



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name CHARMANT HOTEL, THE	Facility Type Restaurant
Facility ID # ASTS-A26JGY	Facility Telephone # 866 697-7300
Facility Address 101 STATE ST LA CROSSE , WI 54601	
Licensee Name MICHEL GABBUD	Licensee Address 101 STATE ST LA CROSSE , WI 54601

Inspection Information		
Inspection Type Routine	Inspection Date February 20, 2020	Total Time Spent

Equipment Temperatures	
Description	Temperature (Fahrenheit)
Freezer - downstairs	Fn
Refrigeration - drawer coolers	35/38/40/23/30/32/30/33/32
Prep top - left side breakfast	41
Walk in cooler - drink cooler (basement)	41.5
Walk in cooler - basement	36
Stand up freezer - basement	FN
Refrigeration - bar bunkers	33/36/38
Refrigeration - under counter - parlor	40/42
Prep top - breakfast (right)	41.5
Prep top - lunch - right side	40
Prep top - lunch - left	40
Refrigeration - bakery drawers	34
Prep top - lunch - middle	39

Food Temperatures	
Description	Temperature (Fahrenheit)
Omlette, CT	136
Capers, CH breakfast prep left	41
Cut cucumber, CH breakfast prep left	43
Sausage, CH breakfast prep right	41
Sausage, CH drawer cooler	36.5
Hummus, CH lunch prep left	40
Sliced carrots, CH lunch prep middle	37.5
Pickles, CH lunch prep right	40.5
Chicken, CT	176
Rice, CT	183

Warewashing Info					
Machine Name	Sanitization Method	Thermo Label	PPM	Sanitizer Name	Sanitizer Type
Dishwasher	High temp	pass 160			
Sani bucket	Chemical		200		QA
4C Sink (kitchen)	Chemical		300		QA
3C sink (bar)	Chemical		NSU		QA
Dishwasher (bar)	Chemical		0		Chlorine

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations

Total # 8

Good Retail Practices - 38 - Personal cleanliness

This is a core item

OBSERVATION: (CORRECTED DURING INSPECTION): Employee noted working in food preparation/cooking area without a hair restraint. Corrected by providing hat

CORRECTIVE ACTION(S): Provide employees working in food preparation and cooking areas with effective hair restraint (hat, hair net, beard restraint, etc.). Correct By: 20-Feb-2020

CODE CITATION: 2-402.11 (A) Except as provided in ¶ (B) of this section, 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.

(B) This section does not apply to FOOD EMPLOYEES such as counter staff who only serve BEVERAGES and wrapped or PACKAGED FOODS, hostesses, and wait staff if they present a minimal RISK of contaminating exposed FOOD; clean EQUIPMENT, UTENSILS, and LINENS; and unwrapped SINGLE-SERVICE and SINGLE-USE ARTICLES.

Risk/Intervention - 13 - Food separated and protected

This is a core item

OBSERVATION: Raspberry scones in the downstairs reach in freezer were observed to be unwrapped or uncovered.

CORRECTIVE ACTION(S): All foods that are not part of a cooling process shall be covered at all times to prevent cross-contamination. If cross-contamination is evident, discard suspected foods. Correct By: 20-Feb-2020

CODE CITATION: 3-302.11 (4) Except as specified in ¶ (B) of this section, storing the FOOD in PACKAGES, covered containers, or wrappings;

Risk/Intervention - 27 - Compliance with variance, specialized process, or HACCP plan

This is a priority foundation item

OBSERVATION: Sous vide process used for hard and soft cheese, salmon, soup, and sausage does not have an approved HACCP plan. Items were discarded during inspection.

CORRECTIVE ACTION(S): Stop process until a HACCP plan is approved by the department. Correct By: 20-Feb-2020

CODE CITATION: 3-502.12 (D) Except as specified under ¶ (C) of this section, a FOOD ESTABLISHMENT that PACKAGES FOOD using a cook-chill or sous vide process shall:

(1) Implement a HACCP PLAN that contains the information as specified by the DEPARTMENT. [Pf]

(2) Ensure the FOOD is:

(a) Prepared and consumed on the PREMISES, or prepared and consumed off the PREMISES but within the same business entity with no distribution or sale of the PACKAGED product to another business entity or the CONSUMER, [Pf]

(b) Cooked to heat all parts of the FOOD to a temperature and for a time as specified under § 3-401.11, [P]

(c) Protected from contamination before and after cooking as specified under Parts 3-3 and 3-4, [P]

(d) Placed in a PACKAGE with an oxygen barrier and sealed before cooking, or placed in a PACKAGE and sealed immediately after cooking and before reaching a temperature below 57°C (135°F), [P]

(e) Cooled to 5°C (41°F) in the sealed PACKAGE or bag as specified under § 3-501.14 and subsequently: [P]

(i) Cooled to 1°C (34°F) within 48 hours of reaching 5°C (41°F) and held at that temperature until consumed or discarded within 30 days after the date of PACKAGING; [P]

(ii) Cooled to 1°C (34°F) within 48 hours of reaching 5°C (41°F), removed from refrigeration EQUIPMENT that maintains a 1°C (34°F) FOOD temperature and then held at 5°C (41°F) or less for no more than 72 hours, at which time the FOOD must be consumed or discarded; [P]

(iii) Cooled to 3°C (38°F) or less within 24 hours of reaching 5°C (41°F) and held there for no more than 72 hours from PACKAGING, at which time the FOOD must be consumed or discarded; [P] or

(iv) Held frozen with no shelf life restriction while frozen until consumed or used. [P]

(f) Held in a refrigeration unit that is equipped with an electronic system that continuously monitors time and temperature and is visually examined for proper operation twice daily, [Pf]

(g) If transported off-site to a satellite location of the same business entity, equipped with verifiable electronic monitoring devices to ensure that times and temperatures are monitored during transportation, [Pf] and

(h) Labeled with the product name and the date PACKAGED; [Pf] and

(3) Maintain the records required to confirm that cooling and cold holding refrigeration time/temperature parameters are required as part of the HACCP PLAN and:

(a) Make such records available to the REGULATORY AUTHORITY upon request, [Pf] and

(b) Hold such records for at least 6 months; [Pf] and

(4) Implement written operational procedures as specified under Subparagraph (B) (5) of this section and a training program as specified under Subparagraph (B) (6) of this section. [Pf]

Good Retail Practices - 45 - Food and non-food contact surfaces cleanable, properly designed, constructed and used

This is a core item

OBSERVATION: Homestyle crockpot is not ANSI certified or approved by the department.

CORRECTIVE ACTION(S): Unapproved equipment shall be removed from food service. Correct By: 20-Feb-2020

CODE CITATION: 4-205.11 (A) Except as specified under ¶ (B) of this section, FOOD EQUIPMENT that is certified or classified for sanitation by an American National Standards Institute (ANSI)-accredited certification program is deemed to comply with Parts 4-1 and 4-2 of this Chapter.

(B) FOOD EQUIPMENT that is not certified or classified for sanitation by an American National Standards Institute (ANSI)-accredited certification program shall be approved by both the department of health services and the department of agriculture, trade and consumer protection.

Risk/Intervention - 14 - Food-contact surfaces: cleaned and sanitized

This is a priority item

OBSERVATION: The chlorine is not being used according to EPA registered label use instructions and is at 0 PPM.

CORRECTIVE ACTION(S): Provide training to employees on proper use and concentration of sanitizer or repair or adjust warewashing equipment to provide proper sanitizer concentration. Correct By: 27-Feb-2020

CODE CITATION: 4-501.114 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 in § 7-204.11 SANITIZERS, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows: [P]

(A) A chlorine solution shall have a minimum temperature based on the concentration and pH of the solution as listed in the following chart; [P]

Concentration Range Minimum Temperature mg/L
pH 10 or less °C (°F) pH 8 or less °C (°F)

25-49 49 (120) 49 (120)

50-99 38 (100) 24 (75)

100 13 (55) 13 (55)

(B) An iodine solution shall have a:

(1) Minimum temperature of 20°C (68°F), [P]

(2) pH of 5.0 or less or a pH no higher than the level for which the manufacturer specifies the solution is effective, [P] and

(3) Concentration between 12.5 mg/L and 25 mg/L; [P]

(C) A quaternary ammonium compound solution shall: [P]

(1) Have a minimum temperature of 24°C (75°F), [P]

(2) Have a concentration as specified under § 7-204.11 and as indicated by the manufacturer's use directions included in the labeling, [P] and

(3) Be used only in water with 500 mg/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions; [P]

(D) If another solution of a chemical specified under ¶¶ (A) to (C) of this section is used, the PERMIT/LICENSE HOLDER shall demonstrate to the DEPARTMENT that the solution achieves SANITIZATION and the use of the solution shall be APPROVED; [P] or

(E) If a chemical SANITIZER other than chlorine, iodine, or a quaternary ammonium compound is used, it shall be applied in accordance with the EPA-registered label use instructions and be approved by the DEPARTMENT. [P]

Risk/Intervention - 14 - Food-contact surfaces: cleaned and sanitized

This is a priority foundation item

OBSERVATION: (CORRECTED DURING INSPECTION): Drinking cups in wait station are visibly soiled. Corrected by putting soiled items in dirty dish pit.

CORRECTIVE ACTION(S): Maintain food contact surfaces in a clean condition. Correct By: 20-Feb-2020

CODE CITATION: 4-601.11 (A) EQUIPMENT FOOD-CONTACT SURFACES and UTENSILS shall be clean to sight and

touch. [Pf]

Risk/Intervention - 08 - Adequate handwashing facilities supplied and accessible

This is a core item

OBSERVATION: Handwashing sinks in the dish pit, prep line, bakery line, and bar are not non-hand operated or is operating incorrectly.

CORRECTIVE ACTION(S): Employee handwashing sinks shall be non hand operated and if metered shall provide a flow of water without the need for reactivation for at least 15 seconds. Provide faucet handles that are greater than 3.5 inches in length
Correct By: 20-Mar-2020

CODE CITATION: 5-202.12 (C) A HANDWASHING SINK:

(1) At a newly constructed FOOD ESTABLISHMENT when a HANDWASHING SINK, or sink faucet is replaced or installed it shall have a faucet of the type which is not hand operated.

(2) That is equipped with a self-closing, slow-closing, or metering faucet shall provide a flow of water for at least 15 seconds without the need to reactivate the faucet.

Risk/Intervention - 08 - Adequate handwashing facilities supplied and accessible

This is a priority foundation item

OBSERVATION: Handwashing sinks in the bar observed to be used as dump sinks during inspection and are unavailable for proper handwashing.

CORRECTIVE ACTION(S): Keep handwashing sink free of obstructions and in working condition at all times to allow for frequent handwashing. Correct By: 20-Feb-2020

CODE CITATION: 5-205.11 (A) A HANDWASHING SINK shall be maintained so that it is accessible at all times for EMPLOYEES use. [Pf]

(B) A HANDWASHING SINK may not be used for purposes other than handwashing except as specified in § 2-301.15. [Pf]

(C) An automatic handwashing facility shall be used in accordance with manufacturer's instructions. [Pf]

Comments:

Reinspection required for bar dishwasher fail. Fee will apply

Discussed egg whites in drinks - consumer advisory

Discussed date marking

Discussed adjusting your hot water connection to sanitizer dispenser in dish pit

Discussed closing breakfast left and right prep coolers in open kitchen when not in use to maintain temperature

CFM: Rebecca Larson 2/4/25

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department.

Person in Charge

Sanitarian



Rebecca Larson



Amanda Ramos
(608) 785-9771



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Facility ID # ASTS-A26JGY	Facility Telephone # 866 697-7300
Facility Address 101 STATE ST LA CROSSE , WI 54601	
Licensee Name MICHEL GABBUD	Licensee Address 101 STATE ST LA CROSSE , WI 54601

Inspection Information		
Inspection Type Re-inspection	Inspection Date February 27, 2020	Total Time Spent

Equipment Temperatures	
Description	Temperature (Fahrenheit)
Freezer - downstairs	
Refrigeration - drawer coolers	
Prep top - left side breakfast	
Walk in cooler - drink cooler (basement)	
Walk in cooler - basement	
Stand up freezer - basement	
Refrigeration - bar bunkers	
Refrigeration - under counter - parlor	
Prep top - breakfast (right)	
Prep top - lunch - right side	
Prep top - lunch - left	
Refrigeration - bakery drawers	
Prep top - lunch - middle	

Warewashing Info					
Machine Name	Sanitization Method	Thermo Label	PPM	Sanitizer Name	Sanitizer Type
Dishwasher	High temp				
Sani bucket	Chemical				
4C Sink (kitchen)	Chemical				
3C sink (bar)	Chemical				
Dishwasher (bar)	Chemical		0		Chlorine

OPERATOR - The violations in operating procedure or physical arrangement indicated below must be corrected by the next routine inspection or by a date specified in this report.

Observed Violations
Total # 3
Risk/Intervention - 27 - Compliance with variance, specialized process, or HACCP plan
This is a priority foundation item
REPEAT OBSERVATION: Sous vide process used for hard and soft cheese, salmon, soup, and sausage does not have an approved HACCP plan. Items were discarded during inspection.
CORRECTIVE ACTION(S): Stop process until a HACCP plan is approved by the department. Correct By: 20-Feb-2020

CODE CITATION: 3-502.12 (D) Except as specified under ¶ (C) of this section, a FOOD ESTABLISHMENT that PACKAGES FOOD using a cook-chill or sous vide process shall:

- (1) Implement a HACCP PLAN that contains the information as specified by the DEPARTMENT. [Pf]
- (2) Ensure the FOOD is:
 - (a) Prepared and consumed on the PREMISES, or prepared and consumed off the PREMISES but within the same business entity with no distribution or sale of the PACKAGED product to another business entity or the CONSUMER, [Pf]
 - (b) Cooked to heat all parts of the FOOD to a temperature and for a time as specified under § 3-401.11, [P]
 - (c) Protected from contamination before and after cooking as specified under Parts 3-3 and 3-4, [P]
 - (d) Placed in a PACKAGE with an oxygen barrier and sealed before cooking, or placed in a PACKAGE and sealed immediately after cooking and before reaching a temperature below 57°C (135°F), [P]
 - (e) Cooled to 5°C (41°F) in the sealed PACKAGE or bag as specified under § 3-501.14 and subsequently: [P]
 - (i) Cooled to 1°C (34°F) within 48 hours of reaching 5°C (41°F) and held at that temperature until consumed or discarded within 30 days after the date of PACKAGING; [P]
 - (ii) Cooled to 1°C (34°F) within 48 hours of reaching 5°C (41°F), removed from refrigeration EQUIPMENT that maintains a 1°C (34°F) FOOD temperature and then held at 5°C (41°F) or less for no more than 72 hours, at which time the FOOD must be consumed or discarded; [P]
 - (iii) Cooled to 3°C (38°F) or less within 24 hours of reaching 5°C (41°F) and held there for no more than 72 hours from PACKAGING, at which time the FOOD must be consumed or discarded; [P] or
 - (iv) Held frozen with no shelf life restriction while frozen until consumed or used. [P]
 - (f) Held in a refrigeration unit that is equipped with an electronic system that continuously monitors time and temperature and is visually examined for proper operation twice daily, [Pf]
 - (g) If transported off-site to a satellite location of the same business entity, equipped with verifiable electronic monitoring devices to ensure that times and temperatures are monitored during transportation, [Pf] and
 - (h) Labeled with the product name and the date PACKAGED; [Pf] and
- (3) Maintain the records required to confirm that cooling and cold holding refrigeration time/temperature parameters are required as part of the HACCP PLAN and:
 - (a) Make such records available to the REGULATORY AUTHORITY upon request, [Pf] and
 - (b) Hold such records for at least 6 months; [Pf] and
- (4) Implement written operational procedures as specified under Subparagraph (B) (5) of this section and a training program as specified under Subparagraph (B) (6) of this section. [Pf]

Risk/Intervention - 14 - Food-contact surfaces: cleaned and sanitized

This is a priority item

REPEAT OBSERVATION: The chlorine is not being used according to EPA registered label use instructions and is at 0 PPM.

CORRECTIVE ACTION(S): Provide training to employees on proper use and concentration of sanitizer or repair or adjust warewashing equipment to provide proper sanitizer concentration. Correct By: 27-Feb-2020

CODE CITATION: 4-501.114 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 in § 7-204.11 SANITIZERS, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows: [P]

(A) A chlorine solution shall have a minimum temperature based on the concentration and pH of the solution as listed in the following chart; [P]

Concentration Range Minimum Temperature mg/L
pH 10 or less °C (°F) pH 8 or less °C (°F)

25-49 49 (120) 49 (120)

50-99 38 (100) 24 (75)

100 13 (55) 13 (55)

(B) An iodine solution shall have a:

- (1) Minimum temperature of 20°C (68°F), [P]
- (2) pH of 5.0 or less or a pH no higher than the level for which the manufacturer specifies the solution is effective, [P] and
- (3) Concentration between 12.5 mg/L and 25 mg/L; [P]

(C) A quaternary ammonium compound solution shall: [P]

- (1) Have a minimum temperature of 24°C (75°F), [P]
- (2) Have a concentration as specified under § 7-204.11 and as indicated by the manufacturer's use directions included in the labeling, [P] and
- (3) Be used only in water with 500 mg/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions; [P]

(D) If another solution of a chemical specified under ¶¶ (A) to (C) of this section is used, the PERMIT/LICENSE HOLDER shall demonstrate to the DEPARTMENT that the solution achieves SANITIZATION and the use of the solution shall be APPROVED; [P] or

(E) If a chemical SANITIZER other than chlorine, iodine, or a quaternary ammonium compound is used, it shall be applied in accordance with the EPA-registered label use instructions and be approved by the DEPARTMENT. [P]

Risk/Intervention - 08 - Adequate handwashing facilities supplied and accessible

This is a core item

REPEAT OBSERVATION: Handwashing sinks in the dish pit, prep line, bakery line, and bar are not non-hand operated or is operating incorrectly.

CORRECTIVE ACTION(S): Employee handwashing sinks shall be non hand operated and if metered shall provide a flow of water without the need for reactivation for at least 15 seconds. Provide faucet handles that are greater than 3.5 inches in length
Correct By: 20-Mar-2020

CODE CITATION: 5-202.12 (C) A HANDWASHING SINK:

(1) At a newly constructed FOOD ESTABLISHMENT when a HANDWASHING SINK, or sink faucet is replaced or installed it shall have a faucet of the type which is not hand operated.

(2) That is equipped with a self-closing, slow-closing, or metering faucet shall provide a flow of water for at least 15 seconds without the need to reactivate the faucet.

Corrected Hazards

The following hazard(s) have been corrected since the last inspection.

Total # 5

2-402.11 - PERSONAL CLEANLINESS - HAIR RESTRAINTS

This is a core item

OBSERVATION: Employee noted working in food preparation/cooking area without a hair restraint. Corrected by providing hat

CORRECTIVE ACTION(S): Provide employees working in food preparation and cooking areas with effective hair restraint (hat, hair net, beard restraint, etc.). Correct By: 20-Feb-2020

CODE CITATION: 2-402.11 (A) Except as provided in ¶ (B) of this section, 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.

(B) This section does not apply to FOOD EMPLOYEES such as counter staff who only serve BEVERAGES and wrapped or PACKAGED FOODS, hostesses, and wait staff if they present a minimal RISK of contaminating exposed FOOD; clean EQUIPMENT, UTENSILS, and LINENS; and unwrapped SINGLE-SERVICE and SINGLE-USE ARTICLES.

4-205.11 - EQUIPMENT AND UTENSILS CONFORM TO ANSI STANDARDS

This is a core item

OBSERVATION: Homestyle crockpot is not ANSI certified or approved by the department.

CORRECTIVE ACTION(S): Unapproved equipment shall be removed from food service. Correct By: 20-Feb-2020

CODE CITATION: 4-205.11 (A) Except as specified under ¶ (B) of this section, FOOD EQUIPMENT that is certified or classified for sanitation by an American National Standards Institute (ANSI)-accredited certification program is deemed to comply with Parts 4-1 and 4-2 of this Chapter.

(B) FOOD EQUIPMENT that is not certified or classified for sanitation by an American National Standards Institute (ANSI)-accredited certification program shall be approved by both the department of health services and the department of agriculture, trade and consumer protection.

4-601.11 (A) - FOOD CONTACT SURFACES - SOILED

This is a priority foundation item

OBSERVATION: Drinking cups in wait station are visibly soiled. Corrected by putting soiled items in dirty dish pit.

CORRECTIVE ACTION(S): Maintain food contact surfaces in a clean condition. Correct By: 20-Feb-2020

CODE CITATION: 4-601.11 (A) EQUIPMENT FOOD-CONTACT SURFACES and UTENSILS shall be clean to sight and touch. [Pf]

5-205.11 - USING A HANDWASHING SINK - ACCESSIBLE

This is a priority foundation item

OBSERVATION: Handwashing sinks in the bar observed to be used as dump sinks during inspection and are unavailable for proper handwashing.

CORRECTIVE ACTION(S): Keep handwashing sink free of obstructions and in working condition at all times to allow for frequent handwashing. Correct By: 20-Feb-2020

CODE CITATION: 5-205.11 (A) A HANDWASHING SINK shall be maintained so that it is accessible at all times for EMPLOYEES use. [Pf]

(B) A HANDWASHING SINK may not be used for purposes other than handwashing except as specified in § 2-301.15. [Pf]

(C) An automatic handwashing facility shall be used in accordance with manufacturer's instructions. [Pf]

3-302.11 (A) (4) - PACKAGED AND UNPACKAGED FOOD - COVERED CONTAINERS OR WRAPPING

This is a core item

OBSERVATION: Raspberry scones in the downstairs reach in freezer were observed to be unwrapped or uncovered.

CORRECTIVE ACTION(S): All foods that are not part of a cooling process shall be covered at all times to prevent cross-contamination. If cross-contamination is evident, discard suspected foods. Correct By: 20-Feb-2020

CODE CITATION: 3-302.11 (4) Except as specified in ¶ (B) of this section, storing the FOOD in PACKAGES, covered containers, or wrappings;

Comments:

[Dishwasher still at 0 PPM, reinspection next week, fee will apply.](#)

Any operator aggrieved by an order of this department under this chapter may request a hearing as provided in ch.227 statute, if state licensed, or a local ordinance if licensed by an agent health department.

Person in Charge

Sanitarian



Charles Hoffmann-Smith



Amanda Ramos
(608) 785-9771