



CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME CHARLEY'S PHILLY STEAKS		DATE 5/6/2021	REINSPECTION DATE Next Routine	PERMIT EXPIRATION 1/31/2021
LOCATION 500 INLAND CENTER DR 104D, SAN BERNARDINO, CA 92408			INSPECTOR Dustin Miller	
MAILING ADDRESS 500 INLAND CENTER DR SPC 104D, SAN BERNARDINO CA 92408			IDENTIFIER: None	
			SERVICE: 033 - Re-score Grade Inspection	
			RESULT: 03 - Corrective Action / No Follow up Required	
			ACTION: 01 - No Further Action Required	
TIME IN 1:50 PM	TIME OUT 3:14 PM	FACILITY ID FA0011981	RELATED ID PR0000588	PE 1620

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 80

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						
		2. Communicable disease; reporting, restrictions & excl		4		
	N/O	3. No discharge from eyes, nose, and mouth			2	
	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			2	
In		6. Adequate handwashing facilities supplied & accessib				
TIME AND TEMPERATURE RELATIONSHIPS						
In	N/O	N/A	7. Proper hot and cold holding temperatures			2
In	N/O		8. Time as a public health control; procedures & record		4	2
In	N/O		9. Proper cooling methods		4	2
	N/O	N/A	10. Proper cooking time & temperatures		4	
	N/O	N/A	11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION						
	N/O	N/A	12. Returned and reservice of food			2
			13. Food in good condition, safe and unadulterated		4	2
In	N/O	N/A	14. Food contact surfaces: clean and sanitized		4	

FOOD FROM APPROVED SOURCES			COS	MAJ	OUT
In		15. Food obtained from approved source		4	
In	N/O	N/A 16. Compliance with shell stock tags, condition, display			2
In	N/O	N/A 17. Compliance with Gulf Oyster Regulations			2
CONFORMANCE WITH APPROVED PROCEDURES					
In		N/A 18. Compliance with variance, specialized process, and HACCP Plan			2
CONSUMER ADVISORY					
In	N/O	N/A 19. Consumer advisory provided for raw or undercooked foods			2
HIGHLY SUSCEPTIBLE POPULATIONS					
In		N/A 20. Licensed health care facilities/public and private schools; prohibited foods not offered		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	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		⊘
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		⊘
34. Warewashing facilities: installed, maintained, used		⊘
35. Equipment/Utensils approved; installed; clean; good repa		1
36. Equipment, utensils and linens: storage and use		1
38. Adequate ventilation and lighting; designated area		⊘
39. Thermometers provided and accurate		1
40. Wiping cloths: properly used and stored		⊘
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		3
COMPLIANCE & ENFORCEMENT		
49. Permits Available		
50. Restrooms Required		
51. Plan Review		
52. VC&D		
53. Impoundment		
54. Permit Suspension		

**Public Health**
Environmental Health Services**CAL CODE OFFICIAL INSPECTION REPORT**

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5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY**MAJOR****POINTS****4**Compliance date not specified
Complied on 5/6/2021
Violation Reference -**Inspector Comments:** Observed the following:

- an employee wearing gloves grabbed the top of the trash can in order to relocate it, proceeded to return to food preparation without first removing his gloves, washing his hands and donning new gloves.
- An employee conducting food preparation removed gloves from his hands and proceeded to don gloves without first washing his hands.

Ensure gloves are discarded when damaged, soiled, when interruptions in the food handling occur or beginning a new task. Each time new gloves are donned, employees are required to wash and dry hands prior to putting on gloves.

Corrected on site: The employee was educated and was instructed to wash his hands.

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))

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/EHSDocuments/HandwashingDoneRight.pdf>

7. PROPER HOT AND COLD HOLDING TEMPERATURES**MAJOR****POINTS****4**Compliance date not specified
Complied on 5/6/2021
Violation Reference - HSC -
113996, 113998, 114037**Inspector Comments:** Observed the flowing in the open top cold holding unit located near the flat top grill:

- Shredded cheese 52F
 - Sliced cheese 47F
- According to the person in charge, the cheese was placed in the unit less than 2 hours prior.

Ensure that all potentially hazardous foods are maintained at or below 41F while cold holding.

Corrected on site: The cheese was relocated in the cold holding unit to a side with known good temperatures.

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



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1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION**POINTS****2**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113947-113947.1

Inspector Comments: 1. Observed Certified Food Manager's Certificate missing. Obtain at least one food manager certificate from one of the below accredited organization that has been certified by the American National Standards Institute (ANSI):

1. 360training.com, Inc.- Learn2Serve® Food Protection Manager Certification Program
2. National Registry of Food Safety Professionals- Food Protection Manager Certification Program
3. National Restaurant Association-ServSafe® Food Protection Manager Certification Program
4. Prometric Inc.- Food Protection Manager Certification Program
5. AboveTraining/StateFoodSafety.com

Provide manager's certificate at facility within 60 days. Non-compliance will result in a future charged inspection at an hourly rate of \$245.

Note: Original certificate must be available at facility in order to be valid.

2. Upon questioning, an employee could not adequately describe the minimum internal cooking temperature for chicken and the minimum sanitizer contact time for utensil being washed in the three compartment sink.

All food employees shall have adequate knowledge of and be trained in food safety as it relates to their assigned duties.

At the time of inspection all food handlers had valid San Bernardino County Food Handler Cards

NOTE: All poultry, comminuted poultry, stuffed fish/meat/poultry shall be heated to 165 degrees F. Ensure that a minimum of 60 second quaternary ammonium sanitizer contact time is achieved while washing dishes in the three compartment sink.

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>

6. ADEQUATE HANDWASHING FACILITIES SUPPLIED & ACCESSIBLE**POINTS****2**

Compliance date not specified
Not In Compliance
Violation Reference -

Inspector Comments: Observed paper towels available outside an approved dispenser at the rear handwash sink. Paper towels were observed to be stored on top of a metal storage rack.

Ensure that paper towels and hand wash soap is available at all times and from an approved dispenser.

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)

14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED**POINTS****2**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113984(e), 114097, 114099

Inspector Comments: Observed wet stacked sanitized pans on the clean dish storage rack near the three compartment sink.

Ensure that all clean dishes are allowed to completely air dry after the sanitizer step prior to use or storage.

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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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 and open uncovered bag of meat stored in the walk-in freezer.
Ensure that food items are protected from contamination by using such items as lids or plastic wrap.
Corrected on site: An employee tied off the top of the bag.

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.

33. NONFOOD-CONTACT SURFACES CLEAN

POINTS

1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114115 (c)

Inspector Comments: Observed heavy food debris accumulation on the interior pull portion of handle located on the two door reach in refrigerator at the cooks line.
Clean this area and maintain all nonfood contact surfaces clean.

Violation Description: All nonfood contact surfaces of utensils and equipment shall be clean. (114115 (c))

34. WAREWASHING FACILITIES: INSTALLED, MAINTAINED, USED; TEST STRIPS

POINTS

1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114067(f,g), 114099

Inspector Comments: Observed no sanitizer test strips maintained in the facility. Observed quaternary ammonium being used as a sanitizer.
Provide an adequate supply of quaternary ammonium test strips in the facility and maintain.

Violation Description: Food facilities that prepare food shall be equipped with warewashing facilities. Testing equipment and materials shall be provided to measure the applicable sanitization method. (114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125) A thermometer must be readily available to monitor the temperature of the water at the warewashing sink. A warewashing sink used to wash wiping cloths, wash produce, or thaw food must be cleaned and sanitized before and after each use.

More Information: <http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/ThreeCompartmentSink.pdf>

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 an approximate 2-inch gap in the grease filters located above the flat top grill. Observed heavy grease accumulation in the ventilation tube.
Clean this area and maintain all grease filters tightly fitting to ensure adequate grease filtration.

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)

40. WIPING CLOTHS: PROPERLY USED AND STORED

POINTS

1

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114135, 114185.1

Inspector Comments: Observed the sanitizer bucket concentration at the cooks line measured 0 ppm quaternary ammonium. At the time of measurement, the sanitized towels stored in the bucket were not in use.
Ensure that sanitized towels are maintained in a sanitized solution that measures a minimum of 200 ppm quaternary ammonium.
Corrected on site: The sanitized solution was changed.

Violation Description: Wiping cloths used to wipe service counters, scales or other surfaces that may come into contact with food shall be used only once unless kept in clean water with sanitizer. (114135, 114185.1, 114185.3 (d-e)) Sponges shall not be used in contact with cleaned and sanitized or in-use food contact surfaces. (114135)



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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 employee personal drinks stored on the top shelf of the walk in freezer located above food intended for customer use. Provide a separate location for employees personal items that is separate from customer food or food contact surfaces.
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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)

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](#).

Overall Inspection Comments

A re-score inspection was conducted on this date at the request of the operator.

Placed letter grade "B" card.

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.

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



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NAME: adrianna zane
TITLE: Manager