



MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES  
 BUREAU OF ENVIRONMENTAL HEALTH SERVICES  
**FOOD ESTABLISHMENT INSPECTION REPORT**

TIME IN	10:22 am	TIME OUT	1:18 pm
DATE	June 29, 2018	PAGE	1 of 4

BASED ON AN INSPECTION THIS DAY, THE ITEMS NOTED BELOW IDENTIFY NONCOMPLIANCE IN OPERATIONS OR FACILITIES WHICH MUST BE CORRECTED BY THE NEXT ROUTINE INSPECTION, OR SUCH SHORTER PERIOD OF TIME AS MAY BE SPECIFIED IN WRITING BY THE REGULATORY AUTHORITY. FAILURE TO COMPLY WITH ANY TIME LIMITS FOR CORRECTIONS SPECIFIED IN THIS NOTICE MAY RESULT IN CESSATION OF YOUR FOOD OPERATIONS.

ESTABLISHMENT NAME: Lady Queene Restaurant	OWNER: Mark and Susie Williams	PERSON IN CHARGE: Deborah Lands, Mngr.
ADDRESS: 523 Center Street	ESTABLISHMENT NUMBER: 1502	COUNTY: St. Francois
CITY/ZIP: Bismarck, 63624	PHONE: 573.734.2525	FAX: none
PURPOSE: <input type="checkbox"/> Pre-opening <input checked="" type="checkbox"/> Routine <input type="checkbox"/> Follow-up <input type="checkbox"/> Complaint <input type="checkbox"/> Other _____		
ESTABLISHMENT TYPE <input checked="" type="checkbox"/> BAKERY RESTAURANT <input type="checkbox"/> C. STORE SCHOOL <input type="checkbox"/> CATERER SENIOR CENTER <input type="checkbox"/> DELI SUMMER F.P. <input type="checkbox"/> GROCERY STORE TAVERN <input type="checkbox"/> INSTITUTION TEMP.FOOD <input type="checkbox"/> MOBILE VENDORS		
FROZEN DESSERT <input checked="" type="checkbox"/> Approved <input checked="" type="checkbox"/> Disapproved <input type="checkbox"/> Not Applicable License No. 187-11039, exp. 7/31/18	SEWAGE DISPOSAL <input checked="" type="checkbox"/> PUBLIC <input type="checkbox"/> PRIVATE	WATER SUPPLY <input checked="" type="checkbox"/> COMMUNITY <input type="checkbox"/> NON-COMMUNITY <input type="checkbox"/> PRIVATE Date Sampled _____ Results _____

**RISK FACTORS AND INTERVENTIONS**

**Risk factors** are food preparation practices and employee behaviors most commonly reported to the Centers for Disease Control and Prevention as contributing factors in foodborne illness outbreaks. **Public health interventions** are control measures to prevent foodborne illness or injury.

Compliance	Demonstration of Knowledge	COS	R	Compliance	Potentially Hazardous Foods	COS	R
IN <input checked="" type="checkbox"/>	Person in charge present, demonstrates knowledge, and performs duties			IN <input checked="" type="checkbox"/> N/O <input type="checkbox"/> N/A <input type="checkbox"/>	Proper cooking, time and temperature	✓	
	<b>Employee Health</b>			IN <input type="checkbox"/> OUT <input checked="" type="checkbox"/> N/O <input type="checkbox"/> N/A <input type="checkbox"/>	Proper reheating procedures for hot holding		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/>	Management awareness; policy present			IN <input type="checkbox"/> OUT <input checked="" type="checkbox"/> N/O <input type="checkbox"/> N/A <input type="checkbox"/>	Proper cooling time and temperatures		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/>	Proper use of reporting, restriction and exclusion			IN <input type="checkbox"/> OUT <input checked="" type="checkbox"/> N/O <input type="checkbox"/> N/A <input type="checkbox"/>	Proper hot holding temperatures		
	<b>Good Hygienic Practices</b>			IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/O <input type="checkbox"/> N/A <input type="checkbox"/>	Proper cold holding temperatures	✓	
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/O <input type="checkbox"/>	Proper eating, tasting, drinking or tobacco use			IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/O <input type="checkbox"/> N/A <input type="checkbox"/>	Proper date marking and disposition		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/O <input type="checkbox"/>	No discharge from eyes, nose and mouth			IN <input type="checkbox"/> OUT <input type="checkbox"/> N/O <input checked="" type="checkbox"/> N/A <input type="checkbox"/>	Time as a public health control (procedures / records)		
	<b>Preventing Contamination by Hands</b>			IN <input type="checkbox"/> OUT <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	<b>Consumer Advisory</b>		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/O <input type="checkbox"/>	Hands clean and properly washed			IN <input type="checkbox"/> OUT <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	Consumer advisory provided for raw or undercooked food		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/O <input type="checkbox"/>	No bare hand contact with ready-to-eat foods or approved alternate method properly followed				<b>Highly Susceptible Populations</b>		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/>	Adequate handwashing facilities supplied & accessible			IN <input type="checkbox"/> OUT <input type="checkbox"/> N/O <input checked="" type="checkbox"/> N/A <input type="checkbox"/>	Pasteurized foods used, prohibited foods not offered		
	<b>Approved Source</b>			IN <input type="checkbox"/> OUT <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	<b>Chemical</b>		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/>	Food obtained from approved source			IN <input type="checkbox"/> OUT <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	Food additives: approved and properly used		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/C <input type="checkbox"/> N/A <input type="checkbox"/>	Food received at proper temperature			IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/>	Toxic substances properly identified, stored and used		
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/>	Food in good condition, safe and unadulterated				<b>Conformance with Approved Procedures</b>		
IN <input type="checkbox"/> OUT <input type="checkbox"/> N/O <input checked="" type="checkbox"/> N/A <input type="checkbox"/>	Required records available: shellstock tags, parasite destruction			IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/A <input type="checkbox"/>	Compliance with approved Specialized Process and HACCP plan		
	<b>Protection from Contamination</b>			The letter to the left of each item indicates that item's status at the time of the inspection. IN = in compliance      OUT = not in compliance N/A = not applicable      N/O = not observed COS=Corrected On Site      R=Repeat Item			
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/A <input type="checkbox"/>	Food separated and protected						
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/A <input type="checkbox"/>	Food-contact surfaces cleaned & sanitized						
IN <input checked="" type="checkbox"/> OUT <input type="checkbox"/> N/O <input type="checkbox"/>	Proper disposition of returned, previously served, reconditioned, and unsafe food						

**GOOD RETAIL PRACTICES**

Good Retail Practices are preventative measures to control the introduction of pathogens, chemicals, and physical objects into foods.

IN	OUT	Safe Food and Water	COS	R	IN	OUT	Proper Use of Utensils	COS	R
IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Pasteurized eggs used where required			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	In-use utensils: properly stored		
IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Water and ice from approved source			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Utensils, equipment and linens: properly stored, dried, handled		
		<b>Food Temperature Control</b>			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Single-use/single-service articles: properly stored, used		
IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Adequate equipment for temperature control			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Gloves used properly		
IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Approved thawing methods used					<b>Utensils, Equipment and Vending</b>		
IN <input type="checkbox"/>	OUT <input checked="" type="checkbox"/>	Thermometers provided and accurate			IN <input type="checkbox"/>	OUT <input checked="" type="checkbox"/>	Food and nonfood-contact surfaces cleanable, properly designed, constructed, and used		
		<b>Food Identification</b>			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Warewashing facilities: installed, maintained, used; test strips used		
IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Food properly labeled; original container			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Nonfood-contact surfaces clean		
		<b>Prevention of Food Contamination</b>					<b>Physical Facilities</b>		
IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Insects, rodents, and animals not present			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Hot and cold water available; adequate pressure		
IN <input type="checkbox"/>	OUT <input checked="" type="checkbox"/>	Contamination prevented during food preparation, storage and display			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Plumbing installed; proper backflow devices		
IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Personal cleanliness: clean outer clothing, hair restraint, fingernails and jewelry			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Sewage and wastewater properly disposed		
IN <input type="checkbox"/>	OUT <input checked="" type="checkbox"/>	Wiping cloths: properly used and stored			IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Toilet facilities: properly constructed, supplied, cleaned		
IN <input type="checkbox"/>	OUT <input checked="" type="checkbox"/>	Fruits and vegetables washed before use	✓		IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Garbage/refuse properly disposed; facilities maintained		
					IN <input checked="" type="checkbox"/>	OUT <input type="checkbox"/>	Physical facilities installed, maintained, and clean		

Person in Charge Title: <i>Deborah Lands</i>	Deborah Lands, Mngr.	Date: June 29, 2018
Inspector: <i>Rose Mier</i>	Rose Mier	Telephone No. (573)431-1947
		EPHS No. 1390
		Follow-up: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Follow-up Date: July 11, 2018



MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES  
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**FOOD ESTABLISHMENT INSPECTION REPORT**

ESTABLISHMENT NAME Lady Queene Restaurant		ADDRESS 523 Center Street		CITY /ZIP Bismarck, 63624	
FOOD PRODUCT/LOCATION		TEMP. in ° F	FOOD PRODUCT/ LOCATION		TEMP. in ° F
Soft serve mix, hopper		37, 33	Hotpoint refrigerator: ambient, soft serve mix		32, 38
Frigidaire refrigerator, ambient, milk		38, 42	Frigidaire refrigerator: ambient, chicken salad		41, 41
Hotpoint freezer, ambient		0	Woods freezer, ambient		10
Kenmore freezer, ambient		2	Hamburger, grill		169
Middle freezer, ambient		5	Cut tomatoes on ice		45

Code Reference	PRIORITY ITEMS Priority items contribute directly to the elimination, prevention or reduction to an acceptable level, hazards associated with foodborne illness or injury. <b>These items MUST RECEIVE IMMEDIATE ACTION within 72 hours or as stated.</b>	Correct by (date)	Initial
4-601.11A 4-601.11C	Debris was observed on the housing area around the nozzle of the tea and water dispenser. Also, the tray on which the dispenser sat was observed with syrup and debris. Please clean entire dispenser and tray as often as needed to keep clean, and wash, rinse, and sanitize nozzles and area around nozzles at least daily. <b>CORRECTED ON SITE</b> by cleaning and sanitizing.	COS	
3-501.17A, B	Opened milk in the toppings refrigerator and lunch meat in a zip-lock bag, cut tomatoes, opened hot dogs, and opened chicken salad in the Frigidaire refrigerator were not labeled with the date of disposition. Food that is potentially hazardous and is fully cooked or ready-to-eat, and held for more than 24 hours shall be labeled with the date of disposition, which is the date of opening (if commercially prepared) or the date of preparation, plus an additional six days. Count the day of opening or preparing as day 1, then add six more days. Please label packages with the disposal date.	6/29/18	
3-302.11A	Raw hamburger was stored above French fries in the Woods freezer, and raw bacon above soft serve mix in the Hot Point refrigerator. Food shall be stored to prevent cross-contamination. Please store raw hamburger below foods that do not require cooking for safety. Store foods in the following vertical order: raw poultry and eggs on bottom, then raw ground meats (hamburger, sausages), then raw whole muscle meats (ex: bacon), then raw fish and seafood (ex: shrimp). Store all other food above these foods.	6/29/18	
3-501.16A	Cut tomatoes were stored on ice. The tomatoes had a temperature of 45F. It was observed the ice did not rise very far along the sides of the container holding the tomatoes. Please add ice to near the top of the container, then add water. Remove water and add more ice as the ice melts. <b>COS</b> by adding ice	COS	
3-501.16A	Pieces of lettuce for sandwiches were torn from a head that sat on the counter at ambient temperature. Cut lettuce shall be held at 41F or lower. Please place torn pieces of lettuce under temperature control and maintain the temperature at 41F or lower. <b>COS</b> by placing lettuce in ice water	COS	

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4-501.11B	The door seal was torn on the Frigidaire refrigerator that held ice cream flavorings. Seals shall be maintained in good repair. Please replace the seal on this refrigerator.	7/11/18	
4-601.11C	Debris observed on the outside surface (see bottom right area) of the Frigidaire refrigerator that holds ice cream flavorings. Nonfood contact surfaces shall be clean to sight and touch.	7/11/18	
3-304.14	A wet wiping cloth was stored in clean water on the counter by the shake mixer. Wet wiping cloths shall be stored in sanitizer between uses. <b>CORRECTED ON SITE</b> by adding chlorine sanitizer to 50 ppm.	COS	
3-304.12B	The handles of the scoops were in contact with the food in two containers of toppings, stored on the shelf below the shake prep table. Handles shall be stored above the surface of the food, or on a surface that is cleaned and sanitized at least daily. Please store handles so food is not contaminated when the scoop is retrieved for use.	6/29/18	
3-302.15A	Bananas are not washed prior to serving. All fruits and vegetables shall be washed in cold running water prior to peeling, cutting, cooking, or serving. Please wash bananas before peeling. <b>CORRECTED ON SITE</b> by discussion and washing bananas.	COS	
4-502.13 3-304.12A	A single-use spoon was left inside a container of chicken salad in the Frigidaire refrigerator, and a single-use spoon was in a can of cheese in the Hotpoint refrigerator. The handle was in contact with the chicken salad. Single-use utensils may not be reused (they are not cleanable). Please use only multi-use utensils as in-use utensils, or discard single-use utensils after each use. Store so the handle is above the surface of the food.	6/29/18	
4-601.11C	The outside surfaces of the refrigerators and freezers were dirty where hands touch, and on their tops. Please clean handles, outsides, and tops of all refrigerators and freezers as often as needed to keep clean.	7/11/18	

EDUCATION PROVIDED OR COMMENTS

Person in Charge / Title: Deborah Lands, Mngr. Date: June 29, 2018

Inspector: Rose Mier Telephone No. (573)431-1947 EPHS No. 1390 Follow-up:  Yes  No Follow-up Date: July 11, 2018



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ESTABLISHMENT NAME Lady Queene Restaurant		ADDRESS 523 Center Street		CITY /ZIP Bismarck, 63624	
FOOD PRODUCT/LOCATION		TEMP. in ° F	FOOD PRODUCT/ LOCATION		TEMP. in ° F
Kenmore chest freezer, ambient		0	Frigidaire refrigerator/storage room: ambient		41
Kenmore freezer/storage room, ambient		10	Idylis chest freezer, storage room, ambient		0
Frigidaire freezer/storage room, ambient		9	Kenmore freezer, ambient		0

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3-401.A	Chicken was temped between 98 and 110F out of the deep fryer. Poultry shall be cooked to a minimum temperature of 165F. Please use a food thermometer to ensure food is cooked to the correct temperature. <b>CORRECTED ON SITE</b> by voluntarily discarding chicken; to replace, frozen chicken was thawed in the microwave prior to placing in deep fryer. Freshly prepared chicken had an internal temperature of 165F.	COS	
3-302.11A	Raw hamburger was stored above cookie dough in the Kenmore freezer in the storage room. Please store hamburger below the cookie dough (see explanation of storage order as listed on page 2).	6/29/18	
3-301.11B 2-301.14	The cook was observed touching buns with her bare hands. When told, she discarded the bun and put on gloves without washing her hands. When told to wash her hands, she rinsed them briefly and dried them on a dirty cloth towel. She was told to rewash her hands using soap and water for a minimum of 20 seconds and to dry with a paper towel. She washed her hands for less than 10 seconds, dried with paper towel, and put on gloves.	6/29/18	
2-301.14	Staff was observed coming into the kitchen from outside and not washing her hands before dispensing food. Staff should wash their hands when entering the kitchen, before preparing or dispensing food, and at any other time when hands become contaminated. Please ensure all staff know when to wash their hands.	6/29/18	
2-301.14	Staff was observed sneezing but continued to prepare food. Staff shall wash hands after sneezing. Please ensure all staff wash hands, and wash hands correctly, when required.	6/29/18	
4-601.11A	The food thermometers were dirty. Food contact surfaces shall be clean to sight and touch. Please clean clean thermometers after use, and sanitize before each use.	6/29/18	

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3-305.11A	Accumulation of frost was observed inside the Wood's freezer. Food shall be protected while in storage. Please defrost freezer as often as needed to prevent food from being contaminated by the frost.	7/11/18	
4-601.11C	Accumulation of debris observed on the top of the stove hood. Please clean all surfaces of hood as often as needed to keep clean.	7/11/18	
6-202.11A	Two ceiling light fixtures in the kitchen lacked shielding, and one fixture had the cover dislodged. Lighting in areas of food preparation, storage and dispensing shall be protected by shielding, or by using shatter-proof bulbs. Please place a shield over the lights, or install shatter-proof bulbs.	7/11/18	
3-302.11A	An opened container of milk, stored in the ice cream toppings refrigerator, lacked a lid. Other food packages and containers in other refrigerators and freezers were also not covered or food was exposed in the packaging. Food shall be protected while in storage. Please cover and close all packages of food while in storage.	6/29/18	
6-501.11A	Ceiling tiles were observed stained above the soda dispenser. Facility shall be maintained in good repair. Please ensure there are no leaks, then either paint or replace the ceiling tile.	7/11/18	
4-601.11C	Accumulation of grease and debris was observed on the drawers and other surfaces around and above the grill. Please clean these surfaces as often as needed to keep clean.	7/11/18	
4-903.11A	Boxes of single-use items were stored on the floor in the storage area and inside the walk-in cooler. Single-use items shall be stored a minimum of six inches off the floor. Please provide shelving or other means to store these items off the floor.	7/11/18	
6-501.18	The handwashing sink was observed being used for purposes other than handwashing (rinsing dishes, washing bananas, etc.). Handwashing sinks shall be used only for handwashing.	6/29/18	

EDUCATION PROVIDED OR COMMENTS

Person in Charge / Title: 		Deborah Lands, Mngr.	Date: June 29, 2018
Inspector: 	Rose Mier	Telephone No. (573)-431-1947	EPHS No. 1390
		Follow-up: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Follow-up Date: July 11, 2018



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ESTABLISHMENT NAME Lady Queene Restaurant	ADDRESS 523 Center Street	CITY /ZIP Bismarck, 63624
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FOOD PRODUCT/LOCATION	TEMP. in ° F	FOOD PRODUCT/ LOCATION	TEMP. in ° F

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6-301.12A	A dirty towel was used to dry hands. Cloth towels may not be used for drying hands. Please ensure all staff know that towels may not be used for hand drying.	6/29/18	
6-501.18	The handwashing sink in the bathroom was dirty. Handwashing sinks shall be clean. Please clean all surfaces of sink at least daily.	6/29/18	
4-203.11B	The food thermometers were checked for accuracy. One read 24F and the other 30F when the actual temperature was 32F. Food thermometers shall be accurate. Please calibrate the thermometers to ensure accuracy.	6/29/18	
4-101.19	The laminate top of the table on which the soda dispenser sits was pulling up and held with tape. Tape is not an acceptable repair. Nonfood contact surfaces of equipment that are exposed to splash, spillage, or other food soiling or that require frequent cleaning shall be smooth, nonabsorbent, and in good repair. Please replace this table.	7/11/18	

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