



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME EL POLLO LOCO		REINSPECTION DATE Not Specified	INSPECTOR Sujin Lee	DATE 11/2/2021
LOCATION 4200 CHINO HILLS PKWY 210, CHINO HILLS, CA 91709		PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 4:29 PM	TIME OUT 5:40 PM	FACILITY ID FA0004171	RELATED ID CO0080910	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.

16K999 Complaint Inspection

Compliance Date: Not Specified

Inspector Comments: The purpose of the visit is to conduct a complaint inspection. The compliant was received on 11/1/2021.

Reference - HSC

Nature of complaint:
The facility is infested with rats.

Spoke to a manager on this date and she stated following:

1. Food operators who work at night shift have seen a rat inside the facility.
2. The manager observed a rat inside the facility this morning.
3. The manager provided an invoice from professional pest control service dated on 10/15/2021. Per invoice, rodent and cockroach activity were noted during the inspection service.
4. The pest control service was supposed to service the facility every other day, but has not seen invoices. The manager thinks the pest control service has not visited the facility since 10/15/2021.
5. The owner is aware of vermin problems in the facility.

Violations were observed and noted on the report.

Outcome:

The manager self-closed the facility. Reinspection must be made prior to opening.

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

16C022 Sewage and wastewater properly disposed

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114197

Inspector Comments: Observed liquid waste to be filled inside floor sink underneath preparation sink and ice machine. Liquid waste was observed to be slowly dripping from a drain pipe of the ice machine. Later, observed liquid waste pouring from the drain pipe of the ice machine and started to overflowing the floor. After a few minutes, water started to dripping from the drain pipe.

Cease the operation of food facility immediately until the sewage disposal problem has been repaired. The food facility, or impacted areas, shall remain closed until all plumbing problems have been corrected and all contaminated surfaces have been cleaned and sanitized.

Note: The manager self-closed the facility.

A reinspection must be made from Environmental Health Specialist prior to open the facility. Contact (800) 442-2283 to schedule the reinspection.

Violation Description: All liquid waste must drain to an approved fully functioning sewage disposal system. (114197) Toilet facilities must be operable.



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME EL POLLO LOCO	DATE 11/2/2021
LOCATION 4200 CHINO HILLS PKWY 210, CHINO HILLS, CA 91709	INSPECTOR Sujin Lee

16C023 No rodents, insects, birds, or animals

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114259.1,
114259.4, 11425

Inspector Comments: 1. Observed several fresh dropping at following areas. Live rodent was not observed at the time of the inspection.

1) One dropping on a white paper beverage rack inside a cardboard box in dry storage area

Corrected on site. An operator discarded all beverage racks inside the box.

2) One dropping next to True refrigerator in dry storage area

3) Three droppings underneath shelf in dry storage area

4) One on a box of pinto beans cans in mid-kitchen

5) One inside a cabinet underneath soda fountain machine in customer service area

6) One on floor in front of soda fountain machine in customer service area.

2. Observed one dead German cockroach on chemical dispenser in janitorial sink area.

Eliminate all rodent droppings from this facility and maintain this facility free from vermin including but not limited to rodents. Ensure to take appropriate pest control measures to eliminate all evidence of past or current vermin from this facility including but not limited to rodents. Clean and sanitize affected area in an approved manner.

Note: The manager self-closed the facility.

Cease food operation until a reinspection is conducted by Environmental Health Specialist. Call (800) 442-2283 to schedule the reinspection.

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)

16C045 Floors, walls and ceilings: built, maintained, and clean

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114143 (d), 114266

Inspector Comments: Observed heavy accumulation of oil and grease on floor underneath grill.

Maintain the floor in a clean and sanitary condition.

Violation Description: The walls / ceilings shall have durable, smooth, nonabsorbent, and washable surfaces. All floor surfaces, other than the customer service areas, shall be approved, smooth, durable and made of nonabsorbent material that is easily cleanable. Approved base coving shall be provided in all areas, except customer service areas and where food is stored in original unopened containers. Food facilities shall be fully enclosed. All food facilities shall be kept clean and in good repair. (114143 (d), 114257, 114266, 114268, 114268.1, 114271, 114272) Cleaning must be an approved dustless method. (114268.1) Mats and duckboards, if used, must be removable and easily cleanable. (114272) Open-air barbecues or wood-burning ovens floor surfaces must extend a minimum of five feet and be impervious or easily cleanable. (114143(d))

16K044 Premises; personal/cleaning items; vermin-proofing

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114067 (j), 114123

Inspector Comments: Observed following at exit door located at customer service area:

1. Approximately 1" by 3" opening at mid left door

2. Approximately 1/2" gap at the bottom of door

Seal all gap and opening to prevent vermin harboring.

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)

Overall Inspection Comments



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME EL POLLO LOCO	DATE 11/2/2021
LOCATION 4200 CHINO HILLS PKWY 210, CHINO HILLS, CA 91709	INSPECTOR Sujin Lee

A reinspection must be conducted prior to opening the facility.

Re-inspection shall be billed at an hourly rate of \$245 with 30-minute minimum.

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: Rosie Marcuez
TITLE: Manager

Total # of Images: 0