

# 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

|                                                                                  |  |                                                                     |                                       |                                                       |                                         |                                                                                                                                                                |  |                                         |
|----------------------------------------------------------------------------------|--|---------------------------------------------------------------------|---------------------------------------|-------------------------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------|
| <b>Facility</b><br>FA0307534 - STARBIRD CHICKEN                                  |  | <b>Site Address</b><br>2515 EL CAMINO REAL 102, PALO ALTO, CA 94306 |                                       | <b>Inspection Date</b><br>04/25/2025                  |                                         | <b>Placard Color &amp; Score</b><br><div style="background-color: green; color: white; padding: 10px; text-align: center;"> <b>GREEN</b><br/> <b>84</b> </div> |  |                                         |
| <b>Program</b><br>PR0451076 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13 |  |                                                                     | <b>Owner Name</b><br>CHICKEN COUP LLC |                                                       | <b>Inspection Time</b><br>12:20 - 13:50 |                                                                                                                                                                |  |                                         |
| <b>Inspected By</b><br>ALEXANDER ALFARO                                          |  | <b>Inspection Type</b><br>ROUTINE INSPECTION                        |                                       | <b>Consent By</b><br>NIDIA CARRILLO - GENERAL MANAGER |                                         |                                                                                                                                                                |  | <b>FSC</b> Nidia Carrillo<br>07/22/2029 |

  

| 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     | X      |     |     | N   |
| K06                            | Adequate handwash facilities supplied, accessible                           | X  |       |       |        |     |     | S   |
| K07                            | Proper hot and cold holding temperatures                                    | X  |       |       |        |     |     |     |
| K08                            | Time as a public health control; procedures & records                       |    | X     |       | 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                                          |     |     |
| K27                   | Food separated and protected                                                        |     |     |
| K28                   | Fruits and vegetables washed                                                        |     |     |
| K29                   | Toxic substances properly identified, stored, used                                  |     |     |
| K30                   | Food storage: food storage containers identified                                    | X   |     |
| 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                                    |     |     |
| K46                   | No unapproved private home/living/sleeping quarters                                 |     |     |
| K47                   | Signs posted; last inspection report available                                      |     |     |

# OFFICIAL INSPECTION REPORT

|                                                                           |                                                              |                                  |
|---------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------|
| Facility<br>FA0307534 - STARBIRD CHICKEN                                  | Site Address<br>2515 EL CAMINO REAL 102, PALO ALTO, CA 94306 | Inspection Date<br>04/25/2025    |
| Program<br>PR0451076 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13 | Owner Name<br>CHICKEN COUP LLC                               | Inspection Time<br>12:20 - 13:50 |
| 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:

**1. Chicken subject to 30 minutes of TPHC were observed to not have the timer on.**

**[CA] Provide written procedures and time marking for PHFs utilizing time as a public health control (TPHC).**

**[SA] Inspector observed one batch of chicken be removed from the fryer and instructed the timer for 30 minutes be started. The other batch was discarded.**

**2. Staff were observed moving extra tenders from one tray of chicken time marked with a timer to a different tray with a different timer. Timers are set for 30 minutes.**

**[CA] PHFs utilizing time as a public health control (TPHC) shall be discarded within 4 hours from the point in time when food is removed from temperature control.**

**[SA] The batch of chicken was used first as their TPHC procedure is for 30 minutes only. Discussed with manager to not commingle different batches of chicken.**

### 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:

**Kitchen staff were observed changing gloves without washing hands. When asked what they were going to do, staff stated they were going to remove the cooked chicken from the basket and place it on the tray for TPHC. Staff were observed about to touch the cooked chicken to make sure it was not stacked on the tray. Staff was previously observed battering and frying raw chicken.**

**[CA] Properly wash hands with soap, warm water and dry using single use paper towels as required prior to putting on gloves.**

**[COS] Inspector instructed them to wash their hands. Discussed with manager alternatives to changing gloves and washing hands such as using a secondary barrier, a utensil (ex: tongs), or having a different employee handle the cooked chicken.**

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:

**1. Soda dispenser nozzles have an accumulation of dried food debris.**

**[CA] Ensure to maintain food contact surfaces of equipment clean and sanitized.**

**2. The dishwasher measured at 148°F for the first cycle, 156°F for the second cycle and 161°F for the last cycle.**

**[CA] Mechanical sanitization shall be accomplished in the final sanitizing rinse by achieving a utensil surface temperature of 160°F (or manufacturer's instruction). Ensure to verify dishwasher rinsing temperature prior to use.**

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

# OFFICIAL INSPECTION REPORT

|                                                                           |                                                              |                                  |
|---------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------|
| Facility<br>FA0307534 - STARBIRD CHICKEN                                  | Site Address<br>2515 EL CAMINO REAL 102, PALO ALTO, CA 94306 | Inspection Date<br>04/25/2025    |
| Program<br>PR0451076 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13 | Owner Name<br>CHICKEN COUP LLC                               | Inspection Time<br>12:20 - 13:50 |

## Inspector Observations:

*A bulk bag of sugar was found open on one of the shelving units.*

*[CA] Store open bulk foods in approved NSF containers with tight fitting lids.*

## Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

## Measured Observations

| Item                           | Location               | Measurement       | Comments       |
|--------------------------------|------------------------|-------------------|----------------|
| Water                          | Three Compartment Sink | 120.00 Fahrenheit |                |
| Water                          | Hand Sinks - All       | 100.00 Fahrenheit |                |
| Sliced Tomatoes                | Prep Cooler            | 40.00 Fahrenheit  |                |
| Star Sauce                     | Drawer Cooler          | 40.00 Fahrenheit  |                |
| Quaternary Ammonia - Sanitizer | Sanitizer bucket       | 200.00 PPM        |                |
| Water                          | Dishwasher             | 161.00 Fahrenheit |                |
| Fries                          | Drawer Cooler          | 40.00 Fahrenheit  |                |
| Chicken Wing                   | Walk in Cooler         | 39.00 Fahrenheit  |                |
| Fries                          | Walk in Freezer        | 10.00 Fahrenheit  |                |
| Chicken Tender                 | Heat Lamp              | 111.00 Fahrenheit | 30 minute TPHC |
| Chicken Nugget                 | Walk in Cooler         | 39.00 Fahrenheit  |                |
| Chicken Tender - Raw           | Prep Cooler            | 39.00 Fahrenheit  |                |
| Quaternary Ammonia - Sanitizer | Thermometer Holder     | 200.00 PPM        |                |
| Chicken Nugget                 | Walk in Cooler         | 45.00 Fahrenheit  | Cooling        |

## Overall Comments:

### Notes:

*- A food borne illness investigation was conducted in conjunction with this inspection.*

*- Per PIC, they may move to using hot holding units. Ensure to submit plans to our plan check unit for approval.*

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 **5/9/2025**. 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: Nidia Carrillo  
General Manager  
Signed On: April 25, 2025