

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 FA0251301 - HEY CHICKEN SAN JOSE | | Site Address 670 RIVER OAKS PY E/F, SAN JOSE, CA 95134 | | Inspection Date 03/02/2026 | |
| Program PR0365158 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10 | | | Owner Name HC SAN JOSE LLC | | Inspection Time 16:05 - 17:30 |
| Inspected By MAVERICK CHIN | Inspection Type ROUTINE INSPECTION | Consent By KARIM | FSC Tiantian Yin 05/31/2027 | | |

| |
|----------------------------------|
| Placard Color & Score |
| GREEN |
| 76 |

| 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 | | | | N |
| 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 | | | | | | 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 | | | | N |
| 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 | X | |
| 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 | | |
| 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 | 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

No major violations were observed during this inspection.

Minor Violations

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

Inspector Observations:

One of the employees present could not provide a valid food handler card.

[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.

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations:

Employee observed eating lunch and drinking from an open top soda can, directly adjacent to containers full of uncovered fried chicken maintained under heat lamps in the kitchen area.

[CA] No employee shall eat in the food prep, food contact storage, or food storage areas, use designated area. Employees shall drink from containers with tight fitting lids and straws to prevent contamination.

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 handling raw chicken, then touched refrigerator door handles. Employee observed wiping copious amounts of sweat off his face with his hand. Employee was instructed to wash his hands prior to contaminating any 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.**

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

Inspector Observations:

Paper towel dispenser at the hand sink at the entrance of the kitchen lacks a front cover plate. Cover plate appears to have broken off.

[CA] Repair dispenser cover plate to ensure that single-use sanitary towels are protected from contamination prior to use.

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

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Inspector Observations:

Heavy accumulation of black, mold-like substance observed on a cutting board. Cutting board not actively in-use.

[CA] Food contact surfaces shall be maintained clean. Repair/replace as necessary when cutting boards become too worn/scratched to be properly cleaned.

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

Inspector Observations:

5+ flies observed in the kitchen area.

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

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations:

Raw, frozen, chicken observed thawing on the right side drainboard of the three compartment sink.

[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.

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:

Raw shell eggs stored directly over a case of lettuce in the two-door upright cooler at the back of the kitchen.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

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:

Facility has attached a hose to the end of the prep sink faucet. Hose extends fully into the basin of the prep sink. Per staff, the prep sink is used for washing raw chicken. Drain pipe of the prep sink discharges directly into a floor sink.

[CA] Remove unapproved hose modification to prevent backflow, or else install a backflow prevention device to prevent contamination of potable water system.

All equipment that discharges liquid waste shall be drained by means of indirect waste pipes, and all wastes drained by them shall discharge through an airgap of minimum one inch or twice the diameter of the pipe into a floor sink or other approved type of receptor.

Performance-Based Inspection Questions

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

Needs Improvement - Food contact surfaces clean, sanitized.

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Measured Observations

| Item | Location | Measurement | Comments |
|--------------------|--|-------------------|----------------------|
| tea | drink display cooler | 41.00 Fahrenheit | |
| raw chicken | prep cooler - right of cook-line | 40.00 Fahrenheit | |
| frozen onion rings | two-door upright freezer - back left | 11.00 Fahrenheit | |
| warm water | hand sink - kitchen | 100.00 Fahrenheit | |
| warm water | hand sink - employee restroom | 100.00 Fahrenheit | |
| hot water | prep sink | 120.00 Fahrenheit | |
| ambient | prep cooler - left of grill | 44.00 Fahrenheit | no PHF stored inside |
| raw frozen chicken | two-door upright freezer - back right | 12.00 Fahrenheit | |
| raw shell eggs | two-door upright cooler - back kitchen | 41.00 Fahrenheit | |
| fried chicken | heat lamp - kitchen | 114.00 Fahrenheit | TPHC |
| hot water | three compartment sink | 120.00 Fahrenheit | |

Overall Comments:

*Notes:

- Ensure that the flour used for dredging chicken and its container are swapped out every 4 hours. Raw chicken in contact with such renders the flour a potentially hazardous food, and necessitates the proper cleaning/sanitizing of the container at minimum every 4 hours. Recommend subjecting the flour to time as a public health control (4-hour rule).

- Ambient of the prep cooler to the left of the grill measured 45F in the lower portion, and 53F in the upper portion. Sauces stored inside are non-potentially hazardous (mayo used is shelf stable). Per staff, only non-potentially hazardous sauces and raw vegetables are stored inside the unit. If facility wishes to store any potentially hazardous foods inside the unit, unit shall be capable of maintaining at 41F or below.

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 **3/16/2026**. 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: Quancheng Wu (Kevin)
Manager

Signed On: March 02, 2026