

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 FA0211495 - VILLA SERENA		Site Address 1340 POMEROY AV, SANTA CLARA, CA 95051		Inspection Date 09/29/2025		Placard Color & Score GREEN 88		
Program PR0302223 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name VILLA SERENA PARTNERS		Inspection Time 12:45 - 14:30			
Inspected By KATHY VO		Inspection Type ROUTINE INSPECTION		Consent By LANCE GARCIA				FSC Lance Garcia 04/14/2030

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						
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	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	X	
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		
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	X	
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	X	
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

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

Inspector Observations: Food handler cards are not available for review. [CA] All food handlers shall maintain a valid food handler card for the duration of their employment. Food handler cards shall be available for review.

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

Inspector Observations: 1. Observed a couple of old rodent droppings on the floor in the following areas: underneath the 3-compartment sink, in the fruit storage room, and in the dry storage room. No live activity or active contamination of food observed during inspection. [CA] Clean and sanitize affected areas, and eliminate all evidence of rodent activity. The premises of each food facility shall be maintained free of vermin. A follow-up inspection will be conducted to verify compliance.

Follow-up By
10/02/2025

2. Observed numerous fruit flies in the kitchen area, particularly in the fruit storage room. [CA] The premises of each food facility shall be free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

Inspector Observations: Observed raw fish and beef thawing at ambient temperature underneath the 3-compartment sink. [CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process. [COS] Raw fish and beef were relocated to the walk-in cooler.

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations: Observed multiple used wiping cloths stored directly on food preparation counters. [CA] Wiping cloths shall be stored in an approved sanitizing concentration when not in active use.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations: Observed back door to the outside was open at the time of inspection. [CA] The facility shall be fully enclosed at all times to prevent pest entrance and harborage.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
final rinse	high temperature dishwasher	161.00 Fahrenheit	
soup	stovetop	168.00 Fahrenheit	Actively cooking.
water	3-compartment sink	120.00 Fahrenheit	
water	handwash sink	100.00 Fahrenheit	
cheese	2-door upright cooler (storage)	41.00 Fahrenheit	
ambient	3-door freezer	13.00 Fahrenheit	
yogurt	2-door upright cooler	41.00 Fahrenheit	
ambient	walk-in freezer	8.00 Fahrenheit	
water	preparation sink	120.00 Fahrenheit	
raw beef	walk-in cooler	41.00 Fahrenheit	
sanitizer (quaternary ammonia)	3-compartment sink	400.00 PPM	

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Overall Comments:

A follow-up inspection will be conducted to verify compliance of violation K23. Clean and sanitize affected areas, and eliminate all evidence of rodent activity. Failure to comply may result in further enforcement action.

Reviewed pest control reports from Western Exterminator Company. The last services was provided on 9/26/2025 for general pest control services and to monitor rodent activity. No live activity observed as noted on report.

The first follow-up inspection is free of charge. Subsequent follow-up inspections after the first follow-up shall be billed at \$298/hour (one hour minimum) during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645 (minimum of two hours) during non-business hours, and upon inspector availability.

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 **10/13/2025**. 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: Lance Garcia
Assistant Manager
Signed On: September 29, 2025