

# 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

|                                                                                 |  |                                                                    |                                     |                                      |                                         |                                                                                                                                                    |  |                                  |
|---------------------------------------------------------------------------------|--|--------------------------------------------------------------------|-------------------------------------|--------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------|
| <b>Facility</b><br>FA0256730 - EGGHEAD                                          |  | <b>Site Address</b><br>3957 RIVERMARK PLZ F, SANTA CLARA, CA 95054 |                                     | <b>Inspection Date</b><br>08/07/2025 |                                         | <b>Placard Color &amp; Score</b><br><div style="background-color: yellow; padding: 10px; text-align: center;"> <b>YELLOW</b><br/> <b>49</b> </div> |  |                                  |
| <b>Program</b><br>PR0374901 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10 |  |                                                                    | <b>Owner Name</b><br>VR HOLDING LLC |                                      | <b>Inspection Time</b><br>09:35 - 11:30 |                                                                                                                                                    |  |                                  |
| <b>Inspected By</b><br>MAVERICK CHIN                                            |  | <b>Inspection Type</b><br>ROUTINE INSPECTION                       |                                     | <b>Consent By</b><br>VINH            |                                         |                                                                                                                                                    |  | <b>FSC</b> Vinh Ha<br>09/26/2026 |

  

| 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     |       | X      |     |     | N   |
| K06                            | Adequate handwash facilities supplied, accessible                           |    | X     |       | X      |     |     | N   |
| K07                            | Proper hot and cold holding temperatures                                    |    | X     |       | X      |     |     | N   |
| 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     |       | X      |     |     | N   |
| 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                                          | X   |     |
| 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                                    | 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                                                     |     |     |
| 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 | X   |     |
| 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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|                                                                          |                                   |                                                             |                                  |
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| Program<br>PR0374901 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10 |                                   | Owner Name<br>VR HOLDING LLC                                | Inspection Time<br>09:35 - 11:30 |
| K48                                                                      | Plan review                       |                                                             |                                  |
| K49                                                                      | Permits available                 |                                                             |                                  |
| K58                                                                      | Placard properly displayed/posted |                                                             |                                  |

## Comments and Observations

### Major Violations

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

#### Inspector Observations:

**Cook observed handling raw patty in the upper insert of the prep unit across from the cook-line, then turned around and touched a recently toasted pair of burger buns intended for service.**

|                            |
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| Follow-up By<br>08/12/2025 |
|----------------------------|

**[CA] Employees shall wash their hands after handling raw, potentially hazardous food prior to handling ready-to-eat food.**

**[COS] The cook VC&D burger bun (top and bottom). See VC&D report. The cook was instructed to wash his hands properly, but was unable to dry his hands properly given that the hand wash sink near the cook-line lacked paper towels in its wall-mounted dispenser. Cook dried his hands using a towel, but was instructed to use paper towels to prevent potential contamination of hands.**

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

#### Inspector Observations:

**Hand wash sink near the cook-line and directly to the left of the ice machine lacked paper towels. Alternative hand wash sinks are too far away, and thus not used by the cook.**

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| Follow-up By<br>08/12/2025 |
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**\*Note: Cook was unable to dry hands properly following hand washing owing to lack of paper towels. See K05M**

**[CA] Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.**

**[COS] Paper towels restocked.**

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

#### Inspector Observations:

**Numerous potentially hazardous foods measured in the temperature danger zone (greater than 41F AND less than 135F):**

- **Fried chicken (60F) in a metal pan on a cart next to the dry storage area. Per an employee, it had been taken out of the walk-in one hour prior for door-dash orders**
- **Par-cooked bacon (85F) on the stove. Per the cook, he partially cooks it, and then cooks it again when receiving an order.**
- **\*REPEAT VIOLATION\* Chicken in the fryer basket (130F). Cook states that it is kept there until someone orders, after which he will chop it up for immediate service.**
- **Pooled eggs (62F) in a plastic container to the left of the cook-line. Employee states they keep the eggs there and scoop out portions as necessary in response to customer orders.**
- **\*REPEAT VIOLATION\* Raw shell eggs, sliced cheese, raw patties, raw bacon, and raw chicken measured in the range of (54F-58F) in the upper prep inserts of the larger prep unit directly across from the cook-line. Ambient of the prep unit (lower) measured 37F.**
- **Cooked onion (110F) below heat lamp to the right of cook-line. Employee states that they top orders with onions.**
- **\*All PHF's listed had been in the temperature danger zone for less than 3 hours, as per the employees.**

**Note: Equipment (i.e. upper prep inserts) MUST be capable of maintaining potentially hazardous foods at or below 41F, regardless of whether or not they are open/in proximity to warm ambient air.**

**[CA] Potentially hazardous foods (PHFs) shall be held at or below 41F for cold holding, OR at or above 135F for hot holding.**

**[COS] Fried chicken relocated to walk-in for rapid cooling. Par-cooked bacon fully cooked. Chicken in fryer basket**

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| Follow-up By<br>08/12/2025 |
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*chopped up and served. Pooled eggs relocated to lower prep unit. Lid of the prep unit with various PHFs out of temperature was closed. All PHFs in unit remeasured at or below 41F. Onion to be used within 4 hours of initially being cooked, and discarded after.*

**\*\*Note: If facility wishes to use TPHC for certain items, they must be labeled as such, with written procedures.**

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:**

*Ice machine inner panels observed to have black, mold-like buildup. Mold in direct contact with upper layer of ice.*

Follow-up By  
08/12/2025

*[CA] Ice machine shall be cleaned and sanitized on a regular basis at a rate to preclude mold-like or other growth.*

*[COS] Ice VC&D. See VC&D report. Employee instructed to clean and sanitize ice machine interior panels.*

## Minor Violations

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

**Inspector Observations:**

*All employee food handler cards could not be provided upon request.*

*[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.*

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

**Inspector Observations:**

*Four large containers of grilled onions measured 39F in the walk-in cooler. Per an employee, they had been cooked and cooled as such since yesterday.*

*[CA] Properly cool PHF's using shallow containers, using no more than 2 inches for solid foods and no more than 3 inches for liquids.*

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

**Inspector Observations:**

*Bathroom sink is capable of outputting water at a maximum of 70F.*

*[CA] Handwashing facilities equipped with a mixing valve that is not readily adjustable at the faucet, shall provide warm water at least 100°F, but not greater than 108°F.*

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

**Inspector Observations:**

*Box of frozen tater tots observed to be thawing on the floor in front of the ice machine.*

*[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.*

*[CA] Cook relocated tater tots to lower prep unit.*

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:**

*Several bags of flour maintained open in dry storage area.*

*[CA] After opening containers of food, store in rigid containers with tight fitting lids to preclude possible contamination.*

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

**Inspector Observations:**

**Various food items (onions, avocados, etc.) observed to be stored on the floor in the walk-in cooler.**

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

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

**Inspector Observations:**

**Multiple dry soiled wiping cloths observed to be left out on various surfaces.**

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

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

**Inspector Observations:**

**1. Back door maintained open with a door stop.**

**[CA] Keep doors closed to prevent the intrusion of vermin.**

**2. Multiple food items intended for employee consumption (bacon, drinks) located in/around food prep areas.**

**[CA] No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces. Employees shall not eat/drink in food/food prep areas.**

## Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Hands clean/properly washed/gloves used properly.

Needs Improvement - Food contact surfaces clean, sanitized.

Needs Improvement - Proper hot and cold holding temperatures.

## Measured Observations

| Item                | Location                                                | Measurement       | Comments                     |
|---------------------|---------------------------------------------------------|-------------------|------------------------------|
| warm water          | hand sink near cook-line                                | 100.00 Fahrenheit |                              |
| frozen tater tots   | low cooler next to ice machine                          | 14.00 Fahrenheit  |                              |
| ambient             | prep cooler under boba station                          | 40.00 Fahrenheit  | no PHF at time of inspection |
| sliced tomatoes     | prep unit on right across from cook-line (upper insert) | 45.00 Fahrenheit  | sliced 2 hours prior         |
| raw bacon           | walk-in cooler                                          | 39.00 Fahrenheit  |                              |
| cubed tomatoes      | prep unit on right across from cook-line (lower)        | 39.00 Fahrenheit  |                              |
| ambient             | drink/fruit walk-in cooler by register                  | 38.00 Fahrenheit  | no PHF at time of inspection |
| raw chicken         | walk-in cooler                                          | 40.00 Fahrenheit  |                              |
| raw chicken         | prep unit on left across from cook-line (lower)         | 37.00 Fahrenheit  |                              |
| hot water           | 3 compartment sink                                      | 120.00 Fahrenheit |                              |
| frozen french fries | walk-in freezer                                         | 8.00 Fahrenheit   |                              |
| warm water          | hand sink next to register                              | 100.00 Fahrenheit |                              |
| "Eggy"              | hot water bath                                          | 138.00 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**

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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:**

***Employee states that she washes, sanitizes, and rinses in the 3 compartment sink. Employee instructed to wash, rinse, and sanitize in the correct order to preclude contamination.***

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 8/21/2025. 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: Kyle Cheng  
Employee  
Signed On: August 07, 2025