

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 FA0311237 - WOW TEA DRINK - PALO ALTO		Site Address 2515 EL CAMINO REAL 110, PALO ALTO, CA 94306		Inspection Date 03/16/2026		Placard Color & Score GREEN 90		
Program PR0455847 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 1 - FP09			Owner Name WOW TEA DRINK LLC		Inspection Time 13:30 - 14:40			
Inspected By JOSHUA LUCES		Inspection Type ROUTINE INSPECTION		Consent By ESTER				FSC

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						S
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						
K08	Time as a public health control; procedures & records			X				S
K09	Proper cooling methods			X	X			N
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	X	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	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

No major violations were observed during this inspection.

Minor Violations

K08 - 3 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations:

Written time labels for TPHC were observed on in use boba at ambient temperature, but a written procedure was not available for review at the time of inspection. A printed out copy of the TPHC template was provided at the time of inspection.

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

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations:

1. Measured one container of cooked mochi covered in plastic wrap in the back upright cooler between 98F at the outer edges of the container and 112F in the middle.

2. A second container of mochi was observed in the front preparation cooler insert at 100F.

[CA] When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling. When cooling PHF's, stir frequently to facilitate rapid cooling.

1. [COS] A food worker was instructed to remove the wrapping, and continue stirring the container to facilitate heat transfer

2. [SA] A time marker indicating a 4 hour discard time was added to the mochi at the front service counter as the cooler unit was observed off at the start of this inspection.

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

Inspector Observations:

Observed a bag of opened sugar at the back preparation area.

[CA] Store open bulk foods in approved NSF containers with tight fitting lids.

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

Inspector Observations:

The front small reach in cooler display thermometer was inoperable at the time of inspection. An additional thermometer was placed in the unit as a replacement.

[CA] A thermometer +/- 2°F shall be provided and correctly located in each hot and cold holding unit containing potentially hazardous foods.

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

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Measured Observations

Item	Location	Measurement	Comments
PISTACHIO CREAM	FRONT REACH IN COOLER	40.00 Fahrenheit	
PISTACHIO CREAM (2)	FRONT REACH IN COOLER	38.00 Fahrenheit	
WATER	THREE COMPARTMENT SINK	126.00 Fahrenheit	
WATER	FRONT HAND WASHING SINK	106.00 Fahrenheit	
WHOLE MILK	BACK UPRIGHT COOLER	40.00 Fahrenheit	
WATER	RESTROOM HAND WASHING SINK	100.00 Fahrenheit	
MOCHI	BACK UPRIGHT COOLER	38.00 Fahrenheit	FROM PREVIOUS DAY
WATER	BACK HAND WASHING SINK	100.00 Fahrenheit	
WATER	FRONT DUMP SINK	122.00 Fahrenheit	

Overall Comments:

***Notes:

It was discussed at this time that the store started food operations as of 3/15/26. The following will be verified during the next routine inspection.

- A new facility which prepares potentially hazardous foods has been operating for longer than 60 days without a certified employee.

- Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

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 3/30/2026. 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: rong yin
Owner
Signed On: March 16, 2026