

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 FA0204752 - SH HAWAIIAN BBQ & DONUTS		Site Address 3890 EL CAMINO REAL, PALO ALTO, CA 94306		Inspection Date 02/03/2025		Placard Color & Score YELLOW 65		
Program PR0302614 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name SH HAWAIIAN BBQ & DONUT		Inspection Time 13:00 - 14:45			
Inspected By FRANK LEONG		Inspection Type ROUTINE INSPECTION		Consent By LOY TU				FSC SOKNEA HORT 05/26/26

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				N
K06	Adequate handwash facilities supplied, accessible	X						N
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	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			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	X	
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		
K34	Warewash facilities: installed/maintained; test strips		
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		
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	X	
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 kitchen area, on the counter-top, measured cooked short rib at 95F, cooked beef at 126F, and spam at 75F. Per operator, food items were cooked an hour prior. In the kitchen area, by the steam table, measured garlic in oil at 80F. Per operator, garlic in oil stored for 3.5 hours. [CA] Ensure potentially hazardous foods are held cold at 41F or below or held hot at 135F and above to prevent bacterial growth. [SA] Operator reheated short rib, beef, and spam to 165F on the flat-top grill and stored in containers above the flat-top grill to maintain hot. Garlic in oil was served for an additional 30 minutes for a total of 4 hours from when removed from temperature control, and discarded.*

Follow-up By
02/05/2025

K14 - 8 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: *At the 3 compartment sink, observed employee warewashing and skipping sanitizing step. [CA] Manual warewashing shall be accomplished by using a three-compartment sink where the utensils are first precleaned, washed with hot soapy water, rinsed with hot water, sanitized with an approved method, and air dried. Utensils and equipment shall be sanitized using an applicable sanitizer such as 100 PPM chlorine sanitizer OR 200 PPM quaternary ammonium sanitizer. [COS] Operator placed washed utensils and equipment in 100 PPM chlorine sanitizer.*

Follow-up By
02/05/2025

Minor Violations

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: *Observed employee wearing gloves move from warewashing directly to cooking without removing gloves and washing hands in between. No contamination occurred during change of task. [CA] Properly wash hands with soap, warm water and dry using single use paper towels as required when hands have been contaminated. Gloves shall be properly used and discarded between tasks.*

Follow-up By
02/05/2025

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: *Observed containers of pho broth cooling on the counter-top at 70F. Per operator, pho broth has been cooling for about 3.5 hours. [CA] Potentially hazardous foods shall be RAPIDLY cooled from 135F to 70F within 2 hours, and then from 70F to 41F within 4 hours. Cooling shall be facilitated by one or more of the following methods: by adding ice; using an ice bath; using ice paddles; separated into smaller portions; using shallow containers; and/or using rapid cooling technology. [SA] Operator moved containers of pho broth to walk-in freezer to facilitate cooling.*

Follow-up By
02/05/2025

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

Inspector Observations: *Observed fruit flies within the facility. [CA] Ensure facility is kept free of fruit flies to prevent possible contamination.*

Follow-up By
02/05/2025

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations: *Observed frozen raw chicken stored thawing in the prep sink. Measured the outer edge of raw chicken at 41F. [CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.*

Follow-up By
02/05/2025

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)

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Inspector Observations: *In the walk-in refrigerator, observed raw chicken katsu stored over raw fish. [CA] Ensure raw meats are stored in the following order from the bottom: raw chicken, raw shelled eggs, raw beef, raw pork, and raw seafood. Cooked food and ready to eat food shall be stored above raw meats.*

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

Inspector Observations: *In the dry storage room, observed open bags of panko and flour stored. [CA] Ensure all open bags of dry bulk food are transferred to food grade containers and covered with a fitted lid.*

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: *In the dry storage room, observed storage of unused/non-functioning equipment including refrigerators, freezers, deep fryers and other cooking equipment. [CA] Ensure unused and/or non-functioning equipment are removed from the facility to prevent clutter and possible harborage of vermin.*

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations: *In the dry storage room, observed an exposed wooden beam and an open hole in the ceiling panel. [CA] Ensure facility floors, walls, and ceilings are properly repaired and sealed to prevent possible harborage of vermin. Floors, walls, and ceiling shall be smooth, durable, and easily cleanable.*

On the floors underneath the cookline, observed accumulation of grease and food debris. [CA] Ensure facility floors are frequently cleaned and maintained to prevent possible harborage of vermin.

Performance-Based Inspection Questions

- Needs Improvement - Food contact surfaces clean, sanitized.
- Needs Improvement - Adequate handwash facilities: supplied or accessible.
- Needs Improvement - Hands clean/properly washed/gloves used properly.
- Needs Improvement - Proper hot and cold holding temperatures.

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Measured Observations

Item	Location	Measurement	Comments
chlorine sanitizer	3 compartment sink	100.00 PPM	Operator directed to set-up sanitizer compartment of 3 compartment sink.
garlic in oil	stored next to steam table	80.00 Fahrenheit	
cooked short rib	counter-top	95.00 Fahrenheit	
cooked eggs	prep unit	41.00 Fahrenheit	
coffee with milk	reach in refrigerator	40.00 Fahrenheit	
chicken katsu	3 door prep unit	40.00 Fahrenheit	
raw shelled eggs	3 door prep unit	40.00 Fahrenheit	
chicken katsu	walk-in freezer	1.00 Fahrenheit	
chicken katsu	fryer basket	172.00 Fahrenheit	
cut melon	display refrigerator	40.00 Fahrenheit	
curry sauce	steam table	165.00 Fahrenheit	
chicken katsu	walk-in refrigerator	41.00 Fahrenheit	
cooked rice	rice cooker/warmer #2 (counter-top)	185.00 Fahrenheit	
spam	counter-top	75.00 Fahrenheit	
cooked rice	rice cooker/warmer #1 (counter-top)	155.00 Fahrenheit	
hot water	3 compartment sink	120.00 Fahrenheit	
chicken katsu	cooked from deep fryer	190.00 Fahrenheit	
gravy	steam table	165.00 Fahrenheit	
tartar sauce	reach in refrigerator	40.00 Fahrenheit	
khalua pork	steam table	180.00 Fahrenheit	
orange juice	display refrigerator	40.00 Fahrenheit	
cooked rice	rice cooker/warmer (by cookline)	139.00 Fahrenheit	
cooked beef	counter-top	126.00 Fahrenheit	
sliced cheese	3 door prep unit	40.00 Fahrenheit	
hot water	handwash sink	100.00 Fahrenheit	
macaroni salad	walk-in refrigerator	41.00 Fahrenheit	
macaroni salad	3 door prep unit	40.00 Fahrenheit	
cooked chicken	counte-top	156.00 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 2/17/2025. 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: NGA PHAM
FRONT/CASHIER
Signed On: February 03, 2025