

# 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 FA0300253 - TOPGOLF USA PIN HIGH LLC - 2ND FLOOR - KIT	Site Address 10 TOPGOLF DR, SAN JOSE, CA 95002	Inspection Date 05/19/2025
Program PR0440828 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name TOPGOLF USA INC	Inspection Time 16:45 - 16:50
Inspected By MINDY NGUYEN	Inspection Type LIMITED INSPECTION	Consent By JIM

Placard Color & Score

**RED**  
**N/A**

### Comments and Observations

#### Major Violations

K14 - 8 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: A sewage backup caused contamination to multiple areas of the facility, including rooms where the beverage bibs were stored, in kitchens, and hallways.**

**[CA] Keep areas clean and free of contamination. Clean and sanitize with approved sanitizer per CalCode requirements.**

**KITCHENS WERE CLOSED DUE TO POSSIBILITY OF TRACKING SEWAGE INTO KITCHEN. BARS ARE NOT ALLOWED TO SERVE DRINKS FROM DISPENSERS; ONLY PREPACKAGED DRINKS ARE ALLOWED, EXCEPT FIRST FLOOR INSIDE BAR WHICH IS COMPLETELY CLOSED.**

*See notes below.*

#### Minor Violations

No minor violations were observed during this inspection.

#### Performance-Based Inspection Questions

N/A

#### Measured Observations

N/A

#### Overall Comments:

**2rd floor kitchen and beverage station.**

**Conducted a site investigation today, May 19, 2025. Per PIC Jim, Director of Operations, there was a backup at 8:30pm last night. Plumbers were called and unclogged the line, but wastewater affected multiple areas, including parts of kitchen areas and the beverage storage room which supplies beverages to all bars and beverage stations. A remediation company (BELFOR) then came and cleaned and sanitized all affected areas. However, the disinfectant type (BENEFECT BOTANICAL DISINFECTANT) could not be verified as approved. Therefore, all food facilities are closed and bars can only serve prepackaged drinks (nothing from the bib/lines), EXCEPT FOR THE 1ST FLOOR INSIDE BAR which must close completely.**

**When all affected areas (kitchen, bars, floors) have been sanitized and documentation can be provided for: 1) Type of sanitizer 2) Cleaning/sanitizing procedures 3) Concentration of Sanitizer 4) Which equipment was cleaned/sanitized and how (inside and outside surfaces), the facility may call (408) 918-3400 to schedule a reopening.**

**Due to technical difficulties, this report will be emailed to the facility.**

# OFFICIAL INSPECTION REPORT

<b>Facility</b> FA0300253 - TOPGOLF USA PIN HIGH LLC - 2ND FLOOR - KIT	<b>Site Address</b> 10 TOPGOLF DR, SAN JOSE, CA 95002	<b>Inspection Date</b> 05/19/2025
<b>Program</b> PR0440828 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	<b>Owner Name</b> TOPGOLF USA INC	<b>Inspection Time</b> 16:45 - 16:50

## 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 **6/2/2025**. 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:** Jim Venezia  
Director of Operations

**Signed On:** May 19, 2025