

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 FA0204934 - ETHEL'S FANCY		Site Address 550 WAVERLY ST, PALO ALTO, CA 94301		Inspection Date 05/30/2025		Placard Color & Score GREEN 78		
Program PR0302448 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name KOINDOUN, LLC		Inspection Time 14:05 - 16:20			
Inspected By ALELI CRUTCHFIELD		Inspection Type ROUTINE INSPECTION		Consent By MICKEY				FSC Scott Nishiyama 5/13/2027

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						S
K07	Proper hot and cold holding temperatures			X				
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods					X		
K10	Proper cooking time & temperatures	X				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					N
K19	Consumer advisory for raw or undercooked foods							
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		
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		
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		

OFFICIAL INSPECTION REPORT

Facility FA0204934 - ETHEL'S FANCY	Site Address 550 WAVERLY ST, PALO ALTO, CA 94301	Inspection Date 05/30/2025
Program PR0302448 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13	Owner Name KOINDOUN, LLC	Inspection Time 14:05 - 16:20
K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

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

Inspector Observations: Observed several potentially hazardous food (cooked fish, lamb/beef, chicken, sauces) using reduced oxygen packaging (ROP) without labels with date and time of production. One item was found dated 5/24.

ROP activities at a food facility do NOT require a HACCP plan if ALL the conditions below are satisfied:

- The food is labeled with the production time and date.
- The food is held at 41oF or lower during refrigeration storage.
- The food is removed from its package in the food facility within 48 hours after packaging.

Using ROP for sous vide will not require HACCP but Standard operating procedures (SOP) will be required.

Using ROP for purpose of cooling will not require HACCP but a SOP will be needed to address the procedures.

***When facility is using ROP for storing and removing PHF from package within 48 hours will be exempt for HACCP submittal to CDPH but will require to submit SOP to CPD.**

[CA] Provide written procedures for reduced oxygen packaging and when conducting sous vide. Email procedures to aleli.crutchfield@deh.sccgov.org by June 6.

Minor Violations

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

Inspector Observations: A few of the food handler cards were unavailable for review.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. Ensure cards are readily available for review.

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: Observed jars of cooked garlic in honey stored on shelf in dry storage area. **[CA] Maintain potentially hazardous food 41F and below. Relocate in refrigerator.**

K14 - 3 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: Chlorine dishwasher at the bar measured at 0 ppm. **[CA] Maintain a minimum of 50 ppm chlorine. Use dishwasher in main dish room until unit is repaired.**

K16 - 3 Points - Not in compliance with shell stock tags, condition; 114039-114039.5

Inspector Observations: Shell stock tags found not to be organized in chronological order. **[CA] Ensure tags are organized in chronological order correlated to the date of date the shellstock are sold or served.**

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: Lack of irreversible temperature monitoring device for high temp dishwasher and sink and sanitizer test strips for sanitizer dispenser at 3 compartment sink. **[CA] Provide the required testing devices/strips and test daily.**

Performance-Based Inspection Questions

Needs Improvement - Compliance with variance/ROP/HACCP Plan.

OFFICIAL INSPECTION REPORT

Facility FA0204934 - ETHEL'S FANCY	Site Address 550 WAVERLY ST, PALO ALTO, CA 94301	Inspection Date 05/30/2025
Program PR0302448 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13	Owner Name KOINDOUN, LLC	Inspection Time 14:05 - 16:20

Measured Observations

Item	Location	Measurement	Comments
green curry	prep unit	39.00 Fahrenheit	
water	hand sinks- all	100.00 Fahrenheit	
butter	walk in	39.00 Fahrenheit	
ambient	(3) prep units- front prep line	40.00 Fahrenheit	below 40F
dish plate thermometer	high temp dish unit	161.00 Fahrenheit	
halibut	walk in	41.00 Fahrenheit	
chlorine	bar dishwasher	0.00 PPM	
raw beef	walk in	41.00 Fahrenheit	
water	food prep sink	125.00 Fahrenheit	
ambient	walk in	37.00 Fahrenheit	

Overall Comments:

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 **6/13/2025**. 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: Scott Nishiyama
Chef
Signed On: May 30, 2025