

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 FA0203499 - CLOUD BISTRO		Site Address 1401 N SHORELINE BL, MOUNTAIN VIEW, CA 94041		Inspection Date 12/11/2024		Placard Color & Score GREEN 82		
Program PR0306653 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name CATERED TOO		Inspection Time 13:20 - 14:30			
Inspected By TRAVIS KETCHU		Inspection Type ROUTINE INSPECTION		Consent By CRISTIAN PEREZ				FSC Not Available

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						S
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		
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	X	
K45	Floor, walls, ceilings: built, maintained, clean		
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		

OFFICIAL INSPECTION REPORT

Facility FA0203499 - CLOUD BISTRO	Site Address 1401 N SHORELINE BL, MOUNTAIN VIEW, CA 94043	Inspection Date 12/11/2024
Program PR0306653 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name CATERED TOO	Inspection Time 13:20 - 14:30
K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

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

Inspector Observations: *The back of house three compartment sink drains do not flow. Water backs within them when the faucet is ran.*

[CA] *Food facility shall not operate if there is sewage overflowing or backing up in the food facility. The food facility, or impacted areas, shall remain closed until all plumbing problems have been corrected and all contaminated surfaces have been cleaned and sanitized.*

[SA] *Area not in use for food preparation at the time of inspection.*

The back of house catering area shall remain closed with no food preparation conducted until the follow-up inspection occurs.

All warewashing for the bistro area shall occur within the functional three compartment sink within the serving island.

Follow-up By
12/16/2024

Minor Violations

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

Inspector Observations: *Food safety certificate not available at the time of inspection.*

[CA] *Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.*

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

Inspector Observations: *Measured the water temperature at a maximum of 68 F from the back of house preparation area 3 compartment, food preparation and hand wash sinks.*

[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.*

[SA] *Area not in use to conduct food preparation at the time of inspection. The front kiosk three compartment, prep and hand wash sinks have an adequate supply of hot water at 120 F.*

Follow-up By
12/16/2024

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

Inspector Observations: *Boxes of pastries stored on the drain board of the three compartment sink.*

[CA] *Food or food related equipment shall be stored in approved areas. Discontinue use of the three compartment sink for food storage.*

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

Inspector Observations: *Observed personal jackets stored on top of single use food containers within the dry storage area.*

[CA] *Employee's personal effects (cell phone, car keys, and jackets) shall be stored in employee lockers or other designated areas for employee storage.*

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

OFFICIAL INSPECTION REPORT

Facility FA0203499 - CLOUD BISTRO	Site Address 1401 N SHORELINE BL, MOUNTAIN VIEW, CA 94043	Inspection Date 12/11/2024
Program PR0306653 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name CATERED TOO	Inspection Time 13:20 - 14:30

Measured Observations

Item	Location	Measurement	Comments
hot water	serving island 3 comp, dump sinks	120.00 Fahrenheit	
sandwich	walk in fridge	38.00 Fahrenheit	
milk	reach in fridge	40.00 Fahrenheit	
warm water	hand wash sink	100.00 Fahrenheit	
quat sanitizer	bucket	200.00 PPM	
shredded cheese	reach in fridge	39.00 Fahrenheit	
hot water	warewashing machine	163.00 Fahrenheit	
water temp	back of house 3 comp, prep and hand wash sinks	68.00 Fahrenheit	

Overall Comments:

A follow up inspection will be conducted on 12/16/2024.

The first follow-up inspection is free of charge. Subsequent follow up inspections after first follow up shall be billed \$298/hr during business hours and \$645/hr during non business hours upon availability.

Failure to comply may result in enforcement action.

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 **12/25/2024**. 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: cristian perez
PIC
Signed On: December 11, 2024