

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 FA0204930 - HE & C TEA POT		Site Address 544 EMERSON ST, PALO ALTO, CA 94301		Inspection Date 01/15/2026		Placard Color & Score YELLOW 73		
Program PR0300430 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HE&C TEA POT INC		Inspection Time 11:20 - 14:00			
Inspected By TRAVIS KETCHU		Inspection Type ROUTINE INSPECTION		Consent By FANG ZHANG				FSC Andrew Yin 2/8/2028

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						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		
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		
K34	Warewash facilities: installed/maintained; test strips	X	
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		
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

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

Inspector Observations: All hand wash sinks within the kitchen, front drink area and basement lack a supply of soap and paper towels.

[CA] Provide handwashing cleanser and single use paper towels in dispenser at handwash stations at all times.

[COS] Soap and paper towels provided.

Follow-up By 01/20/2026

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

Inspector Observations: Measured sliced tomatoes at 53 F, sour cream at 47 F and liquid egg at 44 F in an ice bath at the cook line. PIC stated the items were removed from refrigeration 2 hours prior.

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

[COS] Items relocated to be held at 41 F or below.

Follow-up By 01/20/2026

Measured all PHF's within the walk in refrigerator at 52 F to 55 F. Ambient temp of the unit measured at 53 F.

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

[COS] PHF's within the unit were voluntarily condemned and discarded.

Measured soup at 125 F within a large pot at the stove.

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

[COS] Burner turned on, soup reheated to 165 F.

Minor Violations

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

Inspector Observations: Drain fly activity throughout the downstairs kitchen/ storage area.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

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

Inspector Observations: Open bulk flour, etc. bags within the dyr storage area.

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

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations: Facility lacks chlorine sanitizer test strips.

[CA] Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing.

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: 1.Observed the installation of a Kleadone sauce bar fridge within the dining room. Unit lacks ANSI certification.

Follow-up By
 01/20/2026

Observed an unapproved Natsune brand meat slicer within the kitchen.

A unapproved meat toaster within the kitchen outside of the ventilation hood.

[CA] Remove unapproved equipment. All utensils and equipment 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).

2. Measured the ambient temperature of the walk in refrigerator at 53 F.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below. Discontinue use of the refrigerator to hold PHF's.

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

Inspector Observations: Department of Environmental Health permit is expired, payment past due.

[COS] Payment made at the time of inspection.

Performance-Based Inspection Questions

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

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
milk	reach in fridge	39.00 Fahrenheit	
shredded cheese	cook line ice bath	52.00 Fahrenheit	
shredded cheese	walk in fridge	55.00 Fahrenheit	
warm water	hand wash sink	100.00 Fahrenheit	
sliced tomatoes	cook line ice bath	53.00 Fahrenheit	
fresh garlic	walk in fridge	53.00 Fahrenheit	
tofu	walk in fridge	53.00 Fahrenheit	
chicken soup	stove top	125.00 Fahrenheit	
chopped garlic	sauce fridge	37.00 Fahrenheit	
chlorine sanitizer	warewashing machine	100.00 PPM	
sausage	1 door prep fridge	36.00 Fahrenheit	
hot water	hand wash sink	120.00 Fahrenheit	
raw shrimp	prep fridge	38.00 Fahrenheit	
liquid egg	cook line ice bath	44.00 Fahrenheit	
noodles	walk in fridge	54.00 Fahrenheit	

Overall Comments:

A follow-up inspection will be conducted on 1/20/2026 to verily 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 **1/29/2026**. 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.

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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: fang zhang
pic
Signed On: January 15, 2026