

# 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>FA0309283 - SERVICENOW, INC BLDG H - FLOOR 3 GAME L |  | <b>Site Address</b><br>2250 LAWSON LN, SANTA CLARA, CA 95054 |                                     | <b>Inspection Date</b><br>03/09/2026 |                                         | <b>Placard Color &amp; Score</b><br><div style="background-color: green; color: white; padding: 10px; text-align: center;"> <b>GREEN</b><br/> <b>100</b> </div> |  |                                      |
| <b>Program</b><br>PR0454056 - LIMITED FOOD SERVICE CAT 3 - FP77        |  |                                                              | <b>Owner Name</b><br>SERVICENOW INC |                                      | <b>Inspection Time</b><br>11:50 - 12:45 |                                                                                                                                                                 |  |                                      |
| <b>Inspected By</b><br>THAO HA                                         |  | <b>Inspection Type</b><br>ROUTINE INSPECTION                 |                                     | <b>Consent By</b><br>DWAYNE JOSEPH   |                                         |                                                                                                                                                                 |  | <b>FSC</b> Dwayne Joseph<br>6/6/2030 |

  

| 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  |       |       |        |     |     |     |
| 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  |       |       |        |     |     |     |
| 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                                    |     |     |
| 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                                      |     |     |

# OFFICIAL INSPECTION REPORT

|                                                                 |                                                       |                                  |
|-----------------------------------------------------------------|-------------------------------------------------------|----------------------------------|
| Facility<br>FA0309283 - SERVICENOW, INC BLDG H - FLOOR 3 GAME L | Site Address<br>2250 LAWSON LN, SANTA CLARA, CA 95054 | Inspection Date<br>03/09/2026    |
| Program<br>PR0454056 - LIMITED FOOD SERVICE CAT 3 - FP77        | Owner Name<br>SERVICENOW INC                          | Inspection Time<br>11:50 - 12:45 |
| 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

No minor violations were observed during this inspection.

### Performance-Based Inspection Questions

N/A

### Measured Observations

| Item                | Location        | Measurement       | Comments |
|---------------------|-----------------|-------------------|----------|
| Warm water          | Handwash sink   | 100.00 Fahrenheit |          |
| Ambient temperature | Reach in cooler | 38.00 Fahrenheit  |          |

### Overall Comments:

**NOTE: Space is only serving beverages and any food service is catered from main cafes for private events.**

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 **3/23/2026**. 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: Dwayne Joseph  
Executive Chef  
Signed On: March 09, 2026