

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 FA0204833 - UME TEA		Site Address 421 CALIFORNIA AV, PALO ALTO, CA 94306		Inspection Date 06/10/2025		Placard Color & Score YELLOW 65		
Program PR0302835 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name UME PALO ALTO INC		Inspection Time 15:00 - 16:30			
Inspected By KATHY VO		Inspection Type ROUTINE INSPECTION		Consent By HONGBI LAI				FSC Zuoda Wang 07/18/2028

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		X			N
K07	Proper hot and cold holding temperatures		X		X			
K08	Time as a public health control; procedures & records		X		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		
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		
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		
K44	Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing	X	
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

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

Inspector Observations: *Observed the handwash sink at the front preparation area is lacking soap and paper towels. The handwash sink is obstructed by large working tea containers. [CA] Handwash sink shall be stocked with soap and single use towels and shall be accessible at all times. [SA] Nearby handwash sink in the kitchen is fully stocked and accessible. Facility is to store the tea containers elsewhere and ensure the front handwash sink is stocked and accessible.*

Follow-up By 06/11/2025

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

Inspector Observations: *1) Measured dairy yogurt, cheese, and oat milk in the countertop preparation cooler from 47-55F. Per PIC, foods were stored in the preparation cooler 3.5 hours prior to temperature measurement. 2) Measured opened packet of tofu at 54F stored above the preparation cooler insert. Per employee, tofu was opened 1 hour prior to temperature measurement. [CA] Potentially Hazardous Foods shall be kept at 41F or below or 135F or above. [COS] 1) Yogurt, cheese, and oat milk relocated to the reach-in refrigeration unit for rapid cooling. 2) Tofu stored under the insert cooling line for rapid cooling.*

Follow-up By 06/11/2025

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

Inspector Observations: *Measured boba at 101F on the preparation counter. Per PIC, boba was cooked 1 hour prior to temperature measurement and will be discarded within 4 hours following TPHC procedures. Observed no time markings or written procedures on-site. [CA] When time only, rather than time and temperature is used as a public health control, Potentially Hazardous Foods 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] PIC added time marking to boba to be discarded within 4 hours. Completed TPHC documentation for boba during inspection.*

Follow-up By 06/11/2025

Minor Violations

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

Inspector Observations: *Actively working employees lack food handler cards. [CA] All food handlers shall maintain a valid food handler card for the duration of their employment in food facility. A valid food handler card shall be provided within 30 days after the initial date of hire. Food handler cards shall be available for review.*

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

Inspector Observations: *1) Observed cups and straws stored outside of the food facility. [CA] Food and food contact surfaces shall be stored in approved facility.*

2) Observed large pot of Thai tea stored on the floor of walk-in cooler. Observed multiple boxes of food stored on the floor in the walk-in freezer. [CA] Food shall be stored six inches off the floor to prevent contamination and facilitate ease of cleaning.

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 temperature of the preparation cooler at 57F. [CA] Refrigeration units shall maintain foods at 41F or below. Discontinue the storage of Potentially Hazardous Foods in this preparation cooler until it is repaired.*

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

Inspector Observations: *Facility lacks metal probe thermometer for use. [CA] An accurate easily readable metal probe thermometer (accurate to +/- 2°F) that is designed to measure the temperature of thin masses shall be provided and readily available to accurately measure the temperatures of potentially hazardous foods.*

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K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations: *Observed excessive clutter and large pieces of unused equipment in the outdoor storage area (including sinks and cooking equipment). [CA] The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.*

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Time as a public health control; procedures & records.

Measured Observations

Item	Location	Measurement	Comments
oat milk	countertop preparation unit	55.00 Fahrenheit	
cheese	countertop preparation unit	52.00 Fahrenheit	
water	handwash sink (restroom)	100.00 Fahrenheit	
octopus	2-door preparation unit (kitchen)	41.00 Fahrenheit	
sanitizer (quaternary ammonia)	3-compartment sink	300.00 PPM	
milk	2-door under counter	41.00 Fahrenheit	
water	preparation sink	100.00 Fahrenheit	
water	handwash sink	100.00 Fahrenheit	
ambient	walk-in freezer	-5.00 Fahrenheit	
crystal boba	2-door preparation unit	41.00 Fahrenheit	
raw chicken	2-door under counter (kitchen)	41.00 Fahrenheit	
water	3-compartment sink	120.00 Fahrenheit	
tofu	2-door preparation unit (kitchen)	54.00 Fahrenheit	
yogurt	countertop preparation unit	48.00 Fahrenheit	
milk	walk-in cooler	41.00 Fahrenheit	

Overall Comments:

A follow-up inspection will be conducted on 6/11/2025 to verify compliance of major violations. The first follow-up will be free of charge. Subsequent follow-up inspections after the first follow-up shall be billed at \$298/hour during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645/hour during non-business hours, and upon inspector availability.

Completed TPHC documentation for boba during inspection.

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 **6/24/2025**. 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: Hongbi Lai
Manager
Signed On: June 10, 2025