



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME PANDA EXPRESS #638				REINSPECTION DATE Not Specified	INSPECTOR Luis Verde	DATE 10/6/2021
LOCATION 745 E HOSPITALITY LN A, SAN BERNARDINO, CA 92408				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 2:51 PM	TIME OUT 4:30 PM	FACILITY ID FA0011678	RELATED ID CO0080593	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 05 - CORRECTIVE ACTION / FOLLOW UP REQU ACTION: 13 - PERMIT SUSPENDED / FACILITY CLOSED	

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.

16K995 Permit - Suspension



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

Inspector Comments: Due to lack of hot water, facility health permit has been hereby suspended and facility has been closed.

Violation Description: Violation(s) observed pose an immediate threat to public health and safety and the health permit to operate is hereby suspended and ordered closed until the listed violation(s) have been corrected and verified by DEHS. Facility is to remain closed until permission from DEHS is given. Contact your inspector at your local office to schedule a reinspection to reinstate the health permit. Posted closed, do not move, hide, or remove sign.



Public Health
Environmental Health Services

www.SBCounty.gov
www.SBCounty.gov/dph/dehs

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16K997 Foodborne Illness Complaint Inspection



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LOCATION 745 E HOSPITALITY LN A, SAN BERNARDINO, CA 92408	INSPECTOR Luis Verde

Compliance Date: Not Specified

Reference - HSC

Inspector Comments: FBI INVESTIGATION:

This summary epidemiological investigation is being conducted as a result of an alleged food borne illness, complaint (CO0080593) wherein one (1) individual reported illness after consuming a meal.

AS PER COMPLAINANT:

- *Date Ordered: 10/4/2021 Approximately 3:30 PM
- *Date/Time Experienced Illness: Approximately One (1) Hour later at 4:30 PM.
- *Product: Angus Beef, Mushroom Chicken, Fried Rice, Chow Mein
- *Number of sick persons: 1
- *Symptoms: Diarrhea, Upset Stomach

The food facility manager was interviewed and the following information was provided and /or observed:

- * Facility aware of this complaint: Operator stated they were approached by a customer the following day on 10/5/2021 about a complaint about their food but was unsure if that was the specific customer who had sent in the complaint to Environmental Health Services. Operator stated they explained the facilities procedures and operations as they pertain to those food products to the customer. Unable to verify if resolution between facility and operator was reached.
- * Other food borne illness complaints received by this facility: Operator stated they have not received any other complaints at the facility. Operator stated they waited to see if any other complaints would come into the facility after the original complaint was received but stated that they received none.

Health/Habits of Employee(s) Preparing Suspect Food:

- * Employee(s) ill recently: As per operator, no employees had called off sick on or prior to the date of incident. Operator also stated no employees have called off on any of the days following date of incident.
- * Employees ill this date: N/A
- * If yes, employee(s) removed from food preparation activities: N/A
- * Employees with sores/boils/cuts or abrasions: Not Observed
- * Signs of employee's eating/drinking: Not Observed. Employees are to use the lobby for all breaks, eating, and drinking. Lobby is currently closed to public and all orders are take out only.
- * Tobacco usage: Not Observed
- * Dirty outer garments: Not Observed. Employees required to have uniforms in facility. All employees observed wearing company branded t-shirts and aprons. Long hair observed to be tucked into hair nets and all employees observed to be wearing hats. All food handling conducted using gloves.

NOTE: The Person-In-Charge shall notify this Agency when he or she is aware that two or more food employees are concurrently experiencing symptoms associated with an acute gastrointestinal illness (California Retail Food Code, Section 113949.5).

Hand washing:

- * Hand washing stations in front house, back house, and restrooms were all observed to be supplied with hand soap and paper towels. At onset of inspection it was found that hot water heater and gone out and facility no longer was capable of providing hot water. Water was observed to reach up to 98F prior to decreasing as water was run. Water in wash basin in 3-compartment sink measured at 95F and had been filled within the last hour. All operations were instructed to immediately cease and a Notice of Closure sign was posted on the front door of facility.

Sanitizing Procedures & Chemical Storage:

- * Dish machine sanitizer level: Facility does not maintain a dish machine.
- * 3-compartment sink sanitizer level:
 - Quaternary ammonium observed in 3rd compartment of 3-compartment sink. Concentration measured between 200-300PPM. Items in sanitizer observed to be soaking in excess of five (5) minutes from onset of observation.
- * Wiping towels sanitizer level:
 - 200ppm+ Quaternary Ammonium
- * Chemicals stored separate from food and/or food contact surfaces: Chemicals observed to be stored in back room storage rack next to 3-compartment sink and on wall rack at janitorial sink. Chemicals next to 3-compartment sink were observed to be secured and not near any food contact surfaces.

Food Storage & Utensils/Equipment:

- * Food stored properly: All food observed to be stored under refrigeration including non-PHF vegetables such as mushrooms and lettuce.
- * Approved equipment/utensils used: All utensils observed to be stored in appropriate storage containers. Utensils used at hot holding unit rotated alongside food.

Preparation Details of Suspect Food(s):

- * Name of food(s) and ingredients: Angus Beef, Mushroom Chicken, Fried Rice, Chow Mein
- Angus Beef: Angus beef is cooked from raw in wok at 350F for approximately 3 minutes. Broccoli is



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cooked in steamer for approximately 15 seconds and then tossed into wok with garlic, and a Panda Express propriety blend 'base sauce' and stir fried until internal temperature of beef is measured at 145F. Angus beef is then transferred from wok directly to steam table unit for hot holding.

- o Raw beef observed stored in walk-in refrigerator still packaged and fully sealed. External surface temperature of beef measured at 40F.
- o Broccoli observed to be stored in walk-in refrigerator measured between 37-38F.
- o Base Sauce observed to be stored in walk-in refrigerator measured between 35-36F.
- o Angus Beef at steam table measured between 120-125F. Angus beef observed to be on last serving at steam table and was nearing end of 30 minute marker.
- ? Note* All items on steam table are discarded after 30 minutes for quality control. Timer was present to signify 30 minute mark.

- Mushroom Chicken: Chicken is cooked from raw in wok via stir fry. Mushroom and zucchini are first steamed in steamer for approximately 15 seconds and then added to chicken in walk along with oil, garlic, and cooking wine. All items are stir fried until an internal temperature of 165F is reached. Mushroom chicken is then topped with base sauce and sesame oil and transferred directly to steam table unit for hot holding.

- o Chicken observed stored in walk-in refrigerator measured between 37-37.5F Chicken was observed to have been removed from packaging and stored in clear plastic containers.
- o Mushrooms observed to be stored in walk-in refrigerator measured between 39-40F.
- o Mushroom Chicken on steam table observed to measure between 150-155F.

- Fried Rice: White rice is first cooked in rice cooker in a mixture of water, sugar, and soup stock. Pasteurized liquid eggs are then cooked in wok and then rice, peas, carrots, green onion, base sauce and sesame oil are then added and mixed together. Fried rice is stir fried in wok until it reaches 165F then transferred to steam table for hot holding.

- o Pasteurized liquid egg cartons observed to be stored in reach in refrigerator directly in front of walk. Temperature measured at 38F.
- o Fried rice on steam table observed to measure between 170-180F.

- Chow Mein: Celery, onions, and oil are quickly stir fried in walk. Once slightly cooked, noodles, cooking wine, sauce, and sesame oil are then added and stir fried until an internal temperature of 165F is reached. Chow Mein is then transferred directly to steam table unit for hot holding.

- o Chow mein on steam table unit measured between 160-170F.

Additional Notes:

- Operator stated that there has been no power outages, sewage issues, equipment issues, or hot water issues until today's date.
- Operator stated that food service provider has remained the same since last routine inspection and has not changed. Food service provider is Sygma, a subsidiary of Sysco Food Service.
- Hot water heater was observed to have gone out at onset of inspection. Further inspection noted pilot light was out and burner was no longer supplying a flame. Pilot light was inaccessible and could not be reignited without opening the hot water heater.
- Due to lack of hot water, all food service operations were instructed to cease. Notice of Closure sign was posted on front entrance of facility.
- Operator immediately sent a request for service and noted a service technician would be arriving at the facility by end of day.
- All refrigeration units in facility were observed to be fully functional and in temperature. Walk-in refrigerator measured at 36F. Reach in refrigerators at cooks line measured between 37-38F.

The letter grade "A" from the 5/25/2021 inspection was posted at the food facility and clearly visible at the time of this complaint investigation.

A Notice of Closure sign was posted on front entrance of facility due to lack of hot water. Facility is to remain closed until hot water is available in the facility. Facility must contact Environmental Health Services to schedule a reinspection prior to reopening.

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



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16K021 Hot and cold water available

⚠ CRITICAL ⚠

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 113953(c),
114099.2(b)

Inspector Comments: Observed no hot water available in facility at onset of inspection. Maximum water temperature observed was 98F prior to rapidly decreasing. All sinks were tested and verified to be unable to supply hot water. Further investigation found hot water heater to have gone out with no pilot light or flame on the burner.

Ensure facility is able to maintain an adequate, protected, pressurized, and potable supply of hot water at all times.

Note: Facility was immediately instructed to cease all operations. Notice of Closure sign was posted on entrance of facility.

Once repairs have been made and facility is able to maintain an adequate supply of hot water please contact Environmental Health Services to schedule a reinspection.

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)

Overall Inspection Comments

A foodborne illness complaint inspection was conducted on this date 10/6/2021.

Facility Health Permit has been suspended and facility has been closed due to lack of hot water.

FREE Classes to L.E.A.R.N!

Liaison Education And Risk Network (L.E.A.R.N.) is a FREE class based on the fundamentals of Active Managerial Control and the Centers for Disease Control and Prevention's five risk factors that lead to foodborne illnesses. Find out when the next L.E.A.R.N. class is by checking our [calendar](#).

Signature(s) of Acknowledgement

NSA

NAME: Maritza Palomera
TITLE: Manager

Total # of Images: 0