

# 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 FA0290118 - SHAKE SHACK		Site Address 180 EL CAMINO REAL 950, PALO ALTO, CA 94304		Inspection Date 04/23/2025	
Program PR0435089 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name SHAKE SHACK CALIFORNIA		Inspection Time 12:55 - 14:40
Inspected By ALELI CRUTCHFIELD	Inspection Type ROUTINE INSPECTION		Consent By CINTHIYA	FSC Cinthiya T. Monte 8/11/2028	

Placard Color & Score
<b>GREEN</b>
<b>95</b>

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						
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						
K06 Adequate handwash facilities supplied, accessible	X						
K07 Proper hot and cold holding temperatures	X						S
K08 Time as a public health control; procedures & records	X						S
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						

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	X	
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

No major violations were observed during this inspection.

### Minor Violations

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

**Inspector Observations:** Cold water is unable to turn off at 3 compartment sink. Because of this the hot water is measured at 115F (hot water is mixing with the cold water). The 2nd faucet at the 3 compartment sink has no hot and cold running water therefore unable to fill all 3 compartments (note- spray nozzle should not be used to fill up the sinks).

**[CA]** Repair the faucets and ensure hot/cold running water is available at the 2nd faucet. A minimum of 120F of hot running water is required at the 3 comp sink.

**[COS]** Manager turned on the other hot/cold water valve and water reached at 120F at 2nd faucet.

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:** Lack of water pressure at the ice cream scoop holder. Water was milky and not properly draining. **[CA]** In use utensils used for moist food (ice cream scoops) shall be in running water of sufficient velocity to flush particulates to the drain. **[COS]** Water pressure was increased.

**Observed a small leak on the bottom pipe below the ice cream scoop drain. [CA] Keep equipment in good repair and eliminate the leak.**

### Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

### Measured Observations

Item	Location	Measurement	Comments
sliced cheese	prep unit	40.00 Fahrenheit	
beef patty -cooked	grill	180.00 Fahrenheit	
ambient	freezer walk in	2.00 Fahrenheit	
veggie patty	drawer unit	38.00 Fahrenheit	
milk	milk dispenser	41.00 Fahrenheit	
water	hand sinks all	100.00 Fahrenheit	
dish plate	front counter	160.00 Fahrenheit	
quat ammonium	wiping cloth bucket and 3 comp sink dispenser	200.00 PPM	
sliced cheese, beef patty, bacon, milk	walk in	35.00 Fahrenheit	between 35-38F
dish plate thermometer	high temp dish machine	163.00 Fahrenheit	
dish plate thermometer	high temp dish machine	160.00 Fahrenheit	
ice cream	freezer	15.00 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 **5/7/2025**. 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



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**Received By:** cinthya  
non exempt manager

**Signed On:** April 23, 2025