

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 FA0279734 - BON APPETIT @ SERVICENOW		Site Address 2235 LAWSON LN C, SANTA CLARA, CA 95054		Inspection Date 12/05/2024	
Program PR0421739 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17			Owner Name BON APPETIT MANAGEMEN		Inspection Time 12:15 - 13:55
Inspected By THAO HA	Inspection Type ROUTINE INSPECTION	Consent By DWAYNE JOSEPH	FSC Dwayne Joseph 9/24/25		

Placard Color & Score
GREEN
90

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						
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		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	X	
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		
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

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

Inspector Observations: Upright warmer in back area measured to have:

-Mashed potatoes at 129F

-Roasted vegetables 129F

Steak in upright warmer measured to be 139F.

Upright warmer measured to have 180F ambient temperature.

[CA]Maintain PHF at 135F and above for hot holding.

[COS] Mashed potatoes and roasted vegetables were moved back into oven to be reheated to 165F prior to returning to hot box.

Minor Violations

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: Raw chicken observed to be stored above precooked bacon. [CA] Store raw poultry below ready to eat foods and other meats to prevent cross contamination.

Performance-Based Inspection Questions

N/A

Measured Observations

Item	Location	Measurement	Comments
Warm water	handwash sink	100.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Boiled pasta	Walk in cooler front area	44.00 Fahrenheit	Per operator cooked within the last 4 hours.
Curry	Hot holding line	163.00 Fahrenheit	
Marinated fish	Walk in cooler front area	41.00 Fahrenheit	
Quat ammonia	sanitizer bucket	200.00 Fahrenheit	
Raw fish	Drawers under griddle	39.00 Fahrenheit	
Mashed potatoes	Upright warmer	129.00 Fahrenheit	
Cheese	Walk in cooler back area	40.00 Fahrenheit	
Raw chicken	Walk in cooler back area	39.00 Fahrenheit	
Mac n Cheese	Hot holding line	155.00 Fahrenheit	
Ambient temperature	Upright warmer	170.00 Fahrenheit	
Quat ammonia	3-comp sink	200.00 Fahrenheit	
Steak	Upright warmer	138.00 Fahrenheit	
chlorine	upright dishwasher	41.00 Fahrenheit	
Roasted vegetables	Upright warmer	129.00 Fahrenheit	
Cut tomatoes	Prep cooler	41.00 Fahrenheit	
Rice	Hot holding line	153.00 Fahrenheit	

Overall Comments:

NOTE: Facility shall be downgraded to 6-25 employees full time. At time of inspection observed 12 employees working and facility only operates until about 8 hours 5 days a week.

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 **12/19/2024**. 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.

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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: Dwayne Joseph
Executive Manager

Signed On: December 05, 2024