

**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**

<b>Facility</b> FA0251301 - HEY CHICKEN SAN JOSE		<b>Site Address</b> 670 RIVER OAKS PY E/F, SAN JOSE, CA 95134		<b>Inspection Date</b> 07/22/2025	
<b>Program</b> PR0365158 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			<b>Owner Name</b> HC SAN JOSE LLC		<b>Inspection Time</b> 12:15 - 13:45
<b>Inspected By</b> HELEN DINH	<b>Inspection Type</b> ROUTINE INSPECTION	<b>Consent By</b> KATALINA & KEVIN (M)	<b>FSC</b> Tiantian Yin 5/31/27		

**Placard Color & Score**  
**YELLOW**  
**68**

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

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	X	
K27	Food separated and protected	X	
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	X	
K44	Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing	X	
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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

**Inspector Observations: Major: Observed an employee while donning glove actively touch dirty water/discarded food in middle compartment of warewash sink and went onto touching raw chicken in first compartment sink. [CA] When changing task, employees shall wash hands immediately. [COS] Operator directed to stop what they were doing, remove their gloves and discard of chicken they touched.**

Follow-up By  
07/28/2025

**Minor: Observed an employee actively touched their face, hair etc several times, no active contamination occurred. [CA] Properly wash hands with soap, warm water and dry using single use paper towels as required. [COS] Operator directed to stop what they were doing and wash their hands prior to handling foods.**

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

**Inspector Observations: 1. Measured the following PHFs holding between 88F - 134F at heat lamp; chicken wings, fried chicken, chicken leg, chicken thighs, chicken breast and popcorn chicken. 2. Measured a container of chicken wings holding at 81F at prep table near cooks line. Per operator, PHFs made less than 1 hour. [CA] Maintain all hot PHFs held at or above 135F. [COS] Operator directed to reheat all PHFs to 165F.**

Follow-up By  
07/28/2025

### Minor Violations

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

**Inspector Observations: Found paper towel stored outside of mounted dispenser at hand wash station located in front of warewash sink. [CA] Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.**

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

**Inspector Observations: Found several flies in back prep area. [CA] Each food facility shall be free of pest such as flies. Provide approved pest control services.**

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

**Inspector Observations: Observed raw chicken sitting in stagnant water at warewash sink (left compartment). Note: Facility has a 1-compartment prep sink on the other side of wall. [CA] Discontinue using warewash sink to prep/thaw raw PHFs. [COS] Operator directed to relocate all raw chicken prepping to 1-compartment sink.**

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: Found raw chicken stored above produce in 2 door upright located in front of warewash sink. [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.**

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: Found an unapproved 1 stove burner and electric stove under prep table in back area. [CA] Remove all unapproved equipment.**

K43 - 2 Points - Toilet facilities: improperly constructed, supplied, cleaned; 114250, 114250.1, 114276

**Inspector Observations: Found toilet tissue stored outside of mounted dispenser at employee's restroom. [CA] Toilet tissue shall be provided in a permanently installed dispenser at each toilet.**

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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: Observed clutter in back small storage area and prep area. [CA] Reorganize boxes and remove any unused items. Ensure walk-way is easily accessible.**

## Performance-Based Inspection Questions

- Needs Improvement - Hands clean/properly washed/gloves used properly.
- Needs Improvement - Proper hot and cold holding temperatures.
- Needs Improvement - Adequate handwash facilities: supplied or accessible.

## Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
chicken legs/thighs	under heat lamp @ cooks line	126.00 Fahrenheit	between 126F - 148F for less than 4 hours. COS- directed to reheat PHFs to 165F.
marinated raw chicken	2 door cold top	40.00 Fahrenheit	
popcorn chicken	under heat lamp @ cooks line	102.00 Fahrenheit	between 102F - 118F for less than 4 hours. COS- directed to reheat PHFs to 165F.
chicken wings	under heat lamp @ cooks line	100.00 Fahrenheit	between 100F - 116F for less than 4 hours. COS- directed to reheat PHFs to 165F.
chicken wing	2 door reach in	41.00 Fahrenheit	
fries	2 door upright freezer	10.50 Fahrenheit	
warm water	handsink (prep, warewash & RR)	100.00 Fahrenheit	
raw chicken	2 door upright	41.00 Fahrenheit	
hot water	warewash/1-comp	120.00 Fahrenheit	
onion rings	2 door upright freezer	1.10 Fahrenheit	
beverage	1 door upright	40.00 Fahrenheit	
raw chicken	2 door cold top	38.00 Fahrenheit	
fried chicken	under heat lamp @ cooks line	100.00 Fahrenheit	between 100F - 148F for less than 4 hours. COS- directed to reheat PHFs to 165F.
chicken breast	under heat lamp @ cooks line	88.00 Fahrenheit	
raw chicken	counter (prep table)	76.00 Fahrenheit	diligent prep
chicken wing	counter (prep table)	81.00 Fahrenheit	for less than 4 hours. COS- directed to reheat PHFs to 165F.
chicken	1 door reach in freezer	23.60 Fahrenheit	

## Overall Comments:

**Note: Discussed the following with person in charge (PIC): hand washing procedures, food temperature, sanitation procedure, food preparation and time as a public health control (TPHC).**

**A follow up inspection shall be conducted.**

**\*\*\*Subsequent follow up inspection after first follow up shall be billed \$298/hr during business hours and \$645/hrs (minimum of 2 hours) during nonbusiness hours upon availability.\*\*\***

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 **8/5/2025**. 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:** Kevin Wu  
Manager

**Signed On:** July 22, 2025