

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 FA0202812 - CHARLEY'S GRILLED SUBS		Site Address 604 GREAT MALL DR, MILPITAS, CA 95035		Inspection Date 11/03/2025		Placard Color & Score GREEN 81		
Program PR0306533 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name YOON, KEVIN		Inspection Time 10:05 - 11:30			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By GERARDO				FSC Hyun Ku Yoon 01/24/2027

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						
K07	Proper hot and cold holding temperatures			X				S
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods			X	X			N
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	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						S

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		
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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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:

Employee observed placing raw beef onto the grill, then proceeded to grab cheese from an upper prep insert.

Employee attempted to continue on to food preparation/sandwich assembly before being stopped.

[CA] Employees must wash their hands and change gloves in all of the following scenarios:

(1) Immediately before engaging in FOOD PREPARATION, including working with nonPREPACKAGED FOOD, clean EQUIPMENT and UTENSILs, and unwrapped single-use FOOD containers and UTENSILs.

(2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.

(3) After using the toilet room.

(4) After caring for or handling any animal allowed in a FOOD FACILITY pursuant to this part.

(5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.

(6) After handling soiled EQUIPMENT or UTENSILs.

(7) During FOOD PREPARATION, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.

(8) When switching between working with raw FOOD and working with READY-TO-EAT FOOD.

(9) Before initially donning gloves for working with FOOD.

(10) Before dispensing or serving FOOD or handling clean TABLEWARE and serving UTENSILs in the FOOD service area.

(11) After engaging in other activities that contaminate the hands.

[COS] Employee changed gloves and properly washed hands. Per the owner and staff, the usual policy is to handle raw meat with tongs when placing it onto the grill.

Minor violation:

Employee observed mopping the floor, and then attempted to resume handling food before being stopped.

[CA] Employees must wash their hands and change gloves in all of the scenarios listed above.

Minor Violations

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations:

Various cheeses measured 43F-49F while filled over the fill-limit in the upper inserts of the prep cooler to the right of the grill.

[CA] Potentially hazardous foods shall be held at 41F or below to prevent the growth of bacteria. Do not fill prep inserts over their fill-limit.

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

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Inspector Observations:

Cooked chicken wings measured 103F-109F while maintained in a covered metal hotel pan on the counter to the immediate right of the fryer. Per staff, chicken wings had been cooked less than 30 minutes prior, and were in the process of cooling on the counter prior to placing them in the walk-in cooler.

[CA] When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.

After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

[COS] Chicken wings uncovered and relocated to the walk-in cooler.

K14 - 3 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:

REPEAT VIOLATION

Pink and brown mold-like buildup observed on the interior panel of the ice machine. No direct contamination observed.

[CA] Clean and sanitize regularly to prevent buildup and potential contamination of ice.

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

Inspector Observations:

Provided quaternary ammonium test strips are expired.

[CA] Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing. Obtain new test strips.

Performance-Based Inspection Questions

Needs Improvement - Proper cooling methods.

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

Measured Observations

Item	Location	Measurement	Comments
beef	grill	156.00 Fahrenheit	final cook temp
mushrooms	prep unit - right side	37.00 Fahrenheit	
fries	warmer	156.00 Fahrenheit	
warm water	hand sink 1 / 2	100.00 Fahrenheit	
sliced tomato	prep unit - right side	40.00 Fahrenheit	
ham	walk-in cooler	40.00 Fahrenheit	
quaternary ammonium	wiping cloth bucket	200.00 PPM	
caramelized onion	prep unit - left side	40.00 Fahrenheit	
quaternary ammonium	three comp sink	200.00 PPM	
mushroom, onion, lettuce mix	upright cooler	41.00 Fahrenheit	
turkey	prep unit - left side	39.00 Fahrenheit	
sliced tomatoes	walk-in cooler	40.00 Fahrenheit	
sliced chicken	walk-in freezer	8.00 Fahrenheit	
fish	prep unit - left side	38.00 Fahrenheit	
beef	prep unit - left side	34.00 Fahrenheit	
sliced cheese	walk-in cooler	38.00 Fahrenheit	
hot water	prep sink / three comp sink	120.00 Fahrenheit	

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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 **11/17/2025**. 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: Gerardo Flores
Assistant Manager

Signed On: November 03, 2025