

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 FA0214096 - RENE-ROSE ISLAND CUISINE		Site Address 621 CALIENTE DR, SUNNYVALE, CA 94086		Inspection Date 07/28/2025		Placard Color & Score RED 73		
Program PR0300196 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name NEPOMUCENO, NATALIE M		Inspection Time 13:30 - 15:00			
Inspected By GUILLERMO VAZQUEZ		Inspection Type ROUTINE INSPECTION		Consent By ROSARIO NEPONEPOMUCEN				FSC Natalie Neponepomucen 4/28/25

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						
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records					X		
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					
K22	Sewage and wastewater properly disposed	X						
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		
K27	Food separated and protected		
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used		
K30	Food storage: food storage containers identified	X	X
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		X
K40	Wiping cloths: properly used, stored		X
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		X
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

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

Inspector Observations: Facility hot water heater is not operational at the time of inspection. Per PIC, they had issues over the weekend and the plumber is going to make repairs.

[CA] Ensure hot water heater is operable and maintained in good repair at all times.

Follow-up By 07/31/2025

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: 1. Observed Vermin: Documented in the following areas:

- Adult within the gaskets of the reach in
- Adult noted in the small back room where the mop sink is located
- Dead nymph noted outside of the restroom.

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: Monica H.

4. Notification: The person in charge during inspection, Rosario Neponepomucen, has been informed that the facility must close immediately.

Follow-up By 07/31/2025

[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.

Requirements Before Reopening:

1. Email the signed and completed Reopening Checklist to the assigned inspector.
2. Submit a copy of the pest control report from a licensed provider.

Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

Inspector Observations: Unable to provide food handler cards for employees at the time of inspection.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

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

Inspector Observations: Observed a bag of lettuce on the floor at the time of inspection.

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

[COS] PIC moved lettuce to a table shelf.

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

Inspector Observations: Unable to provide a food probe thermometer at the time of inspection.

[CA] A thermometer +/- 2°F shall be provided and correctly located in each hot and cold holding unit containing potentially hazardous foods.

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations: Sanitizer bucket was measured at 25PPM at the time of inspection.

[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations: Heavy grease build up noted under the equipment and behind the cook line.

[CA] Regularly clean under cooking equipment to prevent accumulation of debris.

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Performance-Based Inspection Questions

N/A

Measured Observations

Item	Location	Measurement	Comments
Ambient	Reach in freezer	5.00 Fahrenheit	
Noodles	Reach in	40.00 Fahrenheit	
Raw beef	Reach in #2	39.00 Fahrenheit	
Hot water	3-Compartment	67.00 Fahrenheit	Adjust to 120°F minimum.
Cooked beef	Hot holding (steam table)	153.00 Fahrenheit	
Cooked chicken	Hot holding (steam table)	155.00 Fahrenheit	
Rice	Hot holding (Rice warmer)	148.00 Fahrenheit	
Cooked chicken	Reach in	40.00 Fahrenheit	
Sanitizer (Chlorine)	Sanitizer bucket	25.00 PPM	Adjust to 100PPM.
Cooked beef dish	Hot holding (oven)	139.00 Fahrenheit	
Cooked chicken	Reach in	52.00 Fahrenheit	Cooling for about 3-hours.
Warm water	Hand wash/restroom	67.00 Fahrenheit	Adjust to 100°F minimum.

Overall Comments:

The facility is hereby closed by this department with regards to the following major violations:

- K21: Hot and cold water available. Hot water heater not functional at the time of inspection.

- K23: No rodents, insects, birds, or animals. Facility has live vermin within the facility at the time of inspection.

Subsequent follow-up inspections after the first follow-up shall be billed \$298-hour, minimum one hour, during normal business hours: Monday-Friday 7:30AM to 5:00PM or \$645/hour, minimum one hour, during non-business hours, and upon inspector availability.

Notify this department once major violations have been addressed. Contact Guillermo V. (408) 918-7114 (guillermo.vazquez@deh.sccgov.org)

CLOSURE / PERMIT SUSPENSION NOTICE

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 **8/11/2025**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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: Rosario Nepomuceno
PIC

Signed On: July 28, 2025