

County of Santa Clara

Department of Environmental Health

Consumer Protection Division

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716

Phone (408) 918-3400 www.ehinfo.org



OFFICIAL INSPECTION REPORT

Facility FA0272726 - ROOTS BISTRO		Site Address 121 CURTNER AV 20, SAN JOSE, CA 95125		Inspection Date 07/29/2025		Placard Color & Score YELLOW 60		
Program PR0412485 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name ROOTS BISTRO, INC		Inspection Time 13:00 - 15:00			
Inspected By ANABELLE GARCIA		Inspection Type ROUTINE INSPECTION		Consent By DAVID TRAN				FSC Tien Pham 01/11/2026

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						
K02	Communicable disease; reporting/restriction/exclusion	X						
K03	No discharge from eyes, nose, mouth	X						
K04	Proper eating, tasting, drinking, tobacco use	X						
K05	Hands clean, properly washed; gloves used properly	X						
K06	Adequate handwash facilities supplied, accessible			X				N
K07	Proper hot and cold holding temperatures		X		X			
K08	Time as a public health control; procedures & records			X				N
K09	Proper cooling methods					X		
K10	Proper cooking time & temperatures					X		
K11	Proper reheating procedures for hot holding						X	
K12	Returned and reservice of food	X						
K13	Food in good condition, safe, unadulterated	X						
K14	Food contact surfaces clean, sanitized	X						
K15	Food obtained from approved source	X						
K16	Compliance with shell stock tags, condition, display						X	
K17	Compliance with Gulf Oyster Regulations						X	
K18	Compliance with variance/ROP/HACCP Plan						X	
K19	Consumer advisory for raw or undercooked foods						X	
K20	Licensed health care facilities/schools: prohibited foods not being offered						X	
K21	Hot and cold water available		X		X			
K22	Sewage and wastewater properly disposed							
K23	No rodents, insects, birds, or animals	X						

GOOD RETAIL PRACTICES		OUT	COS
K24	Person in charge present and performing duties		
K25	Proper personal cleanliness and hair restraints		
K26	Approved thawing methods used; frozen food	X	
K27	Food separated and protected		
K28	Fruits and vegetables washed		
K30	Food storage: food storage containers identified	X	
K31	Consumer self service does prevent contamination		
K32	Food properly labeled and honestly presented		
K33	Nonfood contact surfaces clean	X	
K34	Warewash facilities: installed/maintained; test strips	X	
K35	Equipment, utensils: Approved, in good repair, adequate capacity	X	
K36	Equipment, utensils, linens: Proper storage and use	X	
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate	X	
K40	Wiping cloths: properly used, stored		
K41	Plumbing approved, installed, in good repair; proper backflow devices	X	
K42	Garbage & refuse properly disposed; facilities maintained		
K43	Toilet facilities: properly constructed, supplied, cleaned		
K44	Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing	X	
K45	Floor, walls, ceilings: built,maintained, clean		
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		
K48	Plan review		

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K49 Permits available		
K58 Placard properly displayed/posted		

Comments and Observations

Major Violations

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: On preparation counter, raw shell eggs measured 53F. Per food employee, raw shell eggs were stored on counter 20 minutes prior.

[CA] Potentially hazardous foods shall be held cold at 41°F or below.

[SA] Raw shell eggs were relocated to walk in cooler.

K21 - 8 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: 1) No cold water available at preparation area hand wash sink. Water is too hot to wash hands. (123F)

Follow-up By
08/01/2025

2) No cold water available at two compartment preparation sink.

[CA] An approved, adequate, protected, pressurized, potable supply of hot water and cold water shall be provided.

[COS] PIC turned on cold water.

Note: Per PIC, cold water is available but was turned off at both sinks due to a leak. Work order for leak will be placed.

Minor Violations

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: Kitchen hand wash sink obstructed by a fan.

[CA] Hand washing facility shall be clean, accessible, and unobstructed at all times.

K08 - 3 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations: TPHC form for cooked noodles not available for review.

[CA] Ensure written procedures for PHFs utilizing time as a public health control (TPHC) are available for review at all times.

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations: In the two compartment preparation sink, raw chicken (measuring 38F), observed thawing at room temperature.

[CA] Frozen potentially hazardous food shall only be thawed in one of the following ways:

- 1) under refrigeration that maintains the food temperature at 41°F or below**
- 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain**
- 3) in a microwave oven if immediately followed by immediate preparation**
- 4) as part of a cooking process**

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations: Multiple food containers stored on walk in cooler floor.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

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K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations: Accumulation of dust and food debris observed on shelving, cooking equipment, and exterior of refrigeration units.

[CA] Routinely clean and sanitize nonfood contact areas to prevent buildup.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations: Facility is lacking chlorine sanitizer test strips.

[CA] Test strips shall be provided to adequately measure the chlorine sanitizer concentration used during mechanical warewashing.

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

Inspector Observations: Ambient temperature of front single door display cooler measured 52F. No PHF's stored in unit.

Follow-up By
08/01/2025

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations: Large plastic container without handle used as scoop in bulk sugar container.

[CA] Provide scoop with handles. Store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.

K39 - 2 Points - Thermometers missing or inaccurate; 114157, 114159

Inspector Observations:

1) Multiple refrigeration units are lacking thermometers.

[CA] A thermometer +/- 2°F shall be provided and correctly located in each cold holding unit containing potentially hazardous foods. Place thermometer where it is easily visible while checking refrigerator temperature.

2) Facility is lacking a metal probe thermometer to measure internal food temperatures.

[CA] An accurate easily readable metal probe thermometer (accurate to +/- 2°F) that is designed to measure the temperature of thin masses shall be provided and readily available to accurately measure the temperatures of potentially hazardous foods.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations: Leak observed at kitchen hand wash sink and two compartment preparation sink. Leak is active when cold water is turned on. PIC stated that work order will be placed.

Follow-up By
08/01/2025

[CA] Repair plumbing fixture and maintain in clean and good repair.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

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Inspector Observations:

1) *Employee personal belongings found stored throughout kitchen. (boots and sandals)*

[CA] Personal belongings shall be stored in a designated area that will prevent the potential contamination of food and food contact surfaces.

2) *Front and back door propped open during inspection.*

[CA] Keep front and back door closed at all times to prevent the entrance and harborage of vermin.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Time as a public health control; procedures & records.

Measured Observations

Item	Location	Measurement	Comments
chlorine	dishwasher	50.00 PPM	
raw chicken	2 comp prep sink	38.00 Fahrenheit	improper thawing
ambient	single door display cooler	52.00 Fahrenheit	
water	restroom handwash sink	100.00 Fahrenheit	
water	2 comp prep sink	120.00 Fahrenheit	
raw shell eggs	counter	53.00 Fahrenheit	
water	3 comp sink	120.00 Fahrenheit	
water	handwash sink	123.00 Fahrenheit	
raw shrimp	walk in cooler	38.00 Fahrenheit	
ambient	walk in cooler	36.00 Fahrenheit	
raw beef	2 door prep cooler	40.00 Fahrenheit	
fish ball	2 door upright freezer	13.00 Fahrenheit	IR
raw shrimp	prep cooler	40.00 Fahrenheit	
raw beef	prep cooler insert	41.00 Fahrenheit	
water	front handwash sink	100.00 Fahrenheit	

Overall Comments:

A follow-up inspection will be conducted within 3 business days. The 1st follow-up inspection is free of charge. Any and all subsequent follow-up inspections will be billed at the approved hourly rate of \$298/hr, minimum of one hour.

When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than **8/12/2025**. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

Legend:

[CA]	Corrective Action
[COS]	Corrected on Site
[N]	Needs Improvement
[NA]	Not Applicable
[NO]	Not Observed
[PBI]	Performance-based Inspection
[PHF]	Potentially Hazardous Food
[PIC]	Person in Charge
[PPM]	Part per Million
[S]	Satisfactory
[SA]	Suitable Alternative
[TPHC]	Time as a Public Health Control



Received By: David Tran
PIC

Signed On: July 29, 2025