



## CAL CODE OFFICIAL INSPECTION REPORT

|  |                     |  |                                 |                                |
|--|---------------------|--|---------------------------------|--------------------------------|
| FACILITY NAME<br>LOS PORTALES MEXICAN GRILL              |                     | DATE<br>11/5/2019  | REINSPECTION DATE<br>11/19/2019 | PERMIT EXPIRATION<br>2/28/2020 |
| LOCATION<br>10244 CENTRAL AV, MONTCLAIR, CA 91763        |                     | INSPECTOR<br>Rima Elkass   |                                 |                                |
| MAILING ADDRESS<br>10244 CENTRAL AV, MONTCLAIR, CA 91763 |                     | IDENTIFIER: Food<br>SERVICE: 001 - Inspection - Routine<br>RESULT: 05 - Corrective Action / Follow up Required<br>ACTION: 03 - Reinspection Required |                                 |                                |
| TIME IN<br>11:20 AM                                      | TIME OUT<br>2:55 PM | FACILITY ID<br>FA0008949   | RELATED ID<br>PR0012926         | PE<br>1622                     |

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.

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

B

SCORE 83

| DEMONSTRATION OF KNOWLEDGE           |     | COS | MAJ | OUT |
|--------------------------------------|-----|-----|-----|-----|
| In                                   | N/O |     |     | 2   |
| EMPLOYEE HEALTH & HYGIENIC PRACTICES |     |     |     |     |
| In                                   |     |     |     | 4   |
| In                                   | N/O |     |     | 2   |
| In                                   | N/O |     |     | 2   |
| PREVENTING CONTAMINATION BY HANDS    |     |     |     |     |
| In                                   | N/O | +   | ⊗   | 2   |
| In                                   |     |     |     | 2   |
| TIME AND TEMPERATURE RELATIONSHIPS   |     |     |     |     |
| In                                   | N/O | +   | ⊗   | 2   |
| In                                   | N/O |     |     | 4   |
| In                                   | N/O |     |     | 4   |
| In                                   | N/O |     |     | 4   |
| In                                   | N/O |     |     | 4   |
| PROTECTION FROM CONTAMINATION        |     |     |     |     |
| In                                   | N/O |     |     | 2   |
| In                                   |     |     |     | 4   |
| In                                   | N/O | +   | ⊗   | 2   |

| FOOD FROM APPROVED SOURCES           |     | COS | MAJ | OUT |
|--------------------------------------|-----|-----|-----|-----|
| In                                   |     |     | 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                                   |     |     | 4   | 2   |
| LIQUID WASTE DISPOSAL                |     |     |     |     |
| In                                   |     |     | 4   | 2   |
| VERMIN                               |     |     |     |     |
| In                                   |     |     | 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                      |   | 1   |
| 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  | ⊗ |     |
| 31. Consumer self-service                             |   | 1   |
| 32. Food properly labeled & honestly presented        | ⊗ |     |

| 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          |   | 1   |
| 38. Adequate ventilation and lighting; designated area       |   | 1   |
| 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        |   | 1   |

| 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                                   |   | 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 11/5/2019  
Violation Reference -**Inspector Comments:** Observed the following:A food worker to change gloves and returns to handling food without washing hands at the hot prep table.  
A food worker to touch non food contact surfaces and return to preparing food at the kitchen.

Discontinue this practice, ensure that hands are washed with warm water and soap after changing tasks, prior to donning gloves or after handling raw animal product.

Corrected on site. Employees re- washed their hands with warm water and were educated on proper hand washing techniques.

**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 11/5/2019  
Violation Reference - HSC -  
113996, 113998, 114037**Inspector Comments:** The following potentially hazardous foods (PHF) were held in the drawers cold holding unit in the central island at the kitchen:Ambient temperature of unit : 53.2 F  
- Cooked rice 53.2 F  
- Cooked tongs 55 F  
- Pico de gallo 54.8 F  
- Shell eggs 52.4 F  
- Cooked chicken strips 51.6 F  
- Cheese fingers 51.7 F  
- Chorizo 50.8 F  
- Salsa verde 53.2 F  
- Liquid eggs 61.5 F

The owner stated that items were placed in unit more than four hours prior to inspection.

Maintain all potentially hazardous foods (PHF) at or above 135 F for hot holding, or 41 F and below for cold holding at all times. Refrain from using unit to store PHF foods until it can hold food at 41 F or below. Repair or replace unit by 11/07/2019.

Issue was corrected on site. Items listed above were voluntarily condemned by owner.

**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)

**14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED****MAJOR****POINTS****4**Compliance date not specified  
Complied on 11/5/2019  
Violation Reference - HSC -  
113984(e), 114097, 114099**Inspector Comments:** Observed a food worker actively washing dishes and utensils with water measuring 89 F during soap and hot water warewashing step.

Ensure to use water at a minimum of 100 F during the soap and hot water step.

Issue was corrected. food worker refilled the first compartment with water measuring 100 F+ and rewashed the dishes and utensils.

**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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**30. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED****POINTS****1**

Compliance date not specified  
Complied on 11/5/2019  
Violation Reference - HSC -  
114047, 114049, 114051

**Inspector Comments:** Observed various dry ingredient containers containing dry chili and chili flakes out of original containers to be unlabeled.

Ensure to label all bulk ingredient storage containers to their contents once they are removed from their original containers.

**Violation Description:** Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))

**32. FOOD PROPERLY LABELED & HONESTLY PRESENTED****POINTS****1**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114087, 114089

**Inspector Comments:** Observed single serve packages of cheese cake for sale at display case located at reception area to be unlabeled.

Ensure all grab and go items are labeled with their common name, quantity of contents, name and place of business and ingredients.

**Violation Description:** Any food is misbranded if its labeling is false or misleading, if it is offered for sale under the name of another food, or if it is an imitation of another food for which a definition and standard of identity has been established by regulation. (114087, 114089, 114089.1(a, b), 114090, 114093.1) Bulk food available for consumer self-service must have an information label, sign, and/or other method of notification that includes the label information. (114089) Prepackaged food must bear a label that complies with the labeling requirements as prescribed by the Sherman Food, Drug and Cosmetic Law. (114089 and 114089(a))

Restaurants must provide a brochure placed at the point of sale that includes at least calories, sodium, saturated fat, and carbohydrates information per menu item. For sit-down restaurants, the information must be provided at the table. Drive-thrus are required to have the brochures available upon request and have a notice of the availability at the point of sale. (114094)

**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 paper and other debris in utensil storage containers at server station.

Ensure to store all clean utensils in clean containers.

**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)

**40. WIPING CLOTHS: PROPERLY USED AND STORED****POINTS****1**

Compliance date not specified  
Complied on 11/5/2019  
Violation Reference - HSC -  
114135, 114185.1

**Inspector Comments:** Observed a wet wiping cloth being used as a mat under a cutting board and a cutting knife on prep table in the kitchen.

Discontinue this practice and use approved materials such as a mat or a liner under the cutting board.  
Discontinue storing utensils and knives on top of wet wiping towels.  
Ensure all wet wiping towels are stored in a sanitizer solution when not actively in use.

Issue was corrected and staff was educated to proper procedure. Wet wiping cloth was placed in a sanitizer solution and utensils were placed in ware washing sink to be properly washed and sanitized.

**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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**45. FLOORS, WALLS AND CEILINGS: BUILT, MAINTAINED, AND CLEAN****POINTS****1**

Compliance date not specified  
Not In Compliance  
Violation Reference - HSC -  
114143 (d), 114266

**Inspector Comments:** Observed dirt, dust debris accumulation on floors under wire shelving in dry storage room located behind dining area.

Ensure to clean and maintain all floors free of dirt.

**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))

**52. VC & D****POINTS****0**

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

**Inspector Comments:** The following items were voluntarily condemned by owner:

- Cooked rice 53.2 F- 30 LB
- Cooked tongs 55 F- 0.5 LB
- Pico de gallo 54.8 F- 6 LB
- Shell eggs 52.4 F- 24 eggs
- Cooked chicken strips 51.6 - 1 LB
- Cheese fingers 51.7 F- 1 LB
- Chorizo 50.8 F- 1 LB
- Salsa verde 53.2 F - 0.25 LB
- Liquid eggs 61.5 F- 1/4 gallon.

**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."

**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.

**Overall Inspection Comments**

"B" grade card was posted.

A re-score inspection may be requested by a food facility who receives a "B" grade. This request is optional on the part of a facility that wishes to improve their score or letter grade. The inspection rate is \$ 245.00 per hour. A minimum of \$ 122.50 will be charged for the first 30 minutes of inspection time. Do NOT remove or relocate or obstruct from view this grade card.

Pep Talk delivered

Provided the following hand outs :

Three compartment sink dish washing

Re score form

41 F stickers.



Public Health  
Environmental Health Services

[www.SBCounty.gov](http://www.SBCounty.gov)  
[www.SBCounty.gov/dph/dehs](http://www.SBCounty.gov/dph/dehs)

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**Signature(s) of Acknowledgement**

NAME: Ricardo Ayala  
TITLE: owner