

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 FA0204498 - STEAM RESTAURANT		Site Address 209 UNIVERSITY AV, PALO ALTO, CA 94301		Inspection Date 08/06/2026		Placard Color & Score YELLOW 64		
Program PR0305004 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name HANNAH INTERNATIONAL IN		Inspection Time 10:45 - 13:00			
Inspected By ALELI CRUTCHFIELD		Inspection Type ROUTINE INSPECTION		Consent By VICTOR				FSC Victor Lau 10/11/2026

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					N
K07	Proper hot and cold holding temperatures		X					N
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					
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	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		
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	X	
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		
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

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

Inspector Observations: *Lack of paper towels at hand sink next to cook line.*

Automatic soap dispenser at restroom hand sink is inoperable. The batteries were dead.

Hand sink in back kitchen area was obstructed by a large trash can and a container of cloths found in the hand sink.

Follow-up By
08/13/2026

[CA] *Keep hand sink unobstructed and accessible at all times and all dispensers operable and fully stocked. [COS]*

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

Inspector Observations: *Measured 4 containers of rice and egg noodles (flat noodles, thin noodles) on counter between 45-77F. Measured pooled/scrambled raw eggs on prep table. . [CA] Maintain potentially hazardous food 135F and above or 41F and below. [COS] Food was time marked 10a-2p. All left over noodles will be discarded in the trash at 2 pm. Place eggs in a container with ice and water during service. [COS]*

Follow-up By
08/13/2026

Note:

When time only, rather than time and temperature is used as a public health control (TPHC), PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

TPHC handout provided and completed.

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

Inspector Observations: *Observed employee use tongs that were stored in a container with raw shrimp, and proceeded to grab ready to eat fish cake and cooked chicken with noodles with the same tongs to place in steel bowl .*

Follow-up By
08/13/2026

[CA] *Provide tongs or spoons for all animal proteins at top container portion to prevent cross contamination.*

[COS] *Employee instructed to use spoons and bowl of food was discarded. Spoons were placed in each container.*

Minor Violations

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

Inspector Observations: *Lack of food handler cards (food handler cards were recently renewed per Manager).*

[CA] *Food handler cards not on site. 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.*

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: *Quat ammonium at 3 comp sink sanitizer dispenser measured at 0 ppm. Sanitizer bottle found empty and soap detergent is almost empty.*

[CA] *Maintain a minimum of 200 ppm quat ammonium. Chemical company to deliver this week. Use 1 capful of bleach to 1 gallon of water when manually sanitizing in the meantime.*

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

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Inspector Observations: Frozen raw shrimp thawing on bottom prep table shelf. Observed meat thawing in food prep sink with out running water.

[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F 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.

Spoke to manager about thawing meats in walk in cooler 2 days prior to use.

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 bamboo containers of dumplings on drainboard of 3 comp sink waiting to be steamed. Cooked chicken pieces were rinsed in a container at the 3 comp sink.

[CA] All food prep shall be conducted at the food prep sink. Relocate dumplings on food prep table instead [COS].

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations: Lack of chlorine test strips on site. [CA] Provide test strips and test diswasher daily at 50 ppm chlorine.

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Measured Observations

Item	Location	Measurement	Comments
ambient	2 door prep units	40.00 Fahrenheit	
quat ammonium	3 comp sink sanitizer dispenser	0.00 PPM	
rice	rice cooker warmer	145.00 Fahrenheit	
ambient	beverage unit	38.00 Fahrenheit	
ambient	walk in cooler	38.00 Fahrenheit	
hot water	3 comp sink	120.00 Fahrenheit	
various dumplings	freezer upright- back area	15.00 Fahrenheit	
chlorine	dishwasher	50.00 PPM	
raw shrimp/beef/chicken/fish	2 door prep unit	37.00 Fahrenheit	between 37-39F
ambient	freezers- down stairs	10.00 Fahrenheit	below 10F
warm water	hand sinks- all	100.00 Fahrenheit	
tofu	2 door prep unit	40.00 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 **8/20/2026**. 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.

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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: victor lau

Signed On: August 06, 2026