

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 FA0204833 - UME TEA		Site Address 421 CALIFORNIA AV, PALO ALTO, CA 94306		Inspection Date 07/14/2026		Placard Color & Score RED 56		
Program PR0302835 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name UME PALO ALTO INC		Inspection Time 11:05 - 13:05			
Inspected By JOSHUA LUCES		Inspection Type ROUTINE INSPECTION		Consent By JUN WEI				FSC FUNGCHENG OU 10/8/2030

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification			X				N
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		X			N
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		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					N

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	X	
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		
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	X	
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: *Measured 4x 5 lbs bags of chicken at ambient temperature in the back preparation area measured between 59F - 70F. The PIC stated that the chicken was removed from the freezer at approximately 11PM the previous night to thaw at ambient temperature.*

[CA] *Maintain potentially hazardous foods at or below 41F while cold holding.*

[COS] *The chicken was discarded into the trash. See VC&D form.*

K14 - 8 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:

All multiuse utensils are not appropriately washed rinse and sanitized. The PIC disclosed that the blenders and other utensils are cleaned once weekly by soaking in a metal tray and powder cleaner not identified with english text.

[CA] *All food equipment that comes into contact with PHF shall be washed, rinsed and sanitized every 4 hours or less after initial use.*

[COS] *The PIC was directed to retrieve all multiuse utensils and appropriately wash rinse and sanitize all equipment. The three compartment sink was cleaned and sanitized and set up with 200 ppm quaternary ammonia solution for sanitizer.*

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

Inspector Observations: MAJOR VIOLATION

1. Observed Vermin: Documented in the following areas:

- One live nymph, and two adult german cockroaches on the floor between the reach in cooler adjacent to the inoperable preparation sink
- Approximately 8 dead adult german cockroaches in the cabinet below the two basin dump sink
- 2 dead adult german cockroaches on the floor below the two basin dump sink

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: Anjani Sircar.

4. Notification: The person in charge during inspection, PIC Jun Wei, 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 VIOLATION

Observed numerous fruit flies throughout the facility with a large amount at the floor sink below the front hand washing sink.

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

Minor Violations

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

Inspector Observations: Food employees unable to demonstrate adequate knowledge in manual warewashing requirements and minimum and maximum temperature requirements for potentially hazardous foods.

[CA] All food employees shall have adequate knowledge of, and shall be properly trained in, food safety as it relates to their assigned duties.

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

Inspector Observations:
Observed paper towels stored on wire rack outside of a sanitary dispenser.

[CA] Single-use sanitary towels shall be provided in dispensers.

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

K29 - 2 Points - Toxic substances improperly identified, stored, used; 114254, 114254.1, 114254.2

Inspector Observations:
Observed aerosol bug spray and cockroach gel bait and powder stored throughout the facility.

[CA] Only those insecticides, rodenticides, and other pesticides that are necessary and specifically approved for use in a food facility may be used, and only applied by commercial pest control.

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

Inspector Observations:
Observed canned foods and single use cups and utensils stored at the patio behind the facility.

[CA] Food or food related equipment shall be stored in an approved fully enclosed food facility.

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: Observed cooler unit with cold top inserts and refrigerated tea dispensers installed without prior review and approval of this agency. Markings indicating commercial food sanitation could not be located at this time.

[CA] New and/or replacement food equipment shall be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program (e.g. NSF, UL EPH, UL Sanitation, CSA Sanitation, or ETL Sanitation).

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:
Preparation sink inoperable at the time of inspection.

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

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

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Inspector Observations:

1. Observed large gaps between the wall and counter top junction at the pony wall between the front preparation area and customer service area.

[CA] Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.

2. Observed clutter and unused equipment at the back storage area.

[CA] Remove unused equipment to prevent the harborage of vermin.

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

Inspector Observations:

1. Observed accumulation of grime throughout the floors below the equipment at the front preparation line and back storage shelves.

2. Observed the grout to be heavily deteriorated at portions of the floor below equipment at front preparation line, specifically below the three door reach in cooler.

[CA] Maintain flooring clean and in good repair.

3. Observed the pony wall between the customer area and front preparation area to be unfinished with an absorbant surface at the preparation side face.

[CA] Repair the wall with a durable, smooth, nonabsorbent, and easily cleanable surface.

Performance-Based Inspection Questions

Needs Improvement - No rodents, insects, birds, or animals.
Needs Improvement - Food contact surfaces clean, sanitized.
Needs Improvement - Demonstration of knowledge; food manager certification.
Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
MILK	WALK IN COOLER	38.00 Fahrenheit	
TARO CREAM	TEA DISPENSER UNIT	40.00 Fahrenheit	
SANITIZER	THREE COMPARTMENT SINK	200.00 PPM	QUATERNARY AMMONIA
EGG CREAM	TEA DISPENSING UNIT	41.00 Fahrenheit	
SEASONED RAW CHICKEN	COLD TOP PREP COOLER	41.00 Fahrenheit	
RAW CHICKEN	COLD TOP PREP COOLER	38.00 Fahrenheit	
OAT MILK	WALK IN COOLER	40.00 Fahrenheit	
WATER	THREE COMPARTMENT SINK	128.00 Fahrenheit	
WATER	BACK HAND WASH	108.00 Fahrenheit	
MANGO PUDDING	FRONT COOLER	41.00 Fahrenheit	
COCONUT PUDDING	FRONT COOLER	41.00 Fahrenheit	
WATER	FRONT HAND WASH	108.00 Fahrenheit	

Overall Comments:

This facility shall remain closed until all major violations have been verified corrected by this department.

Facility is to immediately cease and desist all operations, including but not limited to food preparation, service, handling, distribution, and sale.

Subsequent follow-up inspection after first follow-up shall be billed \$282/hour, minimum one hour, during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645 for a minimum of two hours, during non-business hours, and upon inspector availability.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.

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If this facility is 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.

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 **7/28/2026**. 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.

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: Li, Changyong
Owner

Signed On: July 14, 2026