



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME CHARLEYS PHILLY STEAKS				REINSPECTION DATE Not Specified	INSPECTOR Marvin Chavez	DATE 3/17/2022
LOCATION 17129 BEAR VALLEY RD 104, HESPERIA, CA 92345				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 12:45 PM	TIME OUT 2:10 PM	FACILITY ID FA0036550	RELATED ID CO0082476	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

Reference - HSC

Inspector Comments: The purpose of this visit is to conduct a foodborne illness investigation. A complaint was received by San Bernardino County Environmental Health Services on March 14th, 2022. On 3/13/22, complainant ordered a buffalo chicken sandwich, however, complainant received Buffalo wings. Buffalo wings were consumed at approximately 6PM, and were lukewarm, according to complainant. Approximately six (6) hours later, complainant began experiencing symptoms of diarrhea, vomiting and cramping. It is unknown if medical attention was sought.

Facility manager was not aware of this complaint, and no other complaints of this nature have been made.

Upon questioning, no employees have called in sick in last two weeks. One new employee has been hired in the last two weeks, however, they do have a valid food handler card.

There has been no change in food supplier, or the way food is received, stored or prepared. According to manager, their food distributor is Sysco.

Manager stated there has been no recent hot water issues, no plumbing issue, or major equipment failures. No recent sewage/wastewater overflows have occurred in the last month.

Facility provides two (2) types of buffalo wings, bone-in and boneless. Both types of chicken wings are received precooked from Tyson. Wings are first thawed prior to being deep fried for seven minutes to an internal temperature of 165F in the fryers. Both boneless and bone-in chicken wings are maintained with time as a public health control once cooked, and discarded every hour if not ordered. Once a customer orders wings, wings are refried for 2 minutes to an internal temperature of 165F.

During complaint investigation no indication of time indicator for preparation and discard time was observed (See Time as public health control violation for more information).

Cold holding temperatures of both the bone-in and boneless wings stored in walk-in freezer measured at 10.6F.

Observed the front hand washing sink unable to produce hot water and sufficient water flow (See violation for more information).

Observed employee improperly wash hands (See violation for more information).

Restrooms were in good condition and properly supplied.

All other sinks were observed functional and with a water temperature above 120F. During complaint investigation, employee was observed washing a soiled knife in the three compartment sink, without properly sanitizing before storing wet knife on magnetic strip (See violation for more information).

Upon questioning, operator demonstrated proper knowledge on utilizing three compartment sink for warewashing.

All chemicals observed stored away from food and food contact surfaces.

All sanitizer buckets were observed above 200 parts per million of quaternary ammonium.

Observed equipment stored with food residue, as well as tongs stored in an unsanitary manner (see violations for information). All other equipment was observed in clean and in good condition.
The complaint is closed.

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



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16C005 Hands clean and properly washed; gloves used properly

Compliance Date: Not Specified

Not In Compliance

Violation Reference -

Inspector Comments: Observed an employee improperly wash hands by rinsing with water for approximately five (5) seconds.

Ensure employees properly wash hands utilizing 100F warm water, lathering with soap for at least 15 seconds, and drying with paper towels.

Corrected on site: Employee rewashed hands with soap for at least fifteen (15) seconds. Corrected on site.

Violation Description: Employees are required to wash their hands: before beginning work; before handling food / equipment / utensils; as often as necessary, during food preparation, to remove soil and contamination; when switching from working with raw to ready to eat foods, after touching body parts; after using toilet room; or any time when contamination may occur. Gloves shall be worn if an employee has cuts, wounds, fake nails, nail polish, and/or rashes. Gloves are to be used for no more than one task. Employees are not to wrap or package leftover food using bare hands or unclean utensils. Hand sanitizers may be used after proper hand washing. Employees handling food must have fingernails that are trimmed, cleanable, and smooth. (113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f))

16C006 Adequate handwashing facilities supplied & accessible

Compliance Date: Not Specified

Not In Compliance

Violation Reference -

Inspector Comments: Observed no hot water in front hand washing sink with no pressure.

Discontinue the use of the hand washing sink. Repair/replace faucet to allow for water minimum of 120F and enough water is provided to allow proper hand washing.

Note: Observed other hand washing sink operational.

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)

16C008 Time as a public health control; procedures & records

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114000

Inspector Comments: Observed labels indicating prep and discarded items missing from chicken wings, which are prepared and stored for one hour using time as a public health control. According to manager, after one hour, chicken wings are discarded. No written time as a public health control procedures observed.

Ensure to provide labels indicating prep and discard times of chicken wings. Maintain written procedures on site for utilizing time as public health control.

Violation Description: When time only, rather than time and temperature, is used as a public health control; food must be marked or otherwise identified as to what time the food was removed from temperature control. (114000) Food items shall not exceed the time marked. (114000)

16C014 Food contact surfaces: clean and sanitized

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113984(e), 114097, 114099

Inspector Comments: Observed cook at the three compartment sink improperly wash soiled knife using 60F wash water, then rinsing and storing on magnetic strip without air drying. No sanitizing step observed.

Ensure all food contact surfaces are properly cleaned, sanitized and air dried prior to storing.

Note: Corrected on site. Knife was removed to be properly cleaned, sanitized, and air dried.

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)

16C021 Hot and cold water available

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113953(c), 114099.2(b)

Inspector Comments: Observed front hand wash sink unable to provide hot water due to insufficient water supply. According to manager, hand washing sink has been in disrepair for few weeks.

Discontinue using handwashing sink until properly repaired to provide a sufficient supply of a minimum of 100F warm water.

Note: Contact EHS prior to using hand washing sink.

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)



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16C030 Food storage; food storage containers identified

Compliance Date: Not Specified
Not In Compliance

Violation Reference - HSC - 114047, 114049, 114051

Inspector Comments: Observed tongs being stored on oven handles were possible contamination could occur.

Ensure tongs are properly stored in manner to prevent contamination.

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))

16C035 Equipment/Utensils - approved; installed; clean; good repair, capacity

Compliance Date: Not Specified
Not In Compliance

Violation Reference - HSC - 114130, 114130.1, 114130

Inspector Comments: Observed equipment stored on shelf containing slight food debris.

Ensure all equipment is cleaned after use and prior to storage.

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)

Overall Inspection Comments

Foodborne illness investigation was conducted on this date.

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

NAME: Monet Medina
TITLE: Manager

Total # of Images: 0