

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 FA0254730 - PF CHANG'S CHINA BISTRO		Site Address 900 STANFORD SHOPPING CENTER, PALO ALTO, CA 94304		Inspection Date 07/20/2026		Placard Color & Score RED 87		
Program PR0371676 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17			Owner Name P.F. CHANG'S		Inspection Time 12:15 - 13:50			
Inspected By ANABELLE GARCIA		Inspection Type ROUTINE INSPECTION		Consent By MABEL MUNOZ				FSC Jaquelin Castillo Aboytes 10/07/2027

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						S
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	X			
K07	Proper hot and cold holding temperatures	X						
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		
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		
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

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

Inspector Observations: 1. Observed Vermin: Documented in the following areas: One dead mouse observed on trap in the dining area. Located below wall booth seating area.

2. Photographs: Taken for documentation purposes. Yes

3. Supervisor Notified: Anjani Sircar

4. Notification: The person in charge during inspection, Jackie Castillo, has been informed that the facility must close immediately.

[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.

Requirements Before Reopening:

1. Email the signed and completed Reopening Checklist to the assigned inspector.

2. Submit a copy of the pest control report from a licensed provider.

Minor Violations

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

Inspector Observations:

1) No paper towels available in employee restroom.

2) No paper towels available at hand wash sink near the 3 comp sink. Additional hand wash sink available at cook line.

[CA] Ensure paper towels are available at all times.

[COS] Food employee restocked paper towels.

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:

1) Faucet leak observed at the 2 comp prep sink.

2) Hand wash sink near 3 comp sink is draining slowly.

[CA] Repair plumbing fixture and maintain in clean and good repair.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

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Measured Observations

Item	Location	Measurement	Comments
raw tuna	walk in freezer	-7.00 Fahrenheit	IR
raw chicken	walk in cooler	40.00 Fahrenheit	
water	restroom hand wash sink	100.00 Fahrenheit	
chlorine	bar under counter warewash machine	50.00 PPM	
raw pork belly	under counter cooler	39.00 Fahrenheit	
ambient	walk in cooler	39.00 Fahrenheit	
water	hand wash sinks	100.00 Fahrenheit	
water	3 comp sink	127.00 Fahrenheit	
raw pork ribs	drawer cooler	40.00 Fahrenheit	
hot and sour soup	hot holding	162.00 Fahrenheit	
raw salmon	drawer cooler	40.00 Fahrenheit	
raw shrimp	walk in cooler	37.00 Fahrenheit	
raw shell eggs	single door upright cooler	38.00 Fahrenheit	IR
egg drop soup	hot holding	158.00 Fahrenheit	
water	bar hand wash sink	100.00 Fahrenheit	
raw beef	under counter cooler	37.00 Fahrenheit	
water	high temp warewash machine	163.00 Fahrenheit	
quaternary ammonium	3 comp sink, sanitizer buckets	200.00 PPM	
raw shrimp	cold insert	40.00 Fahrenheit	
raw beef	walk in cooler	39.00 Fahrenheit	

Overall Comments:

Conducted in conjunction with complaint investigation: CO0160289

Facility is hereby closed due evidence of an active vermin infestation. Facility shall cease operation of food sales immediately.

***The posted placard is property of Santa Clara County Department of Environmental Health and shall not be removed, covered, relocated, tampered, or copied. Failure to comply may result in enforcement action per County Ordinance Code section B 11-55.**

***A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee.**

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 **8/3/2026**. 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.

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: Jackie Castillo
Manager

Signed On: July 20, 2026