



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME ROYAL SIAM CUISINE				REINSPECTION Not Specified	INSPECTOR Nicole Ogosi	DATE 6/2/2022
LOCATION 61599 TWENTYNINE PALMS HWY, JOSHUA TREE, CA 92252				PERMIT	IDENTIFIER: None	
TIME IN 12:31 PM	TIME OUT 1:40 PM	FACILITY ID FA0007578	RELATED ID CO0083453	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL	
					RESULT: 03 - CORRECTIVE ACTION / NO FOLLOW UP REQ	
					ACTION: 01 - NO FURTHER ACTION REQUIRED	

RETAIL FOOD PROTECTION - Public Eating PI (25-99 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,

See the following pages for the code sections and general requirements that correspond to each violation listed below.



Public Health
Environmental Health Services

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16K997 Foodborne Illness Complaint Inspection



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Compliance Date: Not Specified

Reference - HSC

Inspector Comments: FBI INVESTIGATION:

This summary epidemiological investigation is being conducted as a result of an alleged food borne illness, complaint (CO0083453) wherein one (1) individual reported illness after consuming a meal.

AS PER COMPLAINANT:

- *Date Ordered: 05/20/2022 – Time: 7 PM
- *Date/Time Experienced Illness: 8:45 PM
- *Product: Pad Thai with shrimp, Panang Curry with Shrimp, Steamed dumpling, Mixed vegetables
- *Number of sick persons: 2
- *Symptoms: 4) Nausea, vomiting, chills, abdominal pain, fatigue
- *Medical attention sought: No

*Note: Individual consumed the same meal with the listed party and was still experiencing symptoms five (5) days after consumption.

The food facility manager was interviewed and the following information was provided and /or observed:

- * Facility aware of this complaint: The owner stated that they received a call in regards to this complaint. The owner stated that the customer received a full refund.
- * Other food borne illness complaints received by this facility: Operator stated they have no received any other complaints.

Health/Habits of Employee(s) Preparing Suspect Food:

- * Employee(s) ill recently: As per operator statement, no employees had been ill or call off sick on or around the time frame of the incident in question.
- * Employees ill this date: N/A
- * If yes, employee(s) removed from food preparation activities: N/A
- * Employees with sores/boils/cuts or abrasions: Not Observed
- * Signs of employee’s eating/drinking: Observed multiple cups located on storage rack adjacent to the cook line. Note: Employee’s eating/drinking not observed.
- * Tobacco usage: Not Observed
- * Dirty outer garments: Not Observed.

NOTE: The Person-In-Charge shall notify this Agency when he or she is aware that two or more food employees are concurrently experiencing symptoms associated with an acute gastrointestinal illness (California Retail Food Code, Section 113949.5).

Hand washing:

- * Hand washing sinks/supplies:
 - Hand soap and hand towels observed at 3-compartment sink. No hand wash sink located in the kitchen, second compartment of 3-compartment sink is designated for hand washing.
 - Water temperature: 120F+
- * Restroom hand washing sinks/supplies:
 - Restrooms observed to be fully supplied with hand soap, paper towels, toilet paper, and toilet seat covers.
 - Water temperature in Restrooms: 120+
- * Adequate hand washing practices observed:
 - Yes. Employees were observed utilizing proper hand washing and glove usage practices.

Sanitizing Procedures & Chemical Storage:

- * Dish machine sanitizer level:
 - N/A. Facility does not maintain use of dish machine.
- * 3-compartment sink sanitizer level:
 - No active warewashing observed during time of complaint investigation. Employee was able to demonstrate proper knowledge of manual warewashing procedures.
- * Wiping towels sanitizer level:
 - 100ppm+ Chlorine
- * Chemicals stored separate from food and/or food contact surfaces: Yes.

Food Storage & Utensils/Equipment:



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* Food stored properly: No. Unapproved food storage located outside the rear door of facility. Storage unit contains large containers of rice stored on the ground, canned food items and a 3-door freezer containing raw frozen meats. See violation 16C036 and violation 16C030

- Cold Holding Units: Located along preparation line containing potentially hazardous foods missing an internal thermometer. See violation 16C039.

Preparation Details of Suspect Food(s):

* Name of food(s) and ingredients: Pad Thai with Shrimp, Panang curry with Shrimp, Dumplings, mixed vegetables.

-Pad Thai: Noodles arrive to the facility under refrigeration and immediately placed inside the 3-door refrigerator. The owner stated noodles are boiled until internal temperature of 140 degrees F is reached, noodles are placed inside of a wok and vegetables, choice of meat and seasoning and sauces are combined. Observed no cooked Pad Thai during the complaint investigation, Pad Thai is prepared when order is placed.

-Shrimp: Shrimp arrives to the facility frozen and is immediately placed inside of the upright refrigerator. Observed frozen shrimp to measure approximately 5 degrees F. The owner stated shrimp is thawed under refrigeration and is cooked until a minimum temperature of 155 degrees F. Observed no cooked shrimp during the time of complaint investigation.

-Panang curry: Prepackaged curry seasoning and canned coconut milk are combined with seasonings and cooked until internal temperature of 165 degrees F. Upon questioning, the owner was able to demonstrate proper knowledge cooling procedures, separating into smaller containers to allow to cool to 70 degrees within two (2) hours F and then placed inside refrigeration until 41 degrees F. Observed large pot of curry located inside 2-door refrigerator to measure approximately 46 degrees F. Upon questioning, the manager stated the curry was placed inside the unit one (1) day prior to inspection. See violation 16C009. The owner voluntarily discarded approximately five (5) pounds of curry. The owner was educated on the proper procedure of cooling hot foods rapidly.

-Dumplings: Dumplings arrive to the facility frozen and are immediately placed inside of the upright freezer. Observed frozen dumplings to measure approximately 4 degrees F. According to the owner, once an order is place dumplings are removed from the freezer and are cooked until internal temperature reaches a minimum of 165 degrees F.

THE OPERATOR AND MANAGER WERE INTERVIEWED AND STATED THE FOLLOWING:

- Operator stated that they have not had any new employees on or before the listed date of incident.
- Operator stated that no employees have recently reported sick and to their knowledge no employees were sick the day of the complaint.
- Operator stated it is the policy of the facility to exclude any sick employees or employees exhibiting symptoms of illness from the workplace.
- Operator stated that the main food distribution company for this facility has not changed and Sun Sun Chinese Markets is the main distributor.
- Operator stated that they are not aware of any recent power outages or any recent loss of hot water in this facility during time of complaint. Operator stated they have not had any equipment issues or malfunctions either.

No further action required. Complaint closed.

A routine inspection was conducted in conjunction with the complaint investigation. See inspection report for more information.

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



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16C009 Proper cooling methods



Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114000

Inspector Comments:

Violation Description: All potentially hazardous food shall be RAPIDLY cooled from 135F to 70F, within 2 hours, and then from 70F to 41 F, within 4 hours. Cooling shall be by one or more of the following methods: in shallow containers; separating food into smaller portions; adding ice as an ingredient; using an ice bath; stirring frequently; using rapid cooling equipment; or, using containers that facilitate heat transfer. PHF is to be cooled within 4 hours to 41F if prepared from ingredients at ambient temperature. Deliveries of PHF is to be cooled to below 41F within 4 hours if received between 41F to 45F.

16C030 Food storage; food storage containers identified

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114047, 114049, 114051

Inspector Comments: Observed large package of rice to be stored directly on the ground located inside the outside food storage area.

Ensure all product are maintained at least six inched off ground at all times.

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))

16C036 Equipment, utensils and linens: storage and use

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

Inspector Comments: Observed the following to be stored outside of the facility:

- Preparation sink
- 3-door freezer stored in outside shed

Discontinue this practice. All equipment shall be stored in an approved manner.

A follow up will be conducted on or after 06/08/2022 to verify compliance.

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)

16C039 Thermometers provided and accurate

Compliance Date: Not Specified
Not In Compliance
Violation Reference - HSC - 114157, 114159

Inspector Comments: Observed missing thermometer located inside the cold holding unit containing potentially hazardous foods.

Provide a working thermometer for each hot and cold holding unit of potentially hazardous foods.

Violation Description: An accurate easily readable metal probe thermometer suitable for measuring temperature of food shall be available to the food handler. A thermometer +/- 2 F shall be provided for each hot and cold holding unit of potentially hazardous foods and high temperature warewashing machines. (114157, 114159)

Overall Inspection Comments

A foodborne illness complaint was conducted on this date.

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: Min Nutapiban
TITLE: Person in charge



Public Health
Environmental Health Services

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

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Total # of Images: 0