

**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 FA0307534 - STARBIRD CHICKEN		Site Address 2515 EL CAMINO REAL 102, PALO ALTO, CA 94306		Inspection Date 02/11/2026	
Program PR0451076 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name CHICKEN COUP LLC		Inspection Time 14:15 - 14:30
Inspected By ALEXANDER ALFARO	Inspection Type LIMITED INSPECTION		Consent By GUADALUPE BERNAL		

Placard Color & Score <b>YELLOW</b> <b>N/A</b>
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**Comments and Observations**

**Major Violations**

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

**Inspector Observations:**

*Chicken nuggets were found measuring at 70F on a wire rack near the fryer. Staff were unaware how long the chicken nuggets had been there.*

Follow-up By 02/18/2026
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*[CA] PHFs shall be held at 41°F or below or at 135°F or above.*

*[COS] Chicken nuggets were discarded. See VC&D report.*

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

**Inspector Observations:**

**1. Repeat Violation:** *Chicken subject to 30 minutes of TPHC were observed to not have the timer on. Per cook, they had cooked it about 15 minutes prior.*

Follow-up By 02/18/2026
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*[CA] Provide written procedures and time marking for PHFs utilizing time as a public health control (TPHC).*

*[SA] Inspector measured chicken to be at 140F. Staff were instructed to discard chicken after 15 minutes to comply with facility's TPHC written procedures.*

**2. Repeat Violation:** *Staff were observed placing a new batch of tenders onto a tray of chicken that was already time marked. Timers are set for 30 minutes.*

*[CA] PHFs utilizing time as a public health control (TPHC) shall be discarded within 4 hours from the point in time when food is removed from temperature control.*

*[SA] The batch of chicken was used first as their TPHC procedure is for 30 minutes only. Discussed with manager to not commingle different batches of chicken.*

**3. Facility could not provided written procedures for their TPHC.**

*[CA] Provide written procedures and time marking for PHFs utilizing time as a public health control (TPHC).*

**Minor Violations**

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:**

*Sanitizer at the three compartment sink dispenser is not dispensing at the right concentration. Sanitizer solution was measured at 0 PPM.*

Follow-up By 02/18/2026
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*[CA] Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.*

*[SA] Facility to sanitize dishes using their upright high temperature dishwasher until the dispenser is repaired.*

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

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**Inspector Observations:**

*The hot water valve at the handwash station nearest to the fryers was turned off.*

**[CA] Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.**

**[COS] PIC was able to turn the hot water valve back on.**

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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 bacon was found stored above ready to eat foods in the walk in cooler.*

**[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.**

**[COS] PIC moved the bacon.**

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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:**

**1. Scooper handle of final dredge flour was in contact with flour.**

*Note: Flour is scooped by employee assigned to frying chicken. Gloves are changed frequently, but not washed as task does not change. Ensure to wash hands and change gloves prior to changing tasks such as filling up dredging station.*

**2. Scooper for the wasabi aioli in the walk in cooler was completely submerged.**

**[CA] Store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.**

## Performance-Based Inspection Questions

N/A

## Measured Observations

N/A

## Overall Comments:

*- Onsite for a food borne illness investigation.*

*- A limited inspection was conducted to note major violations observed.*

*- A follow up inspection will be conducted within 5 business days to verify compliance with major violations noted. The first follow up inspection is free of charge. Any and all subsequent follow up inspections shall be charged at the approved hourly rate of \$298.00/hr, minimum of one hour, during normal business hours: Monday through Friday 7:30 AM to 4:30 PM, and \$645 for a minimum of two hours, during non-business hours, and upon inspector availability.*

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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 2/25/2026. 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.

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**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



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**Received By:** Guadalupe Bernal  
Restaurant Manager

**Signed On:** February 11, 2026