

# 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 FA0204776 - NEIMAN-MARCUS - CAFE RESTARAUNT		Site Address 400 STANFORD SHOPPING CENTER, PALO ALTO, CA		Inspection Date 05/21/2026	
Program PR0303158 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name NEIMAN MARCUS GROUP LL		Inspection Time 12:45 - 14:15
Inspected By ALELI CRUTCHFIELD	Inspection Type ROUTINE INSPECTION		Consent By NICKOLAI	FSC Manual Q. Zaragoza 2/7/2027	

Placard Color & Score
<b>GREEN</b>
<b>91</b>

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						S
K05 Hands clean, properly washed; gloves used properly	X						
K06 Adequate handwash facilities supplied, accessible			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						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						

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		
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

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

**Inspector Observations: Empty soap dispenser noted at hand sink at bar. [CA] Keep dispenser stocked at all times. [COS]**

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

**Inspector Observations: Observed large container of butter on dry storage shelf measured at room temperature 70F. [CA] Maintain potentially hazardous food 41F and below. Butter was relocated to walk in .**

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

**Inspector Observations: Measured water at automatic combination faucet at hand sink in kitchen between 112F-115F. [CA] Maintain between 100F-108F maximum water temperature for automatic combination faucets.**

### Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.

### Measured Observations

Item	Location	Measurement	Comments
water	hand sink- kitchen	112.00 Fahrenheit	between 112F-115F
lobster salad	walk in	37.00 Fahrenheit	
milk	unit at beverage/wait station	39.00 Fahrenheit	
caramelized onions	prep unit	41.00 Fahrenheit	
marinated chicken- raw	walk in cooler	37.00 Fahrenheit	
dish plate thermometer	high temp dish unit- kitchen	162.00 Fahrenheit	
hot water	3 comp sink	200.00 PPM	
ambient	prep unit across grill	40.00 Fahrenheit	
sliced tomatoes	prep unit across cookline	40.00 Fahrenheit	
sauce in bottle	2 door upright unit next to cookline	39.00 Fahrenheit	
ambient	freezer	3.00 Fahrenheit	
quat ammonium	3 comp sink	200.00 PPM	
lobster- thawing	walk in cooler	26.00 Fahrenheit	
dish plate thermometer	high temp dish unit- bar	168.00 Fahrenheit	
tuna salad	prep unit across cookline	41.00 Fahrenheit	

### Overall Comments:


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 **6/4/2026**. 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.

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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:** Nickolai Craig

**Signed On:** May 21, 2026