

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 FA0251413 - CHEF ZHAO BISTRO		Site Address 662 BARBER LN, MILPITAS, CA 95035		Inspection Date 10/01/2025	
Program PR0365357 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name MR ZHAO BISTRO INC.		Inspection Time 11:55 - 13:30
Inspected By MAVERICK CHIN	Inspection Type ROUTINE INSPECTION	Consent By ZHAO	FSC Daihong Zhao 05/28/2030		

Placard Color & Score

RED
37

RISK FACTORS AND INTERVENTIONS						OUT		COS/SA	N/O	N/A	PBI
						IN	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									
K04	Proper eating, tasting, drinking, tobacco use	X									
K05	Hands clean, properly washed; gloves used properly		X				X		X		N
K06	Adequate handwash facilities supplied, accessible		X				X		X		S
K07	Proper hot and cold holding temperatures		X				X		X		N
K08	Time as a public health control; procedures & records									X	
K09	Proper cooling methods								X		
K10	Proper cooking time & temperatures	X								X	
K11	Proper reheating procedures for hot holding								X		
K12	Returned and reservice of food								X		
K13	Food in good condition, safe, unadulterated		X				X		X		S
K14	Food contact surfaces clean, sanitized		X				X		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	
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								
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										
K27	Food separated and protected								X		
K28	Fruits and vegetables washed										
K29	Toxic substances properly identified, stored, used										
K30	Food storage: food storage containers identified								X		
K31	Consumer self service does prevent contamination										
K32	Food properly labeled and honestly presented										
K33	Nonfood contact surfaces clean								X		
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								X		
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								X		
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 handling raw pork with gloved hands, then proceeded to touch chopped carrots and celery.

PIC handled raw chicken with gloved hands, then proceeded to handle dough in a mixing bowl.

[CA] Gloves shall be changed and hands shall be properly washed with warm water, soap, and dried with paper towels following touching raw animal products or other contaminated surfaces, prior to touching other foods or food contact surfaces.

[SA] Employee and PIC washed hands with cold water and soap, and dried with paper towels. Warm water could not be provided. See K21M. Carrots and celery boiled to greater than 200F on the stove. PIC elected to discard bread dough.

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

Inspector Observations:

Hand sink in the kitchen observed to be completely obstructed by a stack of buckets, and had a large pot filling the entirety of the sink basin. Hand sink in the front service area observed to be completely obstructed with a metal pan inside the sink basin. Hand sink in the kitchen lacked paper towels. Hand sink in the only restroom lacked paper towels.

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

Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.

[COS] Hand sinks unobstructed. Paper towels provided.

Follow-up By
10/06/2025

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

Inspector Observations:

Raw shrimp measured 69F while maintained in a plastic tub of water on the floor next to the cook-line. Tofu measured 67 while maintained on top of a stack of metal hotel pans next to the three compartment dishwashing sink. Raw pork measured 72F while maintained in one of the hotel pans in the aforementioned stack. No active prep observed. Per the PIC, all items had been taken out for prep 1.5 hours prior.

[CA] Potentially hazardous foods shall be held at or below 41F, or at or above 135F to prevent the growth of bacteria when not in active preparation.

[COS] Items relocated to various refrigeration units. Two hour prep window allowance discussed with the PIC.

Follow-up By
10/06/2025

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations:

Dead fly observed in a bag of dried goji berries stored inside of the ice machine.

Note: Ice machine is unplugged and is being used to store various dry food items.

[CA] Any food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health, and shall be discarded immediately. Food shall be protected from adulteration via the sealing of bags/the storage of foods in rigid containers with tight fitting lids once opened.

Follow-up By
10/06/2025

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[COS] Bag of goji berries discarded.

K14 - 8 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

Inspector Observations:

Employee observed skipping the sanitizing step during dishwashing at the three compartment sink.

Follow-up By
10/06/2025

[CA] Food contact equipment shall be manually cleaned via wash, rinse, sanitize, and air dry.

Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.

[SA] Employee washed, rinsed, and sanitized various bowls/pots/pans. Hot water could not be provided.

K21 - 8 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations:

Facility could not provide hot water from any faucets owing to the fact that the water heater is broken. Per the PIC, when the water heater is turned on, it discharges large amounts of water all over the floor. Large pools of water observed on the floor in the back part of the kitchen near the water heater.

Follow-up By
10/06/2025

[CA] Facility must be capable of providing hot water at minimum 100F at all faucets.

Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.

Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks.

PIC has called a water heater technician, who will arrive at the end of the day.

Ensure that hot water is available prior to the follow-up inspection for potential facility reopening.

Minor Violations

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations:

10+ flies observed inside the ice machine.

[CA] Eradicate presence of all flies within the food facility.

Note: PIC states that facility receives a monthly service. Report provided.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

Inspector Observations:

Raw meat stored directly over or adjacent to vegetables or cooked meat inside multiple refrigeration units.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations:

Various containers of food stored directly on the floor. Various containers of food maintained open.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

Food shall be stored in rigid containers with tight fitting lids to prevent adulteration or contamination.

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

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Inspector Observations:

Large amounts of food/grease build-up on hood screens above cook-line, in floor sinks, on shelving units, and on sides/undersides of equipment.

[CA] Clean regularly to prevent the attraction of vermin.

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:

Water heater is non-functional. See K21M.

[CA] Maintain water heater in good repair, so that it is capable of providing hot water.

PIC has called a water heater technician, who will arrive at the end of the day.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations:

Facility is microwaving non-microwave safe (PS6) plastic take-out boxes full of food inside.

See Complaint ID CO0158016.

[CA] Discontinue the microwaving of PS6 plastic take-out boxes, as they may leach plastic and other deleterious substances into food.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations:

Gap greater than 1/4 inch observed under the back door.

[CA] Reduce gap to less than 1/4 to prevent the intrusion of vermin.

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.

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

Needs Improvement - Food contact surfaces clean, sanitized.

Measured Observations

Item	Location	Measurement	Comments
chicken	stovetop	194.00 Fahrenheit	final cook temp
frozen pork buns	2-door upright freezer	18.00 Fahrenheit	
cooked chicken	2-door upright cooler 1	39.00 Fahrenheit	
sausage roll	sliding glass door cooler	39.00 Fahrenheit	
raw pork	2-door upright cooler 1	40.00 Fahrenheit	
chlorine sanitizer	3 compartment sink	100.00 PPM	after correction
raw chicken	2-door glass upright cooler	40.00 Fahrenheit	
fish balls	2-door upright cooler 2	40.00 Fahrenheit	
raw steak	sliding glass door cooler	40.00 Fahrenheit	
tofu	2-door upright cooler 2	41.00 Fahrenheit	

Overall Comments:

Facility is hereby closed due to failure to provide hot water.

Facility is to immediately cease and desist all operations, including but not limited to food preparation, service, handling, distribution, and sale

A follow-up inspection must be conducted prior to facility reopening. Call or email to schedule.

Subsequent follow-up inspections after the first shall be billed at \$298/hour, one hour minimum, during normal business hours

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(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.

A facility found in operation after having its permit suspended may be subject to a penalty of three times the facility's normal operating permit fee.

Routine inspection conducted in conjunction with Complaint ID CO0158016

CLOSURE / PERMIT SUSPENSION NOTICE

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 **10/15/2025**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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: Daihong Zhao
Owner
Signed On: October 01, 2025