

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 FA0269287 - MARUGAME UDON		Site Address 383 UNIVERSITY AV, PALO ALTO, CA 94301		Inspection Date 04/01/2026	
Program PR0400487 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 2 - FP16			Owner Name MARUGAME UDON USA LLC		Inspection Time 11:30 - 12:40
Inspected By ALELI CRUTCHFIELD	Inspection Type ROUTINE INSPECTION	Consent By AUDREY	FSC Audrey Dawson 3/4/2029		

Placard Color & Score GREEN 80

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		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						N
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	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		
K37 Vending machines		
K38 Adequate ventilation/lighting; designated areas, use		
K39 Thermometers provided, accurate		X
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		

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

Comments and Observations

Major Violations

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

Inspector Observations: Measured 2 covered containers of beef bolognese between 50F-62F prepared on 3/31 at 8p in walk in cooler.

[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 shallow pans 2) Separating the food into thinner or smaller portions. 3) Using containers that facilitate heat transfer (ex. stainless steel) 4) Using ice paddles/ice bath, stirring frequently, left uncovered.

Food was discarded in trash. See VC&D form.

Minor Violations

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

Inspector Observations: Hand sink near dish wash area found blocked by a broom and a metal pole inside the hand sink. [CA] Keep hand sink unobstructed at all times. [COS]

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: Dish plate thermometer measured at 153F for high temp dish machine. [CA] Maintain a plate temperature of 160F at all times. note- temperature labels on site. Manually sanitize all equipment in 3 comp sink at 200 ppm quat ammonium until unit is repaired.

Email service report to aleli.crutchfield@deh.sccgov.org

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: Raw ground beef above tomatoes, tamago in walk in cooler. Raw shelled eggs (not pasteurized) eggs above ready to eat food in walk in . [CA] Store raw meat below ready to eat food.

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: Lack of thermometer in undercounter freezer below order screen. [CA] All units shall have thermometers.

K49 - 2 Points - Permits not available; 114067(b,c), 114381(a), 114387

Inspector Observations: Permit has expired. [CA] Renew immediately. Facility shall have a current permit to operate.

Performance-Based Inspection Questions

Needs Improvement - Proper reheating procedures for hot holding.

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Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
ambient	noodle unit (dough)	31.00 Fahrenheit	
Kake broth (dashi)	pot on burner	151.00 Fahrenheit	
quat ammonium	wiping cloth bucket	200.00 PPM	
pork belly	container on counter	49.00 Fahrenheit	TPHC
paitan broth	kettle	172.00 Fahrenheit	
warm water	hand sinks- all	100.00 Fahrenheit	
kake broth	soup kettle	170.00 Fahrenheit	
tumotaka broth	kettle	155.00 Fahrenheit	
katsu	warmer	160.00 Fahrenheit	
quat ammonium	3 comp sink basin	200.00 PPM	
beef onion	steam table	140.00 Fahrenheit	
quat ammonium	3 comp sink	120.00 Fahrenheit	
cabbage	container on steam table	75.00 Fahrenheit	TPHC
ambient	walk in	40.00 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 **4/15/2026**. 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: Audrey D.
Manager

Signed On: April 01, 2026