

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 FA0302080 - COUPA CAFE SRP		Site Address 3215 PORTER DR, PALO ALTO, CA 94304		Inspection Date 06/09/2026		Placard Color & Score GREEN 76		
Program PR0443892 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name COUPA CAFE SRP		Inspection Time 13:30 - 14:30			
Inspected By KATHY VO		Inspection Type ROUTINE INSPECTION		Consent By LETICIA				FSC Leticia Tinoco Avianeda 03/20/2029

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						S
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						S
K11	Proper reheating procedures for hot holding	X						
K12	Returned and reservice of food	X						
K13	Food in good condition, safe, unadulterated		X		X			
K14	Food contact surfaces clean, sanitized			X				S
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		
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	X	
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

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations: *Observed strand of hair inside container of sun-dried tomatoes at the front preparation unit. [CA] Food shall be protected from contamination and adulteration. [COS] Container of food was voluntarily condemned and discarded at the time of inspection.*

Minor Violations

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: *At the cook line, measured pooled eggs at 48F. Per PIC, pooled eggs were removed from refrigeration unit less than 1 hour prior to temperature measurement. Observed pooled eggs is stored in container which is not making direct contact with ice bath. [CA] Potentially Hazardous Foods shall be kept at 41F or below or 135F or above. [SA] More ice was added into the ice bath to facilitate rapid cooling.*

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

Inspector Observations: *In the under counter cooler, observed cooked tofu cooling while fully covered in plastic wrapping. In the walk-in cooler, observed beans cooling in a deep, plastic container. [CA] Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.*

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: *Observed accumulation of pink mold-like substance in the interior panel of the ice machine. No active contamination of food observed at time of inspection. [CA] Food contact surfaces shall be routinely cleaned and sanitized.*

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

Inspector Observations: *Observed multiple drain and fruit flies in the food preparation area, particularly by the coffee station and by the bananas in the kitchen. [CA] The premises of a food facility shall be kept free of vermin and other non-disease carrying insects, flies, gnats, ants, and weevils.*

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations: *In drawer coolers, observed handles for utensils are stored in direct contact with foods. [CA] The scoop handle shall be stored in such a way that the handle does not come in direct contact with food to prevent contamination.*

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

Inspector Observations: *Observed soiled wiping cloths stored directly on food preparation counters. Measured wiping cloths bucket at 0 ppm quaternary ammonia sanitizer. [CA] Wiping cloths shall be stored in an approved sanitizing concentration when not in active use.*

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

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Measured Observations

Item	Location	Measurement	Comments
water	3-compartment sink	120.00 Fahrenheit	
cheese	2-door preparation unit (sandwich)	41.00 Fahrenheit	
pooled eggs	cook line	48.00 Fahrenheit	
grilled chicken	2-door preparation unit (salad)	41.00 Fahrenheit	
beans	walk-in cooler	160.00 Fahrenheit	Cooling. Per PIC, recently cooked.
sanitizer (quaternary ammonia)	3-compartment sink	0.00 PPM	
beef patty	drawer cooler	41.00 Fahrenheit	
water	preparation sink	120.00 Fahrenheit	
final rinse	mechanical dishwasher	160.00 Fahrenheit	
milk	1-door under counter cooler	41.00 Fahrenheit	
ambient	walk-in freezer	10.00 Fahrenheit	
pooled eggs	2-door under counter cooler	40.00 Fahrenheit	
shelled eggs	2-door under counter cooler (kitchen)	41.00 Fahrenheit	
water	handwash sink	100.00 Fahrenheit	
ham	drawer cooler	41.00 Fahrenheit	
fries	cook line	141.00 Fahrenheit	Final cooking temperature.
rice	countertop warmer	142.00 Fahrenheit	
tofu	drawer cooler	68.00 Fahrenheit	Cooling. Per PIC, cooked 1 hour ago.
sanitizer (quaternary ammonia)	bucket	200.00 PPM	

Overall Comments:

Routine inspection conducted in conjunction with CO0159772.

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 **6/23/2026**. 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: Leticia Tinoco
Shift Leader

Signed On: June 09, 2026