

County of Santa Clara

Department of Environmental Health

Consumer Protection Division

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Phone (408) 918-3400 www.ehinfo.org



OFFICIAL INSPECTION REPORT

Facility FA0205043 - WHOLE FOODS MARKET-DELI		Site Address 774 EMERSON ST, PALO ALTO, CA 94301		Inspection Date 08/05/2025		Placard Color & Score <div style="background-color: black; color: white; padding: 10px; text-align: center;"> GREEN 87 </div>		
Program PR0304220 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name WHOLE FOODS MARKET CA		Inspection Time 11:40 - 13:15			
Inspected By TRAVIS KETCHU		Inspection Type ROUTINE INSPECTION		Consent By RYAN BROWN				FSC Ryan Brown 7/24/2029

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						
K05	Hands clean, properly washed; gloves used properly	X						
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures	X						S
K08	Time as a public health control; procedures & records		X		X			
K09	Proper cooling methods			X	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	X	
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

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

Inspector Observations: PHF's (chicken strips, cooked vegetables, meat balls, grilled chicken, etc) at the self service deli area subject to time as public health control lacked time markings (measured at less than 135 F).
[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] PHF's added to the TPHC log with a start time when removed from temperature control and discard time.

Minor Violations

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations: Measured cooked lasagna at 92 F within the blast chiller. Chef stated that the lasagna was removed from cooking 3 hours prior (the blast chiller was in hold mode).
[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] Lasagna reheated to 165 F to restart the cooling process. Blast chiller set to chill mode to allow for rapid cooling.

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)

Inspector Observations: Observed roast beef thawing within the three compartment warewashing sink.
[CA] All food shall be separated and protected from contamination. Food preparation and defrosting shall be conducted within the designated food preparation sink.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
hot water	3 comp, prep sinks	120.00 Fahrenheit	
cake	bakery walk in fridge	37.00 Fahrenheit	
quat sanitizer	3 comp sink	200.00 PPM	
sliced beef	sandwich prep fridge	39.00 Fahrenheit	
beef	display case	37.00 Fahrenheit	
lasagna	blast chiller	92.00 Fahrenheit	
grilled chicken	self service hot line	117.00 Fahrenheit	
warm water	hand wash sink	100.00 Fahrenheit	
chowder	soup warmer	154.00 Fahrenheit	
meat balls	self service hot line	120.00 Fahrenheit	
raw chicken	walk in fridge	38.00 Fahrenheit	
cooked veggies	self service hot line	124.00 Fahrenheit	
pasta salad	dispaly case	39.00 Fahrenheit	
cake	bakery display case	40.00 Fahrenheit	
chicken strips	self service hot line	119.00 Fahrenheit	
cooked fish	walk in fridge	36.00 Fahrenheit	
milk	reach in fridge	40.00 Fahrenheit	
cooked chicken	blast chiller	41.00 Fahrenheit	
curry	warmer	158.00 Fahrenheit	

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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 **8/19/2025**. 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: ryan brown
associate store team leader

Signed On: August 05, 2025