

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 FA0300872 - RABBIT RABBIT CREAM		Site Address 180 EL CAMINO REAL 78, PALO ALTO, CA 94304		Inspection Date 04/10/2026		Placard Color & Score GREEN 75		
Program PR0441575 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name ORGANICA OMJ LLC		Inspection Time 13:15 - 15:10			
Inspected By JOSHUA LUCES		Inspection Type ROUTINE INSPECTION		Consent By DIONARA				FSC

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						S
K06	Adequate handwash facilities supplied, accessible			X				
K07	Proper hot and cold holding temperatures		X		X			
K08	Time as a public health control; procedures & records						X	N
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						N
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	X	
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	X	
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		
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	X	
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available	X	

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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 one container set out at ambient temperature at 96F. The PIC stated the boba finished cooking and was placed at ambient temperature approximately 2 hours prior. No indication of time as a public health control was observed at this time.

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

[SA] The PIC started a timer to indicate a discard time for two additional hours. Additional file review under the orig application identifies a TPHC plan for Boba and tea submitted but without approval of a specialist. The TPHC plan was reviewed and approved at this time.

Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

Inspector Observations:

A valid food safety certificate was unavailable for review at the time of inspection.

[CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.

Current food handler cards were unavailable for review at the time of inspection.

[CA] 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.

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

Inspector Observations:

Paper towels were unavailable at the handwashing station closest to the front of store and a dispenser was not installed at this location. The PIC stated that they pull paper towels from the dispenser adjacent to the handwashing sink. It was discussed that the dispenser is pending replacement.

[CA] Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations:

Observed a large number of live fruit flies throughout the facility.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

K29 - 2 Points - Toxic substances improperly identified, stored, used; 114254, 114254.1, 114254.2

Inspector Observations:

Household insecticide was observed stored on the chemical rack in the restroom.

[CA] Only those insecticides, rodenticides, and other pesticides that are necessary and specifically approved for use in a food facility may be used.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

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Inspector Observations:

1. The quaternary ammonia sanitizer dispenser at the warewashing sink was unable to provide a sanitizer concentration of 200 ppm. A manual solution of chlorine was mixed at the time of inspection by assistance of the specialist. Ensure all food handlers that conduct warewashing are able to verify sanitizer concentrations.

[CA] Maintain warewashing facilities operable and in good condition.

2. The gooseneck faucet for the warewashing sink has a length that is only capable of filling the two left compartments at the 4 compartment warewashing sink.

[CA] Provide gooseneck faucet at warewash sink to be able to readily fill the compartments used to wash, rinse, and sanitize multiuse food equipment.

3. The test strips provided on this date were observed wet and unable to test sanitizer concentration.

[CA] Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing.

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations:

Observed a heavy accumulation of grime on the floors throughout the facility including but not limited to:

- Below the warewashing and preparation sinks
- Below the refrigeration equipment including around and behind the units

[CA] Walls and/or floors in food preparation area shall be kept clean.

K47 - 2 Points - Signs not posted; last inspection report not available; 113725.1, 113953.5, 113978, 114381(e)

Inspector Observations:

The health permit was not posted and unavailable for review at the time of inspection. The health permit was sent to the PIC from the manager by phone.

[CA] The health permit issued by this department shall be posted in a conspicuous place in the food facility.

Performance-Based Inspection Questions

- Needs Improvement - Food contact surfaces clean, sanitized.
- Needs Improvement - Time as a public health control; procedures & records.

Measured Observations

Item	Location	Measurement	Comments
HEAVY CREAM	TWO DOOR UPRIGHT COOLER	38.00 Fahrenheit	
MILK	TWO DOOR UPRIGHT COOLER	40.00 Fahrenheit	
SANITIZER CONCENTRATION	WAREWASHING SINK	100.00 PPM	CHLORINE
WATER	BACK HAND WASHING SINK	100.00 Fahrenheit	
OAT MILK	REACH IN COOLER	37.00 Fahrenheit	
EGG PUDDING	PREP COOLER	38.00 Fahrenheit	
CREAM	PREP COOLER	34.00 Fahrenheit	
WATER	THREE COMPARTMENT SINK	120.00 Fahrenheit	
HALF AND HALF	REACH IN COOLER	38.00 Fahrenheit	
WATER	FRONT HANDWASHING SINK	100.00 Fahrenheit	

Overall Comments:

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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 **4/24/2026**. 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: DAYANARA RAMOS
PIC

Signed On: April 10, 2026