

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 FA0252910 - CISCO ARAMARK		Site Address 3650 CISCO WY, SAN JOSE, CA 95134		Inspection Date 02/24/2026		Placard Color & Score YELLOW 79		
Program PR0368169 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17			Owner Name ARAMARK SERVICES INC		Inspection Time 10:50 - 14:00			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By STEVEN				FSC James McLaughlin 12/29/2026

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						S
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						S
K06	Adequate handwash facilities supplied, accessible	X						S
K07	Proper hot and cold holding temperatures	X						S
K08	Time as a public health control; procedures & records		X		X			N
K09	Proper cooling methods		X		X			S
K10	Proper cooking time & temperatures					X		
K11	Proper reheating procedures for hot holding					X		S
K12	Returned and reservice of food	X						
K13	Food in good condition, safe, unadulterated	X						
K14	Food contact surfaces clean, sanitized			X				S
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						S
K20	Licensed health care facilities/schools: prohibited foods not being offered						X	
K21	Hot and cold water available	X						
K22	Sewage and wastewater properly disposed	X						
K23	No rodents, insects, birds, or animals	X						S

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		
K27	Food separated and protected	X	
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used		
K30	Food storage: food storage containers identified		
K31	Consumer self service does prevent contamination		
K32	Food properly labeled and honestly presented		
K33	Nonfood contact surfaces clean		
K34	Warewash facilities: installed/maintained; test strips		
K35	Equipment, utensils: Approved, in good repair, adequate capacity		
K36	Equipment, utensils, linens: Proper storage and use		
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use		
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored		
K41	Plumbing approved, installed, in good repair; proper backflow devices		
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		
K45	Floor, walls, ceilings: built, maintained, clean		
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		

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K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations:

Fried onions measured 80F while maintained in a fryer basket above the fryer. Per staff, fried onions are intended to be subjected to time as a public health control; However time logs for the fried onions were not filled out.

Employee was instructed to fill out time logs; Employee erroneously wrote 10:45AM. When questioned as to what time the onions had been fried (i.e. initially heat treated, thus rendering them a potentially hazardous food), employee stated 10:30AM.

Numerous potentially hazardous foods at the salad station (front service line) subjected to time as a public health control were not logged, including roasted balsamic mushrooms, halal chicken, boiled eggs, various cheeses, and grilled onions. Per staff, they had a temp today and he had forgotten to fill out the time logs.

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

[COS] Employee properly filled out the time logs for the fried onions (10:30AM start). Items at the salad bar subjected to TPHC properly time logged.

Follow-up By
02/27/2026

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations:

Salsa verde measured between 72F and 74F while maintained in a container in the walk-in cooler. Per staff, and per a time log that denoted when the item was initially cooked, item had been cooked at 8:06AM. Current time of measurement was 10:59PM, greater than two hours elapsed. Per the staff member who had cooked it, he had left it out before placing it into the walk-in cooler to cool.

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

[COS] Salsa verde was rapidly reheated to 200F. Staff restarted the cooling process.

Follow-up By
02/27/2026

Minor Violations

K14 - 3 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

Inspector Observations:

Accumulation of yellow organic matter on the upper interior panel of the left-side ice machine.

[CA] Food contact surfaces shall be maintained clean. Ensure to clean regularly to prevent buildup.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

Inspector Observations:

Raw, ground beef stored above whole steaks in the walk-in cooler intended for meats.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin in sequential order of required cooking temperature.

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Performance-Based Inspection Questions

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

Measured Observations

Item	Location	Measurement	Comments
quaternary ammonium sanitizer	wiping cloth buckets	200.00 PPM	
brussels sprouts	walk-in cooler - middle	48.00 Fahrenheit	cooling
raw ground beef	walk-in cooler - right	38.00 Fahrenheit	
bagels	drawer freezers - coffee bar	12.00 Fahrenheit	
spinach	upright clear-door hot hold - front service	161.00 Fahrenheit	
cooked chicken	walk-in cooler - middle	59.00 Fahrenheit	cooling
ham and bacon soup	upright clear-door hot hold hold - front service	160.00 Fahrenheit	
corn salad	two-door under-counter cooler - maize station	40.00 Fahrenheit	
cod	walk-in cooler - right	38.00 Fahrenheit	
warm water	hand sink - coffee bar	100.00 Fahrenheit	
chipotle sauce	under-counter cooler - salad station	40.00 Fahrenheit	
pico de gallo	two-door under-counter cooler - maize station	41.00 Fahrenheit	
ice cream	cold wells - coffee bar	11.00 Fahrenheit	
milk	drink display cooler - dining area	41.00 Fahrenheit	
ambient	prep cooler - front service	39.00 Fahrenheit	
quaternary ammonium sanitizer	three compartment sink	400.00 PPM	
hot water	three compartment dishwashing sink	120.00 Fahrenheit	
ambient	walk-in cooler - right	38.00 Fahrenheit	
tuna sandwich	display cooler - coffee bar	41.00 Fahrenheit	
high temperature sanitizing rinse	under-counter dishwasher - coffee bar	164.00 Fahrenheit	
hot water	prep sinks	120.00 Fahrenheit	
marinara sauce	walk-in cooler - right	54.00 Fahrenheit	cooling
balsamic	under-counter cooler - salad station	39.00 Fahrenheit	
cauliflower sandwich	display cooler - coffee bar	41.00 Fahrenheit	
warm water	hand sinks - main kitchen	100.00 Fahrenheit	
steak	walk-in cooler - right	38.00 Fahrenheit	
rice	insulated box - hot hold - front service	157.00 Fahrenheit	
jalapeno sauce	walk-in cooler - right	54.00 Fahrenheit	cooling
stewed lamb	insulated box - hot hold - front service	159.00 Fahrenheit	
milk	walk-in cooler - middle	39.00 Fahrenheit	

Overall Comments:

Two or more major violations were cited during the routine inspection.

A follow-up inspection will be conducted in the next 1 to 3 business days to verify compliance with all of the cited major violations.

Subsequent follow-up inspections after the first shall be billed at \$298/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspector's availability.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered with, camouflaged, or copied. Failure to comply may result in a fine and enforcement action as per county ordinance section B11-55.

**Notes:*

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- Facility's high temperature dishwasher in the main kitchen is currently inoperable. Per the PIC, they are awaiting a part replacement. In the meantime, all dish cleaning and sanitization is being properly conducted in the three compartment sink via wash, rinse, and sanitize.

- Facility's walk-in cooler on the far left (1 of 3) is currently inoperable. No food stored inside the aforementioned walk-in cooler at the time of inspection. Facility has filed a work order and is currently in the process of repairing it.

Operator inquired on potentially using ROP (reduced oxygen packaging) for animal products:

A facility is not required to obtain a HACCP from the state if the following conditions are met:

- The food is labeled with time and date that it is initially ROP'd
- The food is held at 41F or below during refrigeration storage
- The food is removed from ROP within 48 hours of initially being ROP'd
- Written SOP's must be submitted to this Department, and they must be approved prior to ROP

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 **3/10/2026**. 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: Steven Villada
General Manager

Signed On: February 24, 2026