

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 FA0282786 - NAISNOW TEA & BAKERY		Site Address 19600 VALLCO PY 100, CUPERTINO, CA 95014		Inspection Date 04/13/2026	
Program PR0424154 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 1 - FP09			Owner Name DENNY GROUP INC		Inspection Time 11:00 - 13:00
Inspected By DENNIS LY	Inspection Type ROUTINE INSPECTION		Consent By LOVELIE ROHM	FSC Rongcan Huang 9/8/29	

Placard Color & Score
RED
49

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				N
K06 Adequate handwash facilities supplied, accessible		X					N
K07 Proper hot and cold holding temperatures		X		X			N
K08 Time as a public health control; procedures & records		X		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		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		
K27 Food separated and protected		
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		X
K35 Equipment, utensils: Approved, in good repair, adequate capacity		X
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		X
K42 Garbage & refuse properly disposed; facilities maintained		
K43 Toilet facilities: properly constructed, supplied, cleaned		X
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	X
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

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

Inspector Observations: Handwash sink located at the front prep station has been removed and not available for use. [CA] A handwash sink shall be available at food prep stations to allow employees to properly wash their hands when required.

Follow-up By
04/14/2026

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

Inspector Observations: Potentially hazardous foods located in the prep unit cooler was measured at improper cold holding temperatures. Matcha cheese and milk measured at 62 F - 70F. [CA] Potentially hazardous foods when cold holding shall be held at or below 41F. [COS] Employee discarded the items into the sink.

Follow-up By
04/14/2026

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

Inspector Observations: Egg tart and pastries with potato salad are subject to time rather than temperature but are not time-marked. [CA] Potentially hazardous foods that are subject to time rather than temperature shall be properly time-marked with the start/end of a maximum 4 hour period where it shall be discarded if not used or sold. [COS] Employee time-marked the food items.

Follow-up By
04/14/2026

Provided TPHC handout to PIC

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: Employee observed washing utensils and equipment at the three compartment sink without completing the sanitizing step. [CA] [CA] Manual warewashing shall be accomplished by using a three-compartment sink where the utensils are first precleaned, washed with hot soapy water, rinsed with hot water, sanitized with an approved method, and air dried. Use 1 TBS of bleach (5.25%) per 1 gal. of water for chlorine solution (100 PPM). Use 1 tbs of quaternary ammonium (10%) per 2 gal. of water for quaternary ammonium (200 PPM). [COS] Employee prepared sanitizer at the sink and sanitized the washed utensils and equipment.

Follow-up By
04/14/2026

Provided manual warewashing handout.

Minor Violations

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations: Employees observed putting on disposable gloves to handle food without washing their hands. [CA] Employees shall properly wash their hands with warm water, soap, and single-use paper towels prior to putting on disposable gloves to handle food.

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

Inspector Observations: Hot water at the three compartment sink is measured at 114F. [CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks.

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: Small drain flies observed around the back kitchen by the handwash sink. [CA] Facility shall be kept free of flies or fly activity.

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

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Inspector Observations: Lacking chemical test strips to measure sanitizer[CA]Means for adequately measuring the applicable sanitization method must be readily available (ex. Sanitizer test strips, thermal strips).

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: Reach-in cooler behind the front counter and the prep unit portion of the boba dispenser was not operational at time of inspection. Units had an ambient temperature of 70F. [CA] Refrigeration must be capable of maintaining PHFs at 41°F or below. [COS] Employee powered on the refrigeration units.

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: Multiple equipment drain lines extend into the floor sink. [CA] Provide a minimum of a 1 inch air gap between the end of equipment drain lines and the rim of the floor sink to protect equipment from back flow contamination.

K43 - 2 Points - Toilet facilities: improperly constructed, supplied, cleaned; 114250, 114250.1, 114276

Inspector Observations: Lacking self-closing device on restroom door.[CA]Restroom doors shall be kept closed, well fitting, and provided with a self closing device.

K48 - 2 Points - Plan review unapproved; 114380

Inspector Observations: Facility has made multiple unapproved changes to equipment:

- Handwash sink located at the prep line was removed.

- Food preparation sink was removed.

- Three compartment was removed and replaced with one without drain boards.

- Multiple unapproved equipment was added - ice machine, refrigeration units, and drink dispenser.

[CA] Facility cannot make unapproved equipment or structural changes to the food facility from when the permit was originally issued. Modifications or addition of equipment that connects to plumbing are required to be submitted to this department's Plan Check for review and approval prior to installation.

Follow-up By
04/14/2026

Performance-Based Inspection Questions

- Needs Improvement - Food contact surfaces clean, sanitized.
- Needs Improvement - Hands clean/properly washed/gloves used properly.
- Needs Improvement - Time as a public health control; procedures & records.
- Needs Improvement - Adequate handwash facilities: supplied or accessible.
- Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
Cheese foam	Upright reach-in cooler	54.00 Fahrenheit	Prepped within 30 mins
Milk	Upright reach-in cooler	41.00 Fahrenheit	
Chlorine sanitizer	Three compartment sink	100.00 PPM	Measured after COS
Matcha cheese	Prep unit portion of beverage dispenser	70.00 Fahrenheit	
Yogurt	Upright reach-in cooler	41.00 Fahrenheit	
Hot water	Handwash sink	100.00 Fahrenheit	
hot water	Three compartment sink	114.00 Fahrenheit	
Yogurt	Prep unit portion of beverage dispenser	41.00 Fahrenheit	
Milk	Prep unit portion of beverage dispenser	62.00 Fahrenheit	
Ambient	Reach-in cooler	41.00 Fahrenheit	

Overall Comments:

Facility is closed due to being able to protect food from contamination.

Facility shall immediately cease and desist all food operations.

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Facility has made multiple unapproved changes to the facility and cannot operate in a safe manner to prepare and sell food.

- Handwash sink located at the prep line was removed and employees cannot readily wash their hands when required.
- Food preparation sink was removed and employees do not have a proper sink to wash fruits or vegetables.
- Three compartment sink was removed and replaced with one that does not have drain boards on both sides. Food contact utensils and equipment needs to be properly washed, rinsed, sanitized, and allowed to air dry.
- Multiple unapproved equipment were added - ice machine, refrigeration units, and drink dispenser. Food equipment needs to be NSF approved.

- To reopen, facility shall either restore the removed/replaced sinks to where and what was previously approved, OR submit new plans with the layout of new equipment to this department's Plan Check for review and approval.

- The additional unapproved equipment will need to be submitted to this department's plan check for review and approval prior to use. However, the refrigeration units MAY be conditionally approved while pending plan check, if they are able to hold potentially hazardous foods at or below 41F and does not interfere with safe operating practices.

If a subsequent follow-up inspection is required, it will be billed \$282/hour, minimum one hour, during normal business hours (Mon - Fri 7:30am - 4:30pm), and \$564/hour, minimum two hours, during non business hours and subject to availability of an inspector.

*** The posted placard is property of Santa Clara County Department of Environmental Health and shall not be removed, covered, relocated, tampered, or copied. Failure to comply may result in enforcement action per County Ordinance Code section B 11-55.

*** A Facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee and fee(s) for re-inspections(s) charged at the current hourly rate approved by Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

- Facility has an open SR for the addition of the oven . SR0883855. The oven was not in use at time of inspection and baked items were received from a whole seller. Invoice was provided at time of inspection.

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 **4/27/2026**. 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.

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: Lovelie Rohm
Manager

Signed On: April 13, 2026