

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 FA0252670 - CLOUD9 COFFEE		Site Address 1901 EMBARCADERO RD 103, PALO ALTO, CA 94301		Inspection Date 01/30/2025		Placard Color & Score GREEN 83
Program PR0367816 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name CLOUD9 COFFEE LLC		Inspection Time 14:00 - 15:20	
Inspected By TRAVIS KETCHU	Inspection Type ROUTINE INSPECTION	Consent By CHOUNG KWEON	FSC Hanna Joo 6/25/2023			

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		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				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										
K27	Food separated and protected										
K28	Fruits and vegetables washed										
K29	Toxic substances properly identified, stored, used										
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										
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 FA0252670 - CLOUD9 COFFEE	Site Address 1901 EMBARCADERO RD 103, PALO ALTO, CA 94303	Inspection Date 01/30/2025
Program PR0367816 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name CLOUD9 COFFEE LLC	Inspection Time 14:00 - 15:20
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 milk at 52 F and creamer at 51 F within the two door reach in refrigerator.

Ambient temperature of the unit measured at 52 F.

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

[COS] Milks voluntarily discarded.

Minor Violations

K14 - 3 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

Inspector Observations: Measured the quat sanitizer concentration at 100 ppm within the three compartment sink.

[CA] Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.

[COS] Quat sanitizer concentration increased to 200 ppm.

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

Inspector Observations: Sugar container stored directly on the floor of the rear preparation area.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination. Store open bulk foods in approved NSF containers with tight fitting lids.

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 two door reach in fridge at 52 F. Door gaskets are in disrepair.

[CA] Discontinue use of the unit to hold PHF's. Refrigeration must be capable of maintaining PHFs at 41°F or below. Replace door gaskets.

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 use of the food preparation sink as a clean dish drying rack and dish scrubbing sink.

[CA] Discontinue the use of the food preparation sink to wash or dry dishes. Warewashing shall be accomplished within the three compartment sink.

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	
quat sanitizer	3 comp sink	100.00 PPM	
milk	2 door reach in fridge	52.00 Fahrenheit	
smoked salmon	prep fridge	37.00 Fahrenheit	
creamer	2 door reach in fridge	51.00 Fahrenheit	
eggs	upright frigde	37.00 Fahrenheit	
hot water	3 comp, prep sinks	120.00 Fahrenheit	
milk	2 door reach in fridge 2	38.00 Fahrenheit	
milk	1 door upright fridge	40.00 Fahrenheit	

OFFICIAL INSPECTION REPORT

Facility FA0252670 - CLOUD9 COFFEE	Site Address 1901 EMBARCADERO RD 103, PALO ALTO, CA 94303	Inspection Date 01/30/2025
Program PR0367816 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10	Owner Name CLOUD9 COFFEE LLC	Inspection Time 14:00 - 15:20

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 **2/13/2025**. 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: choung kweon
owner

Signed On: January 30, 2025