

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 FA0204926 - RAMEN NAGI		Site Address 541 BRYANT ST, PALO ALTO, CA 94301		Inspection Date 07/07/2025	
Program PR0302248 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name NAGI UNIVERSAL NOODLE L		Inspection Time 10:10 - 14:15
Inspected By ALELI CRUTCHFIELD	Inspection Type ROUTINE INSPECTION		Consent By ALEJANDRO	FSC Kevin Chen 07/02/2029	

Placard Color & Score <div style="font-size: 2em; font-weight: bold; text-align: center;">YELLOW</div> <div style="font-size: 3em; font-weight: bold; text-align: center;">32</div>

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				
K07 Proper hot and cold holding temperatures		X		X			N
K08 Time as a public health control; procedures & records		X		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						N
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		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	X	
K28 Fruits and vegetables washed		
K29 Toxic substances properly identified, stored, used	X	
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	X	
K35 Equipment, utensils: Approved, in good repair, adequate capacity	X	
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	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		
K46 No unapproved private home/living/sleeping quarters		
K47 Signs posted; last inspection report available	X	

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

Comments and Observations

Major Violations

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

Inspector Observations: *Bean sprouts (raw) observed in improper ice bath (ice only contacting bottom of container) in front prep area. Bean sprouts measured in the range of 46F-51F. Per the PIC, the sprouts are distributed to each table for consumer self service. Consumer self-service bean sprouts measured 58F. Facility is not using TPHC for bean sprouts.*

[CA] PHF shall be held at or below 41F.

[COS] Employee redid the ice bath so that it comes up the maximum level of the bean sprouts in the container. Sprouts measured 41F.

Inspector Observations: *Pork belly and veggie soup observed to be thawing in ambient temperature in the food storage/cooling room. Pork belly measured 57F, and veggie soup measured 56F.*

[CA] PHF shall be held at or below 41F.

[COS] PHFs relocated to walk-in for cooling.

Inspector Observations: *Shitake mushrooms observed to be sitting in a bucket of water/pressed (in the process of re-hydration). Mushrooms measured 68F.*

[CA] PHF shall be held at or below 41F.

[COS] PHFs relocated to walk-in for cooling.

Minor violation:

Inspector Observations: *Loin cut meat observed to be sitting on a cart in the front prep area. Meat measured in the range of 42F-46F. Per the PIC, it had just been taken out of the walk-in for prep. No active prep observed.*

Inspector Observations: *Minced pork observed to be sitting on a cart in the front prep area. Meat measured in the range of 46F-50F. Per the PIC, it had just been taken out of the walk-in for prep. No active prep observed.*

[CA] PHFs shall be held at or below 41F, unless actively being prepped.

Inspector Observations: *Soup in three buckets at the front prep area measured 49F. Per the PIC, they had just been taken out of the walk-in and were about to be reheated.*

[CA] PHF shall be held at or below 41F, unless being actively prepped.

Inspector Observations: *Tartar sauce observed in improper ice bath in front prep area. Tartar sauce measured in the range of 41F-46F.*

[CA] PHF shall be held at or below 41F.

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: *Pork belly measured 46F in the under counter prep unit in the front prep area. Prep unit ambient measured 47F and temperature display observed to be turned off/non-functional. Per the PIC, they are using TPHC for all of the PHF (various meats) in the prep unit. PHFs not labeled, and no written TPHC procedures available for review.*

[CA] Provide written procedures and time marking for PHFs utilizing time as a public health control (TPHC).

Inspector Observations: *When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.*

[COS] PHF labeled and marked for discard after 4 hours. TPHC form was given to the PIC.

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: *Four pots of broth > 1 foot in depth observed to be cooling in a basin. Broth measured 160F at 10:15 AM. Per the PIC, they were about to fill the basins with ice to facilitate cooling. At 12:00 PM, ice was added. Broth measured 87F at 12:15 PM (2 hours after initial measurement).*

[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

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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.

Properly cool PHF's using shallow containers, using no more than 2 inches for solid foods and no more than 3 inches for liquids.

[COS] Ice was added, and broth was stirred to facilitate rapid cooling.

K22 - 8 Points - Sewage and wastewater improperly disposed; 114197

Inspector Observations: Overhead plumbing line (possibly wastewater) is leaking directly over food prep area in the noodle-making room.

[CA] Wastewater shall be properly disposed of in a manner that cannot potentially contaminate food. Fix leak.

[SA] Noodle-making (and all other food prep in the affected area) stopped for the day, until leak can be fixed.

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Minor Violations

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Employee observed to be washing hands with gloves on.

[CA] Gloves shall not be washed, but rather discarded after becoming soiled.

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

Inspector Observations: Back handwash sink obstructed by a trash can. Other available handwash sinks nearby.

[CA] Handwash sinks shall remain unobstructed and usable at all times.

[COS] PIC removed obstruction.

Tray observed in the front handwash sink. Dirty strainer observed in the back handwash sink in the broth cooling room.

[CA] The handwash sink(s) shall be used for no other purposes than handwashing.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: Prep sink in the front prep area was capable of outputting water at a maximum of 102F.

[CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks.

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

Inspector Observations: Observed 5 + flies in the kitchen area.

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

Keep door to trash area closed to prevent entrance of flies.

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

Inspector Observations: Multiple rows of minced pork on a shelving/cart unit observed to be thawing outside in ambient air directly adjacent to the trash bins.

Multiple rows of pork belly and veggie soup observed to be thawing in ambient temperature in the food storage/cooling room. Pork belly measured 57F. Veggie soup measured 56F.

[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.

Food shall not be stored/thawed next to trash bins.

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: Open bag of flour observed to be stored on the floor in the noodle-making room. Flour not actively in use.

[CA] Food shall be kept covered to prevent potential contamination. Store food at least 6 inches off the floor.

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K29 - 2 Points - Toxic substances improperly identified, stored, used; 114254, 114254.1, 114254.2

Inspector Observations: Chemicals stored directly over food prep area in the noodle-making room.

One of the bottles is unlabeled.

[CA] Chemicals shall be stored away from food prep areas. All chemicals shall be labeled with their common name.

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 test strips (for dishwasher), and quat test strips (for 3 comp sink/sanitizer buckets).

[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

Inspector Observations: Blender on clean utensil shelf observed to have large amount of brown buildup.

[CA] Utensils shall be kept clean.

Bowl is being used as a scoop in food storage area within the noodle-making room.

[CA] Use scoops with handles, and ensure handle does not come into direct contact with food.

Prep unit in the front prep area is unable to hold PHF at or below 41F. Facility plans on replacing front prep unit.

[CA] Equipment shall be maintained in good repair.

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: Scoop handle for soda ash stored in contact with aforementioned food.

[CA] Store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.

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

Inspector Observations: Two of the lights within the ventilation hood at the front prep area are non-functional.

[CA] Lighting shall be maintained in good repair.

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

Inspector Observations: Multiple soiled wiping cloths observed to be left out on counters.

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

Single-use wiping towels shall be removed after becoming soiled.

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: Prep sink in front prep area drains directly into the floor sink.

[CA] All equipment that discharges liquid waste shall be drained by means of indirect waste pipes, and all wastes drained by them shall discharge through an airgap into a floor sink or other approved type of receptor.

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

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Inspector Observations: Side door, back door, and door leading to the garbage areas observed to be open during time of inspection.

[CA] Doors shall remain closed to prevent the entrance of pests and vermin.

[COS] PIC closed doors.

Personal items (hand sanitizer, aprons) stored above open fruit in the storage/broth cooling room. Open drink cup stored above front handwash sink/ice storage area. Vitamins stored above food prep area in the noodle-making room.

[CA] Personal items shall be stored away from food/food prep areas.

K47 - 2 Points - Signs not posted; last inspection report not available; 113725.1, 113953.5, 113978, 114381(e)

Inspector Observations: Last inspection report was not available for review.

[CA] A copy of the most recent routine inspection report conducted to assess compliance with this part shall be maintained at the food facility and made available upon request.

K58 - 2 Points - Placard not properly displayed/posted

Inspector Observations: Placard (green) of last inspection observed to be removed and relocated.

[CA] Placard shall not be removed or relocated.

Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
broth (cooling)	storage/cooling room	87.00 Fahrenheit	measured at 12:15 PM
soup	on cart in front prep area	49.00 Fahrenheit	
loin cut meat	on cart in front prep area	42.00 Fahrenheit	42F-46F
tartar sauce	front prep area	41.00 Fahrenheit	41F-46F
bean sprouts	holding container in front prep area	46.00 Fahrenheit	46F-51F
bean sprouts	consumer self-service (each table)	58.00 Fahrenheit	
minced pork	on cart in front prep area	46.00 Fahrenheit	46F-50F
warm water	hand sink	102.00 Fahrenheit	
ambient	walk-in freezer	20.00 Fahrenheit	
marinated raw chicken	walk-in cooler	41.00 Fahrenheit	
broth (cooling)	storage/cooling room	160.00 Fahrenheit	measured at 10:15 AM
pork belly	storage/cooling room	57.00 Fahrenheit	
ambient	walk-in cooler	40.00 Fahrenheit	
raw shell eggs	walk-in cooler	40.00 Fahrenheit	
hot water	3 compartment sink	157.00 Fahrenheit	
veggie soup	storage/cooling room	56.00 Fahrenheit	
water	front prep sink	102.00 Fahrenheit	
milk	walk-in cooler	40.00 Fahrenheit	
broth (cooking)	broth cooking room	220.00 Fahrenheit	
soup	front prep area	49.00 Fahrenheit	

Overall Comments:

Facility has received the following major violations:

- 1) Improper holding temperatures**
- 2) Leaking plumbing waste line directly above food prep area (noodle-making room)**
- 3) Lack of written TPHC procedures**
- 4) Improper cooling**

A follow-up inspection will be conducted in the next 1 to 3 business days. Call or email to schedule.

TPHC form was provided.

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Joint inspection with Maverick Chin. Report written by Maverick.

Notes:

- PIC states that meat slicer is cleaned twice per day. Ensure slicer is cleaned at least once every 4 hours.
- Ensure that hose in the broth cooking room has a backflow prevention device.
- Walk-in in the noodle-making room measured 48F (ambient). No PHF stored inside at time of inspection.

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 **7/21/2025**. 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



Received By: kevin chen
culinary director

Signed On: July 07, 2025