

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 FA0253601 - CISCO SYSTEMS BLDG 21		Site Address 771 ALDER DR, MILPITAS, CA 95035		Inspection Date 02/17/2026		Placard Color & Score YELLOW 50		
Program PR0369257 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name CISCO LIFEWORKS		Inspection Time 10:30 - 14:30			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By SEAN				FSC Elida Aguilera 09/07/2026

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		X			N
K06	Adequate handwash facilities supplied, accessible		X		X			S
K07	Proper hot and cold holding temperatures		X		X			S
K08	Time as a public health control; procedures & records		X		X			N
K09	Proper cooling methods		X		X			S
K10	Proper cooking time & temperatures	X						S
K11	Proper reheating procedures for hot holding	X						S
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						S

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		X
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		X
K58	Placard properly displayed/posted		

Comments and Observations

Major Violations

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

Inspector Observations:

Employee observed touching trash cans, then proceeded to immediately handle roasted potatoes maintained on a speed rack at the right side of the kitchen, near the two compartment prep sink.

Follow-up By 02/20/2026

[CA] Employees shall wash their hands in all of the following scenarios:

- (1) Immediately before engaging in food preparation, including working with nonprepackaged food, clean equipment and utensils, and unwrapped single-use food containers and utensils.
- (2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.
- (3) After using the toilet room.
- (4) After caring for or handling any animal allowed in a food facility pursuant to this part.
- (5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.
- (6) After handling soiled equipment or utensils.
- (7) During food preparation, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.
- (8) When switching between working with raw food and working with ready-to-eat food.
- (9) Before initially donning gloves for working with food.
- (10) Before dispensing or serving food or handling clean tableware and serving utensils in the food service area.
- (11) After engaging in other activities that contaminate the hands.

[COS] Roasted potatoes were voluntarily discarded. Employee properly washed hands.

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

Inspector Observations:

Wall-mounted paper towel dispenser in the only employee restroom is inoperable.

Follow-up By 02/20/2026

[CA] Single-use sanitary towels shall be provided in dispensers; heated-air hand drying device may be substituted for single-use towels.

[SA] GM placed a stack of paper towels on top of the dispenser. Work order has been filed.

Minor violation:

Hand sink outside of the walk-in cooler obstructed by a rolling cart. Obstruction was removed. Employee proceeded to re-obstruct the handwash station with the rolling cart.

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times.

K07 - 8 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

Inspector Observations:

Carne asada measured 124F while maintained on a hot plate at the "Global" station. Per staff, it had been cooked and placed into hot holding approximately 1 hour prior. Staff stated that it was possible that it was left out prior to being placed into hot holding.

**Note: Item is not subjected to time as a public health control*

Roasted potatoes measured 106F, and roasted brussels sprouts measured 111F while maintained in the upright hot holding unit at the far left side of the kitchen. Per staff, items had been roasted approximately 1 hour prior.

[CA] Potentially hazardous foods shall be held at 41F or below, or at 135F or above to prevent the growth of

Follow-up By 02/20/2026

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bacteria.

Ensure that after cooking, potentially hazardous foods are immediately relocated to hot holding units, as the units are not intended to heat items up to 135F, but rather to maintain at 135F or above.

[COS] Carne asada reheated to 165F and placed back into hot holding. Roasted potatoes and roasted brussels sprouts to be served or discarded by the end of lunch service.

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations:

Numerous potentially hazardous foods subjected to time as a public health control while maintained at the salad bar lacked time markings (roasted cauliflower, boiled eggs, chicken, tofu, etc.). Labels observed affixed to the containers; However, labels had not been filled out.

Follow-up By
02/20/2026

Numerous potentially hazardous foods subjected to time as a public health control at the grill station, and at the stir fry station lacked time markings (green chutney, corn salad, various cheeses, onion rings, rice, etc.)

***Note: Items subjected to time as a public health control for all of the aforementioned are incapable of maintaining at proper holding temperatures (improper ice baths, inadequate heat lamps, etc). If any of the potentially hazardous items are able to be maintained at 41F or below or 135F or above, items can instead be subjected to temperature control.**

Facility is not required to subject non-potentially hazardous foods to TPHC. However, if in written SOP's the item is subjected to TPHC, then the facility shall properly adhere to TPHC labeling and discard requirements for non potentially hazardous foods.

****Note: Facility is properly following TPHC labeling procedures at the "Global" area.**

[CA] When time only, rather than time and temperature is used as a public health control, PHFs shall be time marked to indicate when item is removed from temperature control, discarded if not consumed or served within 4 hours, and written procedures shall be readily available for review.

**[COS] Items on TPHC properly time marked, and discarded at the end of lunch service.
Updated TPHC procedures to be emailed to maverick.chin@deh.sccgov.org**

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations:

Salsa measured 78F while maintained in a deep, lid covered container in the 6-door pass-through refrigerator second to the right. Per staff, it had been cooked two hours prior.

Follow-up By
02/20/2026

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

[COS] Salsa was voluntarily discarded.

Minor violation:

Numerous potentially hazardous foods (grilled mushrooms, grilled onions, tofu, salmon, noodles, etc.) measured between 53F and 68F while maintained in deep, plastic-wrap covered containers in various refrigeration units throughout the kitchen. Staff stated that the items had been prepared two hours prior, and are intended to be served or else discarded by the end of lunch service on the same day. So long as items are not prepared before 9:30AM, and given that lunch ends at 1:30PM, facility may opt to subject items to time as a public health control (4-hour rule).

***Note: However, it is strongly recommended to properly cool items and not subject them to time as a public health control, given the sheer quantity of items that would need to be logged.**

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Ensure that sauces prepared from PHF ingredients are properly cooled, as these sauces are used for multiple days.

[CA] Properly cool PHF's using shallow containers, using no more than 2 inches for solid foods and no more than 3 inches for liquids.

When cooling PHF's, food may be left uncovered or loosely covered to allow rapid cooling.

Minor Violations

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

Inspector Observations:

One employee's food handler card could not be provided.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

K14 - 3 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:

1. High temperature mechanical dishwasher measured 159F while in active use to wash various dishes.

[CA] Mechanical sanitization shall be accomplished in the final sanitizing rinse by achieving a utensil surface temperature of 160°F (or manufacturer's instruction).

2. Cleaned, wet containers observed stacked up in numerous quantities on drying racks in the dishwashing room.

[CA] Equipment and utensils must be air dried or properly stored to facilitate drying after sanitizing.

3. Accumulation of black, mold-like substance on a cutting board maintained on a rack designated for clean cutting boards.

[CA] Food contact surfaces shall be maintained clean. Replace cutting boards when they become too worn/scratched to be properly cleaned.

K35 - 2 Points - Equipment, utensils - Unapproved, unclean, not in good repair, inadequate capacity; 114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114133, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114175, 114177, 114180, 114182

Inspector Observations:

Ambient of the six-door upright reach-through cooler at the left side of the kitchen measured 49F throughout via probe.

Facility has submitted a work order for a fix and taped an "Out of Order" sign on the front; However, numerous potentially hazardous foods were stored inside the unit, and measured at improper holding temperatures between 46F and 49F.

[CA] Refrigeration shall be capable of maintaining potentially hazardous foods at 41F or below.

K49 - 2 Points - Permits not available; 114067(b,c), 114381(a), 114387

Inspector Observations:

Our records indicate this facility is operating without a valid permit. Your balance due is \$ 1723.00.

[CA] Payment must be made immediately to DEH at the address at the top of this report or via our website at www.Ehinfo.org.

Facility AR number: AR1357484

Performance-Based Inspection Questions

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

Needs Improvement - Time as a public health control; procedures & records.

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

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Measured Observations

Item	Location	Measurement	Comments
rice	hot hold box	160.00 Fahrenheit	
warm water	hand sink - employee restroom	100.00 Fahrenheit	
tofu	six door upright pass through cooler - far right	66.00 Fahrenheit	improperly cooling
ranch	walk-in cooler - right	41.00 Fahrenheit	
beef	steam table - stir fry station	143.00 Fahrenheit	
quaternary ammonium sanitizer	three compartment sink	200.00 PPM	
grilled mushroom	six door upright pass through cooler - far right	68.00 Fahrenheit	improperly cooling
roasted cauliflower	ice bath - salad bar	49.00 Fahrenheit	TPHC
green salsa	prep cooler - global area	40.00 Fahrenheit	
high temperature sanitizing rinse	mechanical dishwasher	159.00 Fahrenheit	active warewashing
carne asada	upright hot holding unit - global area	157.00 Fahrenheit	
tofu	walk-in cooler - right	40.00 Fahrenheit	
brussels sprouts	steam table - grill station	145.00 Fahrenheit	
salmon	walk-in cooler - left	41.00 Fahrenheit	
raw chicken	walk-in cooler - left	41.00 Fahrenheit	
beans	hot hold box	162.00 Fahrenheit	
rice	hot box - stir fry station	164.00 Fahrenheit	
edamame	walk-in freezer	11.00 Fahrenheit	
salmon	on-ice - stir fry station	41.00 Fahrenheit	
boiled egg	ice bath - salad bar	54.00 Fahrenheit	TPHC
warm water	hand sink - kitchen entrance	100.00 Fahrenheit	
hot water	three compartment dishwashing sink	120.00 Fahrenheit	
noodles	six door upright pass through cooler - right	59.00 Fahrenheit	improperly cooling
rice	hot plate - global area	147.00 Fahrenheit	
ambient	under-counter coolers - salad station	41.00 Fahrenheit	
frozen salmon	walk-in freezer	12.00 Fahrenheit	
tamarind chutney	six door upright pass through cooler - left	41.00 Fahrenheit	
sour cream	prep cooler - global area	41.00 Fahrenheit	
salmon	steam table - grill station	141.00 Fahrenheit	
hot water	two compartment prep sink	120.00 Fahrenheit	
quaternary ammonium sanitizer	wiping cloth bucket	200.00 PPM	
beans	hot plate - global area	139.00 Fahrenheit	
ambient	six door upright pass through cooler - far left	49.00 Fahrenheit	
ranch	six door upright pass through cooler - left	41.00 Fahrenheit	
roasted potatoes	upright hot hold - far left	106.00 Fahrenheit	
pico de gallo	prep cooler - global area	39.00 Fahrenheit	
cheese	six door upright pass through cooler - right	41.00 Fahrenheit	
chicken	steam table - stir fry station	149.00 Fahrenheit	
hummus	under-counter cooler - center - salad bar	40.00 Fahrenheit	
grilled chicken	grill - grill area	166.00 Fahrenheit	final cook temp

Overall Comments:

Two or more major violations were cited during the routine inspection.

A follow-up inspection will be conducted in the next 1 to 3 business days to verify compliance with all of the cited major violations.

Subsequent follow-up inspections after the first shall be billed at \$298/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspector's

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availability.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered with, camouflaged, or copied. Failure to comply may result in a fine and enforcement action as per county ordinance section B11-55.

***Notes:**

- Hand sink in the dishwashing room is inoperable. Facility has submitted a work order for it. In the meantime, there is a designated employee who handles dirty dishes when loading into the machine, and there is another designated employee who handles clean dishes when they come out of the machine. Ensure that the employee who handles clean dishes is able to properly wash their hands at a different handwash station prior to beginning their shift.
- Ensure that staff utilize available probe thermometers to check the final internal cooking temperature of animal products cooked from raw.
- Recommend installing a wall-mounted paper towel dispenser at all 4 stations in the customer service area; Currently, employees are required to handle/open the cabinet underneath the hand sinks to obtain paper towels after washing hands.

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 **3/3/2026**. 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: Sean Dizon
Executive Chef
Signed On: February 17, 2026