

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 FA0269287 - MARUGAME UDON		Site Address 383 UNIVERSITY AV, PALO ALTO, CA 94301		Inspection Date 04/29/2025	
Program PR0400487 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 2 - FP16			Owner Name MARUGAME UDON USA LLC		Inspection Time 10:45 - 13:15
Inspected By ALELI CRUTCHFIELD	Inspection Type ROUTINE INSPECTION	Consent By LEO	FSC Jose L. Guballa 12/14/2025		

Placard Color & Score
GREEN
75

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						
K08 Time as a public health control; procedures & records			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	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	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	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

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: Observed active manual warewashing and measured sanitizing sink at 0 ppm quaternary ammonium. Observed active use of high temp dishwasher and dish plate thermometer measured at 153F. [CA] Ensure proper sanitization concentration (200ppm quat ammonium) and temperatures (160F dish plate/thermal label) are reached and maintained. Provide irreversible temperature monitoring device or thermal label for the high temp machine.

Minor Violations

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Observed hand sink blocked by a tall trash can. [CA] Keep hand sink accessible at all times.

K08 - 3 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: Time sticker labels for TPHC (time as a public health control) found missing for chashu, ground pork, vegan pork, tofu skin (kitsumi). food measured.[CA] Provide time label for food items mentioned. Un

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

Inspector Observations: Measured water at hand sink at 61F. [CA] Maintain a minimum of 100-108F water temperature for combination faucets.

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: Observed raw eggs stored above cooked beef in walk in.[CA] Store raw eggs below ready to eat/cooked food.

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

Inspector Observations: Unlabeled dry ingredient bulk container (panko). [CA] Label the container. [COS]

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

Inspector Observations: Sanitizer buckets with wiping cloths measured at 0 ppm quat ammonium. [CA] Maintain a minimum of 200 ppm quat ammonium.

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 front double doors wide open and several flies (5-100) found outside front entrance. [CA] Keep facility pest proof by keeping the front door closed at all times.

Performance-Based Inspection Questions

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

Needs Improvement - Food contact surfaces clean, sanitized.

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Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
dish plate thermometer	high temp dishwasher	160.00 Fahrenheit	
water	hand sinks- kitchen/dish area	100.00 Fahrenheit	
teriyakki chicken	steam table	143.00 Fahrenheit	
sauces	steam table	135.00 Fahrenheit	above 135F
chicken	freezer	18.00 Fahrenheit	
quat ammonium	3 comp sink	0.00 PPM	recheck at 200ppm, reading not consistent
prep chicken	tempura unit	38.00 Fahrenheit	
eggs	undercounter front unit	40.00 Fahrenheit	
shrimp, chicken, soy eggs	walk in	37.00 Fahrenheit	between 37F-40F
water	3 comp sink	120.00 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 **5/13/2025**. 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: Leonardo Guballa
General Manager

Signed On: April 29, 2025