

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 FA0307874 - MARUWU SEICHA		Site Address 250 UNIVERSITY AV 101, PALO ALTO, CA 94301		Inspection Date 02/05/2026		Placard Color & Score GREEN 71		
Program PR0451471 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name MARUWU JAPAN INC		Inspection Time 11:10 - 13:00			
Inspected By ALELI CRUTCHFIELD		Inspection Type ROUTINE INSPECTION		Consent By YOKI				FSC Not Available

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		N
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	X	
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	X	
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	X	
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	X	
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		X
K58	Placard properly displayed/posted		

Comments and Observations

Major Violations

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

Inspector Observations: REPEAT VIOLATION.

Follow-up By 02/10/2026

Measured open gallon of milk, almond milk, soy milk, oat milk between 46F-54F on counter at front prep service area. Measured a container of white cream and matcha cream on top of ice between 45F-55F. Boba measured at 92F. Egg tarts measured between 62-63F.

[CA] Maintain potentially hazardous food 41F and below or 135F and above.

[SA] Store opened at 10a and tarts were removed from oven and placed at front counter around 945a-10a. Boba was prepared right before 10a. All products were time labeled and shall be discarded after 4 hours if there are any leftovers (10a-2p).

Provided paperwork for Time as a Public Health Control for the above mentioned products. Discussed TPHC with manager. This form was provided during last inspection (June 2025), however this Department did not receive the completed paperwork as requested.

Submit paperwork to aleli.crutchfield@deh.sccgov.org by TOMORROW 2/6/26.

Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

Inspector Observations: Lack of food handler cards available for review on site. No current food safety manager certificate on site. The current one that is posted on the wall next to POS is not valid as this employee no longer works at this facility.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire. Provide food handler cards for employees and at least one person must be food safety certified. A copy of this shall be on site. REPEAT VIOLATION (FOOD HANDLER CARDS).

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

Inspector Observations: The hand sink next to the 3 compartment sink was blocked by 2 containers of bulk sugar. [CA] Keep hand sink unobstructed at all times. [COS] Sugar was relocated to another area.

Inoperable hand dryer in restroom, paper towel not available at hand sink. [CA] Ensure hand sink is supplied with paper towels in a container/ dispenser if the automatic hand dryer is not operable. [COS] Paper towels were provided.

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 chlorine sanitizer at 200 ppm at ware washing sink. [CA] Maintain a maximum of 100 ppm. [COS] Sink was adjusted to 100 ppm chlorine.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

Inspector Observations: Observed gallons of milk in refrigerator next to soft serve machine is not organized to ensure first in first out is being practiced (FIFO). [CA] Ensure proper milk rotation by locating the oldest best by date for milk is in the front of the unit and the newest date is located at the back of the unit. [COS] Feb 15 milk dates were located to the front and Feb 18 milk dates were located in the back of the unit.

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

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Inspector Observations: *Unlabeled bulk container of white sugar noted. [CA] Label bulk containers with ingredient name.*

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations: *Lack of chlorine test strips on site to test sanitizer. [CA] Provide test strips and test sanitizer at 100 ppm daily.*

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations: *Lack of thermometers for the 2 door refrigerator next to soft serve machine and 2 door refrigerator behind POS counter. [CA] Each refrigeration unit/freezer shall be equipped with a thermometer.*

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: *Front door left open. [CA] Door shall remain closed during business hours to prevent entrance of debris, vermin (rodents/cockroaches) etc.*

REPEAT VIOLATION.

K49 - 2 Points - Permits not available; 114067(b,c), 114381(a), 114387

Inspector Observations: *--48 HOUR NOTICE--*

Our records indicate this facility is operating without a valid permit and has a delinquent account. Your balance due is \$ 0000.00. Payment must be made immediately to DEH at the address at the top of this report or via our website at www.Ehinfo.org.

A facility that submits payment of the outstanding balance within 48 hours (2 business days) of this notice will be issued and mailed an operating permit by this department. Failure to comply within 48 hours will result in facility closure and additional enforcement, including but not limited to reinspection(s) and additional cost recovery fees.

A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

Performance-Based Inspection Questions

Needs Improvement - Time as a public health control; procedures & records.

Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
water	3 comp sink	120.00 Fahrenheit	
ambient	3 door unit BOH	36.00 Fahrenheit	
milk	2 door undercounter	39.00 Fahrenheit	
chlorine	3 comp sink	200.00 PPM	rechecked at 100 ppm
milk	3 door unit BOH	40.00 Fahrenheit	
water	hand sinks	100.00 Fahrenheit	
egg tarts	freezer unit BOH	12.00 Fahrenheit	

Overall Comments:

FOLLOW UP SCHEDULED FOR TUESDAY 2/10/26.

--48 HOUR NOTICE--

Our records indicate this facility is operating without a valid permit and has a delinquent account. Your balance due is \$ 1383.75. Payment must be made immediately to DEH at the address at the top of this report or via our website at www.Ehinfo.org. Enter Account number AR1361446. Last payment received was on 2/14/25.

A facility that submits payment of the outstanding balance within 48 hours (2 business days) of this notice will be issued and mailed an operating permit by this department. Failure to comply within 48 hours will result in facility closure and additional

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EMAIL RECEIPT TO ALELI.CRUTCHFIELD@DEH.SCCGOV.ORG ONCE PAYMENT HAS BEEN MADE.

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 **2/19/2026**. 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: yoki
manager
Signed On: February 05, 2026