

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 FA0204840 - LOTUS THAI BISTRO		Site Address 425 S CALIFORNIA AV, PALO ALTO, CA 94036		Inspection Date 06/09/2025		Placard Color & Score YELLOW 63		
Program PR0307121 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name TANTAVIROJN, RUNGSIRI		Inspection Time 11:00 - 13:15			
Inspected By KATHY VO		Inspection Type ROUTINE INSPECTION		Consent By THAI				FSC Ratchaya Tantavirojn 05/21/2030

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		X			
K06	Adequate handwash facilities supplied, accessible			X				N
K07	Proper hot and cold holding temperatures		X		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		
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	X	
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	X	
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	X	
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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: *Observed multiple employees handling foods without proper handwashing practices:*
- Employees handling ready-to-eat beansprouts and carrots with soiled gloves or bare hands without washing hands.

- Employees wiping gloves or hands on soiled wiping cloth and proceeding to handle food without washing hands.

- Employees donning new gloves without washing hands.

[CA] *Employees are required to wash their hands: 1) before beginning work, 2) before handling food or clean equipment, 3) as often as necessary during food preparation to remove soil and contamination, 4) when switching from raw to ready to eat foods, 5) after touching body parts, 6) after coughing, sneezing, eating, or drinking, 7) after using the restroom, and 8) any time when contamination may occur.*

[SA] *Specialist instructed employees to properly wash hands. Reviewed handwashing policy with PIC.*

Recommend to use tongs or utensils for ready-to-eat carrots and beansprouts.

Follow-up By 06/11/2025

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

Inspector Observations: *Observed multiple items stored on the preparation line outside of proper holding temperatures:*

1) Measured beansprouts, shelled eggs, rice noodles, and tofu in the preparation unit from 50-58F. Bag of beansprouts and bowl of eggs are placed above the preparation unit cooling line. Per PIC, all foods were moved to preparation unit less than 30 minutes ago.

2) Measured fried tofu stored on the preparation counter at 116-125F. Per PIC, food was cooked less than 30 minutes ago.

[CA] *Potentially Hazardous Foods shall be kept at 41F or below or 135F or above.*

[COS] *1) Beansprouts were transferred from the bag directly into the cold holding insert. Shelled eggs were moved to the under counter cooler. Employees closed the lid to the preparation unit to facilitate cooling.*

2) PIC stated that fried tofu will be discarded at the end of lunch service (less than 4 hours prior to temperature measurement).

Follow-up By 06/11/2025

Minor Violations

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: *Observed bowl of food stored inside the handwash sink at the front preparation area.*

[CA] *The designated handwash sink shall only be used for handwashing and shall be accessible and unobstructed at all times.*

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) Observed accumulation of black mold-like substance in the interior panel of the ice machine. [CA] Routinely clean and sanitize food contact surfaces as needed.*

2) Measured chlorine concentration inside the mechanical dishwasher at 25 ppm. [CA] Mechanical sanitization shall be accomplished with a chlorine concentration of 50 ppm, or as per manufacturer's specifications.

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

Inspector Observations: *Observed numerous house flies and gnats in the warewashing/back food storage area.*

[CA] *Food facility shall be kept free of vermin and non-disease carrying insects, weevils, ants, gnats, and fruit flies.*

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

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Inspector Observations: 1) Observed bulk ingredient bins are loosely covered with cardboard or not completely covered. [CA] Open bulk foods shall be securely stored in approved NSF containers with tight fitting lids.

2) Observed bowls without handles stored inside the bulk ingredient bins. [CA] Provide scoops with handles to prevent direct hand contact with food.

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations: Observed excessive accumulation of grime on refrigeration unit handles. [CA] Nonfood-contact surfaces of equipment shall be kept free of an accumulation of dust, dirt, food residue, and other debris.

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: 1) Observed the use of domestic refrigeration units and freezers in the food facility. [CA] All equipment in the food facility shall be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program (e.g. NSF, UL EPH, UL Sanitation, CSA Sanitation, or ETL Sanitation).

2) Observed a chest freezer stored in a room adjacent to the warewashing area which is not approved for food storage. [CA] All equipment shall be stored within approved food facility.

2) Observed the use of aluminum foil to line food storage shelves and cook line. [CA] Discontinue the use of aluminum foil. Surfaces of food preparation and equipment shall be smooth, easily cleanable, nonabsorbent, durable, and maintained in good repair.

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

Inspector Observations: Observed soiled wiping cloths stored on food preparation counters. [CA] When not in use, wiping cloths shall be stored in an approved sanitizing concentration.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations: Observed back door was propped open during the time of inspection. [CA] Facility shall be fully enclosed at all times to prevent pest harborage.

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

Inspector Observations: Observed accumulation of grease and food debris underneath the front preparation area and cook line. [CA] Floors shall be routinely cleaned.

Performance-Based Inspection Questions

Needs Improvement - Proper hot and cold holding temperatures.

Needs Improvement - Adequate handwash facilities: supplied or accessible.

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Measured Observations

Item	Location	Measurement	Comments
water	handwash sink	100.00 Fahrenheit	
water	handwash sink (restroom)	100.00 Fahrenheit	
ambient	1-door upright freezer (1-3) (back)	8.00 Fahrenheit	
half and half	2-door upright cooler	41.00 Fahrenheit	
beansprouts	preparation unit insert (1)	54.00 Fahrenheit	
tofu	2-door upright cooler (2) (back)	41.00 Fahrenheit	
cooked chicken	preparation unit (2)	41.00 Fahrenheit	
fried tofu	cook line	116.00 Fahrenheit	116-125F.
produce	2-door upright cooler (1) (back)	41.00 Fahrenheit	
rice noodles	preparation unit insert (2)	58.00 Fahrenheit	
cooked beef	preparation unit (1)	41.00 Fahrenheit	
curry	cook line	135.00 Fahrenheit	Cooling.
rice	rice cooker	163.00 Fahrenheit	
sanitizer (chlorine)	mechanical dishwasher	25.00 PPM	
water	preparation sink	120.00 Fahrenheit	
shelled eggs	preparation unit insert (2)	58.00 Fahrenheit	
water	3-compartment sink	120.00 Fahrenheit	
fish	cook line	145.00 Fahrenheit	Final cooking temperature.
tofu	preparation unit insert (2)	49.00 Fahrenheit	

Overall Comments:

A follow-up inspection will be conducted on 6/11/2025 to verify compliance of major violations. The first follow-up will be free of charge. Subsequent follow-up inspections after the first follow-up shall be billed at \$298/hour during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645/hour during non-business hours, and upon inspector availability.

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 **6/23/2025**. 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: Rungsiri Tantavirojn
Owner
Signed On: June 09, 2025