



## RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME MCDONALD'S #33205			REINSPECTION DATE Not Specified	INSPECTOR Kathryn Ventura	DATE 4/8/2019
LOCATION 17017 SE SIERRA LAKES PKWY, FONTANA, CA 92336			PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 11:33 AM	TIME OUT 12:35 PM	FACILITY ID FA0018567	RELATED ID CO0065300	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 01 - CORRECTIVE ACTION NOT REQUIRED ACTION: 01 - NO FURTHER ACTION 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.

#### 16K999 Complaint Inspection

Compliance Date: Not Specified

Inspector Comments: The purpose of this visit is to conduct a complaint investigation.

Reference - HSC

#### NATURE OF COMPLAINT:

The complainant stated that the two (2) fish sandwiches they ordered were old and spoiled. The complainant stated that the bun was rock hard and fish meat was gray with a horrible smell. The complainant is concerned that the food could have the potential to cause food-borne illness. The complainant also stated that this complaint was taken to facility management, who offered to replace the food. Additionally, the complainant stated that they inquired to have management check other fish sandwiches being served, however, facility denied that inquiry.

#### FINDINGS:

The manager was interviewed on this date and he was aware of this complaint. He stated that they offered to replace the customer's orders, however, manager also stated that customer did not mention to them to check the other fish sandwiches being served. The manager stated that buns are delivered every two (2) days and fish are delivered every Tuesdays and Fridays via cold holding transport. Manager stated that when making the fish sandwiches, buns are steamed prior to putting sandwiches together. At the time of inspection, no fish was observed being cooked. Fish was observed to be hot held at 151.4F in hot holding units. Observed fish to be stored frozen and manager stated that fish is changed out in hot holding unit every thirty (30) minutes, as observed on sticker. Manager was able to state proper cooking and hot holding temperatures. At the time of inspection, manager was asked to cut open through cooked fish and fish meat inside was observed to be white and the outside surface of the cooked fish was observed to be golden brown. The following items are also included in suspected food item: tartar sauce, which is received prepackaged and sliced american cheese. No fish was observed being cooked at the time of inspection.

#### OUTCOME:

Observed no hot holding or cooking temperature violations during the inspection. Observed no discoloration, adulteration, or spoilage of any food items in facility at the time of inspection. The complaint will be closed on this date.

A routine inspection was also conducted on this date. See official inspection report for more observations/violations.

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

#### Overall Inspection Comments

A routine inspection was also conducted on this date. See official inspection report for more observations/violations.

#### Signature(s) of Acknowledgement

NAME: Tamara Perez  
TITLE: Store Manager

Total # of Images: 0