

# 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 FA0204933 - NORDSTROM #422-ESPRESSO BAR		Site Address 550 STANFORD SHOPPING CENTER, PALO ALTO, CA		Inspection Date 06/23/2022	
Program PR0304991 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 1 - FP09			Owner Name NORDSTROM RESTAURANT		Inspection Time 10:00 - 11:20
Inspected By DENNIS LY	Inspection Type ROUTINE INSPECTION		Consent By OSCAR	FSC Nicholas De Los Santos II 6/3/24	

Placard Color & Score
<b>RED</b>
<b>79</b>

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification	X						S
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						S
K06 Adequate handwash facilities supplied, accessible			X	X			
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						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		X					N
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		

# OFFICIAL INSPECTION REPORT

Facility FA0204933 - NORDSTROM #422-ESPRESSO BAR	Site Address 550 STANFORD SHOPPING CENTER, PALO ALTO, CA 94304	Inspection Date 06/23/2022
Program PR0304991 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 1 - FP09	Owner Name NORDSTROM RESTAURANT DIVISION	Inspection Time 10:00 - 11:20
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: Milk inside of the middle upright reach-in cooler was measured at 52F. Yogurt inside of the two-door upright reach-in cooler in the back was measured at 58F. [CA] Potentially hazardous foods when cold holding shall be held at or below 41F.**

**[COS] Employee voluntarily discarded the food items.**

Follow-up By  
06/27/2022

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

**Inspector Observations: Water at the handwash sink and at the three compartment sink is measured at 95F. [CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks where water shall reach a minimum of 100F.**

Follow-up By  
06/24/2022

### Minor Violations

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

**Inspector Observations: Lack of single-use paper towels in dispenser at the handwash sink, but employees were able to use napkins from the front counter. [CA] Provide warm water, soap, and single-use paper towels at all handwash sinks to allow employees to properly wash hands as required.**

**[COS] Employee refilled paper towel dispenser.**

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: The middle upright reach-in cooler has an ambient temperature measured at 49F and the two-door upright reach-in cooler in the back has an ambient temperature measured at 59F. [CA] Refrigeration must be capable of maintaining PHFs at 41°F or below.**

Follow-up By  
06/27/2022

### Performance-Based Inspection Questions

Needs Improvement - Hot and cold water available.

### Measured Observations

Item	Location	Measurement	Comments
Chicken salad	Display cooler	40.00 Fahrenheit	
Water	three compartment sink	96.00 Fahrenheit	
Yogurt	Two door upright reach-in cooler	58.00 Fahrenheit	
Water	handwash sink	96.00 Fahrenheit	
Tuna sandwich	Upright reach-in cooler	41.00 Fahrenheit	
Yogurt	Upright reach-in cooler	41.00 Fahrenheit	
Heavy cream	Reach-in cooler	39.00 Fahrenheit	
Milk	reach-in cooler	40.00 Fahrenheit	
Quat sanitizer	Three compartment sink	200.00 PPM	
Milk	Upright reach-in cooler - middle	52.00 Fahrenheit	

### Overall Comments:

**Facility is closed due to lack of hot water and shall cease all food operations.**

**After violation has been resolved, please contact the district specialist or main office at 408-918-3400 to schedule a follow-up inspection to be reopen.**

# OFFICIAL INSPECTION REPORT

<b>Facility</b> FA0204933 - NORDSTROM #422-ESPRESSO BAR	<b>Site Address</b> 550 STANFORD SHOPPING CENTER, PALO ALTO, CA 94304	<b>Inspection Date</b> 06/23/2022
<b>Program</b> PR0304991 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 1 - FP09	<b>Owner Name</b> NORDSTROM RESTAURANT DIVISION	<b>Inspection Time</b> 10:00 - 11:20

## CLOSURE / PERMIT SUSPENSION NOTICE

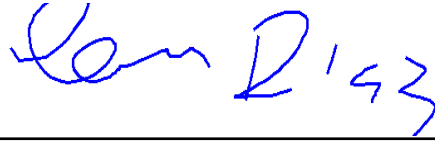
When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than 7/7/2022. 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: Oscar  
Manager  
Signed On: June 23, 2022