

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 FA0204723 - HONG KONG RESTAURANT | | Site Address 3691 EL CAMINO REAL, PALO ALTO, CA 94306 | | Inspection Date 03/24/2026 | |
| Program PR0300350 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14 | | | Owner Name GREAT WALL F & B INC | | Inspection Time 12:50 - 15:10 |
| Inspected By JOSHUA LUCES | | Inspection Type ROUTINE INSPECTION | | Consent By LEO DANG | |
| | | | | FSC Yong Chang Zhen 7/18/28 | |

| |
|---|
| Placard Color & Score YELLOW 59 |
|---|

| 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 | | X | | | N |
| K06 Adequate handwash facilities supplied, accessible | | X | | X | | | N |
| K07 Proper hot and cold holding temperatures | X | | | | | | |
| K08 Time as a public health control; procedures & records | | X | | X | | | |
| K09 Proper cooling methods | X | | | | | | S |
| 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 | | | | | | S |
| 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 | X | |
| 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 | 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 | X | |
| K36 Equipment, utensils, linens: Proper storage and use | X | |
| K37 Vending machines | | |
| K38 Adequate ventilation/lighting; designated areas, use | | |
| K39 Thermometers provided, accurate | | |
| K40 Wiping cloths: properly used, stored | X | |
| K41 Plumbing approved, installed, in good repair; proper backflow devices | | |
| K42 Garbage & refuse properly disposed; facilities maintained | X | X |
| 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

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 a dish washer clean dirty dishes and load the dish washer and subsequently put away clean dishes without an intermediate hand washing or glove changing step.

Follow-up By
03/27/2026

[CA] Properly wash hands with soap, warm water and dry using single use paper towels as required. Gloves shall be properly used and changed when required.

[COS] The dish was reloaded to be cleaned and the dish washer washed their hands as directed by the specialist.

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations:

1. Paper towels or other drying device were not available at the server station hand washing sink.

Follow-up By
03/27/2026

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

[COS] Paper towels were placed at the dispenser.

2. The only hand washing sink in the main kitchen area was blocked by multiple rolling carts and inaccessible.

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.

[COS] The carts were relocated to have access to the hand washing sink.

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

Inspector Observations:

Observed multiple PHF's out on carts in the main kitchen at ambient temperature at the respective temperatures:

Follow-up By
03/27/2026

- Raw chicken at 48F
- Raw beef at 54F
- Shrimp at 61F
- Fried tofu at 56F
- Sprouts at 57F

A cook noted that the above food items were removed from the upright cooler approximately 1 hour prior for lunch service.

It was discussed at this time that TPHC procedures are maintained on site and were approved by this department 4/17/25. No time indications/labels were set for PHF held under a TPCH plan.

[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] Labels were placed for each item indicating a 4 hour discard time from removal of temperature control.

Minor Violations

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

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Inspector Observations:

Observed 5 old rodent droppings underneath the racks in the back dry storage area. No further evidence of rodent activity was observed at this time. It was discussed that pest control services are conducted monthly by The One Pest Control with the last service conducted on 3/16/26.

Follow-up By
03/27/2026

[CA] Clean and sanitize area of old droppings.

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations:

Observed chicken measured at 48F thawing in plastic container of water at the three compartment sink.

[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.

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

Inspector Observations:

Observed household aerosol raid stored at the lower shelves at the servers station.

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

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

Inspector Observations:

Observed multiple containers of food stored directly on the floor in the walk in freezer.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

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, 114166, 114167, 114169, 114175, 114177, 114180, 114182

Inspector Observations:

1. Observed multiple plastic containers and strainers to be cracked/damaged.

[CA] Maintain equipment in good repair. Remove cracked plastic storage to prevent the risk of physical contamination.

2. Observed cardboard and wooden pallets lining the floors at the cooks line.

3. Observed foil and cardboard being used to line shelving throughout the facility

4. Observed single use tofu containers being re-used for food storage

5. Observed plastic grocery bags used for food storage

[CA] Use only approved equipment of construction that is durable, nonabsorbent, and easily cleanable.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations:

Observed a plastic container of raw chicken stored on a sheet pan which was placed on a rolling garbage bin adjacent to the preparation line across from the cooks line.

[CA] Discontinue using a garbage bin in this manner and store and use equipment in a manner to prevent cross contamination.

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K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations:

Observed multiple multiuse wiping cloths stored at the food preparation tables.

[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

K42 - 2 Points - Garbage and refuse improperly disposed; 114244, 114245, 114245.1, 114245.2, 114245.3, 114245.4, 114245.5, 114245.6, 114245.7, 114245.8

Inspector Observations:

Observed the lid for the refuse container propped open.

[CA] Refuse containers shall be covered at all times when not in use.

[COS] The lid was closed at this time.

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.
Needs Improvement - Adequate handwash facilities: supplied or accessible.

Measured Observations

| Item | Location | Measurement | Comments |
|-------------------------|--|-------------------|------------------------------|
| TOFU | THREE DOOR UPRIGHT COOLER | 41.00 Fahrenheit | |
| RAW CHICKEN | REACH IN COOLER ACROSS FROM COOKS LINE | 39.00 Fahrenheit | |
| RAW BEEF | REACH IN COOLER ACROSS FROM COOKS LINE | 38.00 Fahrenheit | |
| WATER | KITCHEN HAND WASHING SINK | 108.00 Fahrenheit | |
| WATER | PREPARATION SINK | 121.00 Fahrenheit | |
| SHRIMP | WALK IN COOLER | 40.00 Fahrenheit | |
| SOUP | HOT HOLDING UNIT | 183.00 Fahrenheit | |
| NOODLES | COOKS LINE | 166.00 Fahrenheit | FINAL COOKING TEMPERATURE |
| RAW PORK | THREE DOOR UPRIGHT COOLER | 41.00 Fahrenheit | |
| SHRIMP | COOKS LINE | 176.00 Fahrenheit | FINAL COOKING TEMPERATURE |
| SCALLOPS | WALK IN COOLER | 38.00 Fahrenheit | |
| SANITIZER CONCENTRATION | LOW TEMPERATURE DISH MACHINE | 50.00 PPM | CHLORINE |
| WATER | THREE COMPARTMENT SINK | 120.00 Fahrenheit | |
| COOKED NOODLES | SPEED RACK | 126.00 Fahrenheit | RAPIDLY COOLING ON SHEET PAN |

Overall Comments:

***Note: Observed peking roast duck hanging in the kitchen area between 140F - 147F at ambient temperature. Ensure that PHF that are explicitly held at room temperature are discarded after 4 hours, using a TPHC plan. The TPHC template was provided on this date.**

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 **4/7/2026**. 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



Received By: Leo Dang
Manager

Signed On: March 24, 2026