

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 FA0204924 - NOLA		Site Address 535 RAMONA ST, PALO ALTO, CA 94301		Inspection Date 09/24/2026		Placard Color & Score GREEN 93		
Program PR0303028 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17			Owner Name 535 RAMONA INC		Inspection Time 10:45 - 12:30			
Inspected By ALELI CRUTCHFIELD		Inspection Type ROUTINE INSPECTION		Consent By AMELIA				FSC Cameron Boos 1/22/2030

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						
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		
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		X
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

K18 - 3 Points - Non-compliance with variance/ROP/HACCP Plan; 114057, 114057.1, 114417.6, 114419

Inspector Observations: *Observed chicken stored in reduced oxygen packaging (ROP) in walk in cooler. Per chef, food is and sous vide and package is opened the same day. Once cooled, packages of chicken are opened, then battered and placed on a baking sheet in the walk in cooler that same day.*
Repeat violation.

[CA] *Provide written standard operating procedures (SOP's) for this process (including but not limited to- when final cooking temperatures are measured and cooling temperatures are measured). Submit SOP's to this department for review by 9/30/2026 (email to aleli.crutchfield@deh.sccgov.org). For food that is vacuum packaged and sous vide, see requirement below:*

NOTE: *ROP activities at food facility do NOT require a HACCP plan if ALL the conditions below are satisfied:*

- The food is labeled with the production time and date.*
- The food is held at 41F or lower during refrigeration storage.*
- The food is removed from its package in the food facility within 48 hours after packaging.*

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

Inspector Observations: *Lack of thermometer for single door prep unit next to the salad station. [CA] Provide a thermometer*

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations: *Observed windows that open up to food prep areas were open. [CA] Keep windows at cookline area closed to prevent entrance of vermin. Recommend to install screens should you continue to keep open.*

Performance-Based Inspection Questions

N/A

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Measured Observations

Item	Location	Measurement	Comments
chlorine	bar dishwasher	50.00 PPM	
crawfish	freezer walk in	4.00 Fahrenheit	
ambient	freezer	7.00 Fahrenheit	
gumbo	hot hold unit, under counter	168.00 Fahrenheit	
chlorine	oyster bar dishwasher	50.00 PPM	
shrimp, raw	prep unit	39.00 Fahrenheit	
whole beef, whole pork	walk in cooler	41.00 Fahrenheit	
ambient	seafood 2 door unit	36.00 Fahrenheit	
ice cream	freezer drawer	10.00 Fahrenheit	
ceviche	3 door unit- oyster bar	40.00 Fahrenheit	
ambient	beverage/bar unit	40.00 Fahrenheit	
water	hand sinks- all	100.00 Fahrenheit	
chlorine	main dishwasher	50.00 PPM	
rice, mashed potatoes	steam table near cook line	160.00 Fahrenheit	
diced tomatoes	prep unit oyster station	36.00 Fahrenheit	
fried rice	4 drawer unit at cookline	41.00 Fahrenheit	
hot water	3 comp sink- dish wash area	120.00 Fahrenheit	
cesar dressing	salad station	38.00 Fahrenheit	
salmon raw	2 drawer unit below grill	41.00 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 **10/8/2026**. 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: Amelia Nordeman
Manager
Signed On: September 24, 2026