



**CAL CODE OFFICIAL INSPECTION REPORT**

FACILITY NAME PILOT TRAVEL CENTER #381		DATE 5/4/2021	REINSPECTION DATE 5/18/2021	PERMIT EXPIRATION 3/31/2022
LOCATION 8701 HWY 395, HESPERIA, CA 92345			INSPECTOR George Gonzales	
MAILING ADDRESS 5508 LONAS RD, KNOXVILLE TN 37909			IDENTIFIER: Deli-Pizza-Cinnabon	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 03 - Reinspection Required	
TIME IN 1:08 PM	TIME OUT 4:30 PM	FACILITY ID FA0000041	RELATED ID PR0031211	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 86**

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
- N/O = Not observed
- N/A = Not applicable
- + COS = Corrected on-site
- ⊗ MAJ = Major violation
- ⊗ OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE		COS	MAJ	OUT
<span style="color: green;">○</span> In	N/O 1. Demonstration of knowledge; food safety certification			2
EMPLOYEE HEALTH & HYGIENIC PRACTICES				
<span style="color: green;">○</span> In	2. Communicable disease; reporting, restrictions & excl		4	
<span style="color: green;">○</span> In	N/O 3. No discharge from eyes, nose, and mouth			2
<span style="color: green;">○</span> In	N/O 4. Proper eating, tasting, drinking or tobacco use			2
PREVENTING CONTAMINATION BY HANDS				
<span style="color: green;">○</span> In	N/O 5. Hands clean and properly washed; gloves used prop		4	2
<span style="color: green;">○</span> In	6. Adequate handwashing facilities supplied & accessib	+		⊗
TIME AND TEMPERATURE RELATIONSHIPS				
<span style="color: green;">○</span> In	N/O N/A 7. Proper hot and cold holding temperatures	+	⊗	2
<span style="color: green;">○</span> In	N/O N/A 8. Time as a public health control; procedures & record		4	2
<span style="color: green;">○</span> In	N/O N/A 9. Proper cooling methods		4	2
<span style="color: green;">○</span> In	N/O N/A 10. Proper cooking time & temperatures		4	
<span style="color: green;">○</span> In	N/O N/A 11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION				
<span style="color: green;">○</span> In	<span style="color: blue;">○</span> N/O N/A 12. Returned and reserve of food			2
<span style="color: green;">○</span> In	13. Food in good condition, safe and unadulterated		4	2
<span style="color: green;">○</span> In	N/O N/A 14. Food contact surfaces: clean and sanitized		4	2

FOOD FROM APPROVED SOURCES		COS	MAJ	OUT
<span style="color: green;">○</span> In	15. Food obtained from approved source		4	
<span style="color: green;">○</span> In	N/O <span style="color: blue;">○</span> N/A 16. Compliance with shell stock tags, condition, display			2
<span style="color: green;">○</span> In	N/O <span style="color: blue;">○</span> N/A 17. Compliance with Gulf Oyster Regulations			2
CONFORMANCE WITH APPROVED PROCEDURES				
<span style="color: green;">○</span> In	<span style="color: blue;">○</span> N/A 18. Compliance with variance, specialized process, and HACCP Plan			2
CONSUMER ADVISORY				
<span style="color: green;">○</span> In	N/O <span style="color: blue;">○</span> N/A 19. Consumer advisory provided for raw or undercooked foods			2
HIGHLY SUSCEPTIBLE POPULATIONS				
<span style="color: green;">○</span> In	<span style="color: blue;">○</span> N/A 20. Licensed health care facilities/public and private schools; prohibited foods not offered		4	
WATER/HOT WATER				
<span style="color: green;">○</span> In	21. Hot and cold water available		4	2
LIQUID WASTE DISPOSAL				
<span style="color: green;">○</span> In	22. Sewage and wastewater properly disposed		4	2
VERMIN				
<span style="color: green;">○</span> 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	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	1
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	⊗
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**

<b>POINTS</b> <b>4</b>	<p>Compliance date not specified Complied on 5/4/2021 Violation Reference - HSC - 113996, 113998, 114037</p>	<p><b>Inspector Comments:</b> Observed the following items in the open air cold holding unit in front of the front door to measure between 45 F to 53 F:</p> <ul style="list-style-type: none"> <li>- Chicken salad</li> <li>- Chef salad</li> <li>- Medium cheddar cheese sticks</li> <li>- Colby jack cheese sticks</li> <li>- Cheesecake</li> <li>- Salami and pepperoni slices</li> <li>- Cold crafted beef slices</li> <li>- Sushi rolls</li> <li>- Chobani greek yogurt</li> <li>- Italian sandwiches</li> <li>- Ham and cheddar sandwiches</li> </ul> <p>Thermometer in the refrigerator unit read 50 F and fluctuated during the inspection.</p> <p>Ensure all refrigerator units maintain a temperature of 41 F or below for all potentially hazardous food.</p> <p>Note: Corrected on site by employee. See VC&amp;D.</p>
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**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](http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Food_Danger_Zone.pdf)

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

<b>POINTS</b> <b>2</b>	<p>Compliance date not specified Complied on 5/4/2021 Violation Reference -</p>	<p><b>Inspector Comments:</b> Observed a trashcan blocking the handwash sink in the pizza cooking area.</p> <p>Ensure all hand wash sinks are accessible at all times.</p>
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**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)

**27. FOOD SEPARATED AND PROTECTED**

<b>POINTS</b> <b>1</b>	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 113984 (a, b, c, d, f)</p>	<p><b>Inspector Comments:</b> Observed open boxes of food in direct contact with the bottom of the box. Items were placed on top of one another inside the reach-in door refrigerator in the back storage area.</p> <p>Ensure food is properly stored to prevent possible contamination.</p>
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**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**

<b>POINTS</b> <b>1</b>	<p>Compliance date not specified Not In Compliance Violation Reference - HSC - 114130, 114130.1, 114130</p>	<p><b>Inspector Comments:</b> Observed condensation and heavy ice build-up along the floor and wall in the walk-in freezer.</p> <p>Replace or repair equipment to ensure temperature controls are met.</p>
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**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)



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**36. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE**

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114074, 114081, 114119	Inspector Comments: Observed cheese scoop in cheese container in the pizza cooking area stored with the handle touching the cheese.  Ensure utensils are presented so that only the handles are touched.
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**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)

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

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114067 (j), 114123	Inspector Comments: Observed an open employee "monster" can placed on counter next to the handwash sink behind the register.  Ensure all employee personal belongings are stored in a designated area to prevent possible contamination.
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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)

**45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN**

<b>POINTS</b> <b>1</b>	Compliance date not specified Not In Compliance Violation Reference - HSC - 114143 (d), 114266	Inspector Comments: Observed heavy dust and food build-up under coffee area and behind refrigerator units in back storage area.  Ensure all floors are cleaned and maintained.
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**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))



Public Health  
Environmental Health Services

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#### 48. FOOD HANDLER CERTIFICATION

**POINTS**
**3**

Compliance date not specified  
Not In Compliance  
Violation Reference - SBCC -  
33.0409

**Inspector Comments:** Observed eight (8) food service workers at this facility without a current or valid San Bernardino County Food Handler Card.

Ensure all food service workers have a current or valid San Bernardino County food handler card.

Note: A missing food handler verification form was provided on this date. Ensure to complete and submit this form along with copies of all missing food handler cards to San Bernardino County Environmental Health Services by 05/18/2021 to avoid a billable re-inspection at a minimum rate of \$122.50 per half hour.

\*\*Note: Manager mentioned that he had 5 of the 8 missing food handler cards. A food handler verification form will still need to be filled out and completed.

**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](http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx)

#### 52. VC & D

**POINTS**
**0**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
113980

**Inspector Comments:** Operator voluntarily condemned and destructed the following,

- (12) twelve Chicken salad
- (13) thirteen Chef salad
- (23) twenty-three Medium cheddar cheese sticks
- (21) twenty-one Colby jack cheese sticks
- (8) eight Cheesecake
- (9) nine Salami and pepperoni slices
- (24) twenty-four cold crafted beef slices
- (11) eleven packaged sushi rolls
- (25) twenty-five Chobani greek yogurt
- (22) twenty-two Italian sandwiches
- (15) fifteen Ham and cheddar sandwiches

**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,

- Employees wearing masks.
- Social distancing markers.
- Employees sanitizing.
- Plexiglas between employees and customers.

Did not observe the following,  
-Covid compliance protocol  
-Self-service of beverages.

**Violation Description:** Observations regarding COVID-19 associated changes to practices are recorded here.



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#### 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 letter "B" placard was placed at this time.

DO NOT REMOVE, ALTER, RELOCATE GRADE PLACARD.

Note: A missing food handler verification form was provided on this date. Ensure to complete and submit this form along with copies of all missing food handler cards to San Bernardino County Environmental Health Services by 05/18/2021 to avoid a billable re-inspection at a minimum rate of \$122.50 per half hour.

A PEP talk was given.

Operator was provided with the top 5 CDC risk factor sheet.

#### 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: Chris  
TITLE: GSL