

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 FA0202816 - SHIHLIN TAIWAN STREET SNACKS		Site Address 447 GREAT MALL DR 608, MILPITAS, CA 95035		Inspection Date 09/17/2025		Placard Color & Score RED 64		
Program PR0306671 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name DE QUAN INC		Inspection Time 14:35 - 16:00			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By FERMIN				FSC Yuxuan Ren 03/29/2029

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			N
K07	Proper hot and cold holding temperatures		X		X			N
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					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		
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used	X	
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		
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	X	
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		
K48	Plan review		

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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 picking up cucumber from the floor with gloved hands and touching the floor as a direct result, then proceeded to walk to the front area and begin handling flour for the purpose of dredging chicken.

[CA] Employees must change gloves and properly wash hands after actions that may contaminate hands.

[COS] PIC elected to discard flour. Employee changed gloves and properly washed hands.

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

Inspector Observations:

Raw chicken in a melted ice bath measured 53F to the right of the cook-line. Per the cook, it had been there for less than 3 hours.

[CA] Potentially hazardous foods shall be held at or below 41F, or at or above 135F to prevent the growth of bacteria. Replace ice more frequently, and weigh the container down to ensure that it does not float in order to facilitate proper holding temperatures.

[COS] PIC elected to discard raw chicken.

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations:

1. Cockroaches observed in the following locations:

- 1 live nymph under a piece of cardboard on top of a plastic tub on a lower counter at the back cook-line
- 1 live nymph on a can in the back storage area
- 1 live adult on the wall underneath the 3 compartment sink
- 1 ootheca (cockroach egg sack) in the front kitchen area, directly underneath the handwash sink next to the cook-line
- 1 dead adult in the cabinet to the right of the cook-line in the front kitchen area
- 1 dead adult underneath a dunnage rack full of cardboard boxes next to the propped-open door leading into the hallway
- cockroach droppings observed on rolls of paper towels in the back storage area

Per the manager, the facility receives a monthly pest control service from Terminex. Pest control report not provided.

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: J. Rubingh

4. Notification: The person in charge during inspection, Tina Zen, has been informed that the facility must close immediately.

[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.

Requirements Before Reopening:

1. Email the signed and completed Reopening Checklist to the assigned inspector.
2. Submit a copy of the pest control report from a licensed provider.

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Minor Violations

K29 - 2 Points - Toxic substances improperly identified, stored, used; 114254, 114254.1, 114254.2

Inspector Observations:

Unlabeled bottle of chemicals under the hand sink next to the front cook-line.

[CA] All chemicals shall be labeled with their common name.

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

Inspector Observations:

Various boxes of food stored directly on the ground.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination, especially in the presence 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:

Gaskets on the under-counter refrigerator unit and the two-door prep unit in the front kitchen area are torn/peeling.

[CA] Maintain refrigerator gaskets in good condition to allow for proper holding temperatures.

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:

Rice scoop and tongs stored in water that measured 76F.

[CA] Utensils shall be stored in the following manner: 1) in the food with their handles above the top of the food and the container, 2) in running water, 3) in a container of water at 135°F or above, 4) at room temperature in ambient air if washed within 4 hours of initial use.

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations:

Wiping cloths maintained out on counter. Wiping cloth sanitizer solution measured 0 ppm chlorine.

[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

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:

1. Back door to the hallway propped open with a door stop. Door leading from the hallway to the outside grease trap area maintained open.

[CA] Keep doors closed to prevent the intrusion of vermin.

2. Folded cardboard boxes present. Nymph cockroach found underneath one.

[CA] Remove unused cardboard boxes, as the material is corrugated and allows for cockroaches to hide/lay eggs inside.

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.

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Measured Observations

Item	Location	Measurement	Comments
frozen chicken	walk-in freezer	18.00 Fahrenheit	
fish balls	2-door under-counter cooler	40.00 Fahrenheit	
tofu	2-door under-counter cooler	40.00 Fahrenheit	
hot water	3 comp sink	120.00 Fahrenheit	
warm water	handwash sink 1/2	100.00 Fahrenheit	
raw chicken	walk-in cooler	39.00 Fahrenheit	
raw shell eggs	walk-in cooler	41.00 Fahrenheit	
raw chicken	bucket to left of cook-line in ice bath	40.00 Fahrenheit	
sweet taro	2-door prep cooler (upper insert)	39.00 Fahrenheit	
milk	2-door prep cooler (lower)	41.00 Fahrenheit	
milk	1-door prep cooler	40.00 Fahrenheit	
fried chicken	fryer	189.00 Fahrenheit	final cook temp

Overall Comments:

Facility is hereby closed owing to evidence of cockroach infestation.

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

The following must be provided prior to reopening:

- 1. The signed and completed Reopening Checklist, emailed to the assigned inspector**
- 2. A copy of the pest control report from a licensed provider, stating that facility has been treated and that all vermin activity has been abated, emailed to the assigned inspector**

Facility must also perform the following actions prior to reopening:

- Eliminate all presence of vermin, dead or alive, within the facility.**
- Clean and sanitize all areas, including but not limited to floors, walls, ceilings, and surfaces of all equipment throughout the facility**
- Seal any gaps, cracks, or holes within the premises and in the structure of the facility that may provide harborage or entrance for vermin**
- Dispose of any contaminated items**
- Remove unused equipment so as to prevent harborage for vermin**

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 (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.

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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 **10/1/2025**. 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: Fermin Canul
PIC
Signed On: September 17, 2025