



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name FAYZES	Facility Type Restaurant
Facility ID # HSAT-7QWRZF	Facility Telephone # 608 784-9548
Facility Address 135 4TH STREET S LA CROSSE , WI 54601	
Licensee Name FTW INC	Licensee Address 135 4TH STREET S LA CROSSE , WI 54601

Inspection Information		
Inspection Type Follow Up	Inspection Date July 10, 2018	Total Time Spent

Equipment Temperatures	
Description	Temperature (Fahrenheit)
milk dispenser cooler	
2 door cooler kitchen	
fryer cooler	
salad prep cooler	
3 door cooler	
prep walk in cooler	
produce walk in cooler	
meat walk in cooler	
bakery walk in cooler	
flat top drawers	
hashbrown/omelete prep top	
server salad cooler	
2 door cooler	
2 door beer	
bar 2 door stand up	
bar 3 door beer	
pepsi server reach in	

Warewashing Info					
Machine Name	Sanitization Method	Thermo Label	PPM	Sanitizer Name	Sanitizer Type
dish machine (bakery)	chemical				
wiping buckets	chemical				
dish machine (kitchen)	high temperature				
3 compartment sink (bar)	chemical				
dish machine bakery					
wiping bucket fixed					

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 # 6

Good Retail Practices - 37 - Contamination prevented during food preparation, storage and display

This is a core item

OBSERVATION: The bulk, open bags of flour is stored on the floor in the bakery with no other form of protection from contamination. .

CORRECTIVE ACTION(S): Store all food items 6 inches above the floor. Correct By: 20-Jul-2018

CODE CITATION: 3-305.11 (A) Except as specified in ¶¶ (B) and (C) of this section, FOOD shall be protected from contamination by storing the FOOD: (3) At least 15 cm (6 inches) above the floor.

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

This is a core item

REPEAT OBSERVATION: Gasket on 2 door freezer, and a table top steam box is not maintained in good repair.

CORRECTIVE ACTION(S): Repair equipment to good condition or remove from premise. Correct By: 14-Jul-2018

CODE CITATION: 4-501.11 (A) EQUIPMENT shall be maintained in a state of repair and condition that meets the requirements specified under Parts 4-1 and 4-2.

Good Retail Practices - 53 - Physical facilities installed, maintained and clean

This is a core item

OBSERVATION: The metal wall in the main food prep room (basement) around the warewashing sink is rusted and uncleanable. This appears to be an access point for pest.

CORRECTIVE ACTION(S): Provide floors, walls, and ceilings that are designed, constructed, and installed so they are smooth and easily cleanable. Correct By: 20-Jul-2018

CODE CITATION: 6-201.11 Except as specified under § 6-201.14 and except that antislip floor coverings or applications that may be used for safety reasons, floors, floor coverings, walls, wall coverings, and ceilings shall be designed, constructed, and installed so they are SMOOTH and EASILY CLEANABLE.

Good Retail Practices - 53 - Physical facilities installed, maintained and clean

This is a core item

OBSERVATION: Floor and wall juncture underneath the bakery dish machine is not coved.

CORRECTIVE ACTION(S): Provide base coving. Correct By: 20-Jul-2018

CODE CITATION: 6-201.13 (A) In FOOD ESTABLISHMENTS in which cleaning methods other than water flushing are used for cleaning floors, the floor and wall junctures shall be coved and closed to no larger than 1mm (one thirty-second inch).

Good Retail Practices - 36 - Insects, rodents & animals not present,/outer openings protected

This is a core item

REPEAT OBSERVATION: Bakery contains unnecessary items which provide harborage conditions for insects and rodents. A large roach infestation was observed and the restaurant has been unable to gain control over the infestation. Several roaches were observed in and around the bakery, and in adjacent rooms; the main prep area, and a utility hallway that includes the water softener, a large grease trap, several sinks drain plumbing, HVAC system(s), and other non-food general storage. A noticeable "musty" smell was also observed in the bakery area. The bakery appeared to have less accumulation of flour under the oven on the floor but it is far from clean.

CORRECTIVE ACTION(S): Remove all unnecessary items from this area to minimize harborage for pests.

Update from July 10, 2018: CONTRACT WITH A CERTIFIED PEST CONTROL PROFESSIONAL TO ELIMINATE THE ROACH INFESTATION WITHIN 7 DAYS.

Basic guidelines and recommendations:

1. Contract with a licensed plumber to identify and eliminate all of the leaks in any of the incoming water system, the outgoing drains, the grease trap, and the dishmachine operations.
2. Clean and remove all grease from the grease trap, inside and out.
3. Replace the stainless steel wall area above the warewashing sink in the prep room that is rusted, unsealable, and uncleanable.
4. Replace and seal the vinyl coving in the bakery and prep rooms.
5. Store all dry goods in sealable containers.
6. All dirt, grease, and food MUST be removed from all surfaces, including the floor underneath large appliances and shelving daily/continuously. Correct By: 20-Jul-2018

CODE CITATION: 6-501.111 The PREMISES shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to minimize their presence on the PREMISES by: (D) Eliminating harborage conditions.

Good Retail Practices - 53 - Physical facilities installed, maintained and clean

This is a core item

OBSERVATION: The bakery floor under large appliances and shelving units has accumulated dirt/ debris and food.

CORRECTIVE ACTION(S): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 20-Jul-2018
CODE CITATION: 6-501.12 (A) The PHYSICAL FACILITIES shall be cleaned as often as necessary to keep them clean.
(B) Except for cleaning that is necessary due to a spill or other accident, cleaning shall be done during periods when the least amount of FOOD is exposed such as after closing.

Corrected Hazards

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

Total # 1

4-302.14 - WAREWASHING - SANITIZING SOLUTION - TESTING DEVICES

This is a priority foundation item

OBSERVATION: A chlorine test kit is not available for checking sanitizer concentrations.

CORRECTIVE ACTION(S): Provide a test kit or other device for measuring the concentration of sanitizing solutions. Correct By: 21-Jun-2018

CODE CITATION: 4-302.14 A test kit or other device that accurately measures the concentration in mg/L of SANITIZING solutions shall be provided. [Pf]

Comments:

Routine treatment and monitoring has been increased to 2 times per month with a licensed pest control company. Joint inspection conducted with Nicole Frankfourth.

CONTRACT WITH A CERTIFIED PEST CONTROL PROFESSIONAL TO ELIMINATE THE ROACH INFESTATION WITHIN 7 DAYS.

Basic guidelines and recommendations:

1. Contract with a licensed plumber to identify and eliminate all of the leaks in any of the incoming water system, the outgoing drains, the grease trap, and the dishmachine operations.
2. Clean and remove all grease from the grease trap, inside and out.
3. Replace the stainless steel wall area above the warewashing sink in the prep room that is rusted, unsealable, and uncleanable.
4. Replace and seal the vinyl coving in the bakery and prep rooms.
5. Store all dry goods in sealable containers.
6. All dirt, grease, and food MUST be removed from all surfaces, including the floor underneath large appliances and shelving daily/continuously.

The license is being reduced to a "Conditional" rather than an "Operational" status. A re-inspection will occur on Friday, July 20th. Failure to eliminate the roach infestation will result in a license suspension until the conditions are met. The conditions were determined after consulting with the WI Dept. of Agriculture and Consumer Protection.

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.

A re-inspection to assess your correction of these violations will be conducted on, or about, 07/24/2018

Person in Charge

Sanitarian



Sara Bartle



Aron Newberry
(608) 785-9730



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name FAYZES	Facility Type Restaurant
Facility ID # HSAT-7QWRZF	Facility Telephone # 608 784-9548
Facility Address 135 4TH STREET S LA CROSSE , WI 54601	
Licensee Name FTW INC	Licensee Address 135 4TH STREET S LA CROSSE , WI 54601

Inspection Information		
Inspection Type Re-inspection	Inspection Date July 20, 2018	Total Time Spent

Equipment Temperatures	
Description milk dispenser cooler 2 door cooler kitchen fryer cooler salad prep cooler 3 door cooler prep walk in cooler produce walk in cooler meat walk in cooler bakery walk in cooler flat top drawers hashbrown/omelete prep top server salad cooler 2 door cooler 2 door beer bar 2 door stand up bar 3 door beer pepsi server reach in	Temperature (Fahrenheit)

Warewashing Info					
Machine Name	Sanitization Method	Thermo Label	PPM	Sanitizer Name	Sanitizer Type
dish machine (bakery)	chemical				
wiping buckets	chemical				
dish machine (kitchen)	high temperature				
3 compartment sink (bar)	chemical				
dish machine bakery					
wiping bucket fixed					

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

Good Retail Practices - 53 - Physical facilities installed, maintained and clean

This is a core item

OBSERVATION: Repair or replace missing or damaged quarry tile coving through the bakery.

CORRECTIVE ACTION(S): Provide base coving. Correct By: 20-Jul-2018

CODE CITATION: 6-201.13 (A) In FOOD ESTABLISHMENTS in which cleaning methods other than water flushing are used for cleaning floors, the floor and wall junctures shall be coved and closed to no larger than 1mm (one thirty-second inch).

Good Retail Practices - 36 - Insects, rodents & animals not present,/outer openings protected

This is a core item

OBSERVATION: Evidence of roaches in bakery behind the electric boxes near the ovens.

CORRECTIVE ACTION(S): Routinely inspect facilities for insects and rodents.

CODE CITATION: 6-501.111 The PREMISES shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to minimize their presence on the PREMISES by: (B) Routinely inspecting the PREMISES for evidence of pests;

Good Retail Practices - 53 - Physical facilities installed, maintained and clean

This is a core item

REPEAT OBSERVATION: The bakery floor under large appliances and shelving units has accumulated dirt/ debris and food.

CORRECTIVE ACTION(S): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 20-Jul-2018

CODE CITATION: 6-501.12 (A) The PHYSICAL FACILITIES shall be cleaned as often as necessary to keep them clean.
(B) Except for cleaning that is necessary due to a spill or other accident, cleaning shall be done during periods when the least amount of FOOD is exposed such as after closing.

Corrected Hazards

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

Total # 4

3-305.11 (A) (3) - FOOD CONTAMINATION PREVENTED FROM PREMISE - OFF THE FLOOR

This is a core item

OBSERVATION: The bulk, open bags of flour is stored on the floor in the bakery with no other form of protection from contamination. .

CORRECTIVE ACTION(S): Store all food items 6 inches above the floor. Correct By: 20-Jul-2018

CODE CITATION: 3-305.11 (A) Except as specified in ¶¶ (B) and (C) of this section, FOOD shall be protected from contamination by storing the FOOD: (3) At least 15 cm (6 inches) above the floor.

6-201.11 - FLOORS, WALLS AND CEILINGS - CLEANABILITY

This is a core item

OBSERVATION: The metal wall in the main food prep room (basement) around the warewashing sink is rusted and uncleanable. This appears to be an access point for pest.

CORRECTIVE ACTION(S): Provide floors, walls, and ceilings that are designed, constructed, and installed so they are smooth and easily cleanable. Correct By: 20-Jul-2018

CODE CITATION: 6-201.11 Except as specified under § 6-201.14 and except that antislip floor coverings or applications that may be used for safety reasons, floors, floor coverings, walls, wall coverings, and ceilings shall be designed, constructed, and installed so they are SMOOTH and EASILY CLEANABLE.

6-501.111 (D) - CONTROLLING PESTS - HARBORAGE CONDITIONS

This is a core item

OBSERVATION: Bakery contains unnecessary items which provide harborage conditions for insects and rodents. A large roach infestation was observed and the restaurant has been unable to gain control over the infestation. Several roaches were observed in and around the bakery, and in adjacent rooms; the main prep area, and a utility hallway that includes the water softener, a large grease trap, several sinks drain plumbing, HVAC system(s), and other non-food general storage. A noticeable "musty" smell was also observed in the bakery area. The bakery appeared to have less accumulation of flour under the oven on the floor but it is far from clean.

CORRECTIVE ACTION(S): Remove all unnecessary items from this area to minimize harborage for pests.

Update from July 10, 2018: CONTRACT WITH A CERTIFIED PEST CONTROL PROFESSIONAL TO ELIMINATE THE ROACH INFESTATION WITHIN 7 DAYS.

Basic guidelines and recommendations:

1. Contract with a licensed plumber to identify and eliminate all of the leaks in any of the incoming water system, the outgoing drains, the grease trap, and the dishmachine operations.
2. Clean and remove all grease from the grease trap, inside and out.
3. Replace the stainless steel wall area above the warewashing sink in the prep room that is rusted, unsealable, and uncleanable.
4. Replace and seal the vinyl coving in the bakery and prep rooms.
5. Store all dry goods in sealable containers.
6. All dirt, grease, and food MUST be removed from all surfaces, including the floor underneath large appliances and shelving daily/continuously. Correct By: 20-Jul-2018

CODE CITATION: 6-501.111 The PREMISES shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to minimize their presence on the PREMISES by: (D) Eliminating harborage conditions.

4-501.11 (A) - EQUIPMENT AND UTENSILS - GOOD REPAIR

This is a core item

OBSERVATION: Gasket on 2 door freezer, and a table top steam box is not maintained in good repair.

CORRECTIVE ACTION(S): Repair equipment to good condition or remove from premise. Correct By: 14-Jul-2018

CODE CITATION: 4-501.11 (A) EQUIPMENT shall be maintained in a state of repair and condition that meets the requirements specified under Parts 4-1 and 4-2.

Comments:

On July 20, 2018 Aron Newberry, Sam Welch, and Doug Shaefer conducted a re-inspection of the bakery and adjacent rooms. The following corrective actions have been taken and were observed at this time.

1. Cleaned, inside and out, the grease trap in the utility room.
2. Multiple pest control treatments in addition to their bimonthly routine/monitoring treatments.
3. Replaced the damaged stainless steel corner above the four compartment sink.
4. Repaired and sealed the coving underneath the dish machine.
5. Purchased additional dry goods storage containers to protect from contamination.
6. Continued to wash, rinse and sanitize all food contact surfaces before and after daily food service.

The license will be held in a conditional status until it is no longer necessary for reinspections. Any relapse in conditions regarding this infestation will result in immediate licence suspension.

1. Repair or remove and replace, the quarry tile coving that is damaged or missing throughout the bakery.
2. Repair the FRP wall seams and corners that are damaged or missing.
3. Remove and discontinue the use of pegboard in any food prep area.
4. Seal all holes in the wall that have been cut out to allow for the plumbing/ drain pipes to go through the walls.
5. Move ovens, and deep clean the surrounding areas. Remove all encrusted accumulations on floors, walls, and ceiling.
6. Discontinue the practice of using cardboard as a shelf liner.
7. Clean all sheet pans, and discontinue the practice of storing used parchment paper, this is a single use item.
8. Continually clean. Some parts of storage containers still have layers of accumulated food debris. Discard the containers with the most wear and tear.
9. Finish floor and wall to completely enclose the ovens on the Eastbound wall. The back half of these ovens extend into the unfinished utility room.
10. Re-inspection during the next bi-monthly treatment of the building by pest control. Call Aron to coordinate the early morning inspection with the pest control.
11. Implement and submit a WRITTEN Risk Control Plan that should include language committing to the following:
 - a. Daily wash, rinse, sanitizing of all food contact surfaces at the end of service and PRIOR to beginning any new days food prep or service activities.
 - b. Routine treatment and monitoring by a professional pest control company.
 - c. A routine deep cleaning schedule with specific task/ discuss further with Aron if there are any questions as to what this should look like.

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.

A re-inspection to assess your correction of these violations will be conducted on, or about, 07/30/2018

Person in Charge



Drew Williams

Sanitarian



Aron Newberry
(608) 785-9730



Retail Food Establishment Inspection Report

Establishment Information	
Facility Name FAYZES	Facility Type Restaurant
Facility ID # HSAT-7QWRZF	Facility Telephone # 608 784-9548
Facility Address 135 4TH STREET S LA CROSSE , WI 54601	
Licensee Name FTW INC	Licensee Address 135 4TH STREET S LA CROSSE , WI 54601

Inspection Information		
Inspection Type Re-inspection	Inspection Date August 23, 2018	Total Time Spent

Equipment Temperatures	
Description	Temperature (Fahrenheit)
milk dispenser cooler	
2 door cooler kitchen	
fryer cooler	
salad prep cooler	
3 door cooler	
prep walk in cooler	
produce walk in cooler	
meat walk in cooler	
bakery walk in cooler	
flat top drawers	
hashbrown/omelete prep top	
server salad cooler	
2 door cooler	
2 door beer	
bar 2 door stand up	
bar 3 door beer	
pepsi server reach in	

Warewashing Info					
Machine Name	Sanitization Method	Thermo Label	PPM	Sanitizer Name	Sanitizer Type
dish machine (bakery)	chemical				
wiping buckets	chemical				
dish machine (kitchen)	high temperature				
3 compartment sink (bar)	chemical				
dish machine bakery					
wiping bucket fixed					

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

Good Retail Practices - 53 - Physical facilities installed, maintained and clean

This is a core item

OBSERVATION: Repair or replace missing or damaged quarry tile in the kitchen.

CORRECTIVE ACTION(S): Provide base coving. Re-grout all kitchen tiles that have evidence of wear. Correct By: 24-Aug-2018

CODE CITATION: 6-201.13 (A) In FOOD ESTABLISHMENTS in which cleaning methods other than water flushing are used for cleaning floors, the floor and wall junctures shall be coved and closed to no larger than 1mm (one thirty-second inch).

Good Retail Practices - 36 - Insects, rodents & animals not present,/outer openings protected

This is a core item

OBSERVATION: Evidence of roaches in bakery.

CORRECTIVE ACTION(S): Routinely inspect facilities for insects and rodents. Correct By: 24-Aug-2018

CODE CITATION: 6-501.111 The PREMISES shall be maintained free of insects, rodents, and other pests. The presence of insects, rodents, and other pests shall be controlled to minimize their presence on the PREMISES by: (B) Routinely inspecting the PREMISES for evidence of pests;

Good Retail Practices - 53 - Physical facilities installed, maintained and clean

This is a core item

OBSERVATION: The main kitchen floor has large amounts of accumulated dirt/ debris and food.

CORRECTIVE ACTION(S): Clean the physical facilities at a frequency necessary to keep them clean. Correct By: 20-Jul-2018

CODE CITATION: 6-501.12 (A) The PHYSICAL FACILITIES shall be cleaned as often as necessary to keep them clean.

(B) Except for cleaning that is necessary due to a spill or other accident, cleaning shall be done during periods when the least amount of FOOD is exposed such as after closing.

Comments:

On August 7, 2018 I observed a "clean out" treatment, where a barrier treatment with a residual and growth regulator. Along with a flushing agent with a vacuum for the harborage areas.

This was a 2 part inspection with the pest control observation and conference and the joint inspection on August 23, 2018. Progress is being made and a decrease in the pest population is evident. The license will remain in a conditional status until the infestation has been eliminated, and the risk control plan has been implemented and verified compliance of that plan in determined by this department.

After discussing the conditions with the pest control company of your choosing the following recommendations were made:

1. Complete interior cleaning of the main kitchen space by a professional cleaning company.
2. Continue treatment 2x per month of spraying and baiting the kitchen, dining, bakery, prep area, and back hallway. This is a preventative measure.

I agree with the professional pest control company's recommendation as it is consistent with the principles of an Integrated Pest Management procedures. After discussion with the ownership and given the progress that they have been able to make so far, this department will allow the restaurant 1 month to effectively remove all accumulated grease and debris from the equipment, floors, and walls. This will be re-evaluated in one month during an unannounced reinspection.

The following corrective action are all a part of utilizing the Integrated Pest Management principles into an ongoing risk control plan. The risk control plan should focus on sanitation, maintenance and facility/equipment updates, in addition to both preventative and reactive pest control procedures.

CORRECTIVE ACTIONS:

1. SANITATION: Clean the interior (under and behind equipment) of the main kitchen area. Maintain these areas with a weekly cleaning schedule and repairing any of the facility areas that have fallen into disrepair i.e coving. If the "deep clean" isn't sufficient enough to have eliminated the harborage conditions an order to contract with a professional cleaning company will be issued. This will be evaluated in one month at the unannounced reinspection.
2. SANITATION: Develop a daily, weekly, and/or monthly cleaning checklist that need to be verified as complete by management and submitted to the La Crosse County Health Dept. weekly via email.
3. MAINTENANCE: Fully enclose the Baxter ovens so that they enclosed completely, within a smooth, durable, and easily cleanable floor, walls, and ceilings by June 30, 2019.
4. MAINTENANCE: Any additional repairs as they are identified in the deep cleaning process.
5. MAINTENANCE: Replace the wooden legs/shelving underneath the butcher block tables in the bakery with stainless or any other NSF/ANSI equipment that is easily cleanable before June 30, 2019.
6. PEST CONTROL: Maintain the bi-monthly preventative measures of spraying and baiting the entire restaurant indefinitely.
7. PEST CONTROL: Establish a zero tolerance policy for roaches that should include a corrective action of contacting a professional pest control company for an emergency treatment whenever any roach activity is identified by an employee and/or your routine inspection of the premises.
8. PEST CONTROL: Continue the "clean out" treatment with a professional pest control company as often as is necessary to eliminate the infestation and as often as is recommended by the pest control company.
9. MAINTENANCE: One month to repair quarry floor tiles in the main kitchen area. several tiles are missing the grout and are imposible to effectively clean providing harborage conditions and grease accumulation.
10. MAINTENANCE: Fill in the hole in the floor that has drain pipes and condenser lines running through to the back hallway of the bakery, The current condition are allowing moisture, grease, and debris accumulation.

Re-inspection in one month to verify the professional cleaning and to finalize the risk control plan.

Joint inspection was conducted with the owner Drew, and two representatives from the La Crosse County Health Department, Aron Newberry and Sam Welch.

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.

A re-inspection to assess your correction of these violations will be conducted on, or about, 09/24/2018

Person in Charge

Sanitarian



Sara Bartle



Aron Newberry
(608) 785-9730