

County of Santa Clara

Department of Environmental Health

Consumer Protection Division

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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 04/30/2026		Placard Color & Score YELLOW 58		
Program PR0307121 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name TANTAVIROJN, RUNGSIRI		Inspection Time 13:25 - 15:15			
Inspected By JOSHUA LUCES		Inspection Type ROUTINE INSPECTION		Consent By ANN				FSC Ratchaya Tantavirojn 5/21/2030

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		X			
K07	Proper hot and cold holding temperatures		X		X			
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods			X	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		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	X	
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	X	
K41	Plumbing approved, installed, in good repair; proper backflow devices	X	
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		

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K48	Plan review		
K49	Permits available		
K58	Placard properly displayed/posted		

Comments and Observations

Major Violations

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations:

Observed the only handwashing sink at the back warewashing/preparation area blocked by a stainless steel preparation table.

Follow-up By 05/05/2026

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.

[COS] The violation was corrected by the PIC relocating the preparation table to not obstruct access to the handwashing sink.

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

Inspector Observations:

Major:

1. One container of fried tofu stored in a metal bowl on top of the inserts at the cold top cooler across from the cooks line at 84F. The cook stated the tofu was cooked approximately 1.5 hours prior.

Follow-up By 05/05/2026

Minor:

2. Measured sprouts in an overfilled cold top insert between 46F at the top portions and 40F at the lower portions of the container. The food worker stated the sprouts were stocked approximately 30 minutes prior.

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

[SA] 1. It was discussed that lunch service will be concluded within two hours of this inspection. A label indicating a discard time was placed as a one time TPHC allowance and the tofu shall be discarded within 4 hours since cooking the tofu.

[CA] 2. The sprouts were separated to smaller containers to not exceed the fill line of the unit.

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:

Major:

Observed a dish washer wash and rinse a food storage container, place it on a dish machine tray, and subsequently place it on the shelving above to air dry.

Follow-up By 05/05/2026

[CA] Manual warewashing shall be accomplished by using a three-compartment sink where the utensils are first precleaned, washed with hot soapy water, rinsed with hot water, sanitized with an approved method, and air dried. Use 1 TBS of bleach (5.25%) per 1 gal. of water for chlorine solution (100 PPM). Use 1 tbs of quaternary ammonium (10%) per 2 gal. of water for quaternary ammonium (200 PPM).

[COS] The food storage container was returned to the dish rack and run through the dish machine to sanitize.

Minor:

Observed wet stacking of food storage containers at the back warewashing area.

[CA] Equipment and utensils must be air dried or properly stored to facilitate drying after sanitizing.

[COS] The food storage containers were separate to properly air dry.

Minor Violations

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

Inspector Observations:

1. Measured one small cold top insert of thin beef across from the main cooks line at 98F. The PIC stated the beef was cooked approximately 1 hour prior and placed in the cold top insert.

2. Measured one deep plastic container of chicken in the reach in cooler across from the cooks line between 105F at the middle portions of the container and 90F at the sides and top of the container. The food worker noted the chicken was cooked, placed at ambient temperature to cool, and subsequently placed in the reach in cooler approximately 1 hour prior.

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

[COS] 1. The beef was relocated to a freezer unit to rapidly cool.

2. The container of chicken was separated into multiple shallow containers and placed in a separate upright cooler unit in the back preparation area to rapidly cool.

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

Inspector Observations:

1. Observed one dead adult german cockroach on a glue trap below the preparation table between the ice machine and handwashing sink at the front preparation area.

2. Observed two old rodent droppings on the floor in the water heater closet storage room.

3. Observed live fruit flies at the front food preparation and back food preparation areas.

No other evidence of rodent or cockroach activity was observed at this time. The most recent pest control service was conducted on 4/16/26 by Terminix and is performed on a monthly basis. The most recent report indicates evidence of fruit flies and preventative treatment for German Cockroaches and Norway Rats.

[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food.

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

Inspector Observations:

Observed a heavy accumulation of grime on the interior and exterior surfaces of the refrigeration and cooking equipment including but not limited to:

- The handles of the refrigeration units**
- The exterior surfaces and gaskets of the reach in coolers at the front service area**
- The interior surfaces of the refrigeration units at the back storage area**

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

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

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Inspector Observations: *All repeated violations*

1. Observed foil lining the equipment at the cooks line and cardboard lining coolers at the back preparation/storage area

[CA] Maintain equipment surfaces durable, nonabsorbent and easily cleanable.

2. Observed a non-commercial freezer unit stored in the stairway with unapproved finishes.

[CA] All equipment shall be stored within approved food facility.

Observed the use of domestic refrigeration units and freezers in the food facility.

[CA] All equipment in the food facility shall be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program (e.g. NSF, UL EPH, UL Sanitation, CSA Sanitation, or ETL Sanitation).

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations: *Repeated violation*

Observed multiple multi-use wiping cloths stored on the preparation counters at the main food preparation area.

[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations:

Observed the front handwashing sink to be slowly draining.

[CA] All plumbing and plumbing fixtures shall be installed in compliance with applicable local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair.

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 opened personal beverage stored on the upper shelf of the preparation cooler without a lid or other covering.

[CA] Stored personal beverages away from preparation and food storage areas in a manner to prevent cross contamination.

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

Inspector Observations:

Observed an accumulation of grease/grime on the floors below and around equipment throughout the facility including but not limited to:

- Below and around the equipment at the front cooks line
- Below the three compartment and preparation sink
- Below the refrigeration units at the back preparation area
- Below the ice machine, adjacent preparation table, and hand washing sink

[CA] Regularly clean under cooking equipment to prevent accumulation of debris.

Performance-Based Inspection Questions

N/A

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Measured Observations

Item	Location	Measurement	Comments
TOFU	COLD TOP COOLER	41.00 Fahrenheit	
COOKED CHICKEN	FRONT DOMESTIC COOLER	41.00 Fahrenheit	
CURRY	BACK TWO DOOR REACH IN COOLER	40.00 Fahrenheit	
RAW CHICKEN	FRONT REACH IN COOLER	41.00 Fahrenheit	
RAW BEEF	FRONT REACH IN COOLER	40.00 Fahrenheit	
WATER	FRONT HANDWASHING SINK	108.00 Fahrenheit	
SANITIZER CONCENTRATION	LOW TEMP DISH MACHINE	100.00 PPM	CHLORINE
RICE	RICE COOKER	155.00 Fahrenheit	
COOKED RICE	FRONT DOMESTIC COOLER	41.00 Fahrenheit	
SPROUTS	BACK TWO DOOR REACH IN COOLER	41.00 Fahrenheit	
SHRIMP	COLD TOP COOLER	41.00 Fahrenheit	
OMLETTE	COOKING TEMPERATURE	177.00 Fahrenheit	
RICE	RICE COOKER	162.00 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 **5/14/2026**. 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

Louis

Received By: Louis Kiat
PIC
Signed On: April 30, 2026