

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 FA0300312 - HOTEL CITRINE - KITCHEN & BAR		Site Address 744 SAN ANTONIO RD, PALO ALTO, CA 94303		Inspection Date 06/26/2025		Placard Color & Score GREEN 90		
Program PR0441159 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name M10 DEV, LLC		Inspection Time 11:30 - 12:40			
Inspected By TRAVIS KETCHU		Inspection Type ROUTINE INSPECTION		Consent By JULIE CABLAY				FSC Julie Cablay 12/21/2028

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						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						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						
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		
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		X
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 FA0300312 - HOTEL CITRINE - KITCHEN & BAR		Site Address 744 SAN ANTONIO RD, PALO ALTO, CA 94303	Inspection Date 06/26/2025
Program PR0441159 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11		Owner Name M10 DEV, LLC	Inspection Time 11:30 - 12:40
K48	Plan review		
K49	Permits available		
K58	Placard properly displayed/posted		

Comments and Observations

Major Violations

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

Inspector Observations: Measured sour cream sauce at 73 F in a squeeze bottle at the cook line. PIC stated the sauce was used during the breakfast serving period.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] Sour cream sauce voluntarily discarded.

Measured cream cheese at 51 F within the one door reach in refrigerator below the coffee machines in the kitchen.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] Cream cheese voluntarily discarded.

Measured creamer and non-dairy milk at 50 F to 53 F within carrafs at the self service coffee station. PIC stated that the milks were removed from temperature control 2 hours prior.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] Milks marked with a discard time of a additional two hours.

If facility intends to hold PHF's at room temperature utilizing TPHC, submit procedures to this department for review and approval.

Minor Violations

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

Inspector Observations: Measured the ambient air temperature of the one door reach in refrigerator at 52 F.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below. Discontinue use of the unit to hold PHF's until it can maintain 41 F or below.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
warm water	hand wash sink	100.00 Fahrenheit	
sliced tomatoes	prep fridge	40.00 Fahrenheit	
cream cheese	1 door reach in fridge	52.00 Fahrenheit	
raw beef	under grill fridge	36.00 Fahrenheit	
sauce	counter top warmer	152.00 Fahrenheit	
quat sanitizer	3 comp sink	200.00 PPM	
cream cheese sauce	bottle at cook line	74.00 Fahrenheit	
cooked chicken	walk in fridge	37.00 Fahrenheit	
cheese	open top prep fridge	36.00 Fahrenheit	
milk	bar reach in fridge	39.00 Fahrenheit	
non-dairy milk	carraf	52.00 Fahrenheit	
hot water	bar warewashing machine	163.00 Fahrenheit	
hot water	kitchen warewashing machine	167.00 Fahrenheit	
1/2 and 1/2	self service carraf	50.00 Fahrenheit	

Overall Comments:

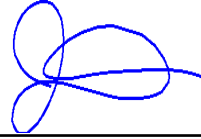
OFFICIAL INSPECTION REPORT

Facility FA0300312 - HOTEL CITRINE - KITCHEN & BAR	Site Address 744 SAN ANTONIO RD, PALO ALTO, CA 94303	Inspection Date 06/26/2025
Program PR0441159 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11	Owner Name M10 DEV, LLC	Inspection Time 11:30 - 12:40

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 **7/10/2025**. 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: julie cablay
pic

Signed On: June 26, 2025