

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 FA0200207 - KYOTO PALACE		Site Address 1875 S BASCOM AV 2500, CAMPBELL, CA 95008		Inspection Date 05/06/2025		Placard Color & Score RED 66		
Program PR0302008 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17			Owner Name KYOTO PALACE INC		Inspection Time 13:20 - 16:15			
Inspected By PRINCESS LAGANA		Inspection Type ROUTINE INSPECTION		Consent By ASHLEY				FSC Leader Nino 08/23/2029

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

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

Inspector Observations: At the kitchen, within right side prep line cooler, raw beef measured at 50F, raw bean sprouts measured at 60F, and cooked noodles measured at 51F. Per Chef, food items were placed to the unit approximately 2.5 hours prior to measurement.

Ambient temperature of unit measured at 51F.

[CA]: Potentially Hazardous Food (PHFs) shall be cold held at at 41F or below.

[COS]: Food items were relocated to walk in cooler to rapidly cool down.

Follow-up By
05/09/2025

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: Live cockroaches observed in the following areas:

-1 nymph on the floor underneath high temp dish machine

-1 adult on the floor underneath prep line cooler (left unit)

-4 adults on the ceiling above miso soup warmer/near 3 comp sink

Follow-up By
05/09/2025

Per Chef, pest control service occurs once a month. Pest control invoices from Western provided but no pest control reports were provided.

[CA]: FACILITY ORDERED CLOSED due to evidence of live cockroaches . Eliminate all live vermin and evidence of vermin in a safe, effective and legal manner.

1. Discontinue food preparation and put away food and utensils.

2. Clean and sanitize all areas with heavy grease buildups and old food debris throughout the facility.

3. Use safe and legal pest control measures. Facility shall make available any pest control treatment records and invoices upon re-inspection and re-open.

4. Properly clean and sanitize all food preparation surfaces and impacted areas.

5. Properly vermin proof facility by sealing visible holes and cracks that could harbor or allow entrance of vermin.

6. Remove any stagnant water.

7. Construct, equip and maintain the food facility so as to prevent entrance and harborage of animals, birds and vermin (cockroaches, rodents and flies).

Facility shall remain closed until all vermin have been abated and county health specialist approves facility to re-open. Contact county health specialist when ready to re-open. "Notice of Closure" sign is not to be removed, hidden or relocated.

Minor Violations

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Cooked shrimp completely covered with saran wrap at 1 door reach in at sushi bar measured at 70F. Per Chef, cooling began 2 hours prior to measurement.

[CA]: Potentially Hazardous Foods shall be cooled from 135F to 70F within 2 hours and then from 70F to 41F within 4 hours (6 hours total). Use shallow metal pans (no more than 2 inches for solid foods and no more than 4 inches for liquids), smaller portions, ice paddles and ice baths to assist with rapid cooling. When placing food in the refrigerator to cool, containers should be loosely covered or uncovered if protected from overhead contamination, to facilitate heat transfer from the surface of the food.

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: At the bar, accumulation of residue was observed on the interior surface of beverage spray nozzle (right side).

[CA]: Remove, clean, and sanitize nozzles. Nozzles should be maintained clean regularly to prevent the accumulation of residues.

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

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Inspector Observations: At the 3 comp sink second basin, raw shrimp (measured between 39F - 48F) was thawing in stagnant water. Per Chef, thawing began approximately 2.5 hours prior to measurement.

[CA]: Frozen food shall be thawed using the following approved methods:

-Under refrigeration that maintain the food temperature at 41F or below.

-Completely submerged under cold running water or a period not to exceed two hours at a water temperature of 70F or below.

-In microwave oven as long as it is cooked immediately.

-As part of the cooking process

Prep sink shall be used for thawing food items.

[COS]: Staff relocated shrimp to walk in cooler.

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

Inspector Observations: 1. Multiple containers of food stored directly on the floor in the walk in cooler and walk in freezer.

[CA]: Food shall be stored at least 6 inches elevated from the floor on approved shelving that is easily cleanable (ex. Dunnage racks)

2. Multiple open bags of dry food stored at dry storage area.

[CA]: All open bags of dry food shall be transferred or stored in food grade containers and covered with a fitted lid.

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: Ambient temperature of right side prep line cooler measured at 50F. Per Chef, unit was recently repaired.

[CA]: Assess/adjust/repair unit as needed. Discontinue use of unit for PHFS until it is able to properly cold hold PHFs at 41F or below.

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

Inspector Observations: 1. Soiled wet wiping cloths stored on work surfaces without being placed back into their sanitizer buckets in between uses.

[CA]: Wiping cloths used for sanitizing work surfaces must be stored inside their sanitizer buckets containing at least 100ppm chlorine or 200ppm Quat sanitizer when not actively being used.

2. Solution inside the sanitizing bucket near the prep line cooler was measured below 200 ppm Quat sanitizer.

[CA]: Wiping cloths used for sanitizing work surfaces must be stored inside their sanitizer buckets containing at least 100ppm chlorine or 200ppm Quat sanitizer. Solution must be changed as frequently as needed.

[COS]: Chef replaced sanitizer bucket with 200 ppm Quat sanitizer.

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: At the bar, leak from waste water drain pipe of the left hand sink observed.

[CA]: Repair hand sink and remove leak.

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

Inspector Observations: Heavy accumulation of debris underneath soda syrup boxes near bar.

[CA]: Clean noted area. Maintain all floors clean.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

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Measured Observations

Item	Location	Measurement	Comments
fried rice	stove top	149.00 Fahrenheit	
miso soup	warmer	180.00 Fahrenheit	
tuna	1 door reach in	40.00 Fahrenheit	
octopus	display case	41.00 Fahrenheit	
salmon	display case	40.00 Fahrenheit	
tofu	walk in cooler 1	41.00 Fahrenheit	
rice	rice cooker 1	148.00 Fahrenheit	
raw shrimp	prep line cooler right	41.00 Fahrenheit	
rice	rice cooker 2	139.00 Fahrenheit	
ambiet temp	bar cooler	41.00 Fahrenheit	
water	hand sink prep line	100.00 Fahrenheit	
ambient temp	1 door reach in	41.00 Fahrenheit	
rice	rice cooker 3	151.00 Fahrenheit	
shrimp	1 door reach in at sushi bar	70.00 Fahrenheit	cooling began 2 hours ago
raw beef	walk in cooler 2	40.00 Fahrenheit	
raw beef	prep line cooler left	40.00 Fahrenheit	
raw scallop	walk in cooler 2	40.00 Fahrenheit	
water	3 comp sink	120.00 Fahrenheit	
High temp sanitizer	high temp dish machine	160.00 Fahrenheit	
ambient temp	1 door under counter	39.00 Fahrenheit	
water	prep sink	120.00 Fahrenheit	

Overall Comments:

FACILITY ORDERED CLOSED due to evidence of live cockroaches. Facility shall contact Specialist for a follow up inspection to reopen after all evidence of vermin and vermin activity have been removed and all impacted areas have been properly cleaned and sanitized. Facility shall not conduct food preparation and food sale until facility has obtained approval from Specialist to re-open. Operator shall make available proof of pest control report prior to contacting Specialist for a follow up inspection.

Ensure facility is maintained in such a way as to prevent the entrance and harborage of vermin. Red placard posted at front window. Red Placard must be displayed until facility has been re-inspected, and cannot be removed, relocated, defaced, marred, camouflaged, or hidden so as to prevent the public from observing it.

Failure to comply may result in enforcement actions per County Ordinance Section B 11-55. Subsequent follow-up inspection after first follow-up shall be billed \$298/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 Am to 4:30 PM), and \$645/hour, minimum two hours, during non-business hours, and upon inspector availability.

CLOSURE / PERMIT SUSPENSION NOTICE

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 **5/20/2025**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

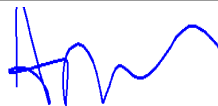
You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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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: Ashley Strangis
Manager

Signed On: May 06, 2025