

County of Santa Clara

Department of Environmental Health

Consumer Protection Division

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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 07/29/2024	
Program PR0300350 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name GREAT WALL F & B INC		Inspection Time 14:20 - 16:45
Inspected By ANABELLE GARCIA	Inspection Type ROUTINE INSPECTION	Consent By RAYMOND CHEN	FSC Cheuk Yuen Tam 03/21/2027		

Placard Color & Score
GREEN
73

RISK FACTORS AND INTERVENTIONS	IN	OUT		COS/SA	N/O	N/A	PBI
		Major	Minor				
K01 Demonstration of knowledge; food safety certification			X				N
K02 Communicable disease; reporting/restriction/exclusion	X						
K03 No discharge from eyes, nose, mouth	X						
K04 Proper eating, tasting, drinking, tobacco use	X						S
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			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	X			
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	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	X	
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	X	
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		
K40 Wiping cloths: properly used, stored	X	
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		

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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: In the preparation refrigerator inserts: raw chicken measured at 50F and raw pooled eggs measured at 52F. Per operator, both food items were placed in prep fridge inserts 30 minutes prior.

[CA] Potentially hazardous foods shall be held cold at 41°F or below.

[SA] Operator relocated food items to walk in cooler.

Minor Violations

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

Inspector Observations: Multiple food handler certificates expired.

[CA] Food handlers shall maintain a valid food handler certificate. Ensure food handler certificates are readily available for review at all times.

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: Chlorine sanitizer measured at 0ppm in the dishwasher. (not active warewashing)

[CA] Maintain chlorine in mechanical warewash machine at 50 PPM.

[COS] Chlorine sanitizer levels were adjusted and retested at 50ppm.

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

Inspector Observations: Old rodent droppings observed on shelf by microwave and on top of dishwasher.

[CA] Each food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, or any disease carrying pests.

[COS] Both areas with old rodent droppings were cleaned and sanitized during inspection. Operator provided most recent pest control service receipt conducted on 6/26/24.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

Inspector Observations: 1) In all refrigeration units, multiple food containers were not properly covered.

2) Raw shell eggs and raw meats stored above ready to eat food in the walk in cooler and the 3 door upright refrigerator.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

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

Inspector Observations: In the walk in cooler and freezer, multiple food boxes/containers observed stored on the floor.

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

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

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Inspector Observations: Accumulation of dust and food debris observed throughout kitchen on shelving, refrigerators, floors, and cooking equipment.

[CA] Frequently clean and sanitize non-food contact surfaces.

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: 1) Aluminum foil used to line multiple shelves throughout kitchen.

2) Cardboard used to line kitchen floors.

[CA] Discontinue use of unapproved materials. Ensured all surfaces are easily cleanable.

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

Inspector Observations: Multiple wet wiping cloths observed stored on counters.

[CA] When not in use, wiping towels shall be stored in sanitizing solution of an approved concentration. (100 ppm - chlorine)

Performance-Based Inspection Questions

Needs Improvement - Demonstration of knowledge; food manager certification.

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
tofu	4 door reach in	40.00 Fahrenheit	IR
raw shell eggs	3 door upright fridge	41.00 Fahrenheit	IR
ambient	walk in cooler	38.00 Fahrenheit	
chlorine	sanitizer bucket	100.00 PPM	
white rice	warmer	174.00 Fahrenheit	
duck	2 door reach in	40.00 Fahrenheit	
raw beef	prep fridge insert	40.00 Fahrenheit	
water	handwash sinks	100.00 Fahrenheit	
ambient	center prep unit	39.00 Fahrenheit	
raw fish	3 door upright fridge	39.00 Fahrenheit	
water	3 comp sink	120.00 Fahrenheit	
raw scallops	prep fridge insert	39.00 Fahrenheit	
chlorine	dishwasher	50.00 PPM	
wonton soup	warmer	167.00 Fahrenheit	

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 **8/12/2024**. 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: Raymond Chen
Manager

Signed On: July 29, 2024