

# 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>FA0253775 - HILTON SANTA CLARA - EMPLOYEE CAFETERIA          |  | <b>Site Address</b><br>4949 GREAT AMERICA PY, SANTA CLARA, CA 9505 |                                              | <b>Inspection Date</b><br>09/16/2025 |                                         | <b>Placard Color &amp; Score</b><br><div style="font-size: 2em; font-weight: bold; text-align: center;">GREEN</div> <div style="font-size: 3em; font-weight: bold; text-align: center;">90</div> |  |            |
| <b>Program</b><br>PR0432251 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10 |  |                                                                    | <b>Owner Name</b><br>ONTARIO AIRPORT HOTEL C |                                      | <b>Inspection Time</b><br>12:25 - 13:45 |                                                                                                                                                                                                  |  |            |
| <b>Inspected By</b><br>THAO HA                                                  |  | <b>Inspection Type</b><br>ROUTINE INSPECTION                       |                                              | <b>Consent By</b><br>BERNIE ALVAREZ  |                                         |                                                                                                                                                                                                  |  | <b>FSC</b> |

  

| 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  |       |       |        |     |     |     |
| K07                            | Proper hot and cold holding temperatures                                    |    | X     |       | 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   |     | S   |
| K15                            | Food obtained from approved source                                          |    |       |       |        |     |     |     |
| K16                            | Compliance with shell stock tags, condition, display                        |    |       |       |        | X   |     |     |
| K17                            | Compliance with Gulf Oyster Regulations                                     |    |       |       |        | X   |     |     |
| K18                            | Compliance with variance/ROP/HACCP Plan                                     |    |       |       |        |     |     |     |
| K19                            | Consumer advisory for raw or undercooked foods                              |    |       |       |        |     |     |     |
| K20                            | Licensed health care facilities/schools: prohibited foods not being offered |    |       |       |        |     |     |     |
| K21                            | Hot and cold water available                                                |    |       |       |        |     |     |     |
| K22                            | Sewage and wastewater properly disposed                                     |    |       |       |        |     |     |     |
| K23                            | No rodents, insects, birds, or animals                                      |    |       |       |        |     |     |     |

  

| 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                                    |     | X   |
| 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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|                                                                          |                                   |                                                              |                                  |
|--------------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------------|----------------------------------|
| Facility<br>FA0253775 - HILTON SANTA CLARA - EMPLOYEE CAFETERIA          |                                   | Site Address<br>4949 GREAT AMERICA PY, SANTA CLARA, CA 95054 | Inspection Date<br>09/16/2025    |
| Program<br>PR0432251 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10 |                                   | Owner Name<br>ONTARIO AIRPORT HOTEL CORP                     | Inspection Time<br>12:25 - 13:45 |
| K48                                                                      | Plan review                       |                                                              |                                  |
| K49                                                                      | Permits available                 |                                                              |                                  |
| K58                                                                      | Placard properly displayed/posted |                                                              |                                  |

## Comments and Observations

### Major Violations

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

**Inspector Observations: Salad bar measured to have:**

-Ham at 65F

-Potato salad at 66F

-Sliced cheese at 62F

-Cut tomatoes at 66F

-Cheddar cheese at 64F

Salad bar cold holding unit observed to have been turned off. PHFs observed to be double stacked inside salad bar cold holding insert.

[CA] Maintain PHFs at 41F and below for cold holding. Ensure cooler is operational when in use and containers of food are not double stacked.

[COS]PHFs are kept for 4 hours and then discarded at the end of lunch period. Per employee cooler was stocked at 10:00AM and service ends at 1:30PM.

|                            |
|----------------------------|
| Follow-up By<br>09/22/2025 |
|----------------------------|

### Minor Violations

K31 - 2 Points - Consumer self service does not prevent contamination; 114063, 114065

**Inspector Observations: Hot bar and salad bar observed to be missing sneeze guard. [CA] Provide sneeze guards for self service food.**

### Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

### Measured Observations

| Item             | Location         | Measurement       | Comments |
|------------------|------------------|-------------------|----------|
| Cut tomatoes     | Salad bar        | 66.00 Fahrenheit  |          |
| Cheddar shredded | Salad bar        | 62.00 Fahrenheit  |          |
| Quat ammonia     | sanitizer bucket | 200.00 Fahrenheit |          |
| Warm water       | handwash sink    | 100.00 Fahrenheit |          |
| White rice       | Steam table      | 151.00 Fahrenheit |          |
| Hot water        | 3-comp sink      | 120.00 Fahrenheit |          |
| Chicken          | Steam table      | 140.00 Fahrenheit |          |
| Potato salad     | Salad bar        | 66.00 Fahrenheit  |          |
| Sliced cheese    | Salad bar        | 64.00 Fahrenheit  |          |

### Overall Comments:

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 **9/30/2025**. 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.

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## 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 |



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**Received By:** Bernie Alvarez  
Food and Beverage Manager

**Signed On:** September 16, 2025