

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 09/30/2026		Placard Color & Score GREEN 76		
Program PR0402150 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name ROOTS BISTRO, INC		Inspection Time 13:20 - 14:30			
Inspected By MAMAYE KEBEDE		Inspection Type ROUTINE INSPECTION		Consent By DO NGUYEN				FSC Not Available

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						
K06	Adequate handwash facilities supplied, accessible	X						
K07	Proper hot and cold holding temperatures	X						N
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		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	X	
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used		
K30	Food storage: food storage containers identified	X	
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	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		
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

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: Major violation:

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 09/30/2026

Repeated major 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

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

Inspector Observations: There is not a food safety manager certified person in the facility.

[CA] Someone from the facility must take a food safety certificate class within two months and keep a copy of the certificate on file.

Food Safety Manager certificate class may be taken on the following websites:

1. Premier Food Safety:

<https://www.premierfoodsafety.com/food-manager-certification/california>

2. Learn 2 Serve:

<https://www.360training.com/learn2serve/food-safety-manager/California>

3. Serve Safe Manager:

<https://www.servsafe.com/ServSafe-Manager>

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.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

Inspector Observations: Some open bag food products were stored on the shelf in the dry storage area.

[CA] Store all open bag food products in properly labeled bulk containers.

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations: Many food products on boxes were stored directly on the floor or on milk crate back in the storage area and some below the front counter.

[CA] To prevent insect hiding and breeding and for easy cleaning of the floor area, please store all food products at least six inches off the floor on an approved shelf or dunnage rack.

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

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Inspector Observations: The facility has multiple cooking equipment installed without any permit including multiple OMEG portable induction cooktops and a tabletop miniature deep noodle boiler stored without any exhaust hood. [CA] All utensils and equipment shall be certified or classified for sanitation by an American National Standards Institute (ANSI) accredited certification program (e.g., NSF, UL EPH, UL Sanitation, CSA Sanitation, or ETL Sanitation). Remove the tabletop miniature deep fryer. Contact this division's Plan Check program for review and approval of equipment prior to installation. Furthermore, all equipment that uses gas/electricity and produces steam, grease, and excessive heat must be stored under the exhaust hood.

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

Inspector Observations: A couple of 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).

There was very low sanitizer concentration on one of the sanitizer buckets. [CA] Maintain the sanitizer concentration on the sanitizer buckets at 200 ppm quaternary ammonia. 100 ppm chlorine (bleach), 272 ppm -700 ppm lactic acid levels.

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

Inspector Observations: 48 HOUR NOTICE--
Our records indicate this facility has a delinquent account and is operating without a valid Santa Clara County Department of Environmental Health permit. The facility has an outstanding account balance in the amount of \$1,7,21.25

Payment must be made within 48 hours (2 business days) to the Santa Clara County DEH online at our website which is <https://paydirect.link2gov.com/SantaClaraCountyDEH/ItemSearch> using an account ID number AR1355635. You may also drop a business check or a crasher's check at our office address written on the top right corner.

A re-inspection will not be conducted if your account is paid in full by 10/02/2026. The facility shall remain open, and a new valid permit will be mailed after payment has been received.

If your account has not been paid in full by the Comply By date, a re-inspection will be carried out, and the facility owner may be billed at the current hourly rate per County Ordinance Code B11-8. Non-payment of permit fees within 48 hours will result in additional legal actions up to and including facility closure.

Performance-Based Inspection Questions

Needs Improvement - Food contact surfaces clean, sanitized.
Needs Improvement - Communicable disease; reporting/restriction/exclusion.
Needs Improvement - Proper hot and cold holding temperatures.

Measured Observations

Item	Location	Measurement	Comments
Salmon	Undercounter preparation fridge	34.00 Fahrenheit	
Chlorine	Three compartment sink	100.00 PPM	
Hot water	Three compartment sink	125.00 Fahrenheit	
Boba, TPHC	Preparation table	110.00 Fahrenheit	
Chicken	Undercounter preparation fridge	31.00 Fahrenheit	
Quaternary ammonia	Three compartment sink	0.00 Fahrenheit	

Overall Comments:

Note:1. Food safety manager certificate: Expired.

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**

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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 **10/14/2026**. 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: Do Nguyen
Employee
Signed On: September 30, 2026