

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 FA0230594 - MR HELLO		Site Address 190 RANCH DR, MILPITAS, CA 95035		Inspection Date 08/20/2026		Placard Color & Score YELLOW 65		
Program PR0330650 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name OK NOODLE HOUSE INC		Inspection Time 14:30 - 15:40			
Inspected By TRAVIS KETCHU		Inspection Type ROUTINE INSPECTION		Consent By YUNCHENG ZHONG				FSC Yungcheng Zhong 10/26/2026

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	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		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	X	
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		
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	X	
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		X
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 pork soup broth at 107 F on the turn off stove top.

Follow-up By 08/25/2026

Measured fried pork at 92 F stored under a heat lamp on the preparation counter. PIC stated that the pork was cooked at 12:30PM.

Measured vacuum sealed duck neck, feet, head and meat at 52 F within the front display refrigerator. PIC stated that the duck was placed within the unit multiple days prior.

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

[COS] Pork soup base reheated to 165 F and is to be held at 135 F or above.

Dried pork time marked with a discard time of 4:30pm.

packaged duck within the dry display fridge voluntarily condemned and discarded.

Submit TPHC procedures to inspector for review and approval to hold fried pork below 135 F for a maximum of 4 hours.

K18 - 8 Points - Non-compliance with variance/ROP/HACCP Plan; 114057, 114057.1, 114417.6, 114419

Inspector Observations: Observed vacuum sealed duck neck, head, feet and meat in the front display refrigerator. PIC stated that the duck was sealed 1 month prior. Observed a home use food saver stored within the dry storage room.

Follow-up By 08/25/2026

[CA] The food facility shall obtain a HACCP plan approval prior to packaging PHFs using a reduced-oxygen packaging method.

Remove food saver from the facility.

[COS] All duck packaged with ROP bags voluntarily condemned and discarded.

Minor Violations

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

Inspector Observations: Employee food handler cards not available for review.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

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

Inspector Observations: The hand wash sink at the cook line lacks a supply of soap.

[CA] Provide handwashing cleanser in dispenser at handwash stations at all times.

[COS] Soap dispenser refilled.

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

Inspector Observations: Observed 1 dead cockroach within the dry storage room.

[CA] Clean and sanitize area of dead cockroaches.

Reviewed facilities professional pest control service reports.

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: Raw beef and chicken stored above bamboo shoots and other RTE veggies within the walk in fridge.

[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.

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

Inspector Observations: Open bulk dry spices stored in both dry storage rooms.

[CA] Store open bulk foods in approved NSF containers with tight fitting lids.

Boxes of spices and other dry food stored directly on the floor.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

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: Measured the ambient air temperature of the front display case refrigerator at 52 F.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below.

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: Facility lacks a metal probe thermometer.

[CA] An accurate easily readable metal probe thermometer (accurate to +/- 2°F) that is designed to measure the temperature of thin masses shall be provided and readily available to accurately measure the temperatures of potentially hazardous foods.

K49 - 2 Points - Permits not available; 114067(b,c), 114381(a), 114387

Inspector Observations: --48 HOUR NOTICE--

Follow-up By
08/24/2026

Our records indicate this facility is operating without a valid permit and has a delinquent account. The Department of Environmental Health permit fee has not been paid.

Your balance due is \$2,851.25

Payment must be made immediately to DEH at the address at the top of this report or via our website at www.Ehinfo.org.

A facility that submits payment of the outstanding balance within 48 hours (2 business days) of this notice will be issued and mailed an operating permit by this department. Failure to comply within 48 hours will result in facility closure and additional enforcement, including but not limited to reinspection(s) and additional cost recovery fees.

A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
fried pork	warmer	92.00 Fahrenheit	
warm water	hand wash sink	100.00 Fahrenheit	
duck neck, head, meat and feet	front display fridge	52.00 Fahrenheit	
chlorine sanitizer	warewashing machine	50.00 PPM	
cooked feet	walk in fridge	39.00 Fahrenheit	
pork soup base	stove top	107.00 Fahrenheit	
tofu soup	stove top	192.00 Fahrenheit	
hot water	3 comp, prep, mop sinks	120.00 Fahrenheit	
milk	reach in fridge	40.00 Fahrenheit	
cooked pork	steam insert	153.00 Fahrenheit	
raw beef	prep fridge	36.00 Fahrenheit	

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Overall Comments:

A follow-up inspection will be conducted on 8/24/2026 to verify compliance with all of the cited major violations.

Subsequent follow-up inspections after the first shall be billed at \$298/hr, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspectors 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 **9/3/2026**. 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



Received By: yuncheng zhong
PIC
Signed On: August 20, 2026