



# What to Expect When You're Inspected:

## A Guide for Food Service Operators

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# What to Expect When You're Inspected:

## A Guide for Food Service Operators

### Introduction

The New York City Health Department inspects approximately 27,000 food service establishments (sometimes called “restaurants” here) each year to monitor their compliance with City and State food safety regulations. This guide reviews the inspection process, provides information on the restaurant grading program and includes the ***Food Service Establishment Self-Inspection Worksheet*** (after page 12) and ***Food Service Establishment Inspection Scoring Parameters: A Guide to Conditions*** (page 8).

All food workers, including wait staff, should know how to prepare and handle food safely to prevent food-related illnesses. Owners and managers should study this guide, share it with their employees and use the Self-Inspection Worksheet (after page 12) to regularly check their restaurants’ physical and environmental conditions and their employees’ food-handling practices.

The regulations governing these Health Department inspections are in the Rules of the City of New York, Title 24, Chapter 23, titled “Food Service Establishment Inspection Procedures.”

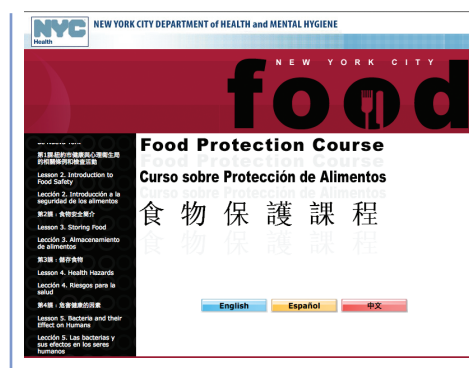
### Food Safety Requires Active Management

Operators who monitor their sanitary practices daily and correct violations on their own are more likely to do well on inspections. The Health Department encourages all operators to take advantage of its online resources and classroom courses to learn how to practice food safety and conduct self-inspections to manage and avoid Health Code violations.

### The Food Protection Course and Certificate

To promote active management, the Health Code requires food service establishments to have a supervisor of food operations with a Food Protection Certificate on duty during all hours of operation to supervise food preparation and processing. To avoid gaps in supervision, the Health Department recommends that restaurants have more than one staff person with a Food Protection Certificate.

Individuals can earn a Certificate by taking and passing the Health Department’s food protection course, which trains operators in food safety and regulatory requirements. Classes are offered in multiple languages at the Department’s Health Academy and online in English, Chinese and Spanish (<http://www1.nyc.gov/site/doh/business/health-academy/food-protection-online-free.page>). The Academy course runs over five half days, Monday through Friday, with an exam held on the last day. The online course can be taken at any time, but the final exam must be taken at the Health Academy. Department-approved food protection classes are also offered by the City University of New York and the New York State Restaurant Association. Supervisors who have passed one of these classes are eligible to earn a certificate after taking an abbreviated course at the Health Academy and passing a test.



## The Inspection

Every food service establishment in New York City receives an unannounced, onsite inspection at least once a year to check if it is meeting Health Code food safety requirements. The inspector may visit anytime the restaurant is receiving or preparing food or drink, or is open to the public.

Health Department inspectors hold bachelor's degrees with significant coursework in science. All inspectors undergo months of intense public health and communications instruction before they conduct an inspection on their own. They are taught to identify and explain to operators which hazards contribute to food-borne illnesses and to document these accurately in an inspection report.

It is a crime to offer—or for the inspector to demand—money, gifts or services of any kind. Legal action will be taken against anyone who offers or accepts a bribe. To report a bribe, or attempted bribe, call the Inspector General's office at 212-825-2141.



## Scored Violations

The inspector records observed violations in a handheld computer during the inspection. Each violation is associated with a range of points depending on the type and extent of the violation, and the risk it poses to the public. At the end of the inspection, the points are added together for an inspection score. Lower inspection scores indicate better compliance with the Health Code.

## Critical and General Violations

Health Code violations are classified as “critical” or “general” (see the *Self-Inspection Worksheet for Food Service Establishments* after page 12). Critical violations are more likely than general ones to contribute to food-borne illnesses because they may be a substantial risk to the public's health. Critical violations are given more points than general violations. Failing to cook food to required temperatures is a critical violation, while failing to provide an accurate thermometer in a refrigerator is a general violation.

“Public health hazards” are critical violations that pose an immediate health threat. Due to their serious nature, they carry the most points. If an establishment does not correct a public health hazard before the end of the inspection, the Health Department may close it immediately.

“Pre-permit serious items” are critical violations in the design of an establishment, such as improper sewage disposal or lack of a hand-washing facility near the food preparation area. The Health Department will not issue a permit if the establishment has one of these conditions. These violations must be corrected before the restaurant opens, or immediately if the establishment is already open to the public. Because these violations are critical to safe design and operation of the food service establishment, they carry the most points.



**TIP:** Critical and general violations are listed in the *Self-Inspection Worksheet* included in this booklet. Public health hazards are marked with an asterisk (\*) and pre-permit serious violations are marked with a plus sign (+).



## Condition Levels

The number of points an establishment receives for a critical or general violation depends on its condition level, meaning the extent and frequency of the violation. Every

condition level is determined by a specific set of parameters (see Page 8, *Food Service Establishment Inspection Scoring Parameters – A Guide to Conditions*).

Some violations have more condition levels and parameters than others.

Conditions range from Level I, which carries the fewest points, to

Level V, which carries the most points. For example, the presence of one contaminated food item would constitute a Condition Level I violation and would generate the fewest critical violation points.

Four or more different contaminated food items would be a Condition Level IV violation, and the operator would be assessed more violation points. Condition Level V, in most instances, is used to score public health hazards that are not corrected at the time of the inspection and is usually assigned 28 points.

## Unscored Violations

Some cited violations may result in a Notice of Violation, fine and/or follow-up inspection, but are not counted toward the inspection score (see the *Self-Inspection Worksheet for Food Service Establishments* after page 12).

## The Inspection Report and Notice of Violation

At the end of the inspection, the inspector will:

- Review the results of the sanitary inspection with the operator, explain violations and suggest ways to correct them and improve food safety. Cited violations should be corrected as soon as possible, and the establishment should take steps to prevent them from recurring.
- Issue a printed Inspection Report that states what the inspector observed, the violation points and the inspection score.
- Issue a Notice of Violation if the score was 14 or more points in general violations. The inspector *may* issue a Notice of Violation if a critical violation or an unscored violation was cited. All Notices of Violation are signed by the inspector and the food service operator.
- Provide the date when the Notice of Violation will be heard by a hearing examiner at the Health Hearings Division of the Office of Trials and Hearings (OATH). The back of the Notice of Violation includes contact information for OATH, a description of the hearing process and information about settlement and hearing by mail. Fines are determined at OATH. They range from \$200 to \$2,000 per violation and may be higher for repeated violations.

**TIP:** Use the *Self-Inspection Worksheet* and *Guide to Conditions* in this booklet to conduct regular self-inspections. These worksheets provide examples of the violations inspectors look for and the points they assign for each. By regularly identifying and immediately correcting violations in your establishment, you not only protect your customers but improve your chances of a successful inspection.

## Closings and Re-openings

The Health Department may order a restaurant to temporarily close to correct a public health hazard that cannot be corrected before the end of an inspection or when the restaurant is operating without a valid permit. A restaurant may also be closed if it scores 28 or more points on three consecutive inspections. Prior to closure, an inspector will contact a supervisor, who will determine whether to order the establishment closed. If it is closed, Health Department closure signs must be immediately posted in the window(s) and/or door(s), all operations must cease and the restaurant must remain closed for business until it is authorized by the Health Department to reopen. The Department will monitor the establishment to ensure it remains closed and will issue additional violations for not complying with the closing order.

To reopen, the establishment must submit a written statement to the Health Department indicating that it has corrected all the violations that led to its being closed. The operator may be asked to attend an informal meeting with Health Department supervisors. If it appears that sanitary conditions have improved, an inspector will conduct a reopening inspection while the establishment remains closed to the public. Health Department supervisors will determine whether it may reopen.

After re-opening, the establishment will be inspected for compliance with the Health Code. If it is in sufficient compliance, it may remain open and will be inspected again in about three months. Repeated violations may prompt the Health Department to initiate procedures for the revocation or suspension of the operator's permit at a hearing before OATH. This may result in the establishment being closed for a longer period of time, or permanently.

## Restaurant Inspection Website

Consumers may check an establishment's inspection history. Restaurant scores, grades and the details of inspection results are available on the Health Department's searchable restaurant inspection website at [nyc.gov/health/restaurants](http://nyc.gov/health/restaurants).

## Grading

As of July 2010, certain types of food service establishments—including restaurants, coffee shops, bars, nightclubs and most cafeterias and fixed-site food stands—must post letter grades that correspond to their sanitary inspection scores. A score of 0-13 results in a grade of A; 14-27 points, a B; and 28 or more points, a C.

Letter grades are not issued to mobile food vending units, temporary food service establishments, food service establishments operated by primary or secondary schools, hospital-operated cafeterias, correctional facilities, charitable organizations (including soup kitchens or other prepared food distribution programs) or food service establishments operated by not-for-profit membership organizations that serve food only to their members.

**TIP:** Restaurants with A grades are inspected less often than those with B or C grades.  
*Score 0 to 13 points = A; Score 14 to 27 points = B; Score 28 or more points = C*

Only certain inspections result in a grade. Every food service establishment is scheduled for at least one inspection per year. A restaurant that scores 0 to 13 violation points on its first inspection will receive an A-grade card that must be posted immediately.

An establishment that does not score an A on its initial inspection will not have to post a grade until it has had the opportunity to improve its sanitary conditions and is re-inspected. If an A is issued on re-inspection, the A-grade card must be posted immediately. An establishment receiving a B or C grade on re-inspection receives two cards: one showing the letter grade and one that says “Grade Pending”; one of those cards must be posted immediately. The final grade is determined at OATH.

The frequency of inspections depends on a restaurant’s score. Restaurants with A grades are inspected less often than those with B or C grades. Frequent inspections of poorer-performing establishments enable the Health Department to closely monitor their food safety practices, while giving them more opportunities to improve their grades.

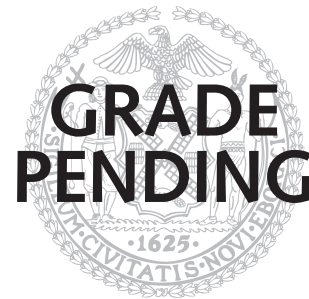
The letter grade or “Grade Pending” card must be posted in a place where it is easily seen by people passing by. It must be on the front window, door or an outside-facing wall. The card must be within 5 feet from the front door or other entrance, and within 6 feet from the ground or floor.

For additional information visit <http://www1.nyc.gov/site/doh/business/food-operators.page>

#### SANITARY INSPECTION GRADE



#### SANITARY INSPECTION GRADE







# EVERY RESTAURANT CAN ACHIEVE AN

## Avoid Common Sanitary Violations

**Follow the steps below to practice A-grade food safety and keep your customers safe from food-borne illness. Avoid the most commonly cited violations and improve your chances to achieve an "A."**



**Be sure employees are trained in basic food safety and supervised by someone who has a food protection certificate.**

- Arrange work schedules so that a supervisor with a food protection certificate is on duty whenever your restaurant is receiving or preparing food, or is open to the public.
- Train supervisors to use the Self-Inspection Worksheet to regularly evaluate and improve the restaurant's condition and employees' food safety practices.
- Provide food safety training for all employees who handle food.

**Hold food at the proper temperature.**

- Review Health Department rules for temperature-holding requirements.
- Be sure equipment used to hold hot and cold food is working properly.
- Use thermometers to monitor the temperature of foods in hot or cold storage.
- Track food taken from hot or cold storage, and record how long it is out.

**Control conditions that promote pests.**

- Seal all cracks, crevices and holes in walls, cabinets and doors to prevent rodents, cockroaches and flies from entering.
- Install rodent-proof door sweeps on outside doors.
- Store food and garbage in pest-proof containers.
- Clean grease, oil and food particles from all surfaces and equipment, including the floor underneath.
- Keep range hoods clean and grease-free.
- Contract with a pest control professional licensed to work in restaurants.

**Protect food from contamination during storage, preparation, transportation and display.**

- Keep food covered until served.
- Keep food separated by temperature and type. Avoid cross-contamination by separating potentially hazardous foods (like raw poultry) from ready-to-eat items (like salad mix).

**Maintain all food surfaces.**

- Clean and sanitize all food-preparation surfaces after each use; remove caked-on food.
- Repair or replace deeply-grooved cutting boards and chipped or broken surfaces so they can be properly sanitized.

**Maintain all non-food surfaces.**

- Review Health Department rules on acceptable materials; surfaces should be smooth and cleanable.
- Keep all surfaces clean.

**Maintain all plumbing and check it frequently.**

- Monitor all plumbing fixtures and make needed repairs **immediately**.
- Be sure plumbing is fitted with approved devices (valves, anti-siphonage pieces, vacuum breakers) to prevent backflow.
- Clean and maintain grease traps.



# FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS

## CRITICAL VIOLATIONS

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>2A*</b> Food not cooked to required minimum temperature.				Failure to properly cook meats, comminuted meats and other potentially hazardous foods (PHFs), unless a consumer specifically asks for a serving of item ordered to be cooked below the minimum temperature.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>2B*</b> Hot food item not held at or above 140°F.	One hot food item out of temperature in one area. <b>Example:</b> one tray of chicken wings held at 115°F.	Two hot food items out of temperature or the same type of food out of temperature in two different areas. <b>Example:</b> one tray of chicken wings and a pot of rice held at 115°F; or one tray of chicken wings on the steam table and one tray of chicken wings in the food preparation area held at 115°F.	Three hot food items out of temperature or the same type of food out of temperature in three different areas. <b>Example:</b> one tray of chicken wings, a pot of rice and platter of roast beef held at 115°F; or one tray of chicken wings on the steam table, one tray of chicken wings in the food preparation area and one basket of chicken near the deep fryer held at 115°F.	Four or more hot food items out of temperature or the same type of food out of temperature in four or more different areas. <b>Example:</b> one tray of chicken wings, a pot of rice, platter of roast beef and tureen of beef stew held at 115°F; or one tray of chicken wings on the steam table, one tray of chicken wings in the food preparation area, one basket of chicken near the deep fryer and a rotisserie machine filled with eleven chickens held at 115°F.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>2C</b> Hot food item that has been cooked and refrigerated is being held for service without first being reheated to 165°F or above within 2 hours.	One cooked and refrigerated hot food item not reheated to 165°F before service. <b>Example:</b> chicken soup.	Two cooked and refrigerated hot food items not reheated to 165°F before service. <b>Example:</b> chicken soup and baked ham.	Three cooked and refrigerated hot food items not reheated to 165°F before service. <b>Example:</b> chicken soup, baked ham and sliced turkey.	Four or more cooked and refrigerated hot food items not reheated to 165°F before service. <b>Example:</b> chicken soup, baked ham, sliced turkey, meatloaf and lobster bisque.	
<b>2D</b> Precooked potentially hazardous food from commercial food processing establishment that is supposed to be heated, but is not heated to 140°F within 2 hours.	One precooked commercially prepared food not heated to 140°F. <b>Example:</b> beef patties.	Two pre-cooked commercially prepared foods not heated to 140°F. <b>Example:</b> beef patties and clam chowder.	Three pre-cooked commercially prepared foods not heated to 140°F. <b>Example:</b> beef patties, clam chowder and smoked turkey.	Four or more pre-cooked commercially prepared foods not heated to 140°F. <b>Example:</b> beef patties, clam chowder, smoked turkey, corned beef and gyros.	

\* Public Health Hazards (PHH) must be corrected immediately

+ Pre-permit Serious (PPS) Violations that must be corrected before permit is issued

## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>2E</b> Whole frozen poultry or poultry breasts, other than a single portion, are being cooked frozen or partially thawed.	One whole poultry or poultry breast being cooked from a frozen state. <b>Example:</b> chicken breast.	Two or more whole poultry or poultry breasts being cooked from a frozen state. <b>Example:</b> chicken breast, whole chicken, turkey breast and duck.	<b>Note: For failure to properly cook poultry to the required minimum temperature, *2A cited.</b>		
<b>2F</b> Meat, fish or molluscan shellfish served raw or undercooked without prior notification to customer.				Failure to properly cook meats, comminuted meats, fish, shellfish and other PHFs, unless a consumer specifically asks for their order to be cooked below the minimum temperature.	
<b>2G*</b> Cold food item held above 41°F (smoked fish and Reduced Oxygen Packaged food above 38°F), except during necessary preparation.	One cold food item out of temperature in one area. <b>Example:</b> one slab of unsliced smoked salmon or packet or tray of smoked salmon slices above 38°F or one tray of potato salad above 41°F in service display case.	Two cold food items out of temperature or the same food item out of temperature in 2 different areas. <b>Example:</b> one slab of smoked salmon above 38°F and one tray of sliced tomatoes above 41°F; or one bowl of potato salad in the service display case and one bowl of potato salad in the food preparation area above 41°F.	Three cold food items out of temperature. <b>Example:</b> one slab of smoked salmon above 38°F and tray of sliced tomatoes and platter of tuna salad above 41°F; or one bowl of potato salad in the service display case and one bowl of potato salad in the food preparation area and garlic in oil mixture above 41°F.	Four cold food items out of temperature. <b>Example:</b> one slab of smoked salmon above 38°F and tray of sliced tomatoes, bowl of garlic in oil mixture and bowl of cooked collard greens above 41°F; or one tray of potato salad in the service display case, one tray of potato salad in the reach-in refrigerator and one tray of potato salad on the food preparation table above 41°F.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>2H*</b> Food not cooled by an approved method whereby the internal product temperature is reduced from 140°F to 70°F or less within 2 hours and from 70°F to 41°F or less within 4 additional hours.	One food item not cooled by approved method. <b>Example:</b> one whole, cooked turkey.	Two food items not cooled by approved method. <b>Example:</b> two whole, cooked turkeys.	Three food items not cooled by approved method. <b>Example:</b> two whole, cooked turkeys and one container of deep pot chicken stew.	Four or more food items not cooled by approved method. <b>Example:</b> two whole, cooked turkeys, one container of deep pot chicken stew and 10 pounds of cooked rice.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.

# FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

## CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>2I</b> Food prepared from ingredients at ambient temperature not cooled to 41°F or below within four hours.	One food item prepared from ambient temperature ingredients not cooled to 41°F. <b>Example:</b> tuna salad prepared with canned tuna above 41°F.	Two food items prepared from ambient temperature ingredients not cooled to 41°F. <b>Example:</b> tuna and salmon salads prepared with canned tuna and salmon above 41°F.	Three food items prepared from ambient temperature ingredients not cooled to 41°F. <b>Example:</b> tuna and salmon salads prepared with canned tuna and salmon, and open can of sardines above 41°F.	Four or more food items prepared from ambient temperature ingredients not cooled to 41°F. <b>Example:</b> tuna and salmon salads prepared with canned tuna and salmon, and open cans of sardines and anchovies above 41°F.	
<b>2J*</b> Reduced Oxygen Packaged (ROP) food not cooled by an approved method whereby the internal product temperature is reduced to 38°F within two hours of cooking and if necessary further cooled to a temperature of 34°F within six hours of reaching 38°F.	One ROP food item not cooled by approved method. <b>Example:</b> ROP beef stew (twelve 4-oz packages).	Two ROP food items not cooled by approved method. <b>Example:</b> ROP beef stew (twelve 4-oz packages) and ROP chicken fricassee (two 2-lb packages).	Three ROP food items not cooled by approved method. <b>Example:</b> ROP beef stew (twelve 4-oz packages), ROP chicken fricassee (two 2-lb packages) and ROP pork tenderloin (sixteen 8-oz packages).	Four ROP food items not cooled by approved method. <b>Example:</b> ROP beef stew (twelve 4-oz packages), ROP chicken fricassee (two 2-lb packages), ROP pork tenderloin (sixteen 8-oz packages) and meat sauce (six 1-lb packages).	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>3A*</b> Food from unapproved or unknown source or home canned; Reduced Oxygen Packaged (ROP) fish not frozen before processing; or ROP food prepared on premises transported to another site.				One or more food items not from an approved source, or home canned. <b>Example:</b> wild mushrooms or home-canned jellies or ROP fish not frozen before processing.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>3B*</b> Shellfish not from approved source, improperly tagged/labeled; tags not retained for 90 days.				One or more containers or kinds of shellfish not from an approved source, improperly tagged/labeled; tags not retained for 90 days. <b>Example:</b> clams not tagged, oyster tags not retained for 90 days, mussels improperly labeled and mussels not tagged.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.

\* Public Health Hazards (PHH) must be corrected immediately

+ Pre-permit Serious (PPS) Violations that must be corrected before permit is issued

## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>3C*</b> Eggs found dirty/cracked; liquid, frozen or powdered eggs not pasteurized.	1-6 dirty/cracked eggs or liquid, frozen or powdered eggs not pasteurized. <b>Example:</b> four dirty and/or cracked eggs; or one container of unpasteurized liquid eggs.	7-12 dirty/cracked eggs; or two containers of liquid, frozen or powdered eggs not pasteurized. <b>Example:</b> nine dirty and/or cracked eggs; or two containers of unpasteurized liquid eggs.	13-24 dirty/cracked eggs; or three containers of liquid, frozen or powdered eggs not pasteurized. <b>Example:</b> 16 dirty and/or cracked eggs; or 14 dirty and/or cracked eggs and two containers of unpasteurized liquid eggs.	25 or more dirty/cracked eggs; or four containers of liquid, frozen or powdered eggs not pasteurized. <b>Example:</b> 25 or more dirty and/or cracked eggs; or 18 dirty and/or cracked eggs and one container of unpasteurized liquid eggs.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>3D*</b> Cans of food products swollen, leaking or rusted and not segregated from consumable food.	1-6 cans of food products swollen, leaking or rusted and not segregated from consumable food. <b>Example:</b> one can of tomato paste swollen and one can of salmon rusted and stored on food storage shelf.	7-12 cans of food products swollen, leaking or rusted and not segregated from consumable food. <b>Example:</b> three cans of tomato paste swollen and two cans of salmon and two cans of mushrooms rusted and stored on food storage shelf.	13-18 cans of food products swollen, leaking or rusted and not segregated from consumable food. <b>Example:</b> 10 cans of tomato paste swollen, two cans of salmon and two cans of mushrooms rusted and stored on food storage shelf.	19 or more cans of food products swollen, leaking or rusted and not segregated from consumable food. <b>Example:</b> 10 cans of tomato paste swollen, two cans of salmon and two cans of mushrooms rusted, and 15 cans of baked beans leaking and stored on food storage shelf.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>3E*</b> Potable water supply inadequate. Water or ice not potable or from unapproved source. Cross connection in potable water supply system.				Potable water supply inadequate. Water or ice not potable or from unapproved source. Cross connection in potable water supply system.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>3F*</b> Unpasteurized milk or milk product present.				Unpasteurized milk or milk product present.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>3G</b> Raw food not properly washed prior to serving.	One kind of raw food type not properly washed prior to serving. <b>Example:</b> two heads of lettuce.	Two kinds of raw food types not properly washed prior to serving. <b>Example:</b> two heads of lettuce and one bunch of carrots.	Three kinds of raw food types not properly washed prior to serving. <b>Example:</b> two heads of lettuce, one bunch of carrots and one bunch of broccoli.	Four or more kinds of raw food types not properly washed prior to serving. <b>Example:</b> two heads of lettuce, one bunch of carrots, one bunch of broccoli and one head of cabbage.	



## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>4A</b> Food Protection Certificate (FPC) not held by supervisor of food operations.					FPC not held by the supervisor of food operations.
<b>4B*</b> Food worker prepares food or handles utensil when ill with a disease transmissible by food or has exposed infected cut or burn on hand.				Food worker prepares food or handles utensil when ill with a disease transmissible by food or has exposed infected cut or burn on hand.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>4C*</b> Food worker does not use proper utensil to eliminate bare hand contact with food that will not receive adequate additional heat treatment.	One food worker preparing ready-to-eat food with bare hands. <b>Example:</b> one food worker at front food preparation area preparing a sandwich.	Two food workers preparing ready-to-eat foods with bare hands. <b>Example:</b> one food worker at front food preparation area preparing a sandwich and one food worker in kitchen preparing Caesar salad.	Three food workers preparing ready-to-eat foods with bare hands. <b>Example:</b> one food worker at front food preparation area preparing a sandwich, one food worker in kitchen preparing Caesar salad and one food worker in basement preparing shrimp cocktail.	Four or more food workers preparing ready-to-eat foods with bare hands. <b>Example:</b> two food workers at front food preparation area preparing sandwiches, one food worker in kitchen preparing Caesar salad and one food worker in basement preparing shrimp cocktail.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>4D*</b> Food worker does not wash hands thoroughly after using the toilet, coughing, sneezing, smoking, eating, preparing raw foods or otherwise contaminating hands.				Food worker does not wash hands after visiting the toilet, coughing, sneezing, smoking, preparing raw foods or otherwise contaminating hands.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>4E*</b> Toxic chemical improperly labeled, stored or used so that contamination of food may occur.	One toxic chemical improperly labeled, stored or used so that contamination of food may occur. <b>Example:</b> roach spray.	Two toxic chemicals improperly labeled, stored or used so that contamination of food may occur. <b>Example:</b> roach spray and bleach.	Three toxic chemicals improperly labeled, stored or used so that contamination of food may occur. <b>Example:</b> roach spray, bleach and butane.	Four or more toxic chemicals improperly labeled, stored or used so that contamination of food may occur. <b>Example:</b> roach spray, bleach, butane and rat poison.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>4F*</b> Food, food preparation area, food storage area or area used by employees or patrons contaminated by sewage or liquid waste.				Food, food preparation area, food storage area or area used by employees or patrons contaminated by sewage or liquid waste.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.

\* Public Health Hazards (PHH) must be corrected immediately

+ Pre-permit Serious (PPS) Violations that must be corrected before permit is issued

## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>4G*</b> Unprotected potentially hazardous food re-served.				Unprotected potentially hazardous food re-served. <b>Example:</b> bowl of cooked rice re-served.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>4H*</b> Raw, cooked or prepared food is adulterated, contaminated or cross-contaminated, or not discarded in accordance with HACCP plan.	One food item is spoiled, adulterated, contaminated or cross-contaminated. <b>Example:</b> lettuce contaminated by raw chicken or custard cream contaminated by mice droppings; or one package of ROP chicken not discarded in accordance with HACCP plan.	Two food items or two batches of same food located in two areas noted spoiled, adulterated, contaminated or cross-contaminated. <b>Example:</b> lettuce and cooked chicken contaminated by raw chicken; or adulterated sausage and fish; or ROP beef stew and ROP chicken fricassee not discarded in accordance with HACCP Plan.	Three food items or three batches of the same food type located in three areas noted spoiled, adulterated, contaminated or cross-contaminated. <b>Example:</b> lettuce, cooked chicken and raw eggs contaminated by raw chicken; or lettuce, tomatoes and figs contaminated by non-potable water; or ROP beef stew, ROP chicken fricassee and ROP pork tenderloin not discarded in accordance with HACCP Plan; or a tray of chicken contaminated with mice droppings in walk-in refrigerator, a basket of chicken under the deep fat fryer contaminated with dust and debris, and a pan of chicken on the service counter cross-contaminated with raw beef droppings.	Four or more food items or four or more batches of the same food type in different areas noted spoiled, adulterated, contaminated or cross-contaminated. <b>Example:</b> lettuce, cooked chicken, raw eggs and cooked rice contaminated by raw chicken; or ROP beef stew, ROP chicken fricassee, ROP pork tenderloin and meat sauce not discarded in accordance with HACCP Plan; or a tray of chicken contaminated with mice droppings in an upper level walk-in refrigerator, a basket of chicken under the deep fat fryer contaminated with dust and debris, a pan of chicken on the service counter cross-contaminated with raw beef droppings and chicken contaminated by mice droppings in the basement walk-in refrigerator.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.
<b>4I</b> Unprotected food re-served.	One unprotected food item re-served. <b>Example:</b> unwrapped crackers.	Two unprotected food items re-served. <b>Example:</b> unwrapped crackers and bread.	Three unprotected food items re-served. <b>Example:</b> unwrapped crackers, bread and pickles.	Four or more unprotected food items re-served. <b>Example:</b> unwrapped crackers, bread, pickles and breadsticks.	

# FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

## CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>4J</b> Appropriately scaled metal stem-type thermometer or thermocouple not provided or used to evaluate temperatures of potentially hazardous foods during cooking, cooling, reheating and holding.				Appropriate thermometer(s) or thermocouple not provided or used to measure the temperature of potentially hazardous foods.	
<b>4K</b> Evidence of rats or live rats present in facility's food and/or non-food areas.	Rats present in the facility's food or non-food areas. <b>Example:</b> 1-10 fresh rat droppings in one area.	Rats present in the facility's food or non-food areas, demonstrated by 11-30 fresh rat droppings in one area or 1-10 fresh rat droppings in two areas. <b>Example:</b> 25 fresh rat droppings in the food preparation area; or 10 fresh rat droppings in dry food storage area and 10 fresh rat droppings in the basement, food preparation area, bathroom and garbage disposal area.	Rats present in the facility's food or non-food areas, demonstrated by 31-70 rat droppings one area; 11-30 fresh rat droppings in two areas; or 1-10 fresh rat droppings in three areas. <b>Example:</b> 55 fresh rat droppings in food preparation area; or 14 fresh rat droppings in dry food storage area and 16 in basement; or less than 10 fresh rat droppings in the basement, food preparation area and bathroom.	Rats present in the facilities food or non-food areas, demonstrated by 1-2 live rats and/or 71-100 rat droppings in one area; 31-70 fresh rat droppings in two areas; 11-30 fresh rat droppings in three areas; or 1-10 fresh droppings in four areas. <b>Example:</b> 80 fresh rat droppings in food preparation area; or 30 fresh rat droppings in dry food storage area and 16 in basement or less than 10 fresh rat droppings in basement, food prep.	Three or more live rats and/or greater than 100 rat droppings and/or other conditions conducive to infestation of rats, e.g., holes/openings, water, food, unused equipment/material. Inspector must call office to discuss closing or other enforcement measures.
<b>4L</b> Evidence of mice or live mice present in facility's food and/or non-food areas.	Mice present in the facility's food or non-food areas; 1-10 fresh mice droppings in one area. <b>Example:</b> eight fresh mice droppings found in pantry.	Mice present in the facility's food or non-food areas. 11-30 fresh mice droppings in one area or 1-10 in two areas. <b>Example:</b> 25 fresh mice droppings in the food preparation area; or 10 fresh mice droppings in dry food storage area and 10 in the basement.	Mice present in the facility's food or non-food areas. 31-70 mice droppings in one areas; 11-30 in two areas; or 1-10 in three areas. <b>Example:</b> 55 fresh mice droppings in food preparation area; 14 fresh mice droppings in dry food storage area and 16 in basement; or fewer than 10 fresh mice droppings in the basement, food preparation area and bathroom.	Mice present in the facility's food or non-food areas; 1-2 live mice and/or 71-100 mice droppings in one area; 31-70 in two areas, 11-30 in three areas; or 1-10 in four areas. <b>Example:</b> 80 fresh mice droppings in food preparation area; 30 fresh mice droppings in dry food storage area and 16 in basement; or fewer than 10 fresh mice droppings in basement, food preparation area, bathroom and garbage disposal area.	Two or more live mice and/or greater than 100 fresh mice droppings and/or other conditions exist conducive to infestation of mice. e.g., holes/openings, water, food, unused equipment/material. Inspector must call office to discuss closing or other enforcement measures.

\* Public Health Hazards (PHH) must be corrected immediately

+ Pre-permit Serious (PPS) Violations that must be corrected before permit is issued

# FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

## CRITICAL VIOLATIONS (cont.)

	VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
4M	Live roaches present in facility's food and/or non-food areas.	Roaches present in the facility's food and non-food areas. <b>Example:</b> two live roaches in the dry food area.	Roaches present in the facility's food and non-food areas. 6-10 roaches in one area; or 1-5 in two areas. <b>Example:</b> seven live roaches in the food preparation area; or two roaches in the dry food storage area and one in the basement.	Roaches present in the facility's food and non-food areas; 11-15 roaches in one area; 6-10 in two areas; or 1-5 in three areas. <b>Example:</b> 12 live roaches in the food preparation area; four roaches in the dry food storage area and five roaches in the basement; or one live roach observed in walk-in, food preparation area and dry storage.	Roaches present in the facility's food and non-food areas; 16-20 roaches in one area; 11-15 in two areas; 6-10 in three areas; or 1-5 in four areas. <b>Example:</b> 17 live roaches in the food preparation area; 10 roaches in the dry food storage area and five roaches in the basement; or one live roach observed in walk-in, food preparation area, garbage area and dry storage area.	Greater than 20 live roaches and/or other conditions exist conducive to infestation of roaches. <b>Example:</b> 45 live roaches and conditions conducive to infestation, such as holes/openings, water, food, unused equipment/material. Inspector must call office to discuss closing or other enforcement measures.
4N	Filth flies or food/refuse/sewage-associated (FRSA) flies in facility's food and/or non-food areas. Filth flies include house flies, little house flies, blow flies, bottle flies and flesh flies. Food/refuse/sewage-associated flies include fruit flies, drain flies and Phorid flies.	2-5 filth flies or FRSA flies in the food preparation or food storage area during November 1 through March 1. <b>Example:</b> two flies in dry non-food area in January.	6-10 filth flies or FRSA flies in one area; or 2-5 filth flies in two areas. <b>Example:</b> seven live flies in food preparation area; or two flies in the dry food storage area and one in basement.	11-15 filth flies or FRSA flies in one area; 6-10 in two areas; or 2-5 flies in three areas. <b>Example:</b> 12 live flies in food preparation area; four flies in the dry food storage area and five flies in basement; or one fly observed in walk-in refrigerator, food preparation area and dry storage area.	16-20 filth flies or FRSA flies in one area; 11-15 in two areas; 6-10 filth flies in three areas; or 1-5 in four areas. <b>Example:</b> 17 filth flies in food preparation area; 10 filth flies in dry food storage area and five filth flies in basement; or two filth flies observed in walk-in refrigerator, food preparation area, garbage area and dry storage area.	More than 30 filth flies, FRSA flies and/or other conditions exist conducive to infestation of filth flies. <b>Example:</b> 40 flies in the basement garbage area; and other conditions exist conducive to filth fly infestation, e.g., openings to the outer air, water, food, decaying matter and/or sewage. Inspector must call office to discuss closing or other enforcement measures.
4O	Live animal other than fish in tank or service animal present in facility's food and/or non-food areas.	Live animal in establishment.	Two live animals in establishment.	Three live animals in establishment.	Four or more live animals in establishment.	
5A*	Sewage disposal system improper or unapproved.				Sewage or liquid waste is not disposed of in an approved or sanitary manner; or sewage or liquid waste contaminating food, food storage area, food preparation area, or area frequented by consumers or employees or used as a storage, preparation or utility area.	Failure to correct any condition of a PHH at the time of inspection. Inspector must call office to discuss closing or other enforcement measures.

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# FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

## CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>5B*</b> Harmful, noxious gas or vapor detected. CO $\geq$ 13 ppm.				Harmful, noxious gas or vapor detected. CO $\geq$ 13ppm.	Failure to correct any condition of a PHH at the time of inspection.  Inspector must call office to discuss closing or other enforcement measures.
<b>5C+</b> Food contact surface improperly constructed or located; or unacceptable material used.	One food contact surface or piece of equipment improperly constructed, located and/or unacceptable material used.  <b>Example:</b> painted shelves in a walk-in unit.	Two food contact surfaces or pieces of equipment improperly constructed, located and/or unacceptable material used.  <b>Example:</b> painted shelves in a walk-in unit and cutting board made from untreated wood.	Three food contact surfaces or pieces of equipment improperly constructed, located and/or unacceptable material used.  <b>Example:</b> painted shelves of a walk-in unit, cutting board made from untreated wood and acidic foods placed in pewter bowl.	Four or more contact surfaces or pieces of equipment improperly constructed, located and/or unacceptable material used.  <b>Example:</b> painted shelves in a walk-in unit, cutting board made from untreated wood, acidic food placed in pewter bowl, and solder and flux used to repair food contact equipment.	Failure to correct as pre-permit serious (PPS) on an initial inspection re-inspection, or compliance inspection results in a follow-up inspection and/or closure.  Inspector must call office to discuss closing or other enforcement measures.
<b>5D+</b> Hand-washing facility not provided in or near food preparation area and toilet room. Hot and cold running water at adequate pressure to enable cleanliness of employees not provided at facility. Soap and an acceptable hand-drying device not provided.				Fully equipped hand wash sinks, to include soap and paper towels, not provided or conveniently located in all food preparation areas.	Failure to correct as pre-permit serious (PPS) on an initial inspection, re-inspection or compliance inspection results in a follow-up inspection and/or closure.  Inspector must call office to discuss closing or other enforcement measures.
<b>5E+</b> Toilet facility not provided for employees or for patrons when required.				Toilet facility not provided for employees or for patrons when required.	Failure to correct as pre-permit serious (PPS) on an initial inspection, re-inspection or compliance inspection results in a follow-up inspection and/or closure.  Inspector must call office to discuss closing or other enforcement measures.

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## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>5F+</b> Insufficient or no refrigerated or hot holding equipment to keep potentially hazardous foods at required temperatures.				Refrigerated or hot holding equipment for PHFs not provided.	Failure to correct as pre-permit serious (PPS) on an initial inspection, re-inspection or compliance inspection results in a follow-up inspection and/or closure. Inspector must call office to discuss closing or other enforcement measures.
<b>5G+</b> Separate, enclosed, properly equipped cleaning and service area not provided. (Mobile Vending Commissary)				Separate, enclosed, properly equipped cleaning and service area not provided.	Failure to correct as pre-permit serious (PPS) on an initial inspection, re-inspection or compliance inspection results in a follow-up inspection and/or closure. Inspector must call office to discuss closing or other enforcement measures.
<b>5H+</b> No facilities available to wash, rinse and sanitize utensils and/or equipment.				No facility available to wash, rinse and sanitize utensils and equipment.	Failure to correct. Inspector must call office to discuss enforcement measures.
<b>5I+</b> Refrigeration used to implement HACCP plan not equipped with an electronic system that continuously monitors time and temperature.				Refrigeration used to implement HACCP plan not equipped with an electronic system that continuously monitors time and temperature.	Inspector must call office to discuss closing or other enforcement measures.
<b>6A</b> Personal cleanliness inadequate. Outer garment soiled with possible contaminant. Effective hair restraint not worn in an area where food is prepared.	One food worker observed without clean outer garment or hair restraint.	Two food workers observed without clean outer garments and/or hair restraints.	Three food workers observed without clean outer garments and/or hair restraints.	Four or more food workers observed without clean outer garments and/or hair restraints.	
<b>6B</b> Tobacco use, eating or drinking from open container in food preparation, food storage or dishwashing area.	One food worker eating, smoking and/or drinking from open container in food or ware washing areas or evidence of tobacco use, eating or drinking in food preparation, food storage and dishwashing area.	Two food workers eating, smoking and/or drinking from open container in food or ware washing areas.	Three food workers eating, smoking and/or drinking from open container in food or ware washing areas.	Four or more food workers eating, smoking and/or drinking from open container in food or ware washing areas.	

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## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>6C</b> Food not protected from potential source of contamination during storage, preparation, transportation, display or service.	One food item not protected during storage, preparation, transportation, display or service.	Two food items not protected during storage, preparation, transportation, display or service.	Three food items not protected during storage, preparation, transportation, display or service.	Four or more food items not protected during storage, preparation, transportation, display or service.	
<b>6D</b> Food contact surface not washed, rinsed or sanitized after each use and following any activity when contamination may have occurred.	One food contact surface not washed, rinsed or sanitized after any activity when contamination may occurred. <b>Example:</b> meat slicer encrusted with old food debris.	Two food contact surfaces not washed, rinsed or sanitized after any activity when contamination may have occurred. <b>Example:</b> meat slicer and cutting board encrusted with old food debris.	Three food contact surfaces not properly washed, rinsed or sanitized after any activity when contamination may have occurred. <b>Example:</b> meat slicer, wooden cutting board and can opener encrusted with old food debris.	Four or more food contact surfaces not properly washed, rinsed or sanitized after any activity when contamination may have occurred. <b>Example:</b> meat slicer, wooden cutting board, can opener and food preparation table encrusted with old food debris, and the interior of the ice machine observed with mold.	
<b>6E</b> Sanitized equipment or utensil, including in-use food-dispensing utensil, improperly used or stored.	One sanitized piece of equipment or utensil improperly used or stored.	Two sanitized pieces of equipment or utensils improperly used or stored.	Three sanitized pieces of equipment or utensils improperly used or stored.	Four or more sanitized pieces of equipment or utensils improperly used or stored.	
<b>6F</b> Wiping cloths soiled or not stored in sanitizing solution.	Two or more wiping cloths used to clean food contact surfaces not stored in sanitizing solution; or test kit to measure sanitizing solution to ensure proper sanitization of wiping cloths not provided; or sanitizer solution not at appropriate level to effectively remove contaminants from wiping cloths.	Two or more wiping cloths used to clean food contact surfaces not stored in sanitizing solution and the test kit to measure sanitizing solution to ensure proper sanitization of wiping cloths not provided; or wiping cloths used to clean food contact surfaces not stored in sanitizing solution and test kit to measure sanitizing solution to ensure proper sanitization of wiping cloths not provided.	Two or more wiping cloths used to clean food contact surfaces are not stored in sanitizing solutions, the test kit to measure sanitizing solution to ensure proper sanitization of wiping cloths not provided and sanitizer solution not at appropriate level to effectively remove contaminants from wiping cloths.		
<b>6G*</b> HACCP plan not approved or approved HACCP plan not maintained on premises.				Approved HACCP plan not maintained on premises.	HACCP plan not approved. Inspector must call office to discuss enforcement measures.

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## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### CRITICAL VIOLATIONS (cont.)

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>6H</b> Records and logs not maintained to show HACCP plan has been properly implemented.					Record and logs not maintained to show HACCP plan has been properly implemented. Inspector must call office to discuss corrective action or other enforcement measures.
<b>6I</b> Food not labeled in accordance with HACCP plan.				Food not labeled in accordance with HACCP plan.	Inspector must call office to discuss corrective action or other enforcement measures.
<b>7A</b> Duties of an officer of the Department interfered with or obstructed.					Duties of an officer of the Department interfered with or obstructed.

## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### GENERAL VIOLATIONS

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>8A</b> Facility not vermin proof. Harborage or conditions conducive to attracting vermin to the premises and/or allowing vermin to exist.			Doors and door thresholds not adequately pest proofed and/or one or two openings in the facility façade (walls, floors, ceilings) and/or other condition conducive to pest entry or breeding.	Doors and door thresholds not adequately pest proofed, with quality materials, and/or three or more openings in the facility façade (walls, floors, ceilings) or other condition conducive to pest entry or breeding.	
<b>8B</b> Covered garbage receptacle not provided or inadequate, except that garbage receptacle may be uncovered during active use. Garbage storage area not properly constructed or maintained; grinder or compactor dirty.	Garbage equipment and facilities not maintained or provided. <b>Example:</b> tight-fitting lid not provided for 32-gallon garbage can used to put garbage out overnight.	Garbage equipment and facilities not maintained or provided. <b>Example:</b> tight-fitting lid not provided for 32-gallon garbage can used to put garbage out overnight and garbage grinder encrusted with old food.	Garbage equipment and facilities not maintained or provided. <b>Example:</b> tight-fitting lids not provided for two 32-gallon garbage cans used to put garbage out overnight and garbage grinder encrusted with old food.	Garbage equipment and facilities not maintained or provided. <b>Example:</b> tight-fitting lids not provided for two 32-gallon garbage cans used to put garbage out overnight; garbage grinder encrusted with old food; and cardboard boxes, food wrappers and 15 empty cartons of milk strewn in the backyard.	

## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### GENERAL VIOLATIONS

	VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>8C</b>	Pesticide use not in accordance with label or applicable laws. Prohibited chemical used/stored. Open bait station used.	One prohibited pesticide, chemical or bait station not used in accordance with label or applicable laws.	Two types of prohibited pesticides, chemicals or bait stations not used in accordance with label or applicable laws.	Three types of prohibited pesticides, chemicals or bait stations not used in accordance with label or applicable laws.	Four or more types of prohibited pesticides, chemicals or bait stations not used in accordance with label or applicable laws.	Failure to correct. Inspector must call office to discuss enforcement measures.
<b>9A</b>	Canned food product dented and not segregated from consumable food.	1-6 cans dented. <b>Example:</b> one dented can of tomato paste stored on food storage shelf not segregated.	7-12 cans dented. <b>Example:</b> seven dented cans of tomato paste stored on food storage shelf not segregated.	13-24 cans dented. <b>Example:</b> seven dented cans of tomato paste and six dented cans of soy sauce stored on food storage shelf not segregated.	25 or more cans dented. <b>Example:</b> seven dented cans of tomato paste, ten dented cans of soy sauce and five dented cans of tuna fish stored on food storage shelf not segregated.	
<b>9B</b>	Thawing procedures improper.	One frozen food item improperly thawed. <b>Example:</b> whole chicken or beefsteak improperly thawed.	Two frozen food items improperly thawed or the same type of food improperly thawed in two different areas. <b>Example:</b> two chickens and beefsteak improperly thawed or chicken breast improperly thawed in sink and chicken legs improperly thawed on kitchen counter.	Three frozen food items improperly thawed or the same type of food improperly thawed in three different areas. <b>Example:</b> three chickens, beefsteak, and pork shoulder improperly thawed; or chicken breast improperly thawed in sink, chicken legs improperly thawed on kitchen counter and chicken breast improperly thawed in bowl in food preparation area.	Four or more frozen food items improperly thawed or the same type of food improperly thawed in four different areas. <b>Example:</b> four chickens, chicken breast, beefsteak and shrimp improperly thawed; or chicken breast improperly thawed in sink, chicken legs improperly thawed on kitchen counter, chicken breast improperly thawed in bowl in food preparation area and chicken wings improperly thawed near the deep fat fryer.	
<b>9C</b>	Food contact surface not properly maintained.	One food contact surface not properly maintained. <b>Example:</b> one cutting board discolored.	Two food contact surfaces not properly maintained. <b>Example:</b> one cutting board discolored and one plastic cutting board pitted and scratched.	Three food contact surfaces not properly maintained. <b>Example:</b> three cutting boards pitted and scratched.	Four or more contact surfaces not properly maintained. <b>Example:</b> three cutting boards pitted and scratched and four cutting boards at the bar area discolored.	
<b>10A</b>	Toilet facility not maintained and provided with toilet paper, waste receptacle and self-closing door.	One toilet facility not maintained and provided with toilet paper, waste receptacle and self-closing door.	Two toilet facilities not maintained and provided with toilet paper, waste receptacle and self-closing door.	Three toilet facilities not maintained and provided with toilet paper, waste receptacle and self-closing door.	Four or more toilet facilities not maintained and provided with toilet paper, waste receptacle and self-closing door.	

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## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### GENERAL VIOLATIONS

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>10B</b> Plumbing not properly installed or maintained; anti-siphonage or backflow prevention device not provided where required; equipment or floor not properly drained; sewage disposal system in disrepair or not functioning properly.	One backflow prevention device not installed, or equipment or floor not properly drained. <b>Example:</b> refrigerator condensation draining into a bucket.	Two backflow prevention devices not installed, or equipment or floor not properly drained. <b>Example:</b> refrigerator condensation draining into a bucket and air conditioner draining onto sidewalk.	Three backflow prevention devices not installed, or equipment or floor not properly drained. <b>Example:</b> refrigerator condensation draining into bucket, air conditioner draining onto sidewalk and no vacuum breaker provided on the hose connected to faucet.	Four or more backflow prevention devices not installed or equipment or floor not properly drained. <b>Example:</b> refrigerator condensation draining into bucket, two air conditioners draining onto sidewalk and no vacuum breaker provided on the hose connected to faucet or ice machine.	Sewage disposal system in disrepair or not functioning properly, 5A also cited.
<b>10C</b> Lighting inadequate; permanent lighting not provided in food preparation areas, ware-washing areas, and storage rooms.	One instance of inadequate lighting.	Two instances of inadequate lighting.	Three instances of inadequate lighting.	Four or more instances of inadequate lighting.	
<b>10D</b> Mechanical or natural ventilation system not provided, improperly installed, in disrepair and/or fails to prevent excessive build-up of grease, heat, steam condensation vapors, odors, smoke and fumes.	One mechanical or natural ventilation system not provided or inadequate. <b>Example:</b> no ventilation provided in bathroom.	Two mechanical or natural ventilation systems not provided or inadequate. <b>Example:</b> no ventilation provided in bathroom and exhaust hood not sufficient to remove excess fumes in kitchen.	Three mechanical or natural ventilation systems not provided or inadequate. <b>Example:</b> no ventilation provided in bathroom, exhaust hood not sufficient to remove excess fumes in kitchen and grease collecting on walls.	Four mechanical or natural ventilation systems not provided or inadequate. <b>Example:</b> no ventilation provided in bathroom, exhaust hood not sufficient to remove excess fumes in kitchen, grease collecting on walls and smoke from smoke-house drifting into dining area.	
<b>10E</b> Accurate thermometer not provided in refrigerated or hot holding equipment.	One refrigeration or hot holding unit not provided with accurate thermometer to measure the temperature in the warmest part of the refrigerator or coolest part of the hot storage facility.	Two refrigeration or hot holding units not provided with accurate thermometers to measure the temperature in the warmest part of the refrigerator or coolest part of the hot storage facility.	Three refrigeration or hot holding units not provided with accurate thermometers to measure the temperature in the warmest part of the refrigerator or coolest part of the hot storage facility.	Four refrigeration or hot holdings units not provided with accurate thermometers to measure the temperature in the warmest part of the refrigerator or coolest part of the hot storage facility.	



# FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

## GENERAL VIOLATIONS

VIOLATION	CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>10F</b> Non-food contact surface improperly constructed. Unacceptable material used. Non-food contact surface or equipment improperly maintained and/or not properly sealed, raised, spaced or movable to allow accessibility for cleaning on all sides, above and underneath the unit.	One non-food contact surface improperly constructed. Unacceptable material used. Non-food contact surface or equipment improperly maintained and/or not properly sealed, raised, spaced or movable to allow accessibility for cleaning on all sides, above and underneath the unit. <b>Example:</b> wall in food preparation area made of material not easily cleaned.	Two non-food contact surfaces improperly constructed. Unacceptable material used. Non-food contact surfaces or equipment improperly maintained and/or not properly sealed, raised, spaced or movable to allow accessibility for cleaning on all sides, above and underneath the unit. <b>Example:</b> wall in food preparation area made of material not easily cleaned and build-up of grease on on the wall adjacent to permanently installed convection oven that is not easily moveable or properly spaced to allow cleaning.	Three non-food contact surfaces improperly constructed. Unacceptable material used. Non-food contact surfaces or equipment improperly maintained and/or not properly sealed, raised, spaced or movable to allow accessibility for cleaning on all sides, above and underneath the unit. <b>Example:</b> wall in food preparation area made of material not easily cleaned, build-up of grease on on the wall adjacent to permanently installed convection oven that is not easily moveable or properly spaced to allow cleaning, dried encrusted grease and old food debris under the walk-in refrigerator that is not properly sealed to the floor.	Four non-food contact surfaces improperly constructed. Unacceptable material used. Non-food contact surfaces or equipment improperly maintained and/or not properly sealed, raised, spaced or movable to allow accessibility for cleaning on all sides, above and underneath the unit. <b>Example:</b> wall in food preparation area made of brick a material not easily cleanable, build-up of grease on on the wall adjacent to permanently installed convection oven that is not easily moveable or properly spaced to allow cleaning, dried encrusted grease and old food debris under the walk-in refrigerator that is not properly sealed to the floor, and a rug in the food storage area.	
<b>10G</b> Food service operation occurring in room used as living or sleeping quarters.	Food service operation occurring in one room used as living or sleeping quarters.	Food service operation occurring in two rooms used as living or sleeping quarters.	Food service operation occurring in three rooms used as living or sleeping quarters.	Food service operation occurring in four or more rooms used as living or sleeping quarters.	
<b>10H</b> Proper sanitization not provided for utensil ware washing operation.	Manual ware washing inadequate in that one immersion basket not provided or of incorrect size.	Manual ware-washing inadequate in that one immersion basket not provided or of incorrect size and manual ware washing procedure incorrect.	Manual ware-washing inadequate in that one immersion basket not provided or of incorrect size, manual ware washing procedure incorrect and sanitizing test kit or thermometer not provided.	Minimum final rinse temperature of 170°F not maintained or mechanical dishwasher is not operated as per manufacturer's specifications (time or temperature or chemical concentration).	

\* Public Health Hazards (PHH) must be corrected immediately

+ Pre-permit Serious (PPS) Violations that must be corrected before permit is issued

## FOOD SERVICE ESTABLISHMENT INSPECTION SCORING PARAMETERS: A GUIDE TO CONDITIONS (cont.)

### GENERAL VIOLATIONS

VIOLATION		CONDITION I	CONDITION II	CONDITION III	CONDITION IV	CONDITION V
<b>10I</b>	Single service item reused, improperly stored, dispensed or not used when required.	Single service item reused, improperly stored, dispensed or not used when required. <b>Example:</b> drinking straws not protected from contamination.	Single service item reused, improperly stored, dispensed or not used when required. <b>Example:</b> drinking straws not properly dispensed and paper plates not protected from contamination.	Single service item reused, improperly stored, dispensed or not used when required. <b>Example:</b> drinking straws not properly dispensed, paper plates not protected from contamination and forks not protected from contamination.	Single service item reused, improperly stored, dispensed or not used when required. <b>Example:</b> drinking straws not properly dispensed, paper plates not protected from contamination, forks not protected from contamination and plastic forks reused.	
<b>10J</b>	"Wash hands" sign not posted at hand-wash facility.	"Wash hands" sign not posted at hand-wash facility.				
<b>99B</b>	General other.	Inspector must call office to discuss corrective action, enforcement measures or appropriate code citations.				







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