

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 FA0262476 - JOLLIBEE GREAT MALL		Site Address 100A GREAT MALL DR, MILPITAS, CA 95035		Inspection Date 05/13/2026		Placard Color & Score GREEN 76		
Program PR0385343 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name HONEYBEE FOODS CORPO		Inspection Time 10:35 - 12:15			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By MONICA AND RANDY				FSC Monica Landon 12/14/2027

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	X			S
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures	X						S
K08	Time as a public health control; procedures & records		X		X			S
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						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				S

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	X	
K36	Equipment, utensils, linens: Proper storage and use	X	
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use	X	
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored	X	
K41	Plumbing approved, installed, in good repair; proper backflow devices	X	
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

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations:

Fried chicken subjected to time as a public health control while maintained under heat lamps at the front service line observed marked for discard at 10:20 AM, but was still in-use at 10:42 AM.

[CA] Potentially hazardous foods subjected to time as a public health control shall be discarded at labeled discard time, in accordance with facility's written TPHC policy.

[COS] Fried chicken was discarded, per TPHC requirements.

Minor Violations

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations:

Employee observed dropping a takeout box on the floor, placed the takeout box in a trash can and immersed arm and hand in trash can while pushing down trash, then attempted to resume food preparation without washing their hands. Employee was stopped prior to any contamination of food.

[CA] Employees shall wash their hands in all of the following scenarios:

- (1) Immediately before engaging in food preparation, including working with nonprepackaged food, clean equipment and utensils, and unwrapped single-use food containers and utensils.*
- (2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.*
- (3) After using the toilet room.*
- (4) After caring for or handling any animal allowed in a food facility pursuant to this part.*
- (5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.*
- (6) After handling soiled equipment or utensils.*
- (7) During food preparation, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.*
- (8) When switching between working with raw food and working with ready-to-eat food.*
- (9) Before initially donning gloves for working with food.*
- (10) Before dispensing or serving food or handling clean tableware and serving utensils in the food service area.*
- (11) After engaging in other activities that contaminate the hands.*

[COS] Employee changed gloves and properly washed their hands.

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

Inspector Observations:

1. Dead German cockroach and several old rodent droppings observed in the metal cabinet underneath the soda syrup dispensers in the dining area.

No other evidence of cockroach or rodent activity observed

Facility provided the most recent pest control service report conducted by Ecolab on 4/20/2026, which noted no vermin activity.

[CA] Clean and sanitize area of dead cockroaches or old droppings.

2. 3+ flies observed in the kitchen area.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies to prevent contamination of food.

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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:

Ambient of the reach-in cooler that is used to store pies measured between 51F and 52F.

[CA] Refrigeration shall be capable of maintaining potentially hazardous foods at 41F or below.

***Note: Pies were still frozen and measured below 32F. Per staff, pies had recently been taken out of the freezer and placed into unit. Pies relocated to different unit.**

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:

Clean equipment (spatulas, strainer, knife, etc.) observed stored hanging or on a magnetic holder directly above the three compartment sink.

[CA] Clean equipment shall be stored in a location where it is not exposed to possible splash contamination during dishwashing.

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Inspector Observations:

One of the hood screens above the cook-line observed removed. Removed screen observed on the floor leaning against equipment. Per staff, it recently broke and they will order a replacement.

[CA] Ensure ventilation is properly installed and maintained to allow for the adequate ventilation of heat/grease.

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

Inspector Observations:

Quaternary ammonium sanitizer measured 0 ppm in a wiping cloth bucket near the macaroni holding station.

[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations:

Pipe leading into dual container pineapple dispenser machine observed steadily leaking into the metal cabinet that houses said piping. Pineapple juice observed leaking from the base of the cabinet onto the floor of the front service area. Pool of pineapple juice observed on the floor.

[CA] Repair plumbing and maintain in good repair to prevent the attraction of vermin.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

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Measured Observations

Item	Location	Measurement	Comments
coleslaw	reach-in cooler - front service - side	38.00 Fahrenheit	
ambient	one-door reach-in cooler - pies	51.00 Fahrenheit	51F-52F, depending on location
raw chicken	prep cooler - chicken dredging	40.00 Fahrenheit	
raw chicken	walk-in cooler - chicken	38.00 Fahrenheit	
warm water	hand sink - front service	100.00 Fahrenheit	
sliced cheese	walk-in cooler - non chicken	38.00 Fahrenheit	
fried chicken	countertop warmer - hot hold	184.00 Fahrenheit	
sliced egg	prep cooler - front cook-line - noodles	40.00 Fahrenheit	
spicy mayo	two-door upright cooler	39.00 Fahrenheit	
pickles	prep cooler - front cook-line - side	40.00 Fahrenheit	
roma tomatoes	two-door upright cooler	40.00 Fahrenheit	
raw chicken	one-door upright cooler - right	39.00 Fahrenheit	
gravy	hot hold - front service	163.00 Fahrenheit	
warm water	hand sink - men's restroom	100.00 Fahrenheit	
fried chicken	fryer	192.00 Fahrenheit	final cook temp
hot water	three compartment sink	120.00 Fahrenheit	
adobo rice	rice warmer	172.00 Fahrenheit	
gravy	stovetop	168.00 Fahrenheit	
noodles	walk-in cooler - non chicken	39.00 Fahrenheit	
raw chicken	one-door upright cooler - left	40.00 Fahrenheit	
noodles	prep cooler - front cook-line - noodles	41.00 Fahrenheit	
macaroni	hot hold - front cook-line	154.00 Fahrenheit	
mashed potatoes	basket hot hold - front service	138.00 Fahrenheit	
warm water	hand sink - back kitchen	100.00 Fahrenheit	
quaternary ammonium	three compartment sink	200.00 PPM	
sliced cheeses	prep cooler - front cook-line - noodles	40.00 Fahrenheit	

Overall Comments:

Ensure containers of seasoning that come into contact with raw chicken are swapped out at a minimum of every 4 hours if they are not held at 41F or below.

Raw chicken in contact with seasoning/flour renders them potentially hazardous.

Discussed with GM.

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 **5/27/2026**. 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: Randy Siaotong
RGM
Signed On: May 13, 2026