

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 FA0251301 - HEY CHICKEN SAN JOSE		Site Address 670 RIVER OAKS PY E/F, SAN JOSE, CA 95134		Inspection Date 09/16/2026		Placard Color & Score GREEN 80		
Program PR0365158 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name HC SAN JOSE LLC		Inspection Time 16:00 - 17:15			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By KEVIN				FSC Tiantian Yin 05/31/2027

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				
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records	X						S
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		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						
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		
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	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		
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	X
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K14 - 8 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:

Two scoops used to scoops french fried and fried chicken were observed to be maintained out in ambient temperature. Per PIC, scoops were initially used to handle chicken and fried 6.5 hours ago.

[CA] Ensure that all food contact surfaces are being sanitized every 4 hours.

Minor Violations -

Black mold-like substance has accumulated on crevices in the cutting board.

Black mold-like substance has accumulated in the ice machine.

[CA] Keep all food contact surfaces clean.

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 handled trash bin and proceeded to handle a cup of sauce.

Employee observed handling his phone and then handling refrigerator door handles.

[CA] Ensure hands are washed after touching potentially contaminated surfaces.

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

Inspector Observations:

Roach droppings observed on the ceiling around the vents in the back kitchen area.

[CA] Maintain facility free of vermin.

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

Inspector Observations:

Observed raw frozen chicken in boxes thawing on the floor near the 3 compartment sink. Per PIC, chicken was placed out around 2-3 hours prior frozen.

[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.

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 does not have an air gap of at least 1 inch into the floor sink.

[CA] Ensure that the air gap at the prep sink is at least 1 inch or twice the diameter of the pipe.

Observed a hose connected to the faucet of the prep sink.

[CA] Remove unapproved plumbing modification.

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K48 - 2 Points - Plan review unapproved; 114380

Inspector Observations:

Facility has added a chinese-brand meat marinater and a chinese-brand plastic heat sealer that is used to seal chicken (without extracting air).

[CA] Submit plans for the installation/addition of new equipment to DEH Plan Check at dehplancheck@deh.sccgov.org

Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.

Measured Observations

Item	Location	Measurement	Comments
hot water	three compartment sink	120.00 Fahrenheit	
fried chicken	heat lamps	3.00 Hours	
warm water	hand sinks - kitchen	100.00 Fahrenheit	
ranch	prep cooler - across cook-line	40.00 Fahrenheit	
onion rings	upright freezer - side kitchen	0.00 Fahrenheit	
frozen raw chicken	upright freezer - back kitchen	0.00 Fahrenheit	
fried chicken	fryer	190.00 Fahrenheit	final cook temp
raw chicken	prep cooler - adjacent to fryer	40.00 Fahrenheit	
frozen raw chicken	upright freezer - middle kitchen	0.00 Fahrenheit	

Overall Comments:

**Joint inspection with Shannon R.
Report written by Shannon.**

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 **9/30/2026**. 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: Kevin W.
Manager
Signed On: September 16, 2026