

# 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 FA0204730 - DA SICHUAN BISTRO		Site Address 3781 EL CAMINO REAL, PALO ALTO, CA 94306		Inspection Date 06/30/2025	
Program PR0305555 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name SU GIA INC		Inspection Time 12:15 - 14:30
Inspected By KATHY VO	Inspection Type ROUTINE INSPECTION		Consent By IAN LONG CHEN	FSC Alexander Chen 10/25/2026	

Placard Color & Score

**YELLOW**

**54**

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		X			N
K06 Adequate handwash facilities supplied, accessible		X		X			
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		
K28 Fruits and vegetables washed		
K29 Toxic substances properly identified, stored, used		
K30 Food storage: food storage containers identified	X	
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		
K36 Equipment, utensils, linens: Proper storage and use	X	
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use	X	
K39 Thermometers provided, accurate		
K40 Wiping cloths: properly used, stored		
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

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

**Inspector Observations:** *Observed employee handling cooked chicken with bare hands without washing hands. [CA] Employees shall properly wash hands with soap, warm water, and dry using single use paper towels as required. Reduce bare hand contact with cooked foods to prevent contamination. [SA] Specialist instructed employee to properly wash hands. Cooked chicken will be reheated for service.*

Follow-up By  
07/02/2025

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

**Inspector Observations:** *Observed the paper towel dispenser is empty at the only handwash sink in the kitchen. The dispenser appears to be broken. [CA] Handwash sink shall be fully stocked with soap and single use towels at all times. [COS] PIC restocked and repaired the dispenser.*

Follow-up By  
07/02/2025

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

**Inspector Observations:** *Measured beansprouts on the preparation counter at 53F and measured cooked intestine on top of the preparation unit inserts at 68F. The cooked intestine is in a plastic bag placed above the preparation unit inserts. Per PIC, beansprouts and intestine were removed from refrigeration 2 hours prior to temperature measurement. [CA] Potentially Hazardous Foods shall be kept at 41F or below or 135F or above. [SA] Ice was added to the container of beansprouts. The beansprouts and cooked intestine were moved to the walk-in cooler to facilitate rapid cooling.*

Follow-up By  
07/02/2025

### Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

**Inspector Observations:** *Actively working employees lack food handler cards. [CA] Each food handler shall maintain a valid food handler card for the duration of their employment. Food handler cards shall be available for review.*

K14 - 3 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:** *Measured chlorine sanitizer concentration inside the mechanical dishwasher at 25 ppm. [CA] Chlorine in the mechanical warewashing machine shall be maintained at 50 ppm, or as per manufacturer's specifications.*

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

**Inspector Observations:** *Observed raw beef thawing on a tray stored on the clean drainboard next to the mechanical dishwasher. [CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process. Ensure clean drainboard is not used for food preparation. [COS] Raw beef was relocated to the walk-in cooler.*

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

**Inspector Observations:** *1. Observed large container of red chilis stored on the ground next to the cook line. [CA] Food shall be stored six inches above the floor to prevent contamination.*

*2. Observed raw meat stored above ready-to-eat beansprouts and cooked meats in the walk-in cooler and upright refrigeration units. [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.*

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

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**Inspector Observations: Observed excessive accumulation of grime and food debris on shelving, cooking equipment, and refrigeration unit handles. [CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.**

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

**Inspector Observations: Observed knives stored in between the preparation counter and preparation unit. The storage space appears to be soiled with food debris. [CA] Properly store utensils and equipment in a clean and sanitary manner.**

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

**Inspector Observations: 1. Observed the ventilation hood above the mechanical dishwasher is blocked by a makeshift shelf (piece of wood). Facility is storing aluminum foil wrapping on the makeshift shelf. [CA] Keep ventilation hoods clear to effectively remove vapors from the mechanical dishwasher.**

**2. Observed excessive grease build-up on the hood filters above the cook line. [CA] Ventilation hood filters shall be routinely cleaned and maintained in good condition.**

**3. Observed multiple lights in the kitchen and above the cook line are not functional. [CA] Provide adequate lighting in food preparation areas.**

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 leak at the handwash sink in the kitchen. [CA] Repair leak. Maintain plumbing fixtures 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 multiple misaligned ceiling panels, creating gaps in the ceiling. Behind the upright refrigeration units, observed window is open and is not properly sealed off by the screening. [CA] Seal all gaps in the facility. The facility shall be fully enclosed to prevent pest harborage and entrance.**

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

**Inspector Observations: Observed excessive accumulation of grease, food debris, and dust on the floors, walls, and ceilings of the kitchen. [CA] Floors, walls, and ceilings shall be routinely cleaned to prevent pest harborage.**

## Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

Needs Improvement - Proper hot and cold holding temperatures.

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## Measured Observations

Item	Location	Measurement	Comments
beansprouts	walk-in cooler	41.00 Fahrenheit	
dumplings	1-door upright freezer	9.00 Fahrenheit	
tofu	3-door preparation unit	41.00 Fahrenheit	
cooked intestine	3-door preparation unit	68.00 Fahrenheit	
water	preparation sink	120.00 Fahrenheit	
raw beef	2-door upright cooler	41.00 Fahrenheit	
water	handwash sink	100.00 Fahrenheit	
dumplings	cook line	167.00 Fahrenheit	Final cooking temp.
water	3-compartment sink	120.00 Fahrenheit	
cooked beef	preparation counter	113.00 Fahrenheit	Cooling.
dumplings	chest freezer	3.00 Fahrenheit	
cooked chicken	preparation counter	88.00 Fahrenheit	Cooling.
raw beef	walk-in cooler	41.00 Fahrenheit	
raw beef	preparation counter	31.00 Fahrenheit	Thawing.
beansprouts	preparation counter	53.00 Fahrenheit	
sanitizer (chlorine)	mechanical dishwasher	25.00 PPM	
cooked shrimp	3-door preparation unit	41.00 Fahrenheit	

## Overall Comments:

***A follow-up inspection will be conducted on 7/2/2025 or within 3 business days to verify compliance of major violations. The first follow-up will be free of charge. Subsequent follow-up inspections after the first follow-up shall be billed at \$298/hour during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645/hour during non-business hours, and upon inspector 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 **7/14/2025**. 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.

## 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:** Ian Long Chen  
Owner

**Signed On:** June 30, 2025