

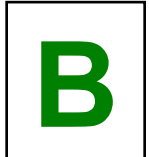


CAL CODE OFFICIAL INSPECTION REPORT

FACILITY NAME PHO VIET VIETNAMESE NOODLE AND GRILL		DATE 11/5/2020	REINSPECTION DATE 11/19/2020	PERMIT EXPIRATION 1/31/2070
LOCATION 2411 S VINEYARD AV D, ONTARIO, CA 91761			INSPECTOR Rose Ann Dooley	
MAILING ADDRESS 2411 S VINEYARD AV UNIT D, ONTARIO CA 91761			IDENTIFIER: None	
			SERVICE: 001 - Inspection - Routine	
			RESULT: 05 - Corrective Action / Follow up Required	
			ACTION: 13 - Permit Suspended / Facility Closed	
TIME IN 11:24 AM	TIME OUT 1:00 PM	FACILITY ID FA0004894	RELATED ID PR0004515	PE 1621

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
- 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
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	7. Proper hot and cold holding temperatures	+	4	⊗
In	N/O	N/A	8. Time as a public health control; procedures & record		4	2
In	N/O	N/A	9. Proper cooling methods		4	2
In	N/O	N/A	10. Proper cooking time & temperatures		4	
In	N/O	N/A	11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION						
In	N/O	N/A	12. Returned and reserve of food			2
In			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	⊗
LIQUID WASTE DISPOSAL						
In			22. Sewage and wastewater properly disposed		4	2
VERMIN						
In			23. No rodents, insects, birds, or animals			⊗

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	⊗
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	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	3
COMPLIANCE & ENFORCEMENT	
49. Permits Available	
50. Restrooms Required	
51. Plan Review	
52. VC&D	
53. Impoundment	
54. Permit Suspension	⊗



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54. PERMIT SUSPENSION

POINTS
0

Compliance date not specified
Complied on 11/5/2020
Violation Reference - HSC -
114409, 114405

Inspector Comments: Violation(s) observed pose an immediate threat to public health and safety and the health permit to operate is hereby suspended. The facility is ordered closed until the listed violation(s) have been corrected and verified by San Bernardino County Public Health Department Environmental Health Services. The facility is to remain closed until permission from DEHS has been given. Contact San Bernardino County Environmental Health Services to schedule a re-inspection to reinstate the health permit. "Notice of closure" sign posted, do not move, hide, or remove sign.

NOTE: A supervisor review has been scheduled for Monday, 11/9/2020 at 9:30am with supervisor Michelle Aguilar at the government center Environmental Health Services, located at 8575 Haven Avenue, Suite 130 Rancho Cucamonga, CA 9130.

Violation Description: If an imminent health hazard is found, an enforcement officer may temporarily suspend the permit and order the food facility immediately closed. (114409, 114405)

7. PROPER HOT AND COLD HOLDING TEMPERATURES



POINTS
4

Compliance date not specified
Complied on 11/5/2020
Violation Reference - HSC -
113996, 113998, 114037

Inspector Comments: Observed cooked boba (a plant-based tapioca product) measured at 85.6 F on the counter next to the drink preparation area with no means of temperature control. Observed no time stamp to indicate when the boba was prepared. Operator stated that boba was just cooked.

Ensure to maintain all potentially hazardous food at or below 41 F for cold holding.
Ensure to maintain all potentially hazardous food at or above 135 F for hot holding.
Ensure to discard all potentially hazardous food held out of proper temperature control for more than 4 hours.

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

23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS



POINTS
4

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

Inspector Comments: Upon inspection, observed several live nymph/ live adult cockroaches in the following areas:

- Climbing down the wall behind the handwash sink
- Crawling inside the cold unit refrigerator
- Crawling inside stove area
- Crawling at the front service area
- Crawling under the three compartment sink
- Inside soda fountain boxes
- Inside front service counter cabinets

Observed gaps in the wall behind the water heater. Cockroach eggs/dead adult/nymph were observed to be on the floor in both the kitchen area and rear, storage areas, inside all reach-in cold holding units.

Take the necessary actions required to remove and maintain the facility free from all pests. Clean and sanitize all affected areas inside the facility. The violations observed on this date, pose an immediate threat to public health and safety and the health permit to operate is hereby suspended. The facility is ordered closed until the listed violation(s) have been corrected and verified by San Bernardino County Public Health Department Environmental Health Services.

The facility is to remain closed until permission from DEHS has been given. Contact San Bernardino County Environmental Health Services to schedule a re-inspection to reinstate the health permit. "Notice of closure" sign posted, do not move, hide, or remove sign.

NOTE: The facility must be free from all pests and remnants of pest prior to being reopened. Failure to comply will result in permit suspension continuance. Call 1-800-442-2283 when ready to reopen.

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)



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1. DEMONSTRATION OF KNOWLEDGE; FOOD SAFETY CERTIFICATION

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">2</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113947-113947.1	<p>Inspector Comments: Upon questioning, the operator was not able to adequately describe the 3 compartment sink warewashing procedures. Operator stated that dishes are dipped into the sanitizer and immediately removed. Operator was also not able to determine concentration level for sanitation.</p> <p>Operator was asked how they cool soup. Operator stated that they cool soup into a large plastic tub at the end of the day.</p> <p>Ensure that employees are trained and have knowledge regarding their assigned duties.</p> <p>Corrected on site: The operator was educated about the proper use of the three compartment, the minimum sanitizer contact time, concentration of sanitizer, and how to properly cool foods.</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>

14. FOOD CONTACT SURFACES: CLEAN AND SANITIZED

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">2</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113984(e), 114097, 114099	<p>Inspector Comments: 1. Observed residual food debris attached to the interior portion of a clean pan stacked on the clean dish storage rack above the three compartment sink.</p> <p>Discontinue this practice and ensure that all utensils are stored clean.</p> <p>2. Observed dirty utensils commingled with other clean utensil located in the three compartment area. Ensure all food-contact surfaces such as utensils and equipment are thoroughly cleaned and sanitized as often as necessary or at least once every 4 hours.</p> <p>When manually warewashing, equipment and utensils shall be properly washed by using the following steps:</p> <ol style="list-style-type: none"> 1) Wash in warm soapy water measuring a minimum of 100F 2) Rinse in clear water 3) Sanitize by soaking in a sanitizer solution of at least 100 ppm of chlorine for 30 seconds or at least 200 ppm of quaternary ammonia for 60 seconds 4) Air dry
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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>

21. HOT AND COLD WATER AVAILABLE

POINTS <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24pt; font-weight: bold; color: red;">2</div>	Compliance date not specified Not In Compliance Violation Reference - HSC - 113953(c), 114099.2(b)	<p>Inspector Comments: Mop sink was observed with no hot/cold water. Operator stated that piping was going to get fixed.</p> <p>Provide hot and cold water supply and maintain in good working condition.</p>
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Violation Description: An adequate, protected, pressurized, potable supply of hot water and cold water shall be provided at all times. (113953(c), 114099.2(b) 114101(a), 114189, 114192, 114192.1, 114195)



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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)	<p>Inspector Comments: Observed the following uncovered items:</p> <ul style="list-style-type: none"> - One (5) container of bean sprouts inside the reach in refrigeration unit - One cut avocado inside the reach in refrigeration unit -One (1) container of food item inside back two door reach-in refrigerator <p>Cover these food items and ensure food items are covered at all times to prevent cross 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.

33. NONFOOD-CONTACT SURFACES CLEAN

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114115 (c)	<p>Inspector Comments: Observed the following:</p> <ul style="list-style-type: none"> - Grease buildup on the sides of the stove and grill - Grease build up on hoods - Food debris accumulation on handles of reach in refrigeration, freezer, and cold holding units throughout the facility - Food debris accumulation inside the reach in refrigeration, freezer, and cold holding units throughout the facility - Food debris accumulation on top of preparation table - Food debris accumulation inside microwave - Food debris accumulation located at the front service area - Heavy debris located on the spice shelves - Heavy debris located located inside soda station cabinet and soda fountain area <p>Clean and sanitize these areas and maintain clean.</p>
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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	<p>Inspector Comments: Observed no sanitizer strips available for use in this facility.</p> <p>Ensure to maintain appropriate test strips for chlorine sanitizer at the facility. Ensure that chlorine sanitizer is measured at least 100 ppm in the final step of manual warewashing.</p>
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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>



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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	<p>Inspector Comments: Ensure to maintain all equipment and utensils in good repair at all times.</p> <p>1. Observed the following unapproved pieces of equipment:</p> <ul style="list-style-type: none"> - One (2) large deep freezer located in the the back storage area - One (1) house hold microwave located in the back kitchen <p>Ensure all new and replacement food-related and utensil-related equipment is certified by an ANSI accredited certification program, or if no standard exists, is approved by the local enforcement agency.</p> <p>Note: This facility may use this equipment until it becomes in disrepair. At that point, it must be replaced with approved equipment.</p> <p>2. Observed a torn gasket along the door of the reach in cold holding unit(s) and freezer throughout facility.</p> <p>Repair/replace the gasket and maintain all equipment in good repair.</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)

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

POINTS 1	Compliance date not specified Not In Compliance Violation Reference - HSC - 114067 (j), 114123	<p>Inspector Comments: 1. Observed the following personal items stored throughout facility</p> <ul style="list-style-type: none"> - One (1) employee beverage located at front prep station - One (1) employee beverage located at back prep table <p>Store these personal items separate from foods intended for customer consumption. Ensure that personal items are stored in designated areas away from food intended for customer consumption at all times, as to prevent cross contamination.</p> <p>2. Observed a large gap under the rear exit door. Close this gap to prevent vermin infiltration. Observed the rear delivery door air curtain to be turned off. Ensure that the air curtain is functional at all times to prevent vermin infiltration.</p> <p>3. Observed several personal un-used equipment throughout facility. Eliminate unused equipment to prevent vermin harborage.</p>
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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)



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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	<p>Inspector Comments: 1. Observed a gap between two tiles in the tile base along the floor behind the self service, reach in cold holding unit storing bottled beverages. Repair/replace these affected tiles or seal the gap and maintain in this fashion as to prevent vermin harborage.</p> <p>2. Observed wall openings behind hot water heater area. Repair/replace these affected tiles or seal the gap and maintain in this fashion as to prevent vermin harborage.</p> <p>3. Observed the one (1) small hole in the ceiling tile above three compartment sink. Repair/replace this ceiling tile and maintain the ceiling in good repair.</p> <p>4. Observed food debris accumulation on the floors throughout the facility. Clean the floors and maintain all floors clean.</p> <p>5. Observed a gap in the ceiling around pipes coming down from the ceiling in the back storage area. Seal this area and maintain in this fashion in order to prevent vermin harborage or entry.</p> <p>Discontinue this practice. Ensure all floors are smooth and easily cleanable.</p>
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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))

CV. COVID-19 OBSERVATIONS

POINTS 0	Compliance date not specified Not In Compliance Violation Reference - SBC Policy - No Reference Number Specified	<p>Inspector Comments: Observed no written risk assessment or site-specific protection plan. -Observed no signs posted at the entrance requiring face masks or social distancing. -Observed no markers on the ground to indicate social distancing is required within the facility. -Observed no employee health checks or temperature screenings conducted prior to the start of shifts.</p> <p>Ensure to adhere to all San Bernardino County Environmental Health Services and California Department of Public Health guidelines and restrictions for operating during COVID-19.</p> <p>Per the Industry Statewide Guidance to Reduce Risk, facilities must: 1) Perform a detailed risk assessment and implement a site-specific protection plan 2) Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them 3) Implement individual control measures and screenings 4) Implement disinfecting protocols 5) Implement physical distancing providers</p>
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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.



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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 notice of closure sign was posted on this date.
DO NOT REMOVE, RELOCATE, OR ALTER PLACARD.

The permit is temporarily suspended until no vermin or vermin remnants are present in the facility.

A PEP talk was given.
A request for a re-score form was provided

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: jennifer nguyen
TITLE: owner