

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 FA0270180 - AROME CAFE		Site Address 4878 SAN FELIPE RD 110, SAN JOSE, CA 95135		Inspection Date 02/05/2026		Placard Color & Score YELLOW 69		
Program PR0402150 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name ROOTS BISTRO, INC		Inspection Time 13:30 - 14:45			
Inspected By MAMAYE KEBEDE		Inspection Type ROUTINE INSPECTION		Consent By TIEN PHAM				FSC

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						N
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						N
K06	Adequate handwash facilities supplied, accessible		X		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							
K14	Food contact surfaces clean, sanitized		X		X			N
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		X
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		
K45	Floor, walls, ceilings: built, maintained, clean		X
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

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: *There were no paper towel and soap supplies on one of the handwash sinks located in the kitchen.*

[CA] *Provide soap and paper towel supplies for the handwash immediately. The person in charge refilled the supplies (COS).*

Follow-up By 02/05/2026

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: *Employees were observed washing dishes in the three compartment warewash sink without any sanitizer.*

[CA] *Whenever utensils, equipment, and food contact surfaces are cleaned, they need to be washed with soapy water, rinse with clean water, and sanitized with 200 ppm quaternary ammonia sanitizer or 100 ppm chlorine. Employees were demonstrated the proper washing procedures. The utensils were rewashed accordingly (COS).*

Follow-up By 02/05/2026

Repeated violation:

Heavy slim buildup was observed inside the ice machine's internal part.

[CA] *Clean the internal part of the ice machine immediately.*

Minor Violations

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations: *Employees working in the back in the kitchen area was observed eating while preparing food.*

[CA] *Employees may only drink or eat in designated areas. If employees must drink in the food preparation area, they must use covered cup container with a straw. Their drinks must also be stored in designated areas to prevent possible contamination.*

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations: *Some potentially hazardous foods stored on the preparation fridge, including diced tomato and roasted beef were measured between 45°F and 50 °F.*

[CA] *All potentially hazardous foods like meat, seafood, poultry, dairy products, cooked vegetables, cooked cereals, greens, and diced tomatoes shall always be held at 41°F or below or at 135°F or above. Please monitor the temperature and use of the refrigeration unit regularly*

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

Inspector Observations: *Multiple drain flies were observed in the preparation area and some in the front dining area.*

[CA] *Eliminate all insects and rodents from the facility by a legal method.*

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations: *One of the vent in one of the restroom is detached from the wall. There also is an abundant dust accumulation on the restroom's exhaust vent.*

[CA] *Conduct a regular cleaning of the exhaust vent.*

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

Inspector Observations: *Multiple wet/soiled wiping cloths were stored on the counters.*

[CA] *Wet/soiled wiping cloths must be stored in a bucket that has standard sanitizer concentration in between use which is 200 ppm quaternary ammonia or 100 ppm chlorine (bleach).*

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K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations: *There is a missing screen cover for the make-up air duct located back in the kitchen.*

There also is a hole on the wall above the walk-in cooler as well.

[CA] *Replace the missing screen cover. The large holes on the roof/ceiling panels must also be covered.*

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

Needs Improvement - Communicable disease; reporting/restriction/exclusion.

Needs Improvement - Food contact surfaces clean, sanitized.

Measured Observations

Item	Location	Measurement	Comments
Hot water	Three compartment sink	125.00 Fahrenheit	
Diced tomato	Preparation fridge	49.00 Fahrenheit	
Roasted beef	Walk-in cooler	38.00 Fahrenheit	
Milk	Undercounter fridge	41.00 Fahrenheit	
Cheese	Preparation fridge	40.00 Fahrenheit	
Eggs	Walk-in cooler	38.00 Fahrenheit	
Roasted beef	Preparation fridge	48.00 Fahrenheit	

Overall Comments:

Note:1. Food safety manager certificate: Tien Pham - 1/11/2026.

2. There is no designated handwash station in the bar area. It is recommended installing soap and paper towel dispenser near the dump sink.

3. Most of the violations listed are repeated violations from the previous inspections. Failure to take corrective action within the specified time frame will result in further enforcement measures, which may include:

Called for an office hearing with a supervisor

Administrative hearing with a supervisor

Issuance of fines or penalties as authorized by city, county, and state regulations.

Suspension or revocation of operating permits.

Additional legal action as deemed necessary to protect public health and safety.

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 **2/19/2026**. 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: Tien Pham
Manager
Signed On: February 05, 2026