

# 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<br>FA0283370 - TRUE FOOD KITCHEN                                |                                         | Site Address<br>180 EL CAMINO REAL 1140, PALO ALTO, CA 94304 | Inspection Date<br>07/28/2025    |
| Program<br>PR0425055 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17 |                                         | Owner Name<br>FRC BALANCE LLC                                | Inspection Time<br>10:30 - 11:40 |
| Inspected By<br>ALELI CRUTCHFIELD                                        | Inspection Type<br>FOLLOW-UP INSPECTION | Consent By<br>DYLAN                                          |                                  |

Placard Color & Score

**GREEN**  
**N/A**

### Comments and Observations

#### Major Violations

Cited On: 07/23/2025

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

**This violation found not in compliance on 07/28/2025. See details below.**

Cited On: 07/23/2025

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

**Compliance of this violation has been verified on: 07/28/2025**

#### Minor Violations

Cited On: 07/28/2025

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

**Inspector Observations: Measured several food items (mozzarella, onions, mushrooms) between 45-50F at wok/pizza station drawers, and onions, mushrooms between 45-50F at saute station drawers. [CA] Maintain food 41F and below at all times. Provide TPHC labels to each drawer at both units and discard food after 4 hours. [COS] Food was transferred to walk in to cool down and TPHC labels placed on each drawer.**

Cited On: 07/28/2025

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: Ambient temperature for wok/pizza station unit (base) and saute station unit (base) measuring above 41F using the portable thermometer located inside the drawer.**  
**[CA] Maintain refrigeration unit between 32-35F in order for potentially hazardous food to remain 41F and below. Monitor temperature of unit/product throughout the day by using temperature log to ensure unit is capable of holding food 41F and below. Contact refrigeration repair service to add freon (recommended) to all units. Provide a copy of service report to indicate that unit is holding temperature and with temperature measurements provided by the repair service.**  
**Copy of internal temp logs shall be made available for review.**

#### Measured Observations

| Item            | Location                         | Measurement      | Comments |
|-----------------|----------------------------------|------------------|----------|
| ambient         | drawer unit below grill/cookline | 35.00 Fahrenheit |          |
| cherry tomatoes | grill station drawer unit        | 41.00 Fahrenheit |          |
| shredded cheese | grill station drawer unit        | 40.00 Fahrenheit |          |
| chicken         | drawer unit below grill/cookline | 31.00 Fahrenheit |          |

#### Overall Comments:

**Follow up to refrigeration units across from cookline.**

**Manager stated breaker for unit was repaired (Thursday afternoon). Per manager, unit was holding temperature.**

**Portable thermometers were added to drawer units at cookline area that did not have an exterior digital thermometer display plate. Internal temperature logs will be used, reviewed forms for these.**

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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 **8/11/2025**. 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:** Dylan Masullo  
Assistant General Manager

**Signed On:** July 28, 2025