

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 FA0295203 - ZEROCATER @ ROKU		Site Address 1173 COLEMAN AV 3, SAN JOSE, CA 95110		Inspection Date 12/17/2025		Placard Color & Score GREEN 97		
Program PR0438834 - LIMITED FOOD SERVICE CAT 3 - FP77			Owner Name ZEROCATER INC		Inspection Time 11:00 - 11:30			
Inspected By KATHY VO		Inspection Type ROUTINE INSPECTION		Consent By BRANDY				FSC Exempt

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						S
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		

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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

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

Inspector Observations: Measured the maximum water temperature at the janitorial sink and the handwash sink in the restrooms at 72F. Per PIC, the hot water heater is currently under repair. [CA] Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility (100-108°F at handwash sinks).

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
eggplant sandwich	service counter	85.00 Fahrenheit	TPHC
milk	1-door upright cooler (1)	41.00 Fahrenheit	
milk	1-door upright cooler (2)	41.00 Fahrenheit	
garlic noodles	service counter	95.00 Fahrenheit	TPHC
water	handwash sink (kitchen)	100.00 Fahrenheit	
water	handwash sink (restroom)	72.00 Fahrenheit	
water	3-compartment sink (kitchen)	120.00 Fahrenheit	
water	janitorial sink	72.00 Fahrenheit	
water	handwash sink (break area)	100.00 Fahrenheit	

Overall Comments:

Per permit condition and SOPs, facility does not conduct food preparation on-site. All food is delivered pre-packaged and stored in heating or refrigerated cabinets until lunch service. During inspection, verified that facility utilizes TPHC for all food items and keeps time and temperature receiving logs.

Per PIC, this facility permit covers the Floor 3 catering and central kitchen area under ownership of ZeroCater. The two microkitchens on the same floor are currently operating under a different ownership, Canteen. Due to the differing ownership and operations, this facility must obtain separate permits for the catering operation and for the microkitchen areas.

PIC stated that all the microkitchens in this building are currently owned by Canteen, and will be undergoing a change of ownership by the end of January 2026. Per discussion with supervisor, the facility shall submit separate permit applications (FP90) for the separate microkitchens on Floor 3 by 1/31/2026. The Roku Campus has a similar operation at the adjacent Building 4 (FA0303591), as the catering kitchen and the microkitchens on Floor 3 are under different ownership. The facility at Building 4 shall also submit separate permit applications for the microkitchens on Floor 3 by 1/31/2026.

This report was written and signed at the end of site inspections.

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 **12/31/2025**. 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.

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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: Brandy Riggan
Workplace Experience Lead

Signed On: December 17, 2025