

# 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

|                                                                                 |  |                                                          |                                     |                                      |                                         |                                                                                                                                                    |  |                                  |
|---------------------------------------------------------------------------------|--|----------------------------------------------------------|-------------------------------------|--------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------|
| <b>Facility</b><br>FA0288171 - BUND STORY (MORE THAN BENTO)                     |  | <b>Site Address</b><br>682 BARBER LN, MILPITAS, CA 95035 |                                     | <b>Inspection Date</b><br>10/06/2025 |                                         | <b>Placard Color &amp; Score</b><br><div style="background-color: yellow; padding: 10px; text-align: center;"> <b>YELLOW</b><br/> <b>61</b> </div> |  |                                  |
| <b>Program</b><br>PR0432114 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10 |  |                                                          | <b>Owner Name</b><br>BUND STORY LLC |                                      | <b>Inspection Time</b><br>13:35 - 15:30 |                                                                                                                                                    |  |                                  |
| <b>Inspected By</b><br>MAVERICK CHIN                                            |  | <b>Inspection Type</b><br>ROUTINE INSPECTION             |                                     | <b>Consent By</b><br>OPHELIA         |                                         |                                                                                                                                                    |  | <b>FSC</b> Mike Xu<br>05/19/2028 |

  

| 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                       | X  |       |       |        |     |     | S   |
| K03                            | No discharge from eyes, nose, mouth                                         | X  |       |       |        |     |     | N   |
| K04                            | Proper eating, tasting, drinking, tobacco use                               | X  |       |       |        |     |     |     |
| K05                            | Hands clean, properly washed; gloves used properly                          |    | X     |       | X      |     |     | N   |
| K06                            | Adequate handwash facilities supplied, accessible                           |    | X     |       | X      |     |     |     |
| K07                            | Proper hot and cold holding temperatures                                    |    | X     |       | 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  |       |       |        |     |     | N   |
| 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     |       | 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                                                | X  |       |       |        |     |     | S   |
| K22                            | Sewage and wastewater properly disposed                                     | X  |       |       |        |     |     |     |
| K23                            | No rodents, insects, birds, or animals                                      | X  |       |       |        |     |     | S   |

  

| 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                                          | X   |     |
| 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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

#### Inspector Observations:

*Employee observed working with raw chicken, then proceeded to handle a package of ready-to-eat food.*

Follow-up By  
10/09/2025

*Employee observed picking up items off the ground and thereby touching the ground, then proceeded to handle raw meat.*

*[CA] Gloves must be changed and hands must be properly washed when switching from working with raw food to ready-to-eat food, OR after handling garbage or touching the floor.*

*[COS] Employee changed gloves and properly washed hands. Ready-to-eat food repackaged.*

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

#### Inspector Observations:

*Handwash facility in the kitchen observed to be obstructed by a stack of five gallon buckets and a rice cooker.*

Follow-up By  
10/09/2025

*[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.*

*[COS] Obstructions removed.*

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

#### Inspector Observations:

**\*REPEAT VIOLATION\***

Follow-up By  
10/09/2025

*Broccoli measured 70F while maintained out of temperature control in the front, right-side steam table (oriented facing out towards the dining area). Tomato and egg measured 94F while maintained in the left-side steam table. Per the PIC, items had been there for less than 2 hours.*

*Chicken measured 71F while thawing in standing water in a bowl in the prep sink at the back of the kitchen. Per staff, chicken had been thawing for no more than two hours. [minor thawing to major holding violation]*

*[CA] Potentially hazardous foods shall be held at 41F or below, or at 135F or above to prevent the growth of bacteria.*

*[SA] Broccoli and tomato/egg to be served until the end of lunch (no more than 3 total hours elapsed after initially leaving temperature control), and then discarded. PIC agreed to hot hold all items in the steam table. Chicken immediately cooked to greater than 165F on the stove.*

K18 - 8 Points - Non-compliance with variance/ROP/HACCP Plan; 114057, 114057.1, 114417.6, 114419

#### Inspector Observations:

**\*REPEAT VIOLATION\***

Follow-up By  
10/09/2025

*Facility is reduced-oxygen packaging (ROP) cooked pork. ROP pork observed. Vacuum sealing machine observed. Per the PIC, they discontinued this practice after the last routine inspection, but brought back the machine yesterday specifically for the upcoming moon cake festival. PIC states they infrequently package cooked pork depending on need.*

*[CA] The food facility shall obtain a HACCP plan approval prior to packaging PHFs using a reduced-oxygen packaging method.*

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**[COS] ROP'd cooked pork cut open and placed into a refrigerator. Facility operator agreed to obtain a HACCP plan.**

## Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

### Inspector Observations:

**Food handler cards could not be provided.**

**[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire. Ensure that food handler cards are maintained on site.**

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

### Inspector Observations:

**Chicken measured 71F while thawing in standing water in a bowl in the prep sink at the back of the kitchen. Per staff, chicken had been thawing for no more than two hours. [minor thawing to major holding violation]**

**[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.**

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:

**Clear door cooler in the front service area does not maintain PHF's at or below 41F. Measured PHF's in cooler in the range of 45F-47F.**

**PIC states that refrigerator technician fixed the cooler last week, and showed a report/invoice stating that the refrigerator was functioning properly following repairs.**

**[CA] Refrigeration must be capable of maintaining PHF's at or below 41F to prevent the growth of bacteria.**

**[SA] Items relocated to under-counter cooler. PIC agreed to call refrigerator technician again.**

## Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Hands clean/properly washed/gloves used properly.

Needs Improvement - No discharge observed from eyes, nose, and/or mouth.

## Measured Observations

| Item             | Location                                   | Measurement       | Comments |
|------------------|--------------------------------------------|-------------------|----------|
| raw duck wing    | under-counter cooler in back kitchen 1     | 38.00 Fahrenheit  |          |
| fried tofu       | steam table                                | 146.00 Fahrenheit |          |
| duck tongue      | clear door reach-in cooler                 | 46.00 Fahrenheit  |          |
| frozen duck feet | under-counter freezer in front kitchen 2   | 17.00 Fahrenheit  |          |
| frozen pork      | under-counter freezer in front kitchen 1   | 15.00 Fahrenheit  |          |
| frozen pork      | upright freezer 2                          | 19.00 Fahrenheit  |          |
| warm water       | hand sink/bathroom hand sink               | 100.00 Fahrenheit |          |
| frozen chicken   | upright freezer 3                          | 17.00 Fahrenheit  |          |
| tofu             | under-counter cooler in back kitchen 2     | 40.00 Fahrenheit  |          |
| hot water        | two compartment dishwashing sink/prep sink | 120.00 Fahrenheit |          |
| frozen shrimp    | upright freezer 1                          | 24.00 Fahrenheit  |          |
| sticky rice      | under-counter cooler in front kitchen      | 37.00 Fahrenheit  |          |

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## Overall Comments:

*Two or more major violations were cited during the routine inspection.*

*A follow-up inspection will be conducted in the next 1 to 3 business days to verify compliance with all of the cited major violations.*

*Subsequent follow-up inspections after the first shall be billed at \$298/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspector's availability.*

*The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered with, camouflaged, or copied. Failure to comply may result in a fine and enforcement action as per county ordinance section B11-55.*

### Notes:

*All reduced-oxygen packaging of PHFs require a state approved HACCP. Submit HACCP to the Food and Drug Branch of California Department of Public Health (CDPH).*

*Facility states that they are wholesaling several items to a warehouse who sells food on an occasional basis (once or twice a week, or once every two weeks). After speaking to facility, they will require a Processed Food Registration (PFR) from CPDH.*

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 **10/20/2025**. 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: Ophelia Ci  
PIC  
Signed On: October 06, 2025