

# Upper Crust Pizza

Contributed by David Salem  
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The first time I visited Upper Crust, I was so angry that I left without my food. Subsequent visits have convinced me I probably shouldn't have bothered visiting to begin with. I hate to write a universally bad review, really, but that's what this is gonna be.

I guess every city has its "pizza of last resort", a place that delivers late and is digestible enough that someone will always be willing to eat it in the absence of something better. In San Francisco, for example, it's Mister Pizza Man. And the description applies to most of the national chain pizza purveyors as well.

But let's face it. Upper Crust is just not worth the effort. As I mentioned above, on my first visit, I left without the food I'd ordered. That was because their Yellow Pages ad (and the sign on their front door) stated that they accepted the Discover card. After standing at the counter for ten minutes waiting for the cashier to figure out how to troubleshoot the register, he finally determined that the problem stemmed from the fact that they don't take Discover. Apparently, no one in the whole place had figured this out up to that point.

Alas, this, ummm, "casual" approach seems to affect almost everything Upper Crust does. I gave the place a second and a third chance. In both cases, they produced the goods late (one time was a delivery), and on my final visit a few weeks ago, I noticed that they had also managed to score a stunning 83.5% sanitation score on their most recent inspection, thanks to cleanliness problems, insect infestation, and other deficiencies. That pretty much did it for me. Frankly, it's not easy to get a score that low around these parts; you have to try -- or not try, as it were -- pretty hard.

The pizza is adequate, and there are sandwiches and other entrees I haven't tried. Given my past experience, and the aforementioned "casual" approach to seemingly everything from customer service to cleanliness, I won't be trying them in the future, either. Which is sad, because this is one of the most conveniently-located pizza joints for me, and I'd probably be a regular customer if they could somehow manage not to suck quite so much.

Upper Crust Pizza  
1816 Silas Creek Parkway  
Hanes Mall Area  
Winston-Salem  
336.748.0200

Hours:  
Monday - Thursday 11.00 AM - 1.00 AM  
Friday - Saturday 11.00 AM - 2.00 AM  
Sunday 12.00 PM - 1.30 PM  
Best Bet:  
Complete avoidance.