



**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME <b>PAPPY &amp; HARRIETS PIONEERTOWN PALACE</b>		DATE 2/22/2019	REINSPECTION DATE Next Routine	PERMIT EXPIRATION 9/30/2019
LOCATION 57300 PIONEERTOWN RD, PIONEERTOWN, CA 92268			INSPECTOR Emmily Phan	
MAILING ADDRESS 57300 PIONEERTOWN RD, PIONEERTOWN, CA 92268			IDENTIFIER: Restaurant, Full-Service	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 03 - Corrective Action / No Follow up Required	
			ACTION: 01 - No Further Action Required	
TIME IN 1:17 PM	TIME OUT 3:00 PM	FACILITY ID FA0007758	RELATED ID PR0002015	PE 1621

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.



**SCORE 83**

Reduce food loss, and feed those in need by donating your surplus food. [Learn more about donating surplus food.](#)

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

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

DEMONSTRATION OF KNOWLEDGE			COS	MAJ	OUT
In	N/O	1. Demonstration of knowledge; food safety certification			2
EMPLOYEE HEALTH & HYGIENIC PRACTICES					
In		2. Communicable disease; reporting, restrictions & excl			4
In	N/O	3. No discharge from eyes, nose, and mouth			2
In	N/O	4. Proper eating, tasting, drinking or tobacco use			2
PREVENTING CONTAMINATION BY HANDS					
In	N/O	5. Hands clean and properly washed; gloves used prop			4 2
In		6. Adequate handwashing facilities supplied & accessib			2
TIME AND TEMPERATURE RELATIONSHIPS					
In	N/O	N/A	+	⊗	2
In	N/O	N/A			4 2
In	N/O	N/A			4 2
In	N/O	N/A			4
In	N/O	N/A			4
PROTECTION FROM CONTAMINATION					
In	N/O	N/A			2
In					4 2
In	N/O	N/A	+	⊗	2

FOOD FROM APPROVED SOURCES			COS	MAJ	OUT
In		15. Food obtained from approved source			4
In	N/O	N/A			2
In	N/O	N/A			2
CONFORMANCE WITH APPROVED PROCEDURES					
In		N/A			2
CONSUMER ADVISORY					
In	N/O	N/A			2
HIGHLY SUSCEPTIBLE POPULATIONS					
In		N/A			4
WATER/HOT WATER					
In			+	⊗	2
LIQUID WASTE DISPOSAL					
In					4 2
VERMIN					
In					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	1
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	⊗
FOOD STORAGE/DISPLAY/SERVICE	
30. Food storage; food storage containers identified	⊗
31. Consumer self-service	1
32. Food properly labeled & honestly presented	1

EQUIPMENT/UTENSILS/LINENS	OUT
33. Nonfood contact surfaces clean	⊗
34. Warewashing facilities: installed, maintained, used	1
35. Equipment/Utensils approved; installed; clean; good repa	⊗
36. Equipment, utensils and linens: storage and use	⊗
38. Adequate ventilation and lighting; designated area	1
39. Thermometers provided and accurate	1
40. Wiping cloths: properly used and stored	1
PHYSICAL FACILITIES	
41. Plumbing: proper backflow devices	1
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	1
48. Food handler cards	3
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	⊗
53. Impoundment	
54. Permit Suspension	



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

<b>POINTS</b> <b>4</b>	<p>Compliance date not specified Complied on 2/22/2019 Violation Reference - HSC - 113996, 113998, 114037</p>	<p><b>Inspector Comments:</b> Observed the following temperatures: - Cooked chicken holding at temperature ranges of 117-120F inside the roll top chafer parallel from the cook's line. - Tomato slices holding at 48-49f inside the top cold holding unit inside parallel from the cook's line and one container of tomato slices holding at 48-49F inside the walk-in fridge. Per employee the chicken had been placed in about a few hours ago. The employee was instructed to reheat the chicken up to 165F. Chicken was measured above 165F at this time and hot held at 138F near middle of inspection. Per employee, the tomato slices were cut in the morning approximately 5 hours prior to beginning of inspection. Tomato slices were voluntarily discarded by the operator. See VC&amp;D.</p> <p>Maintain the temperature of all potentially hazardous foods at or below 41 F for cold holding and at or above 135 F for hot holding at all times.</p>
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**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](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Food_Danger_Zone.pdf)

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

<b>POINTS</b> <b>4</b>	<p>Compliance date not specified Complied on 2/22/2019 Violation Reference - HSC - 113984(e), 114097, 114099</p>	<p><b>Inspector Comments:</b> A.) Observed Oppm chlorine inside the dish machine. The dish machine was observed to be in active use at this time. At this time, air bubbles were observed to be inside the sanitizer pipe line and the sanitizer bucket about one quarter level remaining. An employee changed the sanitizer bucket at this time and primed the machine. After running two cycles, the dish wash machine was observed to have 100 ppm chlorine. The employees were instructed to place all utensils that have been previously run through the dish machine at 0 ppm chlorine to be rerun through the dish machine after adjustment of sanitizer level.</p> <p>Maintain the sanitizer concentration at the dish machine at a minimum of 50 ppm chlorine during active ware washing. Note: This violation was corrected on site.</p> <p>B.) Observed employees to be washing utensils in a temperature range of 83-84F in the wash sink. At this time, hot water was measured at a maximum of 91F at the 3 compartment sink. An order was immediately made to have the water heater readjusted. The employees were instructed to have their utensils rerun through the dish machine with minimum 50 ppm chlorine sanitizer until the water temperature could be adjusted.</p> <p>Maintain the temperature of the wash water at the three compartment sink to be a minimum of 100 F when actively ware washing utensils. Note: At the end of inspection, the water temperature was adjusted to 100+F at the ware wash sink.</p> <p>C.) Observed wet wiping cloths stored on food preparation tables in active use at this time to wipe down cutting boards and the food preparation tables. After use, they were observed to be stored directly on the food preparation tables. The employees were instructed to place the wet wiping cloths inside a sanitizer bucket at the appropriate concentration. All areas that have come into contact must be re-sanitized. Observed sanitizer buckets being made at 100 ppm chlorine.</p> <p>Store all wet wiping cloths completely submerged in between uses inside a sanitizer bucket containing 100 ppm chlorine or 200 ppm quaternary ammonium.</p>
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**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>



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**21. HOT AND COLD WATER AVAILABLE** **MAJOR**

<b>POINTS</b> <b>4</b>	<p>Compliance date not specified Complied on 2/22/2019 Violation Reference - HSC - 113953(c), 114099.2(b)</p>	<p><b>Inspector Comments:</b> Observed the following temperatures: - 98-99.1F at the kitchen hand wash sink/ two compartment food preparation sink. Note: The food preparation sink may be used as a hand wash sink at this facility if it is washed, rinsed, and sanitized before and after use. No food preparation may be ongoing at the sink during time of hand washing. At middle of inspection, measured 85-90F at the kitchen hand wash sink. - 87F at the mop sink - 90F at the 3 compartment sink - 82F at the mens and womens restroom hand wash sinks - 82-83F at the front bar sink A request order was immediately made to have the water heater readjusted to the appropriate temperatures. Food handling practices are to be postponed until the water temperatures meet the minimum temperatures. Approximately 30 minutes to end of kitchen inspection, the water heater was adjusted and the following temperatures were measured: - 122F maximum at the 3 compartment ware wash sink - 127F maximum at the food preparation sink/ kitchen hand wash sink - 127F maximum at the mop sink - 100+F at the mens and womens restroom hand wash sinks - 120+F at the at the front bar sink</p> <p>Maintain the hot water within the facility at the following temperatures: -100+F at the facility in general -120+F at food preparation sink and mop sink -100+F at adjustable hand wash and ware washing sink -100F-108F at nonadjustable hand wash sinks -100+F while hand washing -100+F during active ware washing</p>
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**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)

**29. TOXIC SUBSTANCES PROPERLY IDENTIFIED, STORED, USED**

<b>POINTS</b> <b>1</b>	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 114254, 114254.1</p>	<p><b>Inspector Comments:</b> A household can of Raid was observed in the front service station room.  Discontinue use of household insecticide in this facility. Utilize only commercially approved insecticide in this facility dispensed in an approved manner.</p>
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**Violation Description:** All poisonous substances, detergents, bleaches, and cleaning compounds shall be stored separate from food, utensils, packing material and food-contact surfaces. (114254, 114254.1, 114254.2) An insecticide, rodenticide, or other pesticide must be used in accordance with the manufacturer's instructions.

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

<b>POINTS</b> <b>1</b>	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 114047, 114049, 114051</p>	<p><b>Inspector Comments:</b> A.) Observed multiple containers of food items to be stored on the ground inside the walk-in cooler and multiple containers of coffee beans stored on the ground inside the front service station.  Maintain all food items at least 6 inches off the ground at all times.  B.) Observed two cartons of eggs stored at the top storage rack inside the walk-in cooler. An employee relocated the egg cartons at this time to the bottom rack.  Maintain eggs at the bottom of storage racks at all time to prevent potential cross contamination from egg breakage.</p>
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**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))



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**33. NONFOOD-CONTACT SURFACES CLEAN**

<b>POINTS</b>  <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)	<b>Inspector Comments:</b> Observed the following: - Heavy food debris accumulation on the corners and floors underneath the main cooking equipment, ware wash station, and food preparation tables throughout the kitchen. - Heavy dust accumulation on the fan guards inside the walk-in cooler.  Clean and sanitize the surfaces. Maintain all surfaces in a sanitary manner to prevent cross contamination.
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**Violation Description:** All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

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

<b>POINTS</b>  <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130	<b>Inspector Comments:</b> A.) Observed a wet wiping towel being used as a non slip surface for a cutting board.  Discontinue using towels and only use non slip mats.  B.) Observed a bowl being used as a scoop inside a container of salsa inside the walk-in fridge.  Discontinue use of these utensils. Use food grade approved scoops that have handles and store in a manner that prevent handles from direct contact with food. Maintain all utensils to be of commercial quality, durable and approved for commercial use.  C.) Observed the bottom reach-in cold holding drawer at the True refrigerator located next to the rear exit to be in disrepair. The cold holding drawer is not securely attached to the side tracks and has some difficulty closing properly.  Maintain all equipment in good repair.  D.) Observed ambient temperature of a one door, 2 reach-in drawer True refrigerator to be holding at 42-43F. No potentially hazardous food items were stored inside this refrigerator. Produce was observed to be stored inside. Note: This is a repeat violation.  Ensure that ambient temperature of refrigerator measures 41F and below.
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**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)

**36. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE**

<b>POINTS</b>  <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">1</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114074, 114081, 114119	<b>Inspector Comments:</b> Observed handles to be directly touching food product inside multiple food containers inside the kitchen.  Store handles upright and out of food content to prevent from cross contamination.
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**Violation Description:** All clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces. (114185.3 - 114185.4) Utensils and equipment shall be handled and stored so as to be protected from contamination. (114074 - 114075, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.5) Pressurized cylinders must be securely fastened to a rigid structure. (114172)



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**52. VC & D**

**POINTS**  
**0**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
113980

**Inspector Comments:** Approximately 5 oz of tomato slices were voluntarily discarded by operator.

**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."

**IMPORTANT: Risk Based Inspection Frequency**

Food facilities that pose a higher risk level for causing foodborne illness will be subject to an additional inspection, to be billed at the hourly rate as provided in the San Bernardino County Code [Schedule of Fees](#). Facilities that received one or more of the following will be elevated to a high risk tier:

- A score letter of "C" or lower on one of the last two graded inspections,
- A score letter of "B" on two of the last three graded inspections,
- Repeated "four (4) point violation Risk Factor" (critical violation codes 1-23) on the last two inspections, or
- Four (4) or more critical violations (codes 1-23) noted during an inspection, or
- A permit suspension (closure) on your last graded inspection.

**Overall Inspection Comments**

A letter B grade has been posted.

DO NOT REMOVE, RELOCATE OR MOVE GRADE CARD.

Non-compliance will result in a charged follow-up inspection at an hourly rate of \$245.

Due to this facility receiving a score between 89 and 80, this facility may request an optional re-score to improve their score or letter grade. The Health Official will complete the re-score inspection within ten County business days of the food facility submitting a request for a re-score inspection.

Note: Two FBI complaints were also conducted on this date. See serial number #DA7AV4AZO and #DAR16RVE1.

The following were provided to operator:

- PEP talk video offered and declined
- Top 5 CDC Risk Factors
- Active Managerial Control Form
- Hand washing Flyer
- Dish washing Flyer
- Elevated Risk Flyer
- Request for Rescore form

**Signature(s) of Acknowledgement**

NAME: Linda Krantz  
TITLE: Owner