

# 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>FA0263113 - LULU'S @ TOWN & COUNTRY VILLAGE                  |  | <b>Site Address</b><br>855 EL CAMINO REAL 49, PALO ALTO, CA 94301 |                                            | <b>Inspection Date</b><br>10/29/2025 |                                         | <b>Placard Color &amp; Score</b><br><div style="background-color: green; color: black; padding: 10px; text-align: center;"> <b>GREEN</b><br/> <b>84</b> </div> |  |                                     |
| <b>Program</b><br>PR0387557 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11 |  |                                                                   | <b>Owner Name</b><br>LULU'S@TOWN & COUNTRY |                                      | <b>Inspection Time</b><br>13:50 - 15:00 |                                                                                                                                                                |  |                                     |
| <b>Inspected By</b><br>ALELI CRUTCHFIELD                                        |  | <b>Inspection Type</b><br>ROUTINE INSPECTION                      |                                            | <b>Consent By</b><br>MIGUEL          |                                         |                                                                                                                                                                |  | <b>FSC</b> Kevin Garca<br>9/22/2027 |

  

| 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  |       |       |        |     |     |     |
| 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  |       |       |        |     |     |     |
| K07                            | Proper hot and cold holding temperatures                                    | X  |       |       |        |     |     | N   |
| K08                            | Time as a public health control; procedures & records                       |    |       |       |        |     | X   |     |
| K09                            | Proper cooling methods                                                      |    | X     |       |        |     |     | N   |
| 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                                    |     |     |
| 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                                 |     |     |
| 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>FA0263113 - LULU'S @ TOWN & COUNTRY VILLAGE                  | Site Address<br>855 EL CAMINO REAL 49, PALO ALTO, CA 94301 | Inspection Date<br>10/29/2025    |
| Program<br>PR0387557 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11 | Owner Name<br>LULU'S@TOWN & COUNTRY VILLAGE                | Inspection Time<br>13:50 - 15:00 |
| K48                                                                      | Plan review                                                |                                  |
| K49                                                                      | Permits available                                          |                                  |
| K58                                                                      | Placard properly displayed/posted                          |                                  |

## Comments and Observations

### Major Violations

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

**Inspector Observations:** *Chicken in a covered container measured between 58-62F in 2 door unit back kitchen and finished cooking this morning roughly around 7am.*

*Measured 3 full covered containers of carnitas measured between 70-81F inside reach in unit next to back office. Per employee carnitas was finished cooking around 11am today. A blast chiller is used to cool food down. [CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.*

*[COS] Food was discarded in trash due to improper cooling.*

*Cooling handout provided- post on wall.*

### Minor Violations

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:** *Measured sanitizer at wall mounted dispenser at 0 ppm quat ammonium. Water temperature for dispenser is above 120F. [CA] Ensure sanitizer is a minimum of 200 ppm quaternary ammonium. Follow manufacturer instructions and maintain sanitizer temperature at 70F or below for accurate testing results.*

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

**Inspector Observations:** *Several fruit flies noted in back kitchen near the hand sink and mop sink. [CA] Eliminate the fruit flies. Contact your pest control service. Recommend to install a self containing fly entrapment device and located on wall above mop sink.*

**EMAIL PEST CONTROL REPORT TO [aleli.crutchfield@deh.sccgov.org](mailto:aleli.crutchfield@deh.sccgov.org)**

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:** *It appears that the thermometer probe for the blast chiller is not working accurately. The blast chiller thermometer probe measured carnitas at 35F (digital display). Temperature measured by inspector observed between 70-81F. Cold air can be felt when unit is turned on.*

*[CA] Equipment shall be functional and operable. Repair/replace the unit/and or thermometer probe for the blast chiller. Cool food using shallow containers and ice baths and refrigeration until unit is repaired.*

**CONTACT THIS INSPECTOR ONCE UNIT IS REPAIRED, EMAIL SERVICE REPAIR REPORT [aleli.crutchfield@deh.sccgov.org](mailto:aleli.crutchfield@deh.sccgov.org)**

### Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.

Needs Improvement - Proper cooling methods.

# OFFICIAL INSPECTION REPORT

|                                                                          |                                                            |                                  |
|--------------------------------------------------------------------------|------------------------------------------------------------|----------------------------------|
| Facility<br>FA0263113 - LULU'S @ TOWN & COUNTRY VILLAGE                  | Site Address<br>855 EL CAMINO REAL 49, PALO ALTO, CA 94301 | Inspection Date<br>10/29/2025    |
| Program<br>PR0387557 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11 | Owner Name<br>LULU'S@TOWN & COUNTRY VILLAGE                | Inspection Time<br>13:50 - 15:00 |

## Measured Observations

| Item       | Location                    | Measurement       | Comments |
|------------|-----------------------------|-------------------|----------|
| cheese     | front prep unit             | 41.00 Fahrenheit  |          |
| beans      | warmer unit                 | 155.00 Fahrenheit |          |
| tamale     | 2 door unit                 | 36.00 Fahrenheit  |          |
| tamale     | freezer                     | 21.00 Fahrenheit  |          |
| water      | 3 comp sink                 | 120.00 Fahrenheit |          |
| rice       | warmer unit                 | 145.00 Fahrenheit |          |
| sour cream | under counter prep unit FOH | 39.00 Fahrenheit  |          |
| chicken    | steam table                 | 180.00 Fahrenheit |          |
| tomatoes   | front prep unit             | 40.00 Fahrenheit  |          |
| water      | hand sinks                  | 100.00 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 **11/12/2025**. 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: Miguel

Signed On: October 29, 2025