

County of Santa Clara
Department of Environmental Health
Consumer Protection Division

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



OFFICIAL INSPECTION REPORT

Facility FA0301996 - HEY CHICKEN CUPERTINO		Site Address 19540 VALLCO PY 110, CUPERTINO, CA 95014		Inspection Date 07/09/2025	
Program PR0443799 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name HC CUPERTINO LLC		Inspection Time 15:45 - 16:45
Inspected By DENNIS LY	Inspection Type ROUTINE INSPECTION	Consent By YAN	FSC Not Available		

Placard Color & Score
GREEN
80

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						
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				N
K06 Adequate handwash facilities supplied, accessible	X						N
K07 Proper hot and cold holding temperatures		X		X			
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	
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						

GOOD RETAIL PRACTICES	OUT	COS
K24 Person in charge present and performing duties	X	
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	X	
K35 Equipment, utensils: Approved, in good repair, adequate capacity		
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

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

Inspector Observations: Various fried chicken measured at improper hot holding temperatures. Chicken wings, popcorn chicken, chicken tenders, fried chicken drumstick measured between 93 to 110F. [CA] Potentially hazardous foods when hot holding shall be held at or above 135F. [SA] Per employee, the chicken were prepared within the last hour and agreed that the chicken will now be subject to time where it is time-marked to be discarded if not used within the next 3 hours.

Provided operator with TPHC handout.

Minor Violations

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

Inspector Observations: 1) Food safety certificate for manager is not available. [CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have at least one valid Food Safety Certificate available for review.

2) Employee food handler cards are not available. [CA] Employees that handles, prepares, or serves food shall have a valid food handler card available within 30 days from their date of hire.

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Employee observed changing disposable glove between changing tasks without washing their hands. [CA] Employees shall properly wash hands with warm water, soap, and single-use paper towels prior to putting on disposable gloves to handle food.

K24 - 2 Points - Person in charge not present and not performing duties; 113945-113945.1, 113984.1, 114075

Inspector Observations: A person in charge is not available at time of inspection. [CA] A designated person in charge (PIC) with knowledge of the facility's operation and food safety shall be available at all times when facility is operating.

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

Inspector Observations: Observed raw chicken thawing in room temperature on the prep table and in standing water in the food preparation sink. [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.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations: The three compartment warewash sink is partially obstructed by two-door upright reach-in cooler. [CA] The three compartment sink shall be unobstructed so that employees can properly warewash (wash, rinse, sanitize) all food contact utensils/equipment.

Performance-Based Inspection Questions

- Needs Improvement - Food contact surfaces clean, sanitized.
- Needs Improvement - Hands clean/properly washed/gloves used properly.
- Needs Improvement - Adequate handwash facilities: supplied or accessible.

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Measured Observations

Item	Location	Measurement	Comments
Raw chicken	Upright reach-in cooler	40.00 Fahrenheit	
Tofu	Reach-in cooler	40.00 Fahrenheit	
Raw chicken	Prep table	65.00 Fahrenheit	Active prep.
Chicken wings	Hot holding	93.00 Fahrenheit	
Chicken drumstick	Hot holding	110.00 Fahrenheit	
Hot water	Three compartment sink	120.00 Fahrenheit	
Hot water	Handwash sink	100.00 Fahrenheit	
Raw chicken wings	Food prep unit insert	38.00 Fahrenheit	
Chicken tender	Hot holding	100.00 Fahrenheit	
Raw chicken	Food prep unit insert	38.00 Fahrenheit	
Ranch	Reach-in cooler behind front counter	39.00 Fahrenheit	
Popcorn chicken	Hot holding	105.00 Fahrenheit	
Raw chicken	Food prep unit	36.00 Fahrenheit	

Overall Comments:

Observed marinated chicken stored sealed bags. Bags do not appear to be vacuum sealed with air still in the bags, and a heat sealer is observed on prep table. There are no vacuum seal equipment in the facility.

If vacuum sealing is used or will be used to store potentially hazardous foods in reduced oxygen packaging - an approved HACCP plan from the state is required. A food facility may also use reduced-oxygen packaging method for potentially hazardous foods without a HACCP plan if it complies with the following standards: (1) The food is labeled with the production time and date. (2) The food is held at 41 degrees Fahrenheit or lower during refrigerated storage. (3) The food is removed from its package in the food facility within 48 hours after packaging. (4) STANDARD OPERATING PROCEDURES FOR ROP MUST BE SUBMITTED TO THIS DEPARTMENT FOR REVIEW AND APPROVAL BEFORE COMMENCING ROP. Except for fish that is frozen before, during, and after packaging, a food facility shall not package fish using a reduced-oxygen packaging method. *If facility operates outside of the scope of procedures above, a HACCP plan approved by the State of California Department of Public Health will be required.

At time of inspection, the walk-in cooler is NOT in use for potentially hazardous foods. Per employee, the unit is not able to maintain proper temperatures and is only used for dry foods and equipment.

Routine inspection conducted in conjunction with CO0157274

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 7/23/2025. 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: Yan Lin Aung
Employee

Signed On: July 09, 2025