

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 FA0286063 - MADEMOISELLE COLETTE		Site Address 499 LYTTON AV, PALO ALTO, CA 94301		Inspection Date 02/05/2026		Placard Color & Score YELLOW 67		
Program PR0428904 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 1 - FP09			Owner Name MADEMOISELLE COLETTE L		Inspection Time 14:25 - 15:45			
Inspected By ALELI CRUTCHFIELD		Inspection Type ROUTINE INSPECTION		Consent By MANON				FSC Not Available

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					N
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				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		
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		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		X
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		X

Comments and Observations

Major Violations

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

Inspector Observations: *Measured 2% milk, whole milk, almond milk on counter next to espresso machine between 50F-60F. Per employee, milks were left out 30 minutes ago. [CA] Maintain potentially hazardous food 41F and below at all times. During rush periods, recommend to provide a container with ice and place on counter so milk can be maintained 41F below. Or time mark each milk to be discarded after 4 hours. [CA] Milk was placed back in unit to cool down.*

Follow-up By
02/10/2026

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

Inspector Observations: *Lack of time marking label for creamer on customer self service table. [CA] Time mark creamer and discard 4 hours from time was removed from refrigerator per TPHC (time as a public health control) procedures. [COS] Creamer was discarded in trash.*

Follow-up By
02/10/2026

Minor Violations

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

Inspector Observations: *Unable to locate food safety managers certificate. [CA] At least one person at this location must be food safety certified.*

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: *Ecolab sanitizer dispenser measured at 0 ppm quat ammonium at 3 comp sink. [CA] Maintain a minimum of 200 ppm quaternary ammonium, repair unit. Manually set up sink and fill sink with 1 tbsp of quat ammonium + 1 gallon of water.*

Follow-up By
02/10/2026

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: *Warm water at hand sink behind POS system measured at 77F. Warm water at restroom measured at Hot water at 3 comp sink measured at 111F. Warm water at restroom measured at 70F. [CA] Maintain warm water at all hand sinks 100F minimum and 3 comp sink 120F minimum.*

Follow-up By
02/10/2026

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

Inspector Observations: *Lack of quaternary ammonium test strips for sanitizer. [CA] Provide and test at 200 ppm daily.*

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

Inspector Observations: *Lack of thermometer at 3 door unit at front service area. [CA] Provide a thermometer.*

K43 - 2 Points - Toilet facilities: improperly constructed, supplied, cleaned; 114250, 114250.1, 114276

Inspector Observations: *Door at restroom is unable to self close. [CA] Install a self closing device on the door.*

Repeat violation.

K58 - 2 Points - Placard not properly displayed/posted

Inspector Observations: *County issued green pass placard from 2024 is missing from the storefront window. [CA] The placard shall be posted and clearly visible to the general public and patrons entering the food establishment. The placard shall be removed by this Department only.*

Performance-Based Inspection Questions

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Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
water	hand sink restroom	70.00 Fahrenheit	
quat ammonium	3 comp sink dispenser	0.00 PPM	
water	3 comp sink	111.00 Fahrenheit	
almond milk	2 door unit	39.00 Fahrenheit	
water	hand sink- behind POS	77.00 Fahrenheit	
grapefruit sorbet	freezer	20.00 Fahrenheit	
cheesecake	display unit	40.00 Fahrenheit	

Overall Comments:

Follow up scheduled for TUESDAY 2/10/26.

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 **2/19/2026**. 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: Manon D

Signed On: February 05, 2026