

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 05/21/2026	
Program PR0306579 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name POP OF GREAT MALL, INC.		Inspection Time 10:25 - 11:45
Inspected By MAVERICK CHIN	Inspection Type ROUTINE INSPECTION	Consent By KEVIN	FSC Kevin Paz 01/01/2030		

Placard Color & Score
GREEN
80

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				
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						S
K11 Proper reheating procedures for hot holding					X		S
K12 Returned and reservice of food	X						
K13 Food in good condition, safe, unadulterated	X						
K14 Food contact surfaces clean, sanitized	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		
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		
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:

Blackened ranch and buttermilk ranch measured 52F, and sliced cheese measured 48F while maintained in the upper inserts of the prep cooler in the main kitchen area. Ambient of the upper inserts measured 50F, and ambient of the lower portion of the unit measured 41F. Per staff, items had been relocated to the unit earlier this morning, approximately 45 minutes prior.

Blackened ranch and buttermilk ranch measured between 46F and 47F while maintained in the upright "biscuit" cooler at the entrance to the kitchen. Ambient of the unit measured 46F via probe. Per staff, items had been maintained in the unit overnight.

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

[COS] Potentially hazardous foods in the prep cooler relocated to the lower portion of the unit. Blackened ranch and buttermilk ranch in the upright cooler were voluntarily discarded.

Minor Violations

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

Inspector Observations:

**Hand sink at the back kitchen lacked soap in wall mounted dispenser.
*Note: Additional hand sink stocked with soap was available nearby**

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

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

Inspector Observations:

Water measured at 117F maximum at the preparation sink at the time of inspection.

[CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks.

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

Inspector Observations:

REPEAT VIOLATION

Floor sink at the front service line (that the soda machine and ice bin drain into) observed nearly completely full of wastewater. Per staff, they have been having issues with the plumbing backing up. No active overflow observed at time of inspection.

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

***Note: Spoke with the owner via phone. Owner states that he will have a technician come out and snake the floor sink within the next few hours.**

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

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Inspector Observations:

4+ flies observed in the back kitchen area. 2+ flies observed at the cook-line, near the dredging station.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies to prevent contamination of food.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
french fries	hot hold - front service	139.00 Fahrenheit	
ambient	prep cooler (upper)	50.00 Fahrenheit	
chicken mix	upright tender cooler	40.00 Fahrenheit	
slaw	under-counter cooler - front service	41.00 Fahrenheit	
raw chicken	upright two-door cooler - back kitchen	37.00 Fahrenheit	
fried chicken	heat lamp - front service	0.25 Hours	30 min TPHC
quaternary ammonium sanitizer	wiping cloth buckets	200.00 PPM	
quaternary ammonium sanitizer	three compartment sink	200.00 PPM	
macaroni	hot hold - front service	137.00 Fahrenheit	
water	prep sink	117.00 Fahrenheit	
mashed potatoes	hot hold - front service	139.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
raw chicken	cold hold - chicken dredging line	39.00 Fahrenheit	
ambient	upright biscuit cooler	46.00 Fahrenheit	
warm water	hand sinks - kitchen	100.00 Fahrenheit	
fried chicken	Fryer basket	203.00 Fahrenheit	final cook temp
ambient	prep cooler (lower)	41.00 Fahrenheit	

Overall Comments:

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 **6/4/2026**. 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: Kevin Paz
Manager

Signed On: May 21, 2026