | |
| 13 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Food separated & protected | | | <u>3</u> | <u>13</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 14 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Food-contact surfaces: cleaned & sanitized | | | <u>3</u> | <u>13</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 15 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Proper disposition of returned, previously served, reconditioned, & unsafe food | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Potentially Hazardous Food Time/Temperature .2653 | | | | | | | | | | |
| 16 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Proper cooking time & temperatures | | | <u>3</u> | <u>13</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 17 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Proper reheating procedures for hot holding | | | <u>3</u> | <u>13</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 18 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Proper cooling time & temperatures | | | <u>3</u> | <u>13</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Proper hot holding temperatures | | | <u>3</u> | <u>13</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 20 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Proper cold holding temperatures | | | <u>3</u> | <u>13</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 21 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Proper date marking & disposition | | | <u>3</u> | <u>13</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Time as a public health control: procedures & records | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumer Advisory .2653 | | | | | | | | | | |
| 23 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Consumer advisory provided for raw or undercooked foods | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <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 | | | <u>3</u> | <u>13</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Chemical .2653, .2657 | | | | | | | | | | |
| 25 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Food additives: approved & properly used | | | <u>1</u> | <u>13</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 26 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Toxic substances properly identified stored, & used | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input 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 | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <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 | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 29 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Water and ice from approved source | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 30 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Variance obtained for specialized processing methods | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <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 | | | <u>1</u> | <u>13</u> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 32 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Plant food properly cooked for hot holding | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 33 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Approved thawing methods used | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 34 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Thermometers provided & accurate | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Food Identification .2653 | | | | | | | | | | |
| 35 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Food properly labeled: original container | | | <u>2</u> | <u>1</u> | <input 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 | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 37 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Contamination prevented during food preparation, storage & display | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 38 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Personal cleanliness | | | <u>1</u> | <u>03</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 39 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wiping cloths: properly used & stored | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 40 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Washing fruits & vegetables | | | <u>1</u> | <u>03</u> | <input 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 | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 42 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Utensils, equipment & linens: properly stored, dried & handled | | | <u>1</u> | <u>03</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 43 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Single-use & single-service articles: properly stored & used | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 44 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Gloves used properly | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Utensils and Equipment .2653, .2654, .2663 | | | | | | | | | | |
| 45 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Equipment, food & non-food contact surfaces approved, cleanable, properly designed, constructed, & used | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 46 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Warewashing facilities: installed, maintained, & used; test strips | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 47 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Non-food contact surfaces clean | | | <u>1</u> | <u>03</u> | <input 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 | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 49 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Plumbing installed; proper backflow devices | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 50 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Sewage & waste water properly disposed | | | <u>2</u> | <u>1</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 51 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Toilet facilities: properly constructed, supplied & cleaned | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 52 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Garbage & refuse properly disposed; facilities maintained | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| 53 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Physical facilities installed, maintained & clean | | | <u>1</u> | <u>03</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 54 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Meets ventilation & lighting requirements; designated areas used | | | <u>1</u> | <u>03</u> | <input type="checkbox"/> | <input type="checkbox"/> |
| Total Deductions: | | | | | | | | | | 7.5 |



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Comment Addendum to Food Establishment Inspection Report

Establishment Name: PANDA EXPRESS #3212

Location Address: 5990 UNIVERSITY PARKWAY

City: WINSTON SALEM State: NC

County: 34 Forsyth Zip: 27105

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

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

Permittee: PANDA EXPRESS RESTAURANT GROUP

Telephone: (336) 747-1889

Establishment ID: 3034012660

☒ Inspection ☐ Re-Inspection Date: 11/07/2019

Comment Addendum Attached? ☐ Status Code: A

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

Email 1: jorge.sandoval.2@pandarg.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 | J. Ramirez 6/11/24 | 00 | rice | front service line | 120 | chicken | final cook | 145 |
| hot water | 3-compartment sink | 132 | broccoli | front service line | 105 | chicken | correct final cook | 171 |
| quat sani | 3-comp sink (ppm) | 200 | shrimp | front service line | 122 | chicken | reheat | 145 |
| quat sani | sani bucket (ppm) | 150 | noodles | front service line | 119 | noodles | walk-in cooler | 50 |
| chicken | front service line | 115 | pepper chkn | front service line | 105 | cabbage | walk-in cooler | 46 |
| sweet chicken | front service line | 130 | noodles | drive-thru serve line | 119 | raw chicken | walk-in cooler | 43 |
| beijing beef | front service line | 132 | teriyaki chkn | drive-thru serve line | 112 | raw beef | walk-in cooler | 43 |
| broccoli beef | front service line | 119 | rice | drive-thru serve line | 120 | rice | final cook | 171 |

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.

- 2 2-201.11 (A), (B), (C), & (E) Responsibility of Permit Holder, Person in Charge, and Conditional Employees - P - Neither of 2 employees questioned about employee health policy knew which symptoms and illnesses they could not report to work with, or knew where to access the information. A person in charge shall require food employees to report when they are experiencing any of the major symptoms related to foodborne illness, or have been diagnosed with one of the 5 major foodborne illnesses. CDI: PIC will educate employees and hang employee health policy for employees to reference and study.
- 4 2-401.11 Eating, Drinking, or Using Tobacco - C - Employee drinking from open top cup in kitchen. Employees shall eat, drink, or use any form of tobacco only in designated area to prevent cross contamination. 0 pts.
- 6 2-301.14 When to Wash - P / 2-301.12 Cleaning Procedure - P - One employee handled sanitizer rag and began preparing single-service articles for service. One employee drank from open top cup and resumed food preparation without washing hands. One employee washed hands without soap. One employee used bare hands to turn off faucet handle after washing hands. Food employees shall wash hands with an approved handwashing cleanser when they become contaminated, and when changing tasks. Employees may use a clean barrier such as a paper towel to prevent recontamination of the hands. CDI: Extensive education on handwashing provided to employees and PIC. All employees in violation rewashed hands.

Lock
Text

Person in Charge (Print & Sign): Juan Ramirez

Regulatory Authority (Print & Sign): Michael Frazier REHSI

[Signature of Juan Ramirez]

[Signature of Michael Frazier]

REHS ID: 2737 - Frazier, Michael

Verification Required Date: 11 / 08 / 2019

REHS Contact Phone Number: (336) 703 - 3382



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- 8 6-301.11 Handwashing Cleanser, Availability - PF - No handwashing cleanser available at cook line sink. Each handwashing sink shall be provided with an approved handwashing cleanser. CDI: PIC provided soap at sink. 0 pts.
- 13 3-304.15 (A) Gloves, Use Limitation - P - Gloved employee handled raw chicken to place in wok station and cooked chicken, and pulled out cooked chicken without changing gloves. 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: PIC changed gloves and washed hands. 0 pts.
- 14 4-601.11 (A) Equipment, Food-Contact Surfaces, Nonfood-Contact Surfaces, and Utensils - P - Several metal pans soiled with food debris. Food contact surfaces of equipment and utensils shall be clean to sight and touch. CDI: PIC sent items to be cleaned. 0 pts.
- 16 3-401.11 Raw Animal Foods-Cooking - P,PF - Chicken placed in bowl for holding at service line measured 145F immediately after cooking via both REHSI and establishment thermometers. Raw animal food shall be cooked to heat all parts of the food to a temperature of 165F for poultry. CDI: Chicken was returned to wok and was cooked to 171F.
- 17 3-403.11 Reheating for Hot Holding - P - Chicken that was reheated due to hot holding violation was reheated to 145F prior to placing back on line via REHSI and establishment thermometers. Food that is cooked and cooled in the establishment shall be reheated for hot holding to a temperature of 165F in all parts of the food. CDI: Chicken was returned to reheating process and reheated to 171F. 0 pts.
- 19 3-501.16 (A)(1) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding - P - Numerous foods in service line steam wells at inside service line and drive thru measured less than 135F, referenced in temperature log. Potentially hazardous foods in hot holding shall be maintained at a temperature of 135F or greater. CDI: Most foods were reheated, and some were voluntarily discarded by PIC.
- 20 3-501.16 (A)(2) and (B) Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot and Cold Holding - P - Noodles (46-50F. 12, 30 lb cases), raw chicken (43F), raw beef (43F), and chopped cabbage (46F) in walk-in cooler measured greater than 41F. Potentially hazardous foods in cold holding shall be maintained at a temperature of 41F or less. CDI: PIC voluntarily discarded noodles and cabbage (documented in product disposition form) and will have technician adjust ambient temperature of walk-in cooler. 0 pts.



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- 25 3-302.14 Protection from Unapproved Additives - P - Sanitizer-soaked towel contacted bowl of broccoli in service line steam well while employee wiped unit surface. Food shall be protected from the contamination that may result from the addition of unsafe or unapproved food additives. CDI: PIC voluntarily discarded broccoli.
- 31 4-301.11 Cooling, Heating, and Holding Capacities-Equipment - PF - Ambient temperature of walk-in cooler measured 44F. This led to numerous cold holding violations. Cooler appeared to be in defrost mode during inspection. EQUIPMENT for cooling and heating FOOD, and holding cold and hot FOOD, shall be sufficient in number and capacity to provide FOOD temperatures as specified under Chapter 3. VR: Verification required. Contact Michael Frazier at 336-703-3382 or fraziemb@forsyth.cc when cooler is corrected. Correct within 24 hours of completion of inspection.
- 38 2-303.11 Prohibition-Jewelry - C - 3 employees wearing watches while preparing or serving food. 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. 0 pts.
- 42 4-901.11 Equipment and Utensils, Air-Drying Required - C - A few metal pans were stacked wet. After cleaning and sanitizing, equipment and utensils shall be air-dried or used after adequate draining. 0 pts.
- 53 6-501.12 Cleaning, Frequency and Restrictions - C - Additional floor cleaning needed in walk-in freezer. Physical facilities shall be maintained clean. 0 pts.



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