

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 FA0202822 - POPEYE'S LOUISIANA CHICKEN		Site Address 447 GREAT MALL DR FC12, MILPITAS, CA 95035		Inspection Date 10/08/2025	
Program PR0306579 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name POP OF GREAT MALL, INC.		Inspection Time 11:15 - 12:30
Inspected By MAVERICK CHIN	Inspection Type ROUTINE INSPECTION		Consent By KEVIN	FSC Kevin Paz 01/01/2030	

Placard Color & Score
GREEN
77

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						
K04 Proper eating, tasting, drinking, tobacco use	X						
K05 Hands clean, properly washed; gloves used properly			X	X			S
K06 Adequate handwash facilities supplied, accessible	X						
K07 Proper hot and cold holding temperatures		X		X			S
K08 Time as a public health control; procedures & records	X						S
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	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						
K22 Sewage and wastewater properly disposed			X	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	X
K27 Food separated and protected	X	X
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	X	X
K34 Warewash facilities: installed/maintained; test strips		
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:

Raw chicken measured 50F-54F while thawing in 10+ yellow bags while maintained in ambient air on top of the prep sink and prep sink drainboard. [Minor thawing leading to Major holding violation]. Per an employee, chicken had been taken out of a refrigerator 1 hour prior to thaw. PIC arrived on-site and stated that this is not the usual practice; Facility has procedures in place that require thawing the chicken under refrigeration.

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

[COS] Bags of raw chicken relocated to upright cooler.

Minor violations:

Ranch sauce measured 49F in the upright cooler to the right of the kitchen entrance. Per the PIC, this is the cooler where potentially hazardous sauces (ranch, Blacken Ranch dip) are stored.

Sliced cheese measured 41F-49F while filled over the fill-limit in the left-most upper insert of the prep unit across from the aforementioned upright.

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

[COS] Operator agreed to take the temperature of potentially hazardous sauces inside the unit. If temperature does not decrease, operator agreed to move sauces to other, working unit and call a refrigerator technician. Employee elected to discard cheese.

Minor Violations

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

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Inspector Observations:

Employee grabbed a piece of raw chicken out of the three compartment dishwashing sink and attempted to switch tasks prior to intervention.

Employee observed handling raw chicken, changed gloves, then handled fried, ready-to-eat chicken.

[CA] Gloves must be changed and hands must be properly washed in the following scenarios:

- (1) Immediately before engaging in FOOD PREPARATION, including working with nonPREPACKAGED FOOD, clean EQUIPMENT and UTENSILs, and unwrapped single-use FOOD containers and UTENSILs.**
- (2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.**
- (3) After using the toilet room.**
- (4) After caring for or handling any animal allowed in a FOOD FACILITY pursuant to this part.**
- (5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.**
- (6) After handling soiled EQUIPMENT or UTENSILs.**
- (7) During FOOD PREPARATION, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.**
- (8) When switching between working with raw FOOD and working with READY-TO-EAT FOOD.**
- (9) Before initially donning gloves for working with FOOD.**
- (10) Before dispensing or serving FOOD or handling clean TABLEWARE and serving UTENSILs in the FOOD service area.**
- (11) After engaging in other activities that contaminate the hands.**

[COS] Employees changed gloves and properly washed hands.

K14 - 3 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:

Facility does not replace or wash the tub that is used for dredging chicken at least every 4 hours. Dried bits of chicken observed in the flour and on the sides of the container. Per staff, the flour used for dredging is sifted/filtered often.

[CA] Food contact surfaces that are in contact with raw, potentially hazardous foods shall be properly washed, rinsed, and sanitized at minimum ever 4 hours to prevent the growth of bacteria.

[COS] Tub taken over to the three compartment dishwashing sink to be properly washed, rinsed, and sanitized.

K22 - 3 Points - Sewage and wastewater improperly disposed; 114197

Inspector Observations:

Floor sink that the prep sink discharges into observed to clogged and completely full of wastewater. No overflow observed. Per an employee, they have been having problems with this floor sink clogging as of recently.

Note: Facility can function without the use of the prep sink, as thawing of the chicken may be conducted under refrigeration.

[CA] Food facility shall not operate if there is sewage overflowing or backing up in the food facility. Ensure that liquid waste is disposed of properly. Keep all avenues of liquid waste removal unobstructed and fully usable at all times that the facility is in operation.

[COS] Employee snaked floor sink. Floor sink unclogged.

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

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Inspector Observations:

Raw chicken observed to be thawing in 10+ yellow bags while maintained in ambient air on top of the prep sink and prep sink drainboard. [Minor thawing leading to Major holding violation]. Per an employee, chicken had been taken out of a refrigerator 1 hour prior to thaw. PIC arrived on-site and stated that this is not the usual practice; Facility has procedures in place that require thawing the chicken under refrigeration.

[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.

[COS] Raw chicken relocated to an upright cooler to thaw.

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:

Trash can in the back kitchen area observed to be in direct contact with plastic racks full of packaged sandwich buns.

[CA] Food shall be separated and proceed to prevent contamination. Keep trash can away from food intended for consumption.

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

Inspector Observations:

Packaged sandwich buns stored on several layers of plastic carts, with upside down plastic cart on top of the packaged buns. Cart wheels of the upside down plastic cart observed to have accumulation of dirt/dust/debris. Dust/debris observed on the sides of the plastic carts used to store sandwich buns.

[CA] Nonfood contact surfaces shall be maintained clean to prevent contamination.

Accumulation of food on the sides/undersides, and in crevices of equipment at the cook-line.

[CA] Maintain nonfood contact surfaces clean to prevent the attraction of vermin.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
fried chicken	hot hold baskets	135.00 Fahrenheit	on TPHC
ranch sauce	upright cooler to the right of kitchen entrance	49.00 Fahrenheit	
fried chicken	fryer	200.00 Fahrenheit	final cook temp
hot water	three compartment sink/prep sink	120.00 Fahrenheit	
raw chicken	chicken dredging station	41.00 Fahrenheit	
quaternary ammonium sanitizer	three compartment sink	200.00 PPM	
warm water	hand sink 1/2	100.00 Fahrenheit	
raw chicken	two-door upright across from prep sink	39.00 Fahrenheit	
mashed potatoes	two-door hot hold unit	152.00 Fahrenheit	
frozen chicken	upright freezer left of cook-line	21.00 Fahrenheit	
quaternary ammonium sanitizer	wiping cloth bucket	200.00 PPM	
fried chicken	front warmer	155.00 Fahrenheit	on TPHC
biscuits	upright cooler to the right of kitchen entrance	49.00 Fahrenheit	
ambient	prep cooler (lower)	40.00 Fahrenheit	

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Overall Comments:

Routine inspection conducted in conjunction with foodborne illness investigation CO0158086

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 **10/22/2025**. 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: Fernando Villegas
Director

Signed On: October 08, 2025