



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME TROPICAL FOOD EXPRESS		REINSPECTION DATE Not Specified	INSPECTOR Yanan Zhu	DATE 10/3/2018
LOCATION 9625 W FOOTHILL BL, RANCHO CUCAMONGA, CA 91730-3507		PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 4:30 PM	TIME OUT 5:00 PM	FACILITY ID FA0007591	RELATED ID CO0063413	PE 1621
		SERVICE: 004 - COMPLAINT - INITIAL RESULT: 05 - CORRECTIVE ACTION / FOLLOW UP REQU ACTION: 03 - REINSPECTION REQUIRED		

RETAIL FOOD PROTECTION - Public Eating PI (25-99 Seats)

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional inspection to be billed at the hourly rate as provided in the San Bernardino County Code, [Schedule of Fees](#).

Administrative Order to Show Cause (OSC): 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; otherwise the right to a hearing shall be deemed waived.

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

16K997 Foodborne Illness Complaint Inspection

Compliance Date: Not Specified

Not In Compliance

Reference - HSC

Inspector Comments: A foodborne illness complaint report has been received by Environmental Health, a complaint inspection was conducted on this date to determine compliance. A routine inspection was also conducted on this date.

NATURE OF COMPLAINT:

Complainant has stated that he/she exhibited symptoms of diarrhea, nausea, and vomiting after eating from this facility. No further information provided.

FINDINGS:

Per facility operator, he was not aware of this complaint, and has not received similar complaints recently. Observed both upright reach-in refrigerators in the facility were not functioning properly during the time of this routine inspection.

The following violations were observed during the routine inspection done on the same day

Description: A foodborne illness complaint report has been received by Environmental Health.

16K007 Proper hot and cold holding temperatures



Compliance Date: Not Specified

Complied on 10/3/2018

Violation Reference - HSC - 113996, 113998, 114037

Inspector Comments: Observed one container of cooked chicken was holding at 58F degrees, and one container of cooked pork was holding at 63F degrees in the upright two door reach-in refrigerator next to the fryer at the time of this inspection. Per kitchen staff, these two containers of potentially hazardous food were cooked last night. Ensure potentially hazardous food are maintained at or below 41F degrees for cold holding. Corrected on site, operator has voluntarily discarded these two containers of potentially hazardous food during this inspection. Also observed ambient temperature of this unit to be 60F-63F degrees at the time of this inspection. Remove all potentially hazardous food from this unit, repair/replace this unit so as to be able to hold potentially hazardous food at or below 41F degrees.

Observed BBQ pork was holding at 99F-100F degrees, cooked squids were holding at 117F degrees, and cooked egg/veggie patties were holding a 120F degrees in the steam table of the front serving line at the time of this inspection. Per kitchen staff, these items were cooked in the morning, facility opens at 8AM daily. Discontinue this practice, ensure potentially hazardous food are maintained at or above 135F degrees for hot holding. Corrected on site, kitchen staff reheated all of these items to at least 165F degrees or above (boiling) prior to serving them again.

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/Food_Danger_Zone.pdf



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16K009 Proper cooling methods



Compliance Date: Not Specified
Complied on 10/3/2018
Violation Reference - HSC - 114000

Inspector Comments: Observed the following cooling violations in walk-in refrigerator at the time of this inspection:

- One container of cooked noodles with curry sauce holding at 51F degrees, cooked/cooled yesterday per kitchen staff.
- One bulky plastic container of cooked pork and potato stew holding at 46F degrees, cooked/cooled yesterday per kitchen staff.
- One bulky plastic container of braised pork holding at 47F degrees, cooked/cooled yesterday per kitchen staff.
- One container of cooked pork and potato stew holding at 46F degrees, cooked/cooled yesterday per kitchen staff.
- One container of cooked Taro leaves in coconut sauce holding at 52F degrees, cooked/cooled yesterday per kitchen staff,
- One container of cooked tomatoes with onions holding at 73F degrees, Per kitchen staff, this container of tomatoes were cooked at 7AM in the morning, and has been cooling since (past 4 hours upon interview). Ensure potentially hazardous foods are cooled rapidly from 135°F to 70°F within two hours and then cooled from 70°F to 41°F or below for a total of six hours using approved cooling methods.

Approved cooling methods include; (114002.1(a))

1. Placing the food in shallow pans. (recommend using heat-conductive pans)
2. Separating the food into smaller or thinner portions.
3. Using rapid cooling equipment such as chill blasters.
4. Using containers that facilitate heat transfer.
5. Adding ice as an ingredient.
6. Using ice paddles.
7. Placing containers in an ice bath, stirring food frequently.
8. In accordance with an approved HACCP plan.
9. Utilizing other effecting means as approved by the enforcing agency.

Corrected on site, operator has voluntarily discarded these improperly cooled food items during this inspection. See VC&D for details.

Violation Description: All potentially hazardous food shall be RAPIDLY cooled from 135F to 70F, within 2 hours, and then from 70F to 41 F, within 4 hours. Cooling shall be by one or more of the following methods: in shallow containers; separating food into smaller portions; adding ice as an ingredient; using an ice bath; stirring frequently; using rapid cooling equipment; or, using containers that facilitate heat transfer. PHF is to be cooled within 4 hours to 41F if prepared from ingredients at ambient temperature. Deliveries of PHF is to be cooled to below 41F within 4 hours if received between 41F to 45F.

More Information: http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/cooling_hot_food_safely.pdf

16K013 Food in good condition, safe and unadulterated



Compliance Date: Not Specified
Complied on 10/3/2018
Violation Reference - HSC - 113967, 113976,

Inspector Comments: Observed fly is actively landed on an open container of raw pork on the drain board of food prep sink in the kitchen at the time of this inspection. Ensure food intended for customer is in good condition and unadulterated. Corrected on site, kitchen staff has voluntarily discarded this container of contaminated/adulterated pork during this inspection. See VC&D for details.

Violation Description: All food shall be manufactured, produces, prepared, compounded, packed, transported, kept for sale, and served so as to be pure and free from adulteration and spoilage. Any food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health. (113967, 113976, 113980, 113988, 113990, 114035, 114254(c), 114254.3)

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/TransFatFlyer22012.pdf>



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16K014 Food contact surfaces: clean and sanitized

CRITICAL

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113984(e), 114097, 114099

Inspector Comments: 1. Observed green/black mold-like growth on the water draining/passing board inside the ice machine, and on the bottom of the board where is making contact with ice at the time of this inspection. Discontinue this practice, ensure food contact surfaces are maintained in a clean and sanitary condition.
2. Observed heavy grease and food residue buildup on storage racks in walk-in refrigerator where open food containers are stored. Also observed black/gray mold-like growth on these food storage racks in the walk-in refrigerator. Clean and sanitize food storage racks in walk-in refrigerator so as to be in a clean and sanitary condition.
3. Observed black grease residue/mold-like growth on storage racks for open spices and utensils next to the upright two door fridge by the kitchen entrance at the time of this inspection. Ensure to maintain food contact surfaces in a clean sanitary condition.

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/TowelSanitizingSolution.pdf>

16K023 No rodents, insects, birds, or animals

CRITICAL

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114259.1, 114259.4, 11425

Inspector Comments: Observed numerous live cockroaches (nymph and adults) under three compartment ware-washing sink and under tarp-covered unused equipment in the dray storage room at the time of this inspection. Food facility shall be kept free of vermin: rodents, cockroaches, flies, etc.. Take appropriate pest control measures to eliminate all cockroaches and evidence of cockroaches from food facility.
1. Put away food and utensils, clean and sanitize all affected areas throughout the facility in an approved manner. Eliminate all vermin/evidence of vermin throughout the facility.
2. Clean and sanitize all areas listed (in this report) with heavy grease buildups and old food debris throughout the facility.
3. Take appropriate pest control measures. Obtain pest control record detailing all areas serviced and types of services. Demonstrate all actions taken to eliminate vermin infestation.
4. Properly clean and sanitize all food contact surfaces, cooking equipment at the cook's line so as to be in a clean and sanitary condition and will avoid contamination.
5. Clean up all clusters from dry storage room, eliminate all unused equipment, personal items from dray storage room.
5. Contact San Bernardino County Environmental Health Services at 1(800) 442-2283 for a Supervisory Review with Hearing officer at 9:30 AM on Thursday, (10/04/2018) in Rancho Cucamonga Office: 8575 Haven Ave, suite 130, Rancho Cucamonga CA 91730

iolation(s) observed pose an immediate threat to the public health and safety and the health permit to operate is hereby suspended and facility ordered closed until the listed violation(s) have been corrected and verified by San Bernardino County Public Health Department Environmental Health Services. Facility is to remain closed until permission from DEHS is given. Contact San Bernardino County Environmental Health Services to schedule a reinspection to reinstate the health permit. "Notice of closure" sign posted, do not move, hide, or remove sign

Violation Description: Food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. (114259.1, 114259.4, 114259.5) Live animals are not allowed in a food facility unless, food employees with service animals may handle or care for their service animal if they wash their hands as required or persons who are licensed pursuant to Chapter 11.5 of Division 3 of the Business and Professions Code. (114259.4, 114259.5)



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16K001 Demonstration of knowledge; food safety certification

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113947-113947.1

Inspector Comments: Observed kitchen staff/cook was unable to demonstrate the knowledge of proper cooling method. All food employees shall have adequate knowledge of and be trained in food safety as it relates to their assigned duties. Corrected on site. Corrected on site during this inspection. Ensure potentially hazardous foods are cooled rapidly from 135°F to 70°F within two hours and then cooled from 70°F to 41°F or below for a total of six hours using approved cooling methods. Approved cooling methods include; (114002.1(a))

1. Placing the food in shallow pans. (recommend using heat-conductive pans)
2. Separating the food into smaller or thinner portions.
3. Using rapid cooling equipment such as chill blasters.
4. Using containers that facilitate heat transfer.
5. Adding ice as an ingredient.
6. Using ice paddles.
7. Placing containers in an ice bath, stirring food frequently.
8. In accordance with an approved HACCP plan.
9. Utilizing other effecting means as approved by the enforcing agency.

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>

16K004 Proper eating, tasting, drinking or tobacco use

Compliance Date: Not Specified
Not In Compliance
Violation Reference -

Inspector Comments: 1. Observed an open employee drink was placed right between the knife and soiled prep board on the prep table in the kitchen at the time of this inspection.
2. Observed two open containers of open employee food were placed right next to open food items (ready-to-serve) on the steam table at the front serving line at the time of this inspection. Discontinue this practice, store employee personal food/drinks in a designated area that is away from food/food contact surfaces so as to prevent possible contamination. Corrected on site, kitchen staffs were able to remove all personal open food/drink items away from open food items.

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)

16K006 Adequate handwashing facilities supplied & accessible

Compliance Date: Not Specified
Not In Compliance
Violation Reference -

Inspector Comments: Observed access to hand washing sink in the kitchen was blocked by mop and a mop bucket full of soiled water at the time of this inspection. Ensure hand washing facilities remains unobstructed at all times so as to properly wash hands.

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)

16K026 Approved thawing methods used, frozen food

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114018, 114020, 114020.1

Inspector Comments: Observed one container of raw pork was thawing on the drain board of food prep sink without any intervention at the time of this inspection. Discontinue this practice, ensure foods are thawed via the following methods: under refrigeration, completely submerged in cold (no higher than 70F), running water for less than 2 hours, in microwave, or during the cooking process. When thawing potentially hazardous food under running water, ensure the frozen potentially hazardous food is completely submerged under portable running water for a period not to exceed two hours at a water temperature of 70F degrees or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain.

Violation Description: Food shall be thawed under refrigeration; completely submerged under cold running water (less than 70F) of sufficient velocity to flush loose particles for less than 2 hours; in microwave oven; or during the cooking process. (114018, 114020, 114020.1)

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



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16K027 Food separated and protected

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113984 (a, b, c, d, f)

Inspector Comments: 1. Observed an employee personal purse was stored right above two open containers of cooked food item (chili oil sauce) on the storage rack by kitchen entrance at the time of this inspection.
2. Observed one pair of personal sneakers (worn) were stored above on one open bulky container of unlabeled food item (white powder) on the dried food storage rack in rear storage room at the time of this inspection.
3. Observed one pair of personal sneakers (worn) stored right next to single used food containers on the dry food storage rack in dray storage room in rear kitchen at the time of this inspection.
Discontinue this practice, ensure food/food contact surfaces are stored away from contamination.

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.

16K033 Nonfood-contact surfaces clean

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114115 (c)

Inspector Comments: 1. Observed heavy lint/dust buildup on fan guards in walk-in refrigerator at the time of this inspection.
2. Observed grease buildup and food residue on pipes under three compartment sink at the time of this inspection.
3. Observed heavy grease buildup and food debris on draining pipes under food prep sink at the time of this inspection.
4. Observed heavy grease buildup and food residue behind cooking equipment, under cooking equipment, on the side of cooking equipment, inside the fryer, on the side of fryers, on pipes and filters of exhaust hood (dripping down to cooking utensil such as woks) at the cook's line.
5. Observed grime and residue buildup on handles of all refrigeration units in the kitchen at the time of this inspection.
Clean/maintain all parts of food facility so as to be in a clean and sanitary condition.

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

16K035 Equipment/Utensils - approved; installed; clean; good repair, capacity

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114130, 114130.1, 114130

Inspector Comments: 1. Observed a non-commercial food grade reach-in freezer being used, stored in the rear dry storage room at the time of this inspection. Remove non-commercial food grade equipment from food facility upon disrepair.
2. Observed the upright two door reach-in refrigerator by the kitchen entrance was not working properly at the time of this inspection. Replace/repair so as to be in good working condition.

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)

16K040 Wiping cloths: properly used and stored

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114135, 114185.1

Inspector Comments: Observed two soiled wiping towels were stored on the food prep table and one soiled wiping towel stored on the rolling rack next to prep table in the kitchen at the time of this inspection.
Discontinue this practice, store soiled wiping towels in sanitizer solution with concentration at a minimum of 100PPM chlorine, or at a minimum of 200PPM quaternary ammonia in sanitizer bucket between uses.

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)

16K044 Premises; personal/cleaning items; vermin-proofing

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114067 (j), 114123

Inspector Comments: Observed an electrical fly zapper was installed on the wall right above blender by the kitchen entrance at the time of this inspection. Install electrical fly zapper away from food/food contact surfaces so as to prevent possible contamination.

Violation Description: The premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof. (114067 (j), 114123, 114143 (a) & (b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282) Food preparation sinks, handwashing sinks and warewashing equipment shall not be used for the cleaning of maintenance tools, the holding of maintenance materials, or the disposal of liquid wastes. (114123) Open-air barbecue and/or outdoor wood burning oven must operate on the same premises, in conjunction with a permanent food facility and not in an area that may pose as a fire hazard. (114143(a) (b)) Janitorial sink or approved curbed cleaning facility (exemption for restricted food service facilities Section 114279 (b)) shall be provided. (114279(a)) First aid supplies must have a legible manufacturer's label and stored in a kit or container that is located to prevent contamination. (114256.4) Insect electrocution devices are not allowed in food or utensil handling areas. (114259.3)



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16K045 Floors, walls and ceilings: built, maintained, and clean

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114143 (d), 114266

Inspector Comments: 1. Observed grease and residue buildup on the walls in walk-in refrigerator.
2. Observed grease and residue buildup on the wall behind all sinks in the kitchen.
3. Observed black residue on the floor under storage racks in the kitchen, under prep table and cooking equipments in the kitchen.
4. Observed food debris, heavy grease buildup and dust accumulation on the floor under top reach-in freezer and dry food storage racks in rear storage room at the time of this inspection.
5. Observed open gap around pipe penetrations from wall under three compartment sink at the time of this inspection.
6. observed several missing base coving tiles from wall behind food prep sink in the kitchen.
7. Observed deteriorating base coving tiles on the wall under three compartment sink.
8. Observed a hole (result from door knob of the rear kitchen exterior door) on the wall in rear kitchen.
Clean and maintain floors and walls throughout the facility. Repair any holes, crevices, and missing tiles on the walls of facility so as to be in clean sanitary condition and prevent vermin/rodent harborage/entrance.

Violation Description: The walls / ceilings shall have durable, smooth, nonabsorbent, and washable surfaces. All floor surfaces, other than the customer service areas, shall be approved, smooth, durable and made of nonabsorbent material that is easily cleanable. Approved base coving shall be provided in all areas, except customer service areas and where food is stored in original unopened containers. Food facilities shall be fully enclosed. All food facilities shall be kept clean and in good repair. (114143 (d), 114257, 114266, 114268, 114268.1, 114271, 114272) Cleaning must be an approved dustless method. (114268.1) Mats and duckboards, if used, must be removable and easily cleanable. (114272) Open-air barbecues or wood-burning ovens floor surfaces must extend a minimum of five feet and be impervious or easily cleanable. (114143(d))

16K052 VC & D

Compliance Date: Not Specified
Not In Compliance
Reference - HSC - 113980

Inspector Comments: Operator has voluntarily consented to the condemnation and destruction of the following food items:
- Observed one container of cooked chicken was holding at 58F degrees, and one container of cooked pork was holding at 63F degrees in the upright two door reach-in refrigerator next to the fryer, approximately 2 pounds in total.
- One container of cooked noodles with curry sauce holding at 51F degrees, approximately 3 pounds.
- One bulky plastic container of cooked pork and potato stew holding at 46F degrees, approximately 15 pounds
- One bulky plastic container of braised pork holding at 47F degrees, approximately 10 pounds.
- One container of cooked pork and potato stew holding at 46F degrees, approximately 5 pounds.
- One container of cooked tomatoes with onions holding at 73F degrees, approximately 2 pound.
- One container of cooked Taro leaves in coconut sauce holding at 52F

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

Facility was closed due to live cockroach infestation. Follow up inspections will be conducted to determine compliance. Complaint is closed. For further inspections, refer to reports under facility FA or PR.

Total # of Images: 0