

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 FA0256730 - EGGHEAD		Site Address 3957 RIVERMARK PLZ F, SANTA CLARA, CA 95054		Inspection Date 02/23/2026		Placard Color & Score YELLOW 60		
Program PR0374901 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name VR HOLDING LLC		Inspection Time 09:10 - 11:05			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By TERA				FSC Vinh Ha 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				S
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		S
K10	Proper cooking time & temperatures	X						
K11	Proper reheating procedures for hot holding					X		N
K12	Returned and reservice of food	X						
K13	Food in good condition, safe, unadulterated	X						N
K14	Food contact surfaces clean, sanitized		X		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						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	X	
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	X	
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		
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:

REPEAT VIOLATION

Follow-up By
02/26/2026

Cook handled raw shell eggs and raw patties, then turned around and handled burger buns intended for service.

[CA] Employees shall wash their hands 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] Burger buns voluntarily discarded.

Minor violation:

Employee observed handling raw patties, changed gloves without washing their hands, then proceeded to assemble a customer's ready to eat sandwich.

Employee observed touching their hair, then continued onto food preparation.

[CA] Employees shall wash their hands in the scenarios listed above.

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

Inspector Observations:

REPEAT VIOLATION

Follow-up By
02/26/2026

Grilled onions measured 78F, scrambled eggs measured 96F, and tater tots measured 102F while maintained under a heat lamp at the service window. Per staff, items had either been cooked or reheated between 30 minutes and 2 hours prior.

**Note: If heat lamp is incapable of maintaining potentially hazardous foods at 135F or above, recommend subjecting foods to time as a public health control (4-hour rule).*

Numerous amounts of fried chicken measured 54F while maintained on a cart in ambient. Per the cook, he had fried the chicken less than 1 hours prior, and was letting it rest before he put it into the walk-in cooler.

Sliced tomatoes measured 50F, and diced tomatoes measured 54F while maintained in the right-side two-door prep cooler across from the cook-line. Ambient of the unit measured 44F. Per staff, items had been maintained inside of the unit since the previous night.

[CA] Potentially hazardous foods shall be held at 41F or below, or at 135F or above to prevent the growth of bacteria.

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[COS] Grilled onions, scrambled eggs, and tater tots to be served or discarded by 11:30PM (4 hours elapsed after initially leaving temperature control). Fried chicken relocated to the walk-in cooler. Sliced and diced tomatoes voluntarily discarded.

TPHC form filled out with the shift lead for items held under the heat lamp (grilled onions, tater tots, waffle fries, scrambled eggs)

Minor violation:

Raw patties, raw shell eggs, and sliced cheeses measured between 44F and 48F while overfilled in the three-door prep cooler across from the cook-line. Per staff, items had been relocated there 1.5 hours prior.

[CA] Potentially hazardous foods shall be held at 41F or below, or at 135F or above to prevent the growth of bacteria.

Ensure that refrigeration unit inserts are not overfilled, as this may render them incapable of maintaining at 41F or below.

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:

REPEAT VIOLATION

Follow-up By
02/26/2026

Heavy accumulation of black mold-like substance on the interior panels of the ice machine. Direct contamination observed.

[CA] Food contact surfaces shall be maintained clean. Clean regularly to prevent buildup.

[COS] Employee voluntarily discarded ice.

Minor violation:

Two cutting boards observed with heavy accumulation of black, mold-like substance while maintained on storage racks designated for clean cutting boards.

[CA] Food contact surfaces shall be maintained clean. Replace cutting boards when they become too worn/scratched to be cleaned properly.

Minor Violations

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

Inspector Observations:

Several employees could not provide valid food handler cards.

[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.

K06 - 3 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations:

REPEAT VIOLATION

Wiping cloth bucket stored directly in the wash basin of the handwash sink to the left of the ice machine.

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.

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:

Raw shell eggs stored above arugula in the walk-in cooler.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

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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:

Facility could not provide quaternary ammonium test strips.

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

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:

Ambient of the right, two-door prep cooler measured 44F via probe.

[CA] Refrigeration shall be capable of maintaining potentially hazardous foods at 41F or below.

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations:

Knife stored in the crack between a prep cooler and the counter.

[CA] Equipment contacting food shall be stored in a sanitary location.

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:

Hand sink to the left of the ice machine observed to be clogged and not draining. No overflow observed.

[CA] Repair plumbing fixture and maintain in clean and good repair.

Performance-Based Inspection Questions

Needs Improvement - Proper reheating procedures for hot holding.
Needs Improvement - Proper hot and cold holding temperatures.
Needs Improvement - Food in good condition, safe, unadulterated.
Needs Improvement - Hands clean/properly washed/gloves used properly.

Measured Observations

Item	Location	Measurement	Comments
frozen tater tots	reach-in freezer - cook-line	13.00 Fahrenheit	
sliced cheeses	three-door prep cooler - left	45.00 Fahrenheit	
milk	two-door reach-in - front	41.00 Fahrenheit	
heavy whipping cream	two-door reach-in - front	40.00 Fahrenheit	
raw shell eggs	three-door prep cooler - left	49.00 Fahrenheit	
frozen grilled onions	walk-in freezer	9.00 Fahrenheit	
raw chicken	walk-in cooler	41.00 Fahrenheit	
"eggy"	hot water bath	140.00 Fahrenheit	
quaternary ammonium sanitizer	three compartment sink	200.00 PPM	
hot water	prep sink	120.00 Fahrenheit	
hot dogs	three-door prep cooler - left	40.00 Fahrenheit	
ambient	two-door prep cooler - right	44.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
raw patties	three-door prep cooler - left	46.00 Fahrenheit	
yogurt	drink walk-in cooler	40.00 Fahrenheit	
warm water	hand sink - cook-line	100.00 Fahrenheit	
raw bacon	walk-in cooler	40.00 Fahrenheit	

Overall Comments:

Two or more major violations were cited during the routine inspection.

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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 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.

****Note:***

TPHC form filled out with the shift lead.

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 **3/9/2026**. 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.

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: Tera Lam
Shift Lead

Signed On: February 23, 2026