



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME CHINA PALACE RESTAURANT				REINSPECTION DATE Not Specified	INSPECTOR Kelly Eredia	DATE 2/16/2022
LOCATION 15555 MAIN ST F, HESPERIA, CA 92345				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 4:09 PM	TIME OUT 5:30 PM	FACILITY ID FA0003642	RELATED ID CO0082234	PE 1622	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 05 - CORRECTIVE ACTION / FOLLOW UP REQU ACTION: 03 - REINSPECTION REQUIRED	

RETAIL FOOD PROTECTION - Public Eating PI (100-Up 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.



Public Health
Environmental Health Services

www.SBCounty.gov
www.SBCounty.gov/dph/dehs

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16K997 Foodborne Illness Complaint Inspection



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Compliance Date: Not Specified

Reference - HSC

Inspector Comments: Environmental Health received a foodborne illness complaint stating family of four (4), which includes husband, wife, 11-year old child and sister, became ill with vomiting, headache and upset stomach on 2/15/22 at 6PM, after consuming fried chicken, fried shrimp, chow mein, fried rice and broccoli on 2/15/22 in the afternoon. Complainant and three (3) other family members still experiencing symptoms 2/16/22. It is unknown medical attention was sought.

Complainant also stated the dishes were dirty and food was cold.

Discussed nature of complaint with operator, who is aware of complaint.

Questioned operator if any employees have been ill or reported to work ill. Per operator on site, no employees have been or reported to work ill. Operator stated no new employees have recently began working, however, six (6) food handler cards were unable to be verified (see food handler certification violation).

Facility has not had any changes in food suppliers, food processing procedures or has modified ingredients.

According to operator, all food items are prepared fresh daily, and replaced throughout the shifts as necessary. No cooling or reheating is conducted on food items, with the exception of chow mein noodles and rice used for fried rice, which are prepared in large batches, cooled, then recooked in smaller batches to place in buffet line.

Chicken for frying is received and stored frozen, then placed in walk-in-cooler overnight to defrost prior to preparing. Chicken is cut, marinated, and placed in bins in walk-in-cooler until ready for battering and frying. Chicken in walk-in-unit observed at 43F.

Cook stated chicken is cooked to an internal temperature of 180F prior to being placed in steam table at buffet line. No chicken observed actively cooked during complaint investigation, however, cooked chicken stored in steam unit at buffet line were observed ranging from 115F-125F (see proper hot and cold holding violation). No cooling or reheating is conducted.

Fried shrimp is delivered and stored frozen, and is cooked from the frozen state. Cook stated shrimp is cooked to an internal temperature of 145F. During investigation, fried shrimp was not observed stored in walk-in-coolers, prepared, or being cooked, however, fried shrimp placed in steam table was observed at 95F (see proper hot and cold holding violation). No cooling or reheating is conducted.

Chow mein noodles are cooked and cooled, then reheated with mixed vegetables in batches to place in steam table. No chow mein was observed prepared during inspection, however, chow mein in steam table at buffet line observed at 154.5F.

When questioned about cooling chow mein noodles, cook stated noodles are spread onto shallow pan and stored in walk-in-cooler and cooled to 41F within two (2) hours. During complaint investigation, noodles observed at 77.5F were observed actively cooling in walk-in-cooler. Cook stated noodles were placed in cooler approximately forty-five (45) minutes prior to complaint investigation.

Cook stated chow mein noodles are reheated in batches to place in steam table at buffet line. During questioning, cook stated chow mein noodles are reheated to 165F prior to being placed in steam well.

When questioned about process of preparing fried rice, cook stated white rice is cooked and cooled, and stored in walk-in-cooler until ready for use. Rice is spread across large sheet pan to place in walk-in-cooler for active cooling, according to cook. Cook was able to demonstrate knowledge on proper cooling techniques.

To prepare fried rice, cook stated rice is reheated in batches and mixed with egg and vegetables, similar to chow mein, and placed in steam table at buffet line. During questioning, cook stated fried rice is reheated to 165F prior to placing at steam table. No rice was observed actively cooling at time of complaint investigation.

Facility has not experienced any failures in power, water or had any waste water or sewage overflows. All refrigeration units have been functional and observed functional at the time of complaint investigation. One steam table at buffet line was observed not functioning properly during routine inspection and foodborne illness complaint investigation conducted 2/15/22. During complaint investigation, operator was advised to discontinue using the one (1) nonfunctional steam well until properly repaired to maintain a hot holding temperature of 135F or above. Upon arrival to complaint investigation, nonfunctional well was observed in use, with fried chicken and fried shrimp observed stored in nonfunctional steam well (see equipment/utensil violation).

Observed hot water exceeding 145F degrees throughout the facility.

Observed bleach in sanitizer bucket at approximately 50 ppm, with excessive residue accumulation in sanitizer solution (see wiping cloth violation). Chemical warewashing machine observed properly functioning with 50 ppm



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chlorine and with 120.5F wash and rinse water temperatures.

Active manual warewashing observed conducted during complaint investigation. Observed active manual warewashing conducted using 77.5F wash water containing excessive residue and food debris, as well as sanitizing in 100 ppm quaternary ammonium (see food contact surfaces violation).

During investigation, active manual warewashing was observed not properly conducted, using soapy wash water at 77.5F, with quaternary ammonium sanitizer at approximately 100 ppm (see food contact surfaces violation).

Plates stored on shelves observed free from debris or residue. Spoons and knives stored at buffet line observed with residue and food debris (see equipment/utensils stored).

Proper handwashing observed during investigation with soap and paper towels available at handwashing sinks.

Chemicals observed stored separately from food and food contact surfaces.

Complaint closed.

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

16C007 Proper hot and cold holding temperatures



Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113996, 113998, 114037

Inspector Comments: Fried chicken in steam table at buffet line observed ranging from 115F-125F. Cook stated chicken was placed in steam table approximately 25 minutes prior to inspection. Shrimp located in same steam well observed at 95F, and were placed in steam table approximately 35 minutes prior to inspection, according to cook.

During inspection conducted the day prior to complaint, steam table was observed not properly functioning, with the second heating element to the right observed with maximum water temperature of 112F. At that time, operator was advised to discontinue storing hot potentially hazardous foods in steam well until properly repaired to maintain a holding temperature of 135F or above. During foodborne illness investigation conducted on this day, same steam well observed not properly functioning, with maximum water temperature of 122F, whereas the other functioning four (4) heating elements observed with hot water temperature at or above 191F.

Ensure all potentially hazardous foods are held at or above 135 F for proper hot holding.

Discontinue storing hot potentially hazardous foods in steam table until repaired to hold food at 135F or above at all times, unless time as a public health control is implemented, at which food is properly labeled and discarded.

Operator stated time as a public health control (TPHC) may be implemented. If TPHC is implemented, ensure the following conditions are met:

- (1) The food shall be marked or otherwise identified to indicate the time that is four hours past the point in time when the food is removed from temperature control.
- (2) The food shall be cooked and served, served if ready-to-eat, or discarded within four hours from the point in time when the food is removed from temperature control.
- (3) The food in unmarked containers or packages or marked to exceed a four-hour limit shall be discarded.
- (4) Written procedures shall be maintained in the food facility and made available to the enforcement agency upon request.

NOTE: Corrected on site. Chicken and shrimp were voluntarily discarded by operator. See VC&D.

Violation Description: Potentially hazardous foods shall be held at or below 41F or at or above 135F. (113996, 113998, 114037, 114343(a))

16C014 Food contact surfaces: clean and sanitized



Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 113984(e), 114097, 114099

Inspector Comments: Observed active manual warewashing conducted using 77.5F wash water containing excessive residue and food debris, as well as sanitizing in 100 ppm quaternary ammonium.

Ensure proper manual warewashing is conducted utilizing at least 100F warm, soapy water and sanitized in minimum 200 ppm quaternary ammonium.

During complaint, employee remade wash water and sanitize water to correct levels. Corrected on site.

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)



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16C035 Equipment/Utensils - approved; installed; clean; good repair, capacity

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114130, 114130.1, 114130

Inspector Comments: Observed steam table not properly functioning, with second heating element to the right with maximum water temperature of 122F, whereas the other functioning four (4) heating elements observed with hot water temperature at or above 191F.

During complaint and routine inspections conducted 2/15/22, manager stated unit was recently repaired due to two (2) of the (5) elements not functioning, however, at that time, one (1) of the five (5) heating elements was still observed nonfunctional. Operator was advised to discontinue using nonfunctional steam well at that time until repaired to provide a minimum hot holding temperature of 135F or above.

On this day, same steam well observed not functional with maximum water temperature of 122F.

Discontinue storing potentially hazardous hot foods in steam well until properly repaired to maintain a hot holding temperature of 135F or above. During complaint investigation, lids were placed over nonfunctional steam well to ensure steam well is not used until repaired.

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)

16C036 Equipment, utensils and linens: storage and use

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114074, 114081, 114119

Inspector Comments: Spoons and knives stored at buffet line observed with residue and food debris.

When questioned about warewashing process for silverware, operator stated silverware is first placed in flat warewashing tray and ran through mechanical warewashing machine. Silverware is then separated and placed in silverware tray and reran through mechanical warewashing machine. Finally, silverware tray is shaken to loosen silverware and reran through the mechanical warewashing machine for a third and final time.

Ensure all silverware is free from food debris and residue prior to being placed at buffet line for use.

Silverware was removed from buffet line to be rewashed. Corrected on site.

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)

16C040 Wiping cloths: properly used and stored

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114135, 114185.1

Inspector Comments: Observed bleach in sanitizer bucket at approximately 50 ppm, with excessive residue/debris accumulation in sanitizer solution.

Ensure to maintain the minimum concentration for bleach sanitizer solution at 100 ppm. Maintain sanitizer solution free from excessive residue and debris.

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)

16C048 Food Handler Certification

Compliance Date: Not Specified
Not In Compliance
Violation Reference - SBCC - 33.0409

Inspector Comments: Observed six (6) missing food handler card.

Fax (909-387-4323) or email (sbcfoodworker@gmail.com) missing food handler card form with valid food handler card within 14 days from the date of routine inspection, by 3/1/22, to avoid a future charged follow-up inspection at an hourly rate of \$245 with a 30 minute minimum.

Note: Food handler cards MUST be issued by San Bernardino County to be valid. Missing food handler card form provided.

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 fax to 909-387-4272.



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16K052 VC & D

Compliance Date: Not Specified

Inspector Comments: Approximately ten (10) fried chicken legs and thighs and approximately ten (10) fried shrimp pieces were voluntarily discarded by operator.

Reference - HSC - 113980

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."

Overall Inspection Comments

Complaint investigation conducted on this day.

Reinspection required to verify steam well in buffet line has been properly repaired to maintain a proper hot holding temperature of 135F or above.

Contact EHS at 800-442-2283 for reinspection prior to utilizing nonfunctional steam well.

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: Alejandro Pena
TITLE: Manager

Total # of Images: 0