

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 FA0256476 - THE RICE HOUSE		Site Address 678 BARBER LN, MILPITAS, CA 95035		Inspection Date 09/29/2025		Placard Color & Score YELLOW 28		
Program PR0374540 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name THE RICE HOUSE LLC		Inspection Time 11:55 - 13:45			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By TONY				FSC Junchao Zheng 10/24/2028

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						N
K04	Proper eating, tasting, drinking, tobacco use					X		N
K05	Hands clean, properly washed; gloves used properly		X		X			N
K06	Adequate handwash facilities supplied, accessible		X		X			N
K07	Proper hot and cold holding temperatures		X		X			S
K08	Time as a public health control; procedures & records		X		X			
K09	Proper cooling methods		X		X			N
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		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						
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	X	
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	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	X
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:

1. Employee observed handling raw beef in a bowl, then proceeded to handle cooked, ready-to-eat broccoli.

Follow-up By
10/02/2025

2. Employee wiped gloves hands on visibly soiled wiping cloth hanging from the handle of the oven, then proceeded to handle a bowl of ready-to-eat customer food with the intention of serving prior to intervention.

[CA] Gloves shall be changed and hands shall be washed properly after handling contaminated surfaces, prior to handling clean surfaces or ready-to-eat food.

[COS] Broccoli reheated to 165F. Employee attempted to rinse gloved hands in the dishwashing sink. Employees properly changed gloves and washed hands.

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations:

Only handwash station in the kitchen lacked soap and paper towels. Handwash station at the front service area lacked paper towels.

Follow-up By
10/02/2025

[CA] Provide handwashing cleanser in dispenser at handwash stations at all times.

Single-use sanitary towels shall be provided in dispensers at all times; heated-air hand drying device may be substituted for single-use towels.

[COS] Employee provided soap and paper towels.

Minor violation:

REPEAT VIOLATION

Stack of soup containers stored directly inside handwash basin in the kitchen area.

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.

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

Inspector Observations:

The following potentially hazardous foods measured at improper holding temperatures:

- Raw shell eggs (52F-57F) in the upper prep insert of the single-door prep cooler across from the walk-in cooler. Per employees, they had been placed into the unit less than 1 hour prior.

- Raw shell eggs, raw beef (54F-59F) in the upper inserts of the prep cooler across from the dishwashing sinks. Per employees, they had been placed into the unit less than 2 hours prior.

- Bag of bean sprouts (68F) on counter without active prep. Per an employee, it had been taken out 45 minutes prior for prep.

Follow-up By
10/02/2025

[CA] Potentially hazardous foods intended for cold holding shall be held at or below 41F to prevent the growth of bacteria.

[SA] Items to be used or discarded by end of service at 2:30 PM (4 hours elapsed). Bean sprouts relocated to walk-in cooler.

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

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Inspector Observations:***REPEAT VIOLATION*****Follow-up By****10/02/2025**

Rice noodles at the prep line and on storage shelves maintained out of temperature control (80F) while lacking time markings/labeling. Per discussion during the last inspection and per employee statement during this present inspection, facility is using time as a public health control (4 hour rule) for rice noodles. Employee states rice noodles are delivered the same day and used or discarded by 2:30 PM.

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

Provide written procedures and time marking for PHFs utilizing time as a public health control (TPHC).

[SA] Employee labeled rice noodles with discard time (2:30 PM). PIC agreed to provide written procedures for TPHC prior to the follow-up inspection.

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations:***REPEAT VIOLATION*****Follow-up By****10/02/2025**

Chicken broth measured 45F-47F while maintained in a large, lid-covered stock pot located on the floor inside of the walk-in cooler. Per the PIC, the chicken broth had been cooling since yesterday.

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.

[COS] PIC VC&D chicken broth. See VC&D report.

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations:

Employee observed washing dishes in the middle compartment of the 3 compartment sink (1 compartment left side, plus 2 compartment sink right side), with large amounts of backsplash from dirty dishes landing on an uncovered tub of brussels sprouts maintained in a plastic container inside of the right-side basin.

Follow-up By**10/02/2025**

[CA] Food shall be separated and protected from adulteration. Do not wash or store food in the sinks used for dishwashing. Washing of vegetables/meat shall be conducted in the prep sink.

[COS] Brussel sprouts VC&D. See VC&D report.

K14 - 8 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:

1. Employee observed washing (with soap) and rinsing metal bowls (water measured 112F), then placed them into drying racks, thereby entirely skipping the sanitizing step. PIC states he is aware of the requirement for sanitizing via bleach that is present.

2. PIC observed rinsing a dirty wok in the prep sink (water 125F), then proceeded to attempt to cook foods prior to intervention.

Follow-up By**10/02/2025**

[CA] Food contact equipment shall be cleaned via manual wash, rinse, sanitize, OR via immersion in water 171F or above for a minimum of 30 seconds.

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Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.

Prep sink shall not be used for dishwashing.

[COS] Employee properly washed, rinsed, and sanitized metal bowls in the 3 compartment sink. PIC filled wok with water, then proceeded to turn on the stove and heat water to greater than 190F for greater than 30 seconds.

Minor Violations

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

Inspector Observations:

Food handler cards could not be provided.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations:

Water in the handwash sink at the front service area measured 81F.

[CA] Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.

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:

Raw meat stored above vegetables in the walk-in cooler, and in the prep cooler across from the dishwashing area.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

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

Inspector Observations:

Can of raid maintained on a shelf in the kitchen area.

Note: Employee states that the facility receives a pest control service twice a week.

[CA] Only those insecticides, rodenticides, and other pesticides that are necessary and specifically approved for use in a food facility may be used.

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

Inspector Observations:

Containers of food stored on the floor in the walk-in cooler.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

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

Inspector Observations:

Walls, floors, ceilings, sides/undersides of equipment, and hood screens above the cook-line observed to have large amount of food/grease build-up.

[CA] Clean regularly to prevent the attraction of vermin.

K48 - 2 Points - Plan review unapproved; 114380

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Inspector Observations:

Facility has not submitted plans to DEH Plan Check for the three door hot hold unit or the one compartment sink (that composes the left basin of the three compartment dishwashing sink setup) as cited during the last routine inspection on 02/21/2024.

Follow-up By
10/29/2025

Per the last inspection report:

"Facility has installed a one compartment sink in replacement of first compartment at previous three compartment sink. Three compartment sink was modified and no longer has a three compartment warewashing sink."

[CA] A person proposing to build, remodel a food facility, or install new equipment shall submit plans and specifications for review and shall receive plan approval prior to starting construction or implementing/installing new equipment. Contact DEH at 408-918-3400, at www.ehinfo.org, or at dehplancheck@deh.sccgov.org to obtain plan check requirements.

Performance-Based Inspection Questions

Needs Improvement - No discharge observed from eyes, nose, and/or mouth.
Needs Improvement - Proper cooling methods.
Needs Improvement - Proper eating, tasting, drinking, tobacco use.
Needs Improvement - Hands clean/properly washed/gloves used properly.
Needs Improvement - Adequate handwash facilities: supplied or accessible.

Measured Observations

Item	Location	Measurement	Comments
warm water	hand sink in kitchen	100.00 Fahrenheit	
raw pork	walk-in cooler	41.00 Fahrenheit	
beef	drawer cooler	40.00 Fahrenheit	
spam	2-door prep cooler (lower)	41.00 Fahrenheit	
broth	stovetop	146.00 Fahrenheit	
chlorine sanitizer	3 comp sink	100.00 PPM	
raw chicken	walk-in cooler	41.00 Fahrenheit	
raw beef	1-door prep cooler (lower)	40.00 Fahrenheit	
frozen shrimp	freezer chest	8.00 Fahrenheit	
beef	upright freezer	9.00 Fahrenheit	
hot water	prep sink/3 comp sink	120.00 Fahrenheit	
cooked beef	stovetop	164.00 Fahrenheit	final cook temp

Overall Comments:

Two or more major violations were cited during the routine inspection.

A follow-up inspection will be conducted in the next 1 to 3 business days to verify compliance with all of the cited major violations. 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.

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 **10/13/2025**. 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.

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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: Tony
Cashier
Signed On: September 29, 2025