

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 FA0302421 - EATALY - TERRA RESTAURANT & BAR (LVL 3)	Site Address 2855 STEVENS CREEK BL 1732, SAN JOSE, CA 950	Inspection Date 08/14/2026
Program PR0444544 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14	Owner Name EATALY USA LLC	Inspection Time 11:00 - 13:30
Inspected By MARCELA MASRI	Inspection Type LIMITED INSPECTION	Consent By NICO VILA

Placard Color & Score

RED
N/A

Comments and Observations

Major Violations

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: FOUND A LIVE COCKROACH CRAWLING ON THE WALL ABOVE THE HAND WASH SINK IN THE KITCHEN. [CA] FOOD FACILITIES SHALL NOT HAVE ANY COCKROACHES ON THE PREMISES. REMOVE THE COCKROACHES, CLEAN THE FACILITY, MOVE THE EQUIPMENT TO CHECK AND SEAL ANY GAPS OR CREVICES ON THE WALLS, FLOORS AND CEILINGS WHERE THE COCKROACHES MAY BE ENTERING THE BUILDING. DISCARD ANY FOOD THAT MAY BE CONTAMINATED BY THE COCKROACHES. REMOVE ANY UNUSED EQUIPMENT OR CLUTTER. REMOVE ANY ENCRUSTED FOOD ON THE FOOD PREPARATION TABLES, UNDER EQUIPMENT, ON THE FLOORS AND WALLS. CLEAN AND SANITIZE ALL SURFACES PRIOR TO CONTACTING THE DEPARTMENT. NOTE: ONE RE-INSPECTION WILL BE FREE OF CHARGE, IF ADDITIONAL RE-INSPECTIONS ARE NEEDED FOR THE SAME ISSUE, THEY WILL BE CHARGED AT \$282 PER HOUR DURING BUSINESS HOURS, MINIMUM ONE HOUR OR \$645/2-HOUR MINIMUM DURING NON-BUSINESS HOURS, AND UPON INSPECTOR AVAILABILITY.

Follow-up By
08/17/2026

Minor Violations

No minor violations were observed during this inspection.

Performance-Based Inspection Questions

N/A

Measured Observations

N/A

Overall Comments:

1. FOUND DEAD COCKROACHES IN THE FOLLOWING AREAS: ON THE WALL ABOVE THE HAND WASH SINK IN THE FOOD PREPARATION AREA.
 2. PHOTOGRAPHS: TAKEN FOR DOCUMENTATION PURPOSES.
 3. SUPERVISOR NOTIFIED; ANJANI SIRCAR
 4. NOTIFICATION: THE PERSON IN CHARGE DURING INSPECTION, NICO VILA, HAS BEEN INFORMED THAT THE FACILITY MUST CLOSE IMMEDIATELY.
- REQUIREMENTS BEFORE REOPENING:**
1. EMAIL THE SIGNED AND COMPLETED REOPENING CHECKLIST TO THE ASSIGNED INSPECTOR.
 2. SUBMIT A COPY OF THE PEST CONTROL REPORT FROM A LICENSED PROVIDER.

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CLOSURE / PERMIT SUSPENSION NOTICE

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 **8/28/2026**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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: DILAY ONUR
GENERAL MANAGER

Signed On: August 14, 2026