

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 FA0262238 - GOOGLE - HERITAGE CAFE @ 1950 CHARLEST		Site Address 1950 CHARLESTON RD, MOUNTAIN VIEW, CA 9404		Inspection Date 08/07/2025		Placard Color & Score GREEN 92		
Program PR0393396 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name GOOGLE LLC		Inspection Time 10:20 - 11:40			
Inspected By TRAVIS KETCHU		Inspection Type ROUTINE INSPECTION		Consent By SERGIO GUTIERREZ				FSC Jesse Dutra Gonzalez 10/11/2029

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						
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures			X	X			S
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						
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	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		
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

No major violations were observed during this inspection.

Minor Violations

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

Inspector Observations: Measured spread sauce at 47 F within the left side two door refrigerator at the self service area. PIC stated that the sauce was placed within the unit at 9 am. Ambient temperature of the unit measured at 47 F to 48 F.

[CA] PHFs shall be held at 41°F or below or at 135°F or above. Discontinue use of the unit to hold PHF's until it can maintain 41 F or below.

[COS] Sauce time marked and placed on TPHC to serve for the remainder of the lunch service.

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

Inspector Observations: Observed a low cold water flow from the hand wash sink next to the grill at the cook line. A low hot water flow from the hand wash sinks within the mens restroom.

[CA] increase cold and hot water flows. An approved, adequate, protected, pressurized, potable supply of hot water and cold water shall be provided.

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

Inspector Observations: Boxes of single use food containers stored on the floor of the dry storage room.

[CA] Food and food contact items shall be stored at least 6 inches above the floor to prevent contamination.

Observed an open bulk bag of flour stored on the kitchen dry storage rack.

[CA] Store open bulk foods in approved NSF containers with tight fitting lids.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
cooked onions	walk in fridge	36.00 Fahrenheit	
ice cream base	machine	38.00 Fahrenheit	
sausage	steam insert	152.00 Fahrenheit	
pea soup	soup warmer	167.00 Fahrenheit	
veggie burger	warmer	146.00 Fahrenheit	
cut tomatoes	prep fridge	37.00 Fahrenheit	
quat sanitizer	3 comp sink	200.00 PPM	
cooked corn mix	walk in fridge	53.00 Fahrenheit	Cooling shallow pan
hot water	warewashing machine	160.00 Fahrenheit	
hot water	3 comp, prep sinks	120.00 Fahrenheit	
sauce	2 door reach in fridge	47.00 Fahrenheit	
sauce	steam insert	136.00 Fahrenheit	
cooked chicken	upright warmer	153.00 Fahrenheit	

Overall Comments:

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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: Sergio Gutierrez
Cafe Manager
Signed On: August 07, 2025