

# 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> FA0205043 - WHOLE FOODS MARKET-DELI		<b>Site Address</b> 774 EMERSON ST, PALO ALTO, CA 94301		<b>Inspection Date</b> 11/07/2023		<b>Placard Color &amp; Score</b> <div style="background-color: green; color: white; padding: 10px; text-align: center;"> <b>GREEN</b>  <b>92</b> </div>		
<b>Program</b> PR0304220 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			<b>Owner Name</b> WHOLE FOODS MARKET CA		<b>Inspection Time</b> 11:40 - 13:40			
<b>Inspected By</b> TRAVIS KETCHU		<b>Inspection Type</b> ROUTINE INSPECTION		<b>Consent By</b> RICHARD HERNANDEZ				<b>FSC</b> Jamel Hanna 4/23/2025

  

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

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

**Inspector Observations: Measured chicken wings at 90 F - 100F, chicken strips at 100 F, fried chicken breast at 115 F and whole chickens at 128 F to 133 F within the deli area hot bar.**

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

**[COS] Chicken reheated to 165 F and is to be held at 135 F or above.**

**Recommend using TPHC for chicken if steam inserts are unable to maintain it above 135 F.**

### Minor Violations

No minor violations were observed during this inspection.

### Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

### Measured Observations

Item	Location	Measurement	Comments
fried chicken	steam insert	115.00 Fahrenheit	
chicken strip	steam insert	100.00 Fahrenheit	
mac and cheese	steam insert	156.00 Fahrenheit	
cake	display fridge	40.00 Fahrenheit	
warm water	hand wash sink	100.00 Fahrenheit	
whole chicken	warmer	129.00 Fahrenheit	
cooked steak	walk in fridge	36.00 Fahrenheit	
tofu	cold insert	37.00 Fahrenheit	
pasta	cold insert	37.00 Fahrenheit	
hot water	3 comp sink	120.00 Fahrenheit	
cream	bakery walk in fridge	39.00 Fahrenheit	
ham	display fridge	37.00 Fahrenheit	
quat sanitizer	3 comp sink	200.00 PPM	
soup	steam insert	180.00 Fahrenheit	
hot water	warewashing machine	162.00 Fahrenheit	
cheese	sandwich prep fridge	38.00 Fahrenheit	
chicken wing	steam insert	90.00 Fahrenheit	
quiona	blast chiller	46.00 Fahrenheit	cooling
milk	reach in fridge	39.00 Fahrenheit	
red sauce	walk in fridge	37.00 Fahrenheit	
meatballs	display fridge	39.00 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 **11/21/2023**. 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: Richard Hernandez  
PIC

Signed On: November 07, 2023