

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 FA0302430 - CHICK-FIL-A MILPITAS TOWN CENTER		Site Address 755 E CALAVERAS BL, MILPITAS, CA 95035		Inspection Date 03/13/2025		Placard Color & Score GREEN 95
Program PR0444417 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 2 - FP16			Owner Name SERVANT LEADERSHIP GRC		Inspection Time 09:00 - 10:15	
Inspected By NHA HUYNH		Inspection Type ROUTINE INSPECTION		Consent By ADRIANA/RICARDO		
				FSC Chris Johnson 02/09/2028		

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						S
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						
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							

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		
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		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

No major violations were observed during this inspection.

Minor Violations

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

Inspector Observations:

Warm water at the handwash sink next to the deep fryer measured at 116 degrees Fahrenheit. Warm water at the handwash sink next to the batter station measured at 73 degrees Fahrenheit.

[Corrective Action] Ensure warm water temperature is maintained between 100-108 degrees Fahrenheit at automatic faucets.

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

Inspector Observations:

Observed large gap in the grate of the channel drain next to the ice machine in the kitchen.

[Corrective Action] Minimize large gaps in the grate of the channel drain to prevent trip hazard.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
mac & cheese	thawing cooler	33.00 Fahrenheit	mac & cheese
hot water	4 compartment sink	134.00 Fahrenheit	
ice cream mix	ice cream dispenser	32.00 Fahrenheit	
warm water	handwash sink	100.00 Fahrenheit	kitchen entry door
egg salad	2 door undercounter cooler	40.00 Fahrenheit	1
cheese	single door undercounter cooler	38.00 Fahrenheit	
warm water	handwash sink	100.00 Fahrenheit	men's restroom
warm water	handwash sink	73.00 Fahrenheit	batter station
chicken tortilla soup	hot holding soup unit	169.00 Fahrenheit	
chicking	walk-in cooler	40.00 Fahrenheit	
chicken	hot holding shelf unit	135.00 Fahrenheit	
chicken salad	2 door undercounter cooler	33.00 Fahrenheit	2
chicken	3 door prep cooler	38.00 Fahrenheit	salad station
chicken	batter station	36.00 Fahrenheit	
warm water	handwash sink	101.00 Fahrenheit	women's restroom
chicken salad	2 door undercounter cooler	37.00 Fahrenheit	service
mac & cheese	walk-in cooler	32.00 Fahrenheit	
shake base	shake dispenser	37.00 Fahrenheit	
chicken	thawing cooler #3	35.00 Fahrenheit	
shake base	single door undercounter cooler	36.00 Fahrenheit	service
warm water	handwash sink	105.00 Fahrenheit	service area
warm water	handwash sink	108.00 Fahrenheit	warewash area
chicken	thawing cooler #2	35.00 Fahrenheit	
quaternary ammonium sanitizer	4 compartment sink	200.00 PPM	
warm water	handwash sink	116.00 Fahrenheit	deep fryer
chicken	thawing cooler #1	41.00 Fahrenheit	

Overall Comments:

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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 **3/27/2025**. 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: Adriana Mares
Inventory Lead

Signed On: March 13, 2025