

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 FA0211704 - BILTMORE HOTEL- ZIN		Site Address 2151 LAURELWOOD RD, SANTA CLARA, CA 95054		Inspection Date 06/08/2026		Placard Color & Score YELLOW 70		
Program PR0300654 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name KANWELL LODGING GROUP		Inspection Time 08:50 - 11:00			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By MATT				FSC Fransisco Gomez 06/02/2031

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						S
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						
K07	Proper hot and cold holding temperatures		X		X			S
K08	Time as a public health control; procedures & records						X	
K09	Proper cooling methods	X						S
K10	Proper cooking time & temperatures	X						S
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	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	X	
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		X
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		X
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

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 working at the front cook-line observed cracking raw shell eggs onto the grill, proceeded to grab bread out of a bag and feed it into the toaster oven, then handled roasted potatoes maintained in a bowl and placed it onto someone's plate intended for service.

Follow-up By
06/11/2026

[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] Potatoes were voluntarily discarded into the trash due to cross contamination. Employee changed gloves and properly washed hands.

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

Inspector Observations:

Potentially hazardous foods including salami, cheeses, sliced tomatoes, and salsa measured between 45F and 50F while maintained in the upright two-door cooler at the end of the front cook-line. Ambient of the unit measured 47F via probe. Per staff, items had been maintained inside the unit overnight. Temperature logs for the unit observed not filled out.

Follow-up By
06/11/2026

Egg salad measured 62F, and yogurt measured 63F while maintained on a cutting board on the right-side prep cooler at the front cook-line. Per an employee, he had taken the items out for preparation less than 30 minutes prior. No active preparation observed.

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

[COS] All potentially hazardous foods in the two-door upright cooler were voluntarily discarded into the trash. Egg salad and yogurt relocated to refrigeration.

Minor Violations

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

Inspector Observations:

One employee's food handler card observed expired.

[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.

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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:

In the chlorine sanitizer/high temperature sanitizer conveyor style dishwasher in the main kitchen, chlorine sanitizer measured 0 ppm and high temperature sanitizing rinse measured between 154F and 155F during multiple cycles while in use to wash dishes. Bucket of chlorine sanitizer feeding into the machine observed empty. Per an employee present, he had forgotten to swap it out.

[CA] Maintain chlorine in mechanical warewash machine at 50 PPM.

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

**Note: Sanitization may be accomplished by either contact with 50 ppm chlorine or contact with high temperature sanitizing rinse of 160F.*

[COS] Bucket of chlorine sanitizer was replaced. Chlorine sanitizer remeasured at 50ppm in the mechanical dishwasher.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations:

Quaternary ammonium test strips could not be provided.

[CA] Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing.

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:

1. Ambient of the two-door upright cooler at the end of the front cook-line measured 47F via probe.

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

2. In the dry storage room, observed a metal shelving unit held up by four bricks placed vertically underneath.

[CA] Repair shelf and remove unapproved modifications to prevent the harborage of vermin.

K41 - 2 Points - Plumbing unapproved, not installed, not in good repair; improper backflow devices; 114171, 114189.1, 114190, 114192, 114193, 114193.1, 114199, 114201, 114269

Inspector Observations:

Waste line from upright iCombi steamer observed draining into a 5 quart container maintained on the floor at the back cook-line. Container observed 3/4 full. Per staff, container is emptied periodically. Observed a leak in the piping further up along the condensate discharge line.

[CA] Repair plumbing and maintain in good repair. Liquid waste shall be discharged indirectly into the floor sink, into the approved sewerage system.

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations:

At the cook-line, on top of a cutting board that had foods intended for customer service stored on, observed an employee's personal starbucks drink.

[CA] No person shall store clothing or personal effects in any area used for the storage and preparation of food or food contact surfaces.

Performance-Based Inspection Questions

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

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Measured Observations

Item	Location	Measurement	Comments
frozen chicken	walk-in freezer	3.00 Fahrenheit	
salsa verde	prep cooler - left	39.00 Fahrenheit	
cut melon	walk-in cooler - produce	40.00 Fahrenheit	
ambient	two-door upright cooler - front cook-line	47.00 Fahrenheit	
warm water	hand sinks - kitchen, restroom	100.00 Fahrenheit	
cooked patty	grill	159.00 Fahrenheit	final cook temp
sour cream	prep cooler - left	39.00 Fahrenheit	
shredded cheese	prep cooler - middle	39.00 Fahrenheit	
pasta	speed - rack - walk-in cooler - meats/dairy	67.00 Fahrenheit	cooling
sausage	prep cooler - middle	39.00 Fahrenheit	
cut melon mix	prep cooler - right	38.00 Fahrenheit	
quaternary ammonium sanitizer	three compartment sink	200.00 PPM	
raw patties	prep cooler - left	39.00 Fahrenheit	
raw beef	walk-in cooler - meats/dairy	38.00 Fahrenheit	
milk	two-door upright cooler - back kitchen	41.00 Fahrenheit	
burata	prep cooler - right	38.00 Fahrenheit	
sliced cheeses	walk-in cooler - meats/dairy	38.00 Fahrenheit	
grilled chicken	prep cooler - right	39.00 Fahrenheit	
chlorine sanitizer	mechanical dishwasher	0.00 PPM	0 ppm chlorine, 154F-155F final rinse. remeasured 50 ppm chlorine after correction

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 5 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 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.

***Note:**

- Discussed with Executive Chef, Fransisco, Manager, John, and GM, Billy.

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 **6/22/2026**. 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.

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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: Billy Mendez Mendo
GM

Signed On: June 08, 2026