



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME PHO VIET RESTAURANT		DATE 5/3/2021	REINSPECTION DATE 5/17/2021	PERMIT EXPIRATION 9/30/2021
LOCATION 11940 FOOTHILL BL, RANCHO CUCAMONGA, CA 91739			INSPECTOR Tirza Tetteh	
MAILING ADDRESS 13049 COLONIAL DR, RANCHO CUCAMONGA CA 91739			IDENTIFIER: None	
TIME IN 10:28 AM	TIME OUT 12:41 PM	FACILITY ID FA0028992	RELATED ID PR0037817	PE 1621
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	

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 74

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			⊗
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	⊗
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		13. Food in good condition, safe and unadulterated	+	⊗	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		21. Hot and cold water available		4	2
LIQUID WASTE DISPOSAL					
In		22. Sewage and wastewater properly disposed		4	2
VERMIN					
In		23. No rodents, insects, birds, or animals		4	⊗

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	⊗
28. Washing fruits and vegetables	1
29. Toxic substances properly identified, stored, use	1
FOOD STORAGE/DISPLAY/SERVICE	
30. Food storage; food storage containers identified	1
31. Consumer self-service	1
32. Food properly labeled & honestly presented	1

EQUIPMENT/UTENSILS/LINENS	OUT
33. Nonfood contact surfaces clean	1
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	⊗
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	⊗

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	⊗
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**

POINTS
4
Compliance date not specified
Complied on 5/3/2021
Violation Reference - HSC -
113996, 113998, 114037

Inspector Comments: 1. Measured the following potentially hazardous foods (PHFs) stored in cold holding unit at the cooks line:
- 3 lbs cooked chicken
- 2.5 lbs cooked pork
- 10 pieces of pork sausage links
- 1 lb cooked white rice
- 3 cooked pork chops
- 3 raw chicken wings
- 10 oz soy bean chunks
- 5 mashed shrimp and pork patties
- 1 lbs raw marinated beef
- 3 lbs raw shrimp
Measured ambient air temperature of cold holding unit at 60.6F. Operator stated PHFs have been stored inside unit overnight. Operator stated unit became in disrepair one (1) day prior to inspection and has already contacted a repair company to come and repair.

Discontinue use of cold holding unit until it is able to maintain an ambient air temperature of at least 41F. Maintain all potentially hazardous foods intended for cold holding at or below 41F at all times.

Corrected: Operator VC&D PHFs. See #52.

A reinspection will be conducted within 48 hours to verify compliance. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.

2. Measured nineteen (19) raw shell eggs at 80.8F stored in a metal container on cart at cooks line. Operator stated eggs are usually stored in cold holding unit that is in disrepair and were removed from the walk-in cooler one (1) hour prior to inspection.

Corrected: Operator placed eggs inside the walk-in cooler. Measured internal temperature of eggs at 40.7F at end of inspection.

Note: REPEAT VIOLATION

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

13. FOOD IN GOOD CONDITION, SAFE AND UNADULTERATED **MAJOR**

POINTS
4
Compliance date not specified
Complied on 5/3/2021
Violation Reference - HSC -
113967, 113976,

Inspector Comments: Observed one (1) 16 ounce container of fresh strawberries with an appearance of white mold stored inside 3-door reach-in refrigerator at the front of facility. Strawberries are used to make drinks for customers.

Maintain food in good condition and free of adulteration and/or spoilage at all times.

Corrected: Operator VC&D strawberries. See #52.

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

POINTS 4	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 113984(e), 114097, 114099</p>	<p>Inspector Comments: Measured 0 ppm chlorine concentration from automatic mechanical dishwasher. Observed tray of utensils intended for customers (spoons, forks, knives) currently being washed.</p> <p>Discontinue use of automatic dishwasher until chlorine concentration is able to reach and be maintained at 50 ppm.</p> <p>Note: REPEAT VIOLATION. Operator was able to demonstrate proper 3-compartment warewashing techniques.</p> <p>A reinspection will be conducted within 48 hours to verify compliance. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.</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>

1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION

POINTS 2	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 113947-113947.1</p>	<p>Inspector Comments: Observed an expired food managers certification for the facility.</p> <p>Provide at least one food manager certificate from an accredited organization that has been certified by the American National Standards Institute (ANSI) is available at the facility:</p> <ul style="list-style-type: none"> ·360training.com, Inc.- Learn2Serve® Food Protection Manager Certification Program ·National Registry of Food Safety Professionals- Food Protection Manager Certification Program ·National Restaurant Association-ServSafe® Food Protection Manager Certification Program ·Prometric Inc.- Food Protection Manager Certification Program <p>Keep original certificate on site at all times.</p> <p>Provide manager's certificate at facility within 60 days.</p> <p>Failure to comply will result in a billable reinspection charged at \$245 an hour with a 30-minute minimum.</p>
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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>

8. TIME AS A PUBLIC HEALTH CONTROL; PROCEDURES & RECORDS

POINTS 2	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 114000</p>	<p>Inspector Comments: For boba (cooked tapioca balls), no written procedures observed in the facility. Operator state boba is maintained at room temperature for less than four (4) hours. At time of inspection, observed boba to still be boiling and prepared.</p> <p>Ensure that written procedures are maintained in the food facility, and are available to the enforcement agency upon request; written procedures must demonstrate compliance with Cal Code Sections 114000 and 114002.</p> <p>Note: Time as a public health control procedure template provided on this day.</p>
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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)



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23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS

POINTS
2

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114259.1, 114259.4, 11425

Inspector Comments: 1. Observed dead nymph German cockroaches in the following locations:
- one (1) on floor near mop sink
- one (1) on floor in front of gas stove oven (with egg shell casing attached)
- one (1) on floor next to 3-door True refrigeration unit (with egg shell casing attached)
- one (1) on floor in between wall and cold holding unit
Operator stated pest control service visits facility every two (2) weeks. Observed pest control receipt dated 04/01/2021 noting an appearance of German cockroach activity around water heater. No active infestation observed on this day.

2. Observed ten (10) old, dried rodent droppings on floor behind 3-door True refrigeration unit. No active infestation observed.

Eliminate dead cockroaches and old, dried rodent dropping from the facility. Monitor all vermin activity and maintain facility free of vermin at all times. Clean and sanitize affected areas.

A reinspection will be conducted within 48 hours to verify compliance. Failure to comply will result in an additional billable reinspection with a 30-minute minimum charge of \$122.50.

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)

27. FOOD SEPARATED AND PROTECTED

POINTS
1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113984 (a, b, c, d, f)

Inspector Comments: Observed a metal bowl containing raw quail stored directly on top of raw beef with the bottom of the metal bowl in direct contact with raw beef inside the walk-in cooler.

Discontinue this practice. Store all food covered and protected to prevent any possible 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.

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

POINTS
1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114130, 114130.1, 114130

Inspector Comments: Observed the following 'for household use only' equipment in use inside the facility:
- small white rice cooker
- small crock pot

Discontinue use of household equipment and remove from the facility. Ensure equipment is approved for commercial use.

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

POINTS
1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114074, 114081, 114119

Inspector Comments: Observed two (2) in use rice scoops stored in standing water measured at 105.3F.

Store scoops in water 41F or below, 135F or above, or running water.

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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38. ADEQUATE VENTILATION AND LIGHTING; DESIGNATED AREA

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114149, 114149.1	Inspector Comments: Observed two (2) deep fryers not stored under the exhaust hood. Observed deep fryers stored on food preparation tables. Relocate deep fryers under exhaust hood to effectively remove cooking odors, smoke, steam, grease, heat, and vapors. Note : REPEAT VIOLATION
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Violation Description: Exhaust hoods shall be provided to remove toxic gases, heat, grease, vapors and smoke and be approved by the local building department. Canopy-type hoods shall extend 6" beyond all cooking equipment. All areas shall have sufficient ventilation to facilitate proper food storage. Toilet rooms shall be vented to the outside air by a screened openable window, an air shaft, or a light-switch activated exhaust fan, consistent with local building codes. (114149, 114149.1) Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields. (114149.2, 114149.3, 114252, 114252.1)

44. PREMISES; PERSONAL/CLEANING ITEMS; VERMIN-PROOFING

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114067 (j), 114123	Inspector Comments: Observed front entrance door being maintained open. Maintain front entrance doors closed at all times to prevent vermin entry to facility. Note: REPEAT VIOLATION
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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)

48. FOOD HANDLER CERTIFICATION

POINTS 3	Compliance date not specified Not In Compliance Violation Reference - SBCC - 33.0409	Inspector Comments: Observed three (3) food service employees without current/valid food handler certifications for San Bernardino County. All food handlers must obtain a valid food handler certificate issued by San Bernardino County within fourteen (14) days of employment. Failure to provide proof of food handler certification within fourteen (14) days will result in unannounced billable reinspection to verify compliance. These reinspections will be charged at \$245 per hour with a 30-minute minimum. This facility operator must complete the "Missing Food Handler" form provided by the inspector and fax to 909-387-4272 or email it to sbcfoodworker@gmail.com by 05/17/2021.
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Violation Description: This facility is currently in violation with the food handler certification requirement for San Bernardino County, which states all food handlers must obtain a valid food handler certificate within fourteen (14) days of employment (33.0410, 33.044). Failure to provide proof of food handler certification within fourteen (14) days will result in unannounced billable (at our current hourly rate) re-inspections to verify compliance.

This facility operator must complete the 'Missing Food Handler' form provided by the inspector and email an electronic copy (scans or photos are ok as long as they are readable to sbcfoodworker@gmail.com)

More Information: http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx



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52. VC & D

POINTS 0	Compliance date not specified Not In Compliance Violation Reference - HSC - 113980	Inspector Comments: Operator has voluntarily consented to the condemnation and destruction of: - one (1) 16 ounce container of fresh strawberries- 3 lbs cooked chicken - 2.5 lbs cooked pork - 10 pieces of pork sausage links - 1 lb cooked white rice - 3 cooked pork chops - 3 raw chicken wings - 10 oz soy bean chunks - 5 mashed shrimp and pork patties - 1 lbs raw marinated beef - 3 lbs raw shrimp
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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."

CV. COVID-19 OBSERVATIONS

POINTS 0	Compliance date not specified Not In Compliance Violation Reference - SBC Policy - No Reference Number Specified	Inspector Comments: Observed the following in compliance: - Disinfecting Protocols - Physical Distancing Guidelines - Training/Employee Health Observed the following out compliance: - Control Measures- The facility does not have signage posted at the entrance of the facility. Signs are available at the following website: http://wp.sbcounty.gov/dph/wp-content/uploads/sites/7/2020/05/SB-Safe-Dining-Posters.pdf Print and post - Risk Assessment and Site Specific Protection Plan - The facility does not have a site-specific protection plan. Provide a written plan containing the following information: - who is going to implement the plan, - a site specific risk assessment and the measures to take to prevent the spread, - training and communication plan with employees & partners (Public Health), - a plan for screening and control measures, - a process to verify compliance and correct deficiencies as needed, - cleaning and disinfection protocols, - guidelines to provide physical distancing.
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Violation Description: Observations regarding COVID-19 associated changes to practices are recorded here.

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.

Food Establishment Donor Survey

Will you please take a few moments of your time to complete our [Food Establishment Donor Survey](#)? The purpose of this survey is to learn about current food recovery and food waste reduction efforts and struggles throughout San Bernardino County.

The feedback from the survey will help us identify barriers and opportunities, and connect you with nearby charitable feeding organizations so you can donate your surplus food. Once you complete the survey, you can view your entry and connect with other donor food establishments and charitable feeding organizations in the following [Live Web Map](#).



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Overall Inspection Comments

'A' grade removed.

Grade 'C' posted.

Do not remove, relocate or obscure letter grade card.

A PEP talk was given.

The following forms/handouts were provided:

- Request for a re-score
- Missing food handler cards
- Top 5 CDC risk factors
- Time as a public health control procedure template
- Time stamp monitoring log
- Food safety practice overview
- Food facility risk based inspection frequency

Note: The food facility must correct the deficiencies listed in the OIR and must submit a written request for a re-score inspection to Environmental Health Services within 30 days of the OIR (02/11/2021). The Health Official will complete the re-score inspection within ten (10) County business days of the food facility submitting a request for a re-score inspection. A food facility failing to comply with the OIR, failing to attain at least a 'B' grade on the re-score inspection, or failing to request a re-score inspection within 30 days may be immediately closed by the Health Official and remain closed by the Health Official and remain closed until at least a 'B' grade is achieved on a re-score inspection.

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

No sig.

NAME: Anh Le
TITLE: Manager