

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 FA0283370 - TRUE FOOD KITCHEN		Site Address 180 EL CAMINO REAL 1140, PALO ALTO, CA 94304		Inspection Date 06/11/2026		Placard Color & Score YELLOW 61		
Program PR0425055 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17			Owner Name FRC BALANCE LLC		Inspection Time 12:00 - 13:45			
Inspected By ALELI CRUTCHFIELD		Inspection Type ROUTINE INSPECTION		Consent By JOSHUA				FSC Dylan Massulo 12/28/2027

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						
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						
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						
K15	Food obtained from approved source	X						S
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		
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		
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

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: *Observed employee touch dirty dishes then proceeded to rinse their hands at the spray arm sink, then touched clean dishes to put away. [CA] Wash hands at hand sink instead of using soap and paper towels. [COS] Employee was instructed to wash hands at the hand sink and sanitize dishes at dishwasher.*

Follow-up By 06/16/2026

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: *Lack of soap dispenser at hand sink in walk in cooler/cold prep room. [CA] Install a wall mounted soap dispenser. Recommend to install wall mounted paper towel dispenser (stack of napkins noted on shelf).*

Follow-up By 06/16/2026

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: *Measured 3 large bins of wild rice measured between 48-49F that was prepared on 6/9.*

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

[COS] Food was discarded in trash. See VC&D form

Previously a blast chiller was at this facility, per Chef it was removed as it was no longer operational. Provide a blast chiller as there are more than 10 items that are being cooled daily. Submit plans of new equipment (unless it is same make/model as previous one) requires submittal to our department for prior approval.

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations: *Observed employee flip burger (still in process of cooking) on flat grill then proceeded to flip the burger bun using the same spatula. [CA] Cross contamination of raw and ready to eat shall be prevented by providing extra spatulas that are color coded (red- beef, white for buns). [COS] Buns were discarded in trash.*

Follow-up By 06/16/2026

Minor Violations

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

Inspector Observations: *Observed over 8 fruit flies in the corner shelving area where some dry goods are stored. [CA] Eliminate the fruit flies.*

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

Inspector Observations: *Observed ground meat thawing in food prep sink without running water. [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 [COS]*

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

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Inspector Observations: Entire prep station line across from the cook line measuring above 45F. Submit plans to this department for installation of new prep line refrigeration units across from the cook line by 7/10/26.

Follow-up By
07/10/2026

One of the drawer refrigeration unit below grill is unable to close and rail is broken. [CA] Repair/replace the drawer.

Note: Facility is using TPHC for all food items located at the prep line units across from the cook line (top rail inserts and base of unit).

Performance-Based Inspection Questions

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

Measured Observations

Item	Location	Measurement	Comments
hot water	3 comp sink	120.00 Fahrenheit	
quat ammonium	wiping cloth bucket	200.00 PPM	
thermolabel	high temp dish unit	180.00 Fahrenheit	
shrimp, chicken	drawer unit below grill	39.00 Fahrenheit	
milk	walk in	40.00 Fahrenheit	
warm water	hand sinks- all	100.00 Fahrenheit	
chicken	drawer unit	41.00 Fahrenheit	
quat ammonium	3 comp sink basin	200.00 PPM	
tuna	drawer unit	53.00 Fahrenheit	
fried fish	fryer warmer	169.00 Fahrenheit	

Overall Comments:

Inspection report updated 6/12/26 and copy emailed to manager.

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 **6/25/2026**. 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: Dylan Masullo
General Manager

Signed On: June 11, 2026