

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 FA0205695 - PIZZA MY HEART		Site Address 117 E SAN CARLOS ST, SAN JOSE, CA 95112		Inspection Date 04/16/2026		Placard Color & Score GREEN 90		
Program PR0306091 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name PIZZA MY HEART INC		Inspection Time 13:45 - 15:15			
Inspected By ALEXANDER ALFARO		Inspection Type ROUTINE INSPECTION		Consent By COURTNEY				FSC Courtney Duarte 01/30/2028

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						S
K06	Adequate handwash facilities supplied, accessible	X						S
K07	Proper hot and cold holding temperatures	X						
K08	Time as a public health control; procedures & records		X		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	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		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

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

Inspector Observations:

Two boxes of sliced pizza were discarded as they were returned to refrigeration last night after being placed on time as a public health control.

[CA] PHFs utilizing time as a public health control (TPHC) shall be discarded within 4 hours from the point in time when food is removed from temperature control.

[COS] Pizza slices were discarded.

Minor Violations

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

Inspector Observations:

1. In the dry storage area there is a hole in the ceiling near the soda lines.

2. There is a gap in the ceiling around the water heater.

[CA] Ensure to maintain the floors, walls, and ceilings of the facility clean and in good repair. Repair holes in structure and maintain in good repair to prevent pest harborage. Repair the areas with like-for-like materials.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
Water	Handwash Sink	100.00 Fahrenheit	
Ham	Walk in Cooler	39.00 Fahrenheit	
Blue Cheese	Upright Cooler	39.00 Fahrenheit	
Sausage	Prep Cooler	38.00 Fahrenheit	
Water	Three Compartment Sink	120.00 Fahrenheit	
Quaternary Ammonia - Sanitizer	Three Compartment Sink	300.00 PPM	200-400 PPM ok
Shredded Cheese	Prep Cooler	40.00 Fahrenheit	

Overall Comments:

Notes:

- Reviewed Too Good To Go procedures posted onsite. Per procedures, staff are to return pizza slices to refrigeration after two hours of being held on Time as a Public Health Control at the display holding area. Pizza slices are stored overnight in the walk in cooler and then posted on Too Good To Go in the morning. Spoke to Courtney and Spencer that potentially hazardous foods using time alone as opposed to time and temperature cannot be returned to temperature control. Spencer confirmed that pizza on display are using time as a public health control and are NOT cooling down. Two boxes of sliced pizza were discarded as they were returned to refrigeration last night after being placed on time as a public health control.

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 **4/30/2026**. 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: Courtney Duarte
General Manager

Signed On: April 16, 2026