

County of Santa Clara

Department of Environmental Health

Consumer Protection Division

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716

Phone (408) 918-3400 www.ehinfo.org



OFFICIAL INSPECTION REPORT

Facility FA0290118 - SHAKE SHACK		Site Address 180 EL CAMINO REAL 950, PALO ALTO, CA 94304		Inspection Date 02/13/2026	
Program PR0435089 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name SHAKE SHACK CALIFORNIA		Inspection Time 10:30 - 12:00
Inspected By ALELI CRUTCHFIELD	Inspection Type ROUTINE INSPECTION	Consent By SOPHIA	FSC Joshita Kamalakkannan 10/29/2026		

Placard Color & Score
GREEN
95

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification	X						
K02 Communicable disease; reporting/restriction/exclusion							
K03 No discharge from eyes, nose, mouth	X						
K04 Proper eating, tasting, drinking, tobacco use	X						
K05 Hands clean, properly washed; gloves used properly	X						S
K06 Adequate handwash facilities supplied, accessible			X				S
K07 Proper hot and cold holding temperatures	X						S
K08 Time as a public health control; procedures & records	X						
K09 Proper cooling methods						X	
K10 Proper cooking time & temperatures	X						
K11 Proper reheating procedures for hot holding					X		
K12 Returned and reservice of food	X						
K13 Food in good condition, safe, unadulterated	X						
K14 Food contact surfaces clean, sanitized	X						S
K15 Food obtained from approved source	X						
K16 Compliance with shell stock tags, condition, display						X	
K17 Compliance with Gulf Oyster Regulations						X	
K18 Compliance with variance/ROP/HACCP Plan						X	
K19 Consumer advisory for raw or undercooked foods						X	
K20 Licensed health care facilities/schools: prohibited foods not being offered						X	
K21 Hot and cold water available							
K22 Sewage and wastewater properly disposed	X						
K23 No rodents, insects, birds, or animals	X						

GOOD RETAIL PRACTICES	OUT	COS
K24 Person in charge present and performing duties		
K25 Proper personal cleanliness and hair restraints		
K26 Approved thawing methods used; frozen food		
K27 Food separated and protected		
K28 Fruits and vegetables washed		
K29 Toxic substances properly identified, stored, used		
K30 Food storage: food storage containers identified		
K31 Consumer self service does prevent contamination		
K32 Food properly labeled and honestly presented		
K33 Nonfood contact surfaces clean		
K34 Warewash facilities: installed/maintained; test strips		
K35 Equipment, utensils: Approved, in good repair, adequate capacity	X	
K36 Equipment, utensils, linens: Proper storage and use		
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use		
K39 Thermometers provided, accurate		
K40 Wiping cloths: properly used, stored		
K41 Plumbing approved, installed, in good repair; proper backflow devices		
K42 Garbage & refuse properly disposed; facilities maintained		
K43 Toilet facilities: properly constructed, supplied, cleaned		
K44 Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing		
K45 Floor, walls, ceilings: built, maintained, clean		
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available		

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K48 Plan review		
K49 Permits available		
K58 Placard properly displayed/posted		

Comments and Observations

Major Violations

No major violations were observed during this inspection.

Minor Violations

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations:

Observed the handwashing sink at the back corner of the cooks line to be clogged at the time of inspection. The person in charge was aware of the clog and has work order submitted for the clog.

[CA] Maintain handwashing sinks functional and accessible at all times.

[SA] An additional handwashing sink at the cooks line is easily accessible for use at this time. Adequate glove use and handwashing of this handwashing sink was observed for the duration of this inspection.

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

Inspector Observations:

Observed the front freezer unit used for custard to be inoperable at the time of inspection. Ice was observed being used to maintain one container of custard cold and a 4 hour time stamp for discard was observed in use.

[CA] Maintain equipment operable and in good repair.

[SA] Continue utilizing a 4 hour discard limit for the custard being held in the unit.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

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Measured Observations

Item	Location	Measurement	Comments
Hamburger meat	Reach in drawer cooler below cooks line	38.00 Fahrenheit	
Bacon	Walk in cooler	38.00 Fahrenheit	
High temperature plate reader	Back high temperature dish machine	170.00 Fahrenheit	
Raw Chicken (seasoned)	Reach in cooler at cooks line	37.00 Fahrenheit	
Hot dog	Back two door upright cooler	39.00 Fahrenheit	
Cheese	Walk in cooler	36.00 Fahrenheit	
Sanitizer Concentration	Multi use wiping cloth bucket	200.00 PPM	Quaternary ammonia
Sliced cheese	Cold top preparation cooler across from grill	41.00 Fahrenheit	
Custard	Reach in freezer (inoperable)	22.00 Fahrenheit	
Sliced tomatoes	Cold top preparation cooler across from grill	38.00 Fahrenheit	
Sliced tomatoes	Cold top preparation cooler, cooks line back corner	40.00 Fahrenheit	
Sliced cheese	Cold top preparation cooler, cooks line back corner	41.00 Fahrenheit	
Hamburger meat	Reach in drawer cooler below cooks line	36.00 Fahrenheit	
Burger patty	Removed from flat top grill	172.00 Fahrenheit	Final cooking temperature
Raw Chicken	Reach in cooler at cooks line	38.00 Fahrenheit	
High temperature plate reader	Front high temperature dish machine	162.00 Fahrenheit	
Burger patty	Removed from flat top grill	176.00 Fahrenheit	Final cooking temperature
Raw Chicken	Back two door upright cooler	40.00 Fahrenheit	

Overall Comments:

A joint inspection was conducted on this date with A. Crutchfield, REHS, and J. Luces, REHS. This report was generated by J.Luces.

When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **2/27/2026**. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

Legend:

[CA]	Corrective Action
[COS]	Corrected on Site
[N]	Needs Improvement
[NA]	Not Applicable
[NO]	Not Observed
[PBI]	Performance-based Inspection
[PHF]	Potentially Hazardous Food
[PIC]	Person in Charge
[PPM]	Part per Million
[S]	Satisfactory
[SA]	Suitable Alternative
[TPHC]	Time as a Public Health Control



Received By: sofia esquivel
shift manager

Signed On: February 13, 2026