

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 FA0204840 - LOTUS THAI BISTRO		Site Address 425 S CALIFORNIA AV, PALO ALTO, CA 94036		Inspection Date 04/08/2024	
Program PR0307121 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name TANTAVIROJN, RUNGSIRI		Inspection Time 12:45 - 14:55
Inspected By ALEXANDER ALFARO	Inspection Type ROUTINE INSPECTION	Consent By RUNGSIRI TANTAVIROJN	FSC Chaisith Tantavirojn 12/02/2024		

Placard Color & Score
RED
65

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						S
K06 Adequate handwash facilities supplied, accessible			X				N
K07 Proper hot and cold holding temperatures		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				
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					N

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	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	X	
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use	X	
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		X
K45 Floor, walls, ceilings: built, maintained, clean	X	
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available		

OFFICIAL INSPECTION REPORT

Facility FA0204840 - LOTUS THAI BISTRO	Site Address 425 S CALIFORNIA AV, PALO ALTO, CA 94036	Inspection Date 04/08/2024
Program PR0307121 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name TANTAVIROJN, RUNGSIRI	Inspection Time 12:45 - 14:55
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:

1. Fried tofu was found on a counter and measured at 74°F. Per staff they had cooked it one and a half hours prior to measurement.

2. Bean sprouts were found placed on top of inserts of prep cooler and measured at 60°F. Per PIC they had been placed there about 2 hours prior to measurement.

3. Rice noodles were found stacked on each other in a box and measured at 74°F. Per staff they were delivered about two hours prior to measurement.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] 1. PIC agreed to discard tofu at the end of 4 cumulative hours.

[COS] 2. PIC agreed to discard bean sprouts at the end of 4 cumulative hours.

[COS] 3. PIC moved rice noodles to fridge to rapidly cool.

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

Inspector Observations:

Numerous rodent droppings were found all along walls of the back preparation room, landing of the stairs leading to upstairs storage, under equipment of the cook line area and in containers containing food to go containers.

[CA] The premises of each food facility shall be kept free of vermin. A food facility shall not operate when there is a vermin infestation that has resulted in the contamination of food contact surfaces, food packaging, utensils, food equipment, or adulteration of food(s). The food facility shall cease operation of the food facility immediately. The food facility shall remain closed until: there is no longer evidence of a vermin infestation; all contaminated surfaces have been cleaned and sanitized; and contributing factors such as cleaning, repairs, and the elimination of harborages have been resolved.

Minor Violations

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

Inspector Observations:

Hand washing station at the front cook line lacked hand washing soap.

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

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations:

Numerous curries/sauces were found cooling in large deep metal containers.

[CA] Properly cool PHF's using shallow containers, using no more than 2 inches for solid foods and no more than 4 inches for liquids.

[COS] Staff transferred items to smaller containers.

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

OFFICIAL INSPECTION REPORT

Facility FA0204840 - LOTUS THAI BISTRO	Site Address 425 S CALIFORNIA AV, PALO ALTO, CA 94036	Inspection Date 04/08/2024
Program PR0307121 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name TANTAVIROJN, RUNGSIRI	Inspection Time 12:45 - 14:55

Inspector Observations:

Interior upper lip of the ice machine as mold-like substance growth.

[CA] Maintain food-contact surfaces clean.

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

Inspector Observations:

Tops of refrigeration units and handles at the cook line and back preparation area have an accumulation of filth.

[CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.

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:

A chest freezer was found in the landing of a set a stairs that leads to an upstairs area. Landing area and stairs do not bear approved finishing materials.

[CA] Equipment shall be stored within an approved facility to prevent contamination.

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Inspector Observations:

REPEAT VIOLATION

Light bulb not operational in 2-door upright refrigerator.

[CA] Repair/replace light bulb.

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:

Repeat

Back door is left propped open without a screen mesh or screen door.

[CA] Keep back door closed at all times to prevent the entrance and harborage of vermin.

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations:

Floors of the facility (cook line and back prep room) have an accumulation of food debris and filth.

[CA] Maintain floors, walls, and ceilings of facility clean.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Proper hot and cold holding temperatures.

Needs Improvement - No rodents, insects, birds, or animals.

OFFICIAL INSPECTION REPORT

Facility FA0204840 - LOTUS THAI BISTRO	Site Address 425 S CALIFORNIA AV, PALO ALTO, CA 94036	Inspection Date 04/08/2024
Program PR0307121 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name TANTAVIROJN, RUNGSIRI	Inspection Time 12:45 - 14:55

Measured Observations

Item	Location	Measurement	Comments
Curry	Storage rack	169.00 Fahrenheit	
Water	Hand Washing Sink	134.00 Fahrenheit	
Duck Legs	Counter	29.00 Fahrenheit	Just delivered
Pork	Prep Cooler	38.00 Fahrenheit	
Rice Noodle	Counter	74.00 Fahrenheit	Moved to refrigeration
Tofu	Prep Cooler - Under	40.00 Fahrenheit	
Egg Roll	Two Door Freezer	20.00 Fahrenheit	
Shrimp	Prep Cooler	39.00 Fahrenheit	
Chicken	Two Door Freezer	18.00 Fahrenheit	
Chlorine Sanitizer	Ware Wash Machine	50.00 PPM	
Water	Three Compartment Sink	140.00 Fahrenheit	

Overall Comments:

- The facility is hereby closed due to the following:

- Evidence of a vermin infestation.

- Facility will remain closed until vermin infestation has been completely abated (no live or dead rodents or rodent droppings present at time of the follow-up inspection) and all holes are sealed off.

- Provide pest control. If a pest control service is used, provide report upon follow-up inspection.

- Subsequent follow-up inspections after the initial follow-up inspection will be billed at \$290/hr, minimum of one hour, during regular business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$629/hr, minimum two hours, during non-business hours, and upon inspector availability.

- The posted placard is property of Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.

- A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

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 4/22/2024. 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.

OFFICIAL INSPECTION REPORT

Facility FA0204840 - LOTUS THAI BISTRO	Site Address 425 S CALIFORNIA AV, PALO ALTO, CA 94036	Inspection Date 04/08/2024
Program PR0307121 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name TANTAVIROJN, RUNGSIRI	Inspection Time 12:45 - 14:55

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: Rungsiri Tantavirojn
Owner

Signed On: April 08, 2024