

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 FA0256476 - THE RICE HOUSE		Site Address 678 BARBER LN, MILPITAS, CA 95035		Inspection Date 05/26/2026		Placard Color & Score YELLOW 47		
Program PR0374540 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name THE RICE HOUSE LLC		Inspection Time 11:35 - 13:45			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By TONY				FSC Junchao Zheng 10/24/2028

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				N
K05	Hands clean, properly washed; gloves used properly	X						S
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		X			N
K09	Proper cooling methods		X		X			S
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			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						S
K22	Sewage and wastewater properly disposed	X						
K23	No rodents, insects, birds, or animals	X						S

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	X	
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		
K36	Equipment, utensils, linens: Proper storage and use	X	
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	X
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:

REPEAT VIOLATION

Follow-up By
05/29/2026

Cooked beef and spinach in a large bowl measured 67F while maintained out of temperature control on a prep table in the kitchen area. Per staff, they had taken it out of the walk-in cooler 30 minutes prior and were just about to begin steaming it.

Three packets of ground pork measured 51F while maintained on the preparation surface of a prep cooler in the kitchen area. Per staff, they had taken it out of refrigeration 15 minutes prior with the intention of chopping it up.

In a large tub on a lower shelving unit outside of the walk-in cooler, observed raw beef in a plastic bag that was leaking beef blood into the bottom of the aforementioned container. Beef measured 64F. Per staff, beef had just been delivered (SJ Distributors) and an employee was about to start chopping it up.

[CA] Potentially hazardous foods shall be held at 41F or below, or at 135F or above to prevent the growth of bacteria.

[COS] Cooked beef and spinach was immediately steamed. Ground pork relocated back inside preparation cooler. Raw beef chopped up and placed into the walk-in cooler.

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations:

REPEAT VIOLATION

Follow-up By
05/29/2026

Rice noodles subjected to time as a public health control lacked time markings while maintained in a covered metal pan on a prep table near the dishwashing area. Per staff, rice noodles are delivered at 11AM and served/discarded by 2:30PM.

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

[COS] Rice noodles were time marked to be discarded at 2:30PM.

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

Inspector Observations:

REPEAT VIOLATION

Follow-up By
05/29/2026

Chicken broth measured 67F while maintained in a large, lid covered container on the floor of the walk-in cooler. Per staff, chicken broth had been cooked last night, and maintained in the unit overnight to cool.

Beef porridge measured 54F while maintained in a large, lid covered container on the floor of the walk-in cooler. Per staff, porridge had been cooked earlier this morning, approximately 3-4 hours prior.

Per the PIC, staff are supposed to use ice baths to cool large stock pots of food after cooking, but they had likely forgotten.

[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

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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] Chicken broth was voluntarily discarded. Beef porridge was placed back onto the stove and reheated to greater than 165F. Staff restarted the cooling process for porridge.

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: *REPEAT VIOLATION*

Follow-up By
05/29/2026

Visibly soiled wok observed inside the preparation sink. Employee walked over, scrubbed it down with a steel wool and rinsed it with water, then attempted to put ingredients inside to begin cooking before being stopped.

[CA] Food contact surfaces shall be manually washed, rinsed, and sanitized (100 ppm chlorine, 200 ppm quaternary ammonium, etc.) or sanitized via immersion in hot water of 171F or greater for 30 seconds.

[COS] Employee filled wok with water and boiled it on the stove. Water measured greater than 171F.

Minor Violations

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

Inspector Observations:

Food handler cards could not be provided.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations:

Employee observed eating pieces of fruit out of a bowl in the middle of the kitchen.

[CA] Employees shall not eat in areas of food preparation or food storage. Employees shall drink from cups with tight fitting lids and straws to prevent contamination.

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

Inspector Observations:

At the hand sink at the front service line, soap is provided in a pump bottle and paper towels are provided in a roll on the counter.

[CA] Provide handwashing cleanser in dispenser at handwash stations at all times.

Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.

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

Inspector Observations:

Bowl of frozen shrimp thawing in standing water in the right-side compartment of the three compartment sink.

[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, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

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Inspector Observations:

Bowl of spinach maintained on the right-side drainboard of the three compartment sink. Bowl of shrimp stored in the right-side basin of three compartment sink.

[CA] All food shall be separated and protected from cross-contamination. Store all foods away from the three compartment sink so that they are not exposed to potential splash contamination.

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

Inspector Observations:

Containers of food stored directly on the floor in the walk-in cooler.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations:

1. Cutting boards stored directly on the floor. Clean pots stored directly on the floor.

[CA] Equipment contacting food shall be stored in a sanitary location.

2. Preparation sink observed used for warewashing. Three compartment sink observed used for the storage and thawing of foods.

[CA] Preparation sink shall be used for food preparation. Three compartment sink shall be used for warewashing.

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. Facility has attached a plastic cylinder to the pipe that discharges from the prep sink into the floor sink. Cylinder is visibly soiled.

[CA] Remove unapproved plumbing modification.

2. Condensate line from upright steamer is draining into a 1 gallon bucket. Bucket observed 3/4 full with water. Per staff, they empty the bucket every hour.

[CA] Waste lines shall drain into a floor sink or other approved receptacle into the approved sewerage system.

3. Heavy accumulation of caked on grease and old food on piping and gas lines behind the cook-line.

[CA] Maintain clean to prevent the attraction of vermin.

K48 - 2 Points - Plan review unapproved; 114380

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Inspector Observations:***THIRD REPEAT VIOLATION*****Follow-up By****06/02/2026**

Facility has installed/modified the following without approval from this Department:

- A modified three compartment sink, in which the first compartment and left side drainboard were removed, and a large, single compartment (no-name Chinese brand) basin was added in its place. Three compartment sink is now composed of a single, large left-compartment basin with a prep table pushed to the left side acting as a left-side non-connected drainboard, and the original two-compartments in the middle and right side plus integral right drainboard.

Facility has previously been cited for the unapproved addition and modification during routine inspections conducted 01/21/2024, and 09/29/2025.

- An upright, multi-door steamer that does not appear to be NSF approved. Steamer waste line observed draining into a bucket. Steamer observed dripping water into cups maintained on the floor of the kitchen. Steamer produces large amounts of steam and lacks any form of overhead ventilation.

Facility has previously been cited for the unapproved addition of the steamer during routine inspections conducted 01/21/2024, and 09/29/2025.

- An entire steamer line composed of three separate, identical units of BaSJa brand. Each steamer unit has 6 steaming pots, and given that there are three units, a total of 18 separate steaming pots. Steaming line is producing large amounts of smoke/vapors and lacks any form of overhead ventilation. Available ventilation is a wall-mounted OLMO unit and a small, circular grease-covered fan inbuilt into the wall at the far end of the line. Facility has installed steaming line without approval from this Department.

[CA] Facility shall submit plans to DEH Plan Check. Plan check requirements to be emailed to the owner.

Violation has previously been cited twice.

Failure to submit plans to DEH Plan Check will result in further enforcement action, including all of the equipment listed above being impounded.

A facility may not utilize equipment that has been impounded.

If the modified three compartment sink is impounded, facility will be required to close given that it is an essential piece of equipment that is required for facility operation (i.e. the ability to clean/sanitize food contact equipment).

Facility owner has been given a 1 week compliance date to submit plans to DEH Plan Check or provide evidence that equipment has been approved. Follow-up inspection will be conducted after 1 week. Failure to comply will result in all of the aforementioned equipment being impounded and facility being closed

Performance-Based Inspection Questions

Needs Improvement - Time as a public health control; procedures & records.

Needs Improvement - Proper eating, tasting, drinking, tobacco use.

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Measured Observations

Item	Location	Measurement	Comments
raw shell eggs	prep cooler - side kitchen	40.00 Fahrenheit	
ambient	display cooler - front service	39.00 Fahrenheit	
cooked beef	cold hold - countertop unit	41.00 Fahrenheit	
roast duck	prep cooler - middle kitchen	40.00 Fahrenheit	
bean sprouts	prep cooler - side kitchen	41.00 Fahrenheit	
beef stew	walk-in cooler	41.00 Fahrenheit	
cooked chicken	cold-hold - countertop unit	41.00 Fahrenheit	
warm water	hand sink - front service line	100.00 Fahrenheit	
ambient	walk-in cooler	41.00 Fahrenheit	
hot water	prep sink	120.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
eel	prep cooler - middle kitchen	40.00 Fahrenheit	
chicken stew	upright clear-door cooler - front service	38.00 Fahrenheit	
puffy purata	upright freezer - front service	17.00 Fahrenheit	
pork stew	drawer cooler/door combination cooler - front service	38.00 Fahrenheit	
chicken soup	hot hold - stovetop	143.00 Fahrenheit	
warm water	hand sink - kitchen	100.00 Fahrenheit	

Overall Comments:

Two or more major violations were cited during the routine inspection.

A follow-up inspection will be conducted in the next 1 to 5 business days to verify compliance with all of the cited major violations.

Subsequent follow-up inspections after the first shall be billed at \$298/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspector's availability.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered with, camouflaged, or copied. Failure to comply may result in a fine and enforcement action as per county ordinance section B11-55.

*Notes:

Facility owner has been given a 1 week compliance date (6/2/2026) to submit plans to DEH Plan Check or provide evidence that cited equipment has been approved. Follow-up inspection will be conducted after 1 week. Failure to comply will result in all of the aforementioned equipment being impounded. A facility may not operate while the three compartment sink is impounded, as it is a piece of equipment essential for the operation of a facility (i.e. conducting warewashing).

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 **6/9/2026**. 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: Jason Wu
Son of Owner

Signed On: May 26, 2026