

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 FA0230957 - PIZZA MY HEART		Site Address 9 N SANTA CRUZ AV, LOS GATOS, CA 95030		Inspection Date 11/18/2024		Placard Color & Score <div style="background-color: green; color: white; padding: 10px; text-align: center;"> GREEN 90 </div>		
Program PR0331064 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 2 - FP13			Owner Name PIZZA MY HEART INC		Inspection Time 12:20 - 13:45			
Inspected By FRANK LEONG		Inspection Type ROUTINE INSPECTION		Consent By CONNOR ARBURN				FSC STEVEN NEWTON 04/17/2026

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						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						
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	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		
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

No major violations were observed during this inspection.

Minor Violations

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: At the 3 compartment sink, measured 100 PPM quaternary ammonia sanitizer in the sanitizing compartment. [CA] Ensure quaternary ammonia sanitizer is maintained at 200 PPM to allow for proper cleaning and sanitizing of utensils and equipment.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: At the handwash station, observed hot water was turned off. Observed hot water is continuously leaking/running from the faucet after turned on from the supply line. [CA] Ensure hot water is provided at handwash stations between 100F and 108F at all times to allow for proper handwashing. Provide repairs to supply line/faucet to prevent leaks.

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: At the front counter, at the pizza service area, observed displays on several timers are non-fully functioning. [CA] Ensure timers are replaced to allow for use and proper maintenance of sliced pizzas under TPHC.

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: At the 3 compartment sink, observed hot water knob does not allow for hot water to be fully turned off. [CA] Ensure hot water knob is repaired and properly installed.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
pepperoni	insert prep top	41.00 Fahrenheit	
roasted garlic	insert prep top	41.00 Fahrenheit	
sausage	2 door undercounter refrigerator	38.00 Fahrenheit	
chicken salad	walk-in refrigerator	36.00 Fahrenheit	
sliced tomatoes	insert prep top	41.00 Fahrenheit	
ranch dressing	self-service display refrigerator	40.00 Fahrenheit	
cooked chicken	drawer prep unit	37.00 Fahrenheit	
hot water	handwash sink	100.00 Fahrenheit	
quaternary ammonium sanitizer	3 compartment sink	100.00 PPM	
hot water	3 compartment sink	120.00 Fahrenheit	
shredded cheese	insert prep top	41.00 Fahrenheit	
ricotta	2 door undercounter refrigerator	38.00 Fahrenheit	
hot water	handwash sink (back prep)	0.00 Fahrenheit	Hot water turned off. Hot water turned back on and remeasured at 100F.
ricotta	walk-in refrigerator	36.00 Fahrenheit	
chicken salad	self-service display refrigerator	40.00 Fahrenheit	

Overall Comments:

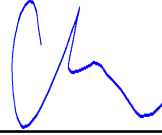
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When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed 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 **12/2/2024**. 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: CONNOR ARBURN
MANAGER

Signed On: November 18, 2024