

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 04/16/2025	
Program PR0300350 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name GREAT WALL F & B INC		Inspection Time 13:00 - 14:00
Inspected By LAWRENCE DODSON	Inspection Type ROUTINE INSPECTION	Consent By LEO DENG	FSC Yong Chang Zhen 7/18/2025		

Placard Color & Score
RED
61

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					
K07 Proper hot and cold holding temperatures		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							
K14 Food contact surfaces clean, sanitized	X						
K15 Food obtained from approved source							
K16 Compliance with shell stock tags, condition, display					X		
K17 Compliance with Gulf Oyster Regulations					X		
K18 Compliance with variance/ROP/HACCP Plan							
K19 Consumer advisory for raw or undercooked foods							
K20 Licensed health care facilities/schools: prohibited foods not being offered							
K21 Hot and cold water available							
K22 Sewage and wastewater properly disposed							
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	X	
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		
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		
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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Employee scratches face/nose and continues to prepare food.
[CA] Properly wash hands with soap, warm water and dry using single use paper towels as required.

Follow-up By
04/19/2025

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

Inspector Observations: The only hand wash sink in the food preparation area is obstructed.
[CA] Provide handwashing cleanser in dispenser at handwash stations at all times.

Follow-up By
04/19/2025

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

Inspector Observations: Various phf held in inserts at cook line measured >41F, <134F.
[CA] PHFs shall be held at 41°F or below or at 135°F or above. [SA] PIC was unable to determine how long PHF was held out of temperature. PIC voluntarily condemned and destroyed PHF due to temperature abuse.

Follow-up By
04/19/2025

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations:
VERMIN CLOSURE

Follow-up By
04/19/2025

1. Observed vermin at following areas: moderate amount of rodent droppings in dry storage room. 2 live rodents on glue traps in dry storage room.
2. Photographs taken: yes
3. Supervisor consulted for closure: Monica Huato
4. Person in charge during inspection Leo has been notified that facility shall close

[CA] The premises of each food facility shall be kept free of vermin. A food facility shall not operate when there is a vermin infestation that has resulted in the contamination of food contact surfaces, food packaging, utensils, food equipment, or adulteration of food(s). The food facility shall cease operation of the food facility immediately. The food facility shall remain closed until:

1. A report is obtained from a licensed pest control company that verifies that the infestation has been treated. The pest control report should indicate that no live vermin is observed after treatment and dead vermin and droppings have been removed.
2. This report shall include the license number to verify that the pest control operator is currently licensed by the State of California. EHS will verify that license is current by searching at following website:
<https://search.dca.ca.gov/>
3. There is no longer evidence of a vermin infestation; all contaminated surfaces have been cleaned and sanitized; and contributing factors such as cleaning, repairs, and the elimination of harborages have been resolved.
4. Contact our office once above complete.

Minor Violations

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

Inspector Observations: Food handler cards are not available for review at time of inspection.
[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

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: Raw chicken/seafood stored above cut bell peppers in walk-in 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.

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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: Cutting boards in rear room do no look cleans to sight and touch.[CA] Surfaces of equipment such as cutting blocks and boards that are scratched and scored so that they can no longer be effectively be cleaned and sanitized shall be resurfaced or replaced.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
sanitizer concentration	mechanical dishwasher	50.00 PPM	
cooke rice	rice cooker	148.00 Fahrenheit	
cooked shrimp	insert/cart	60.00 Fahrenheit	vcd
cooked chicken	insert/cart	54.00 Fahrenheit	vcd
bean sprouts	preparation table	60.00 Fahrenheit	
walk-in refrigerator	storage	38.00 Fahrenheit	
water	hand wash sink	100.00 Fahrenheit	
water	3 comaprtnment sink	120.00 Fahrenheit	
raw eggs	prepartion table	49.00 Fahrenheit	
cooked beef	insert/cart	55.00 Fahrenheit	vcd

Overall Comments:

**closure criteria*

food is subject to contamination from vermin

Clean and sanitized all affected areas. remove evidence of vermin infestation.

****a re-inspection is required prior to re-opening. provide pest control invoice at re-inspection.***

***If a second follow-inspection is conducted, there will be a \$298/hr charge at a minimum one-hour charge
Weekend/After hours charge \$645 for after hour inspections (after 6pm Monday through Friday and on weekends)***

Call (408)918-3438 for a re-inspection

CLOSURE / PERMIT SUSPENSION NOTICE

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 **4/30/2025**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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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 Deng
PIC

Signed On: April 16, 2025