

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 FA0203996 - MICHAEL'S AT SHORELINE		Site Address 2960 N SHORELINE BL, MOUNTAIN VIEW, CA 94041		Inspection Date 07/09/2025		Placard Color & Score RED 58		
Program PR0306088 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name TOUCHSTONE GOLF, LLC		Inspection Time 14:20 - 17:10			
Inspected By JENNIE PENALOZA		Inspection Type ROUTINE INSPECTION		Consent By FERNANDO				FSC My Kha Tran 5/20/2030

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						S
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				N
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		X		X			
K14	Food contact surfaces clean, sanitized	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					

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	X	
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	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		
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: *Several potentially hazardous foods are held above 41°F in various locations within facility (see temperature and VC&D log).*

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] PHF's VC&D.

Follow-up By
07/10/2025

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

Inspector Observations: *Observed a personal beverage stored inside ice machine; ice is for consumption.*

Follow-up By
07/10/2025

[CA] No employee shall commit any act that may cause the contamination or adulteration of food, food-contact surfaces, or utensils.

[COS] Ice was voluntarily discarded by PIC.

Discontinue storing anything inside the ice to prevent contamination of ice.

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

Inspector Observations: *Observed rodent droppings throughout kitchen, documented in the following areas:*

- on top convention oven at cook-line
- floor of kitchen cook-line
- on floor in dry food storage area
- on floor under the bar 3 comp sink
- on floor in under dishware rack in the banquet area
- on shelf next to dry food in the dry food storage room
- on sticky traps at cookline
- rodent droppings observed at other various locations within kitchen.

Follow-up By
07/10/2025

[CA] Clean and sanitize all impacted areas.

Thoroughly clean and sanitize all impacted areas; seal all gaps and crevices to prevent vermin harborage.

Professional pest service arrived on site during inspection.

Minor Violations

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

Inspector Observations: *Kitchen paper towel dispenser is empty; per staff, a new dispenser is being ordered;*

Specialist observed single use paper towels placed on counter for use.

[CA] Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.

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

Inspector Observations: *Observed rice at 60°F cooling in a shallow pan with plastic wrap inside the walk-in cooler; observed moisture inside container. Per staff, rice was cooked about 4 hours ago.*

[CA] When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.

[COS] Plastic wrap was removed during inspection.

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: *Observed raw shell eggs stored on shelf above bread inside the walk-in cooler.*

[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.*

K29 - 2 Points - Toxic substances improperly identified, stored, used; 114254, 114254.1, 114254.2

Inspector Observations: *1. Observed unlabeled chemical bottles near dish machine.*

[CA] *Chemicals once removed from original container shall be labeled with common name.*

2. Observed 2 chemical bottles stored on food prep counters in kitchen.

[CA] *Store chemicals separate and away from the storage and preparation of food or food contact surfaces and linens.*

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

Inspector Observations: *1. Food debris and crumbs observed throughout kitchen storage shelves and inside cabinets.*

[CA] *Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.*

2. Grease accumulation observed in between cooking equipment and on hood baffles.

[CA] *Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.*

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: *Cold faucet lever at single basin dump sink is inoperable; faucet only provides hot water.*

[CA] *Repair lever so that cold water is available at sink.*

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: *1. Several food and non food equipment (chairs, crates) observed in rear outdoor area of facility.*

[CA] *The premises of a food facility shall be free of litter and items that are unnecessary to the operation or maintenance of the facility, such as equipment that is nonfunctional or no longer used.*

2. Employee aprons are observed hanging from dry food storage rack.

[CA] *No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces.*

3. The front and side double entry doors into the facility have gaps of greater than 1/4 inch below them.

[CA] *Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.*

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

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Inspector Observations: 1. Grease accumulation observed on floor under cook-line.

[CA] Walls and/or floors in food preparation area shall be kept clean.

2. Observed wall panel displaced in the banquet room.

[CA] Repair holes in structure and maintain in good repair to prevent pest harborage.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Measured Observations

Item	Location	Measurement	Comments
chlorine sanitizer	dish machine	200.00 PPM	
cooked chicken	walk-in cooler	43.00 Fahrenheit	cooling
raw beef patty	drawer	35.00 Fahrenheit	
water	3 comp	200.00 Fahrenheit	
sliced tomaotoes	top well	40.00 Fahrenheit	
ham sandwich	2 door reach in fridge	52.00 Fahrenheit	
unsealed milk	reach in	52.00 Fahrenheit	
cooked chiocken	drawer	36.00 Fahrenheit	
garlic oil	reach in	56.00 Fahrenheit	
sausage	drawer	38.00 Fahrenheit	
potato salad	walk-in cooler	41.00 Fahrenheit	
raw chieken	walk-in cooler	43.00 Fahrenheit	recently prepared
raw shell eggs	walk in cooler	41.00 Fahrenheit	
water	hand sink	100.00 Fahrenheit	
whipped butter	2 door reach in fridge	52.00 Fahrenheit	
cheese	top well	38.00 Fahrenheit	
chicken soup	hot holding	172.00 Fahrenheit	
chicken	top well	41.00 Fahrenheit	
cheese	reach in	61.00 Fahrenheit	
rice	walk-in cooler	60.00 Fahrenheit	cooling
tuna sandwich	2 door reach in fridge	52.00 Fahrenheit	
butter	2 doo reach in fridge	52.00 Fahrenheit	

Overall Comments:

1. Observed rodent droppings throughout kitchen, documented in the following areas:

- on top convention oven at cook-line
- floor of kitchen cook-line
- on floor in dry food storage area
- on floor under the bar 3 comp sink
- on floor in under dishware rack in the banquet area
- on shelf next to dry food in the dry food storage room
- on sticky traps at cookline
- rodent droppings observed at other various locations within kitchen.

2. Photographs: Taken for documentation purposes: yes

3. Supervisor Notified: yes

4. Notification: The person in charge during inspection, Tim Walsh, has been informed that the facility must close immediately.

[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.

Requirements Before Reopening:

- 1. Email the signed and completed Reopening Checklist to the assigned inspector.**
- 2. Submit a copy of the pest control report from a licensed provider.**

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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 **7/23/2025**. 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.

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: Tim Walsh
General Manager

Signed On: July 09, 2025