



**County of San Bernardino • Department of Public Health  
Division of Environmental Health Services  
COMMUNITY ENVIRONMENTAL HEALTH  
CAL CODE OFFICIAL INSPECTION REPORT**

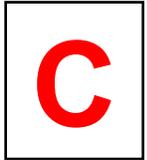
**(800) 442-2283**

[www.sbcounty.gov/dph/dehs](http://www.sbcounty.gov/dph/dehs)

FACILITY NAME <b>RED LOTUS THAI &amp; VIETNAMES CUISINE</b>				DATE 2/18/2014	SIGNATURE 
LOCATION 73511 TWENTYNINE PALMS HWY, TWENTYNINE PALMS, CA 92277				REINSPECTION DATE 3/04/2014	PERMIT EXPIRATION 12/31/2013
MAILING ADDRESS 3668 ADOBE RD STE D, TWENTYNINE PALMS CA 92277				REHS Cecilia Jones	
FA # FA0001665	PR # PR0003195	SR #	CO #	PE 1621	PROGRAM IDENTIFIER: <b>restaurant</b>
TIME IN 1:10 PM	TIME OUT 3:23 PM	CONTACT Not Captured			SERVICE: 001 - Inspection - Routine
					RESULT: 05 - Corrective Action / Follow up Required
					ACTION: 13 - Permit Suspended / Facility Closed

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked.

Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional reinspection at a charge of \$61.25 per 15 minutes with a minimum time of 30 minutes, and a minimum charge of \$122.50.



**SCORE 73**

See the following pages for the code sections and general requirements that correspond to each violation listed below.

- In = In compliance
- N/O = Not observed
- N/A = Not applicable
- + COS = Corrected on-site
- X MAJ = Major violation
- X OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE				COS	MAJ	OUT
In	N/O		1. Demonstration of knowledge; food safety certification			<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
EMPLOYEE HEALTH & HYGIENIC PRACTICES						
<span style="color: green;">○</span> In			2. Communicable disease; reporting, restrictions & excl		4	
<span style="color: green;">○</span> In	N/O		3. No discharge from eyes, nose, and mouth			2
In	N/O		4. Proper eating, tasting, drinking or tobacco use			<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
PREVENTING CONTAMINATION BY HANDS						
<span style="color: green;">○</span> In	N/O		5. Hands clean and properly washed; gloves used prop		4	2
In			6. Adequate handwashing facilities supplied & accessib			<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
TIME AND TEMPERATURE RELATIONSHIPS						
In	N/O	N/A	7. Proper hot and cold holding temperatures	<span style="color: green;">+</span>		<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
In	N/O	N/A	8. Time as a public health control; procedures & record		4	2
<span style="color: green;">○</span> In	N/O	N/A	9. Proper cooling methods		4	2
<span style="color: green;">○</span> In	N/O	N/A	10. Proper cooking time & temperatures		4	
In	N/O	N/A	11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION						
<span style="color: green;">○</span> In	N/O	N/A	12. Returned and reserve of food			2
<span style="color: green;">○</span> In			13. Food in good condition, safe and unadulterated		4	2
In	N/O	N/A	14. Food contact surfaces: clean and sanitized	<span style="color: green;">+</span>		<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>

FOOD FROM APPROVED SOURCES				COS	MAJ	OUT
<span style="color: green;">○</span> In			15. Food obtained from approved source		4	
In	N/O	N/A	16. Compliance with shell stock tags, condition, display			2
In	N/O	N/A	17. Compliance with Gulf Oyster Regulations			2
CONFORMANCE WITH APPROVED PROCEDURES						
In		N/A	18. Compliance with variance, specialized process, and HACCP Plan			2
CONSUMER ADVISORY						
In	N/O	N/A	19. Consumer advisory provided for raw or undercooked foods			2
HIGHLY SUSCEPTIBLE POPULATIONS						
In		N/A	20. Licensed health care facilities/public and private schools; prohibited foods not offered		4	
WATER/HOT WATER						
In			21. Hot and cold water available			<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
LIQUID WASTE DISPOSAL						
<span style="color: green;">○</span> In			22. Sewage and wastewater properly disposed		4	2
VERMIN						
<span style="color: green;">○</span> In			23. No rodents, insects, birds, or animals		4	2

SUPERVISION	OUT
24. Person in charge present and performs duties	1
PERSONAL CLEANLINESS	
25. Personal cleanliness and hair restraints	1
GENERAL FOOD SAFETY REQUIREMENTS	
26. Approved thawing methods used, frozen food	1
27. Food separated and protected	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	1
FOOD STORAGE/DISPLAY/SERVICE	
30. Food storage; food storage containers identified	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
31. Consumer self-service	1
32. Food properly labeled & honestly presented	1

EQUIPMENT/UTENSILS/LINENS	OUT
33. Nonfood contact surfaces clean	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
34. Warewashing facilities: installed, maintained, used	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
35. Equipment/Utensils approved; installed; clean; good repa	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
36. Equipment, utensils and linens: storage and use	1
37. Vending machines	1
38. Adequate ventilation and lighting; designated area	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
42. Garbage and refuse properly disposed; facilities m	1
43. Toilet facilities: properly constructed, supplied, clea	1
44. Premises; personal/cleaning items; vermin-proofin	1

PERMANENT FOOD FACILITIES	OUT
45. Floor, walls, ceilings: built, maintained, and clean	1
46. No unapproved private homes/living or sleeping qu	1
SIGNS REQUIREMENTS	
47. Signs posted; last inspection report available	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
48. Food worker cards	2
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>
53. Impoundment	
54. Permit Suspension	<span style="border: 1px solid red; border-radius: 50%; padding: 2px;">X</span>



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**54. PERMIT SUSPENSION**

POINTS  
**0**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Permit is hereby suspended due to no hot water available. Do not open without EHS approval

**Violation Description:** If an imminent health hazard is found, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed. (114409, 114405)

**7. PROPER HOT AND COLD HOLDING TEMPERATURES**

**⚠ CRITICAL ⚠**

POINTS  
**4**

Compliance date not specified  
Complied on 2/18/2014

**Inspector Comments:** Observed the following cold holding violations:

- In the prep refrigerator
1. Cooked shrimp holding at 76 degrees.
  2. Raw chicken holding at 61 degrees.
  3. about 2 dozen eggs holding at 61 degrees.

- In the upright refrigerator:
1. Bean sprouts holding at 57 degrees.
  2. Rice noodles holding at 58 degrees.
  3. About 2 dozen eggs holding at 58 degrees.
- All other food in the upright refrigerator was holding between 45 and 48 degrees.

**Violation Description:** Potentially hazardous foods shall be held at or below 41F or at or above 135F. (113996, 113998, 114037, 114343(a))

**More Information:** [http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/510012\\_how\\_to\\_keep\\_food\\_out\\_of\\_danger\\_zone.pdf](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/510012_how_to_keep_food_out_of_danger_zone.pdf)

**14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED**

**⚠ CRITICAL ⚠**

POINTS  
**4**

Compliance date not specified  
Complied on 2/18/2014

**Inspector Comments:** Observed numerous wiping towels used to clean cutting boards, deli slicer, and prep tables contained no sanitizer. When using wet towels on food contact surfaces, ensure to use correct sanitizer concentration of 200 to 300 ppm for QUAT.

**Violation Description:** All food contact surfaces of utensils and equipment shall be clean and sanitized. (113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101 (b-d), 114105, 114109, 114111, 114113, 114115 (a, b, d), 114117, 114125(b), 114135, 114141)

**More Information:** [http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Towel\\_Sanitizing\\_solution\\_Eng\\_Spn\\_final\\_11\\_30\\_11.pdf](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Towel_Sanitizing_solution_Eng_Spn_final_11_30_11.pdf)

**21. HOT AND COLD WATER AVAILABLE**

**⚠ CRITICAL ⚠**

POINTS  
**4**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Facility has no hot water at this time. A closure sign has been posted. To re-open facility Owner must contact plan check to ensure that approved water heater has been installed.

**Violation Description:** An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. (113953(c), 114099.2(b) 114101(a), 114189, 114192, 114192.1, 114195)

**1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION**

POINTS  
**2**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed no managers food safety certificate. Manager must obtain a food managers certificate within 2 weeks. This is a re

**Violation Description:** All food employees shall have adequate knowledge of and be trained in food safety as it relates to their assigned duties. (113947) Food facilities that prepare, handle or serve non-prepackaged potentially hazardous food, shall have an employee who has passed an approved food safety certification examination. (113947-113947.1)

**More Information:** <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/FoodSafetyPracticesOverview.pdf>



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**4. PROPER EATING, TASTING, DRINKING OR TOBACCO USE**

<b>POINTS</b> <b>2</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed an open beverage on a prep table. Keep all employee food and beverage in a designated area away from food preparation and storage.
	Not In Compliance	

**Violation Description:** Employees shall not eat, drink, or use tobacco in non-designated areas where contamination may result. (113977) An employee shall not use a utensil to taste food more than once without being properly washed, rinsed and sanitized between uses. (113976)

**6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE**

<b>POINTS</b> <b>2</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed hand was sink is not usable at this time due to the sink being filled with dirty utensils. Keep hand wash sink available for hand washing at all times
	Not In Compliance	

**Violation Description:** Handwashing soap and towels or drying device shall be provided in dispensers; dispensers shall be maintained in good repair. (113953.2) Adequate facilities shall be provided for hand washing. (113953, 113953.1, 114067(f)). Handwashing sink is not separated from a warewashing sink by a 6 inch high metal splashguard or 24 inch separation. (113953) Handwashing sinks shall not be obstructed, inaccessible, used improperly or kept unclean. (113953.1)

**27. FOOD SEPARATED AND PROTECTED**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed handles in storage bins in direct contact with food. Store with handles up.
	Not In Compliance	

**Violation Description:** All food shall be separated and protected from contamination. (113984 (a, b, c, d, f), 113986, 114060, 114067(a, d, e, j), 114069(a, b), 114077, 114089.1 (c), 114143 (c)) All food shall be stored, prepared, displayed or held so that it is protected from contamination.

**30. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed several containers unlabeled with the name of product stored inside.
	Not In Compliance	

**Violation Description:** Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))

**33. NONFOOD-CONTACT SURFACES CLEAN**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Observed heavy grime build up on all refrigerator and freezer handles. On order to prevent contamination of food, clean and maintain.
	Not In Compliance	

**Violation Description:** All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

**34. WAREWASHING FACILITIES: INSTALLED, MAINTAINED, USED; TEST STRIPS**

<b>POINTS</b> <b>1</b>	Compliance date not specified	<b>Inspector Comments:</b> Facility does not have correct test strips for QUAT sanitizer. Only chlorine test strips were observed.
	Not In Compliance	

**Violation Description:** Food facilities that prepare food shall be equipped with warewashing facilities. Testing equipment and materials shall be provided to measure the applicable sanitization method. (114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125) A thermometer must be readily available to monitor the temperature of the water at the warewashing sink. A warewashing sink used to wash wiping cloths, wash produce, or thaw food must be cleaned and sanitized before and after each use.

**More Information:** [http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Three\\_Comp\\_Sink\\_Eng\\_Spn\\_final\\_11\\_30\\_11.pdf](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Three_Comp_Sink_Eng_Spn_final_11_30_11.pdf)



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**35. EQUIPMENT/UTENSILS - APPROVED; INSTALLED; CLEAN; GOOD REPAIR, CAPACITY**

**POINTS**  
**1**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed excessive grime build up inside of the upright freezer. Clean and maintain.

**Violation Description:** All utensils and equipment shall be fully operative and in good repair. (114175). All utensils and equipment shall be approved, installed properly, and meet applicable standards. (114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114177, 114180, 114182)

**38. ADEQUATE VENTILATION AND LIGHTING; DESIGNATED AREA**

**POINTS**  
**1**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed hood filters are not fitting correctly resulting in several gaps. Ensure that hood filters fit correctly.

**Violation Description:** Exhaust hoods shall be provided to remove toxic gases, heat, grease, vapors and smoke and be approved by the local building department. Canopy-type hoods shall extend 6" beyond all cooking equipment. All areas shall have sufficient ventilation to facilitate proper food storage. Toilet rooms shall be vented to the outside air by a screened openable window, an air shaft, or a light-switch activated exhaust fan, consistent with local building codes. (114149, 114149.1) Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields. (114149.2, 114149.3, 114252, 114252.1)

**40. WIPING CLOTHS: PROPERLY USED AND STORED**

**POINTS**  
**1**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed several wet towels on prep surfaces. Store wet towels in a bucket of sanitizer.

**Violation Description:** Wiping cloths used to wipe service counters, scales or other surfaces that may come into contact with food shall be used only once unless kept in clean water with sanitizer. (114135, 114185.1, 114185.3 (d-e)) Sponges shall not be used in contact with cleaned and sanitized or in-use food contact surfaces. (114135)

**41. PLUMBING; PROPER BACKFLOW DEVICES**

**POINTS**  
**1**

Compliance date not specified  
Complied on 2/18/2014

**Inspector Comments:** Observed the floor sink underneath the prep sink is overflowing. Immediately repair. All other plumbing was operating properly.

**Violation Description:** The potable water supply shall be protected with a backflow or back siphonage protection device, as required by applicable plumbing codes. (114192) All plumbing and plumbing fixtures shall be installed in compliance with local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair. Any hose used for conveying potable water shall be of approved materials, labeled, properly stored, and used for no other purpose. (114171, 114189.1, 114190, 114193, 114193.1, 114199, 114201, 114269)

**47. SIGNS POSTED; LAST INSPECTION REPORT AVAILABLE**

**POINTS**  
**1**

Compliance date not specified  
Not In Compliance

**Inspector Comments:** Observed the most recent inspection report is not available. Ensure that the most recent inspection report is available upon request.

**Violation Description:** Handwashing signs shall be posted in each toilet room, directing attention to the need to thoroughly wash hands after using the restroom (113953.5) (b) No smoking signs shall be posted in food preparation, food storage, warewashing, and utensil storage areas (113978). (c) Consumers shall be notified that clean tableware is to be used when they return to self-service areas such as salad bars and buffets. (d) Any food facility constructed before January 1, 2004 without public toilet facilities, shall prominently post a sign within the food facility in a public area stating that toilet facilities are not provided (113725.1, 114381 (e)). A sign shall be posted stating that a copy of the most recent routine inspection report is available upon request. (113725.1) Permit shall be posted in conspicuous location. (114381(e)) Letter Grade Placecard shall be properly posted. SBCC 33.1406



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**52. VC & D**

<b>POINTS</b> <b>0</b>	Compliance date not specified	<b>Inspector Comments:</b> All food holding at 50 degrees or above was discarded.
	Not In Compliance	

**Violation Description:** Operator has voluntarily consented to the condemnation and destruction of food as said material being unfit for human consumption or otherwise in violation of California Health and Safety Code, Division 104, Part 5, Chapter 1 through 8, the disposition of which is provided for by Chapter 8, Article 3, Section 111895.

"I (We) hereby voluntarily agree to the condemnation and destruction of the following material(s) listed in violation number 52. By signing this Official Inspection Report (OIR), I (We) hereby release the County of San Bernardino and its agent from any and all liability."

**Overall Inspection Comments**

No summary comments have been made for this inspection.