

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 FA0299992 - RIVIAN - RIVIAN CAFE		Site Address 607 HANSEN WY, PALO ALTO, CA 94304		Inspection Date 04/28/2025		Placard Color & Score YELLOW 80		
Program PR0442200 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name EUREST DINING SERVICES		Inspection Time 09:45 - 12:00			
Inspected By THAO HA		Inspection Type ROUTINE INSPECTION		Consent By PATRICK GAFFNEY				FSC Patrick Gaffney 10/13/2026

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						S
K04	Proper eating, tasting, drinking, tobacco use	X						
K05	Hands clean, properly washed; gloves used properly	X						S
K06	Adequate handwash facilities supplied, accessible		X		X			N
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records		X		X			N
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						S
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	X	
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	X	
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 FA0299992 - RIVIAN - RIVIAN CAFE	Site Address 607 HANSEN WY, PALO ALTO, CA 94304	Inspection Date 04/28/2025
Program PR0442200 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name EUREST DINING SERVICES	Inspection Time 09:45 - 12:00
K48	Plan review	
K49	Permits available	
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: Facility has set up separate service area in other side of the dining area away by door into courtyard. Service area observed to have employee dispensing open food and no handwash sink observed near by. Next nearest handwash stations are located next to doors to kitchen. Per operator cart is not a daily food operation. Facility shall serve food from back kitchen area where handwash sink is easily accessible. [CA] When providing open foods, food facility shall have fully stocked handwash facility near by easily accessible to employees. [COS] Facility may obtain satellite facility permit for station, for more information see EHinfo.org for submittal requirements.

Follow-up By
05/01/2025

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

Inspector Observations: Box of cut melon and salad with cut tomatoes observed to be kept at room temperature under prep table at pick up area. Per operator, all items are kept out during service and then returned to cooler at the end of service area. Cut melons measured to be 41F.

[CA] 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. Once PHFs are not long in temperature control and enter TPHC, facility may not return food back into temperature and PHFs shall be discarded.

[COS] Employee labeled food with time and shall be instructed to discard salads and cut melon left out at the end of lunch. (11:30AM - 2:00PM). Facility shall admend TPHC policy to include the salads and cut fruit.

Follow-up By
05/01/2025

Minor Violations

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: 1) Food at spot light station across from dinning area observed to be within reach of customers with no lids or sneeze guard.

2) Candy at free snack bar observed to be available in large bowl.

[CA] Food on display shall be protected from contamination by the use of packaging, counter, service line, or sneeze guards that intercept a direct line between the consumer's mouth and the food being displayed, containers with tight-fitting securely attached lids, display cases, mechanical dispensers, or other effective means.

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 in flour bin observed to have handle directly in contact with flour. [CA] Store scoops such that handle is not in direct contact with food.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Time as a public health control; procedures & records.

OFFICIAL INSPECTION REPORT

Facility FA0299992 - RIVIAN - RIVIAN CAFE	Site Address 607 HANSEN WY, PALO ALTO, CA 94304	Inspection Date 04/28/2025
Program PR0442200 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name EUREST DINING SERVICES	Inspection Time 09:45 - 12:00

Measured Observations

Item	Location	Measurement	Comments
Raw chicken	Walk in cooler	36.00 Fahrenheit	
Soup	Soup warmers	162.00 Fahrenheit	
Rinse cycle	Upright dishwasher	160.00 Fahrenheit	
Cut cherry tomatoes	Middle prep cooler	40.00 Fahrenheit	
Cut tomatoes	Right most prep cooler	41.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Grilled chicken	Grill water bath	177.00 Fahrenheit	
Cooked squash	Walk in cooler	40.00 Fahrenheit	
Quat ammonia	3-comp sink	200.00 Fahrenheit	
Rice	Warming cabinet	139.00 Fahrenheit	
Burger pattie	Drawers under grill	40.00 Fahrenheit	
Cut melon	Under prep table	40.00 Fahrenheit	
Tofu	Steam table	137.00 Fahrenheit	
Curry	Extra service area heat lamp	153.00 Fahrenheit	
Pulled meat	Warming cabinet	171.00 Fahrenheit	
Burger pattie	walk in cooler	43.00 Fahrenheit	Per employee, patties were prepped within the last 30 minutes
Sliced cheese	Right most prep cooler	41.00 Fahrenheit	
Milk	2 door upright cooler	41.00 Fahrenheit	
Sliced cheese	Ice bath	37.00 Fahrenheit	
Rice	Steam table	159.00 Fahrenheit	
Feta cheese	Left most 2 door prep cooler	41.00 Fahrenheit	
Quat ammonia	sanitizer bucket	200.00 Fahrenheit	
Cooked brussels	Middle prep cooler	40.00 Fahrenheit	
Warm water	handwash sink	100.00 Fahrenheit	
Grilled chicken	Walk in cooler	38.00 Fahrenheit	
Mayonaise	Ice bath	38.00 Fahrenheit	
Tofu	Warming cabinet	155.00 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 **5/12/2025**. 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: Patrick Gaffney
General Manager

Signed On: April 28, 2025