

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 FA0256371 - NEW HWONG KOK BAKERY		Site Address 1705 N MILPITAS BL, MILPITAS, CA 95035	Inspection Date 09/14/2026
Program PR0374384 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11		Owner Name NEW HWONG KOK INC	Inspection Time 13:00 - 13:20
Inspected By MAVERICK CHIN	Inspection Type LIMITED INSPECTION	Consent By SUE	

Placard Color & Score

YELLOW
N/A

Comments and Observations

Major Violations

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations:

Observed employee taking out the trash, then returned into the kitchen and attempted to resume preparing bread dough before being stopped. When instructed to wash hands, employee proceeded to rinse hands without using soap.

Observed employee working at the front service counter dropping two metal tins of moon cakes on the floor, thereby resulting in moon cakes falling and directly contacting the floor. Employee proceeded to pick up the moon cakes, put them back into the box, and stacked the boxes on top of one another on a shelving unit at the front service line. Employee then proceeded to take a customer's order and handle food without changing gloves or washing hands.

**Note: Manager stated that moon cakes were not going to be served. Manager discarded tins of moon cakes.*

Observed employee working at the front service counter handling cash and coins, then proceeded to begin packaging a customer's order of food.

[CA] Employees shall wash their hands in all of the following scenarios:

- (1) Immediately before engaging in food preparation, including working with nonprepackaged food, clean equipment and utensils, and unwrapped single-use food containers and utensils.
- (2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.
- (3) After using the toilet room.
- (4) After caring for or handling any animal allowed in a food facility pursuant to this part.
- Or (5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.
- (6) After handling soiled equipment or utensils.
- (7) During food preparation, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.
- (8) When switching between working with raw food and working with ready-to-eat food.
- (9) Before initially donning gloves for working with food.
- (10) Before dispensing or serving food or handling clean tableware and serving utensils in the food service area.
- (11) After engaging in other activities that contaminate the hands.

[COS] Instructed employees to de-glove and properly wash hands.

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

Inspector Observations:

On a rolling speed rack at the entrance to the back kitchen, numerous hot dog buns measured 73F. Per staff, hot dog buns had been baked prepared approximately 4 hours prior, and they are usually stored in the upright warmer at the front service counter. At the time of inspection, upright warmer was turned off.

On a table in the dining area, 10+ lotus paper-wrapped sticky rice measured 72F. Per staff, items had been removed from refrigeration approximately 3 hours prior.

In the top-most steamer at the left side stack at the front service line, har gao measured 119. Observed lid of steamer maintained off of the steamer basket, on top of the other steamer stack nearby. Per the manager, har gao had been steamed approximately 2 hours prior.

Follow-up By
09/17/2026

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[CA] Potentially hazardous foods subjected to temperature control shall be held at 41F or below, or at 135F or above to prevent the growth of bacteria.

[COS] Hot dog buns were voluntarily condemned and discarded. Sticky rice in lotus paper and har gao to be served or discarded by 2 PM (4 hours after initially leaving temperature control).

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

Inspector Observations:

Numerous potentially hazardous foods measuring between 73F and 100F while subjected to time as a public health control did not have their time labeling filled out while maintained in the display case under heat lamps at the front service area, including fried shrimp balls, crispy taro balls, tofu, shrimp and chive dumplings, shrimp and tofu, fried crab balls, fried red bean balls, and shrimp and pepper. Per the manager, she had forgotten to fill out the time labeling today. Manager stated that items had been prepared between 2 hours and 4 hours prior, earlier this morning.

***Note: At the time of inspection, heat lamps were turned off.**

Follow-up By
09/17/2026

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

[COS] Tofu and shrimp/chive dumplings were voluntarily condemned and discarded due to improper use of time as a public health control. All other items were properly time labeled to be served or else discarded 4 hours after initially leaving temperature control.

Minor Violations

No minor violations were observed during this inspection.

Performance-Based Inspection Questions

N/A

Measured Observations

N/A

Overall Comments:

Conducted in conjunction with CO0160652.

Two or more major violations were cited during the limited inspection.

A follow-up inspection will be conducted in the next 1 to 3 business days to verify compliance with all of the cited major violations.

Subsequent follow-up inspections after the first shall be billed at \$282/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspector's availability.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered with, camouflaged, or copied. Failure to comply may result in a fine and enforcement action as per county ordinance section B11-55.

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 **9/28/2026**. 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

Sue

Received By: Sue
Manager
Signed On: September 14, 2026