

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 FA0204949 - SHERATON PALO ALTO-MAIN KITCHEN		Site Address 625 EL CAMINO REAL, PALO ALTO, CA 94301		Inspection Date 01/23/2025		Placard Color & Score GREEN 86		
Program PR0301623 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name PACIFIC HOTEL VENTURE		Inspection Time 12:15 - 14:10			
Inspected By ALELI CRUTCHFIELD		Inspection Type ROUTINE INSPECTION		Consent By MARK				FSC Mark Ayers 8/25/2027

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							
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							
K07	Proper hot and cold holding temperatures			X				
K08	Time as a public health control; procedures & records					X		
K09	Proper cooling methods			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							
K14	Food contact surfaces clean, sanitized		X					N
K15	Food obtained from approved source							
K16	Compliance with shell stock tags, condition, display					X		
K17	Compliance with Gulf Oyster Regulations					X		
K18	Compliance with variance/ROP/HACCP Plan							
K19	Consumer advisory for raw or undercooked foods							
K20	Licensed health care facilities/schools: prohibited foods not being offered							
K21	Hot and cold water available							
K22	Sewage and wastewater properly disposed							
K23	No rodents, insects, birds, or animals							

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

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: Dish plate thermometer measured at 145F at the high temperature dishwasher. Observed employee using the dishwasher.

[CA]Repair unit and maintain a minimum of 160F dish plate thermometer or thermolabel. Manually sanitize all dishes after it goes through the dishwasher. Chef contacted maintenance on site to repair unit.

Measured 0 ppm for glass washer at bar. [CA] Maintain 50ppm chlorine. Provide chlorine test strips.

Provide a service report and email to aleli.crutchfield@deh.sccgov.org

Minor Violations

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

Inspector Observations: Measured rice at 134F inside the upright warmer. **[CA] Increase temperature of warmer to maintain potentially hazardous food 135F and above. Food was reheated to 165F.**

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

Inspector Observations: Observed a full covered container of pastini in walk in at 45F. **[CA] Rapidly cool foods by using shallow pans (no more than 2 inches for solid food) and leave uncovered until it reaches 41F.**

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

Needs Improvement - Food contact surfaces clean, sanitized.

Measured Observations

Item	Location	Measurement	Comments
chicken- grilled	walk in	40.00 Fahrenheit	
prime rib	E3 walk in - meat/dairys	39.00 Fahrenheit	
ambient	freezer walk in	6.00 Fahrenheit	
spiral pasta	walk in	39.00 Fahrenheit	
water	hand sinks- all	100.00 Fahrenheit	
cut melons	walk in	37.00 Fahrenheit	
orange juice	E4 walk in- produce	41.00 Fahrenheit	
dish plate thermometer	high temp dishwasher	145.00 Fahrenheit	
raw eggs	walk in	41.00 Fahrenheit	
panna cotta	walk in	38.00 Fahrenheit	
monterey jack cheese	E3 walk in - meat/dairy	40.00 Fahrenheit	
minestrone soup	warmer	170.00 Fahrenheit	
water	3 comp sink	115.00 Fahrenheit	
chicken	E3 walk in - meat/dairy	40.00 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 **2/6/2025**. 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: Mark Ayers
Exec. Chef

Signed On: January 23, 2025