

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 FA0210058 - MANDARIN GOURMET		Site Address 5560 SANTA TERESA BL, SAN JOSE, CA 95123		Inspection Date 08/10/2026		Placard Color & Score RED 62		
Program PR0302510 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name LIU CHENG INC		Inspection Time 12:00 - 14:00			
Inspected By JENNIFER RIOS		Inspection Type ROUTINE INSPECTION		Consent By TIMMIE				FSC Timmie Cheng 05/30/2029

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				N
K05	Hands clean, properly washed; gloves used properly					X		N
K06	Adequate handwash facilities supplied, accessible	X						S
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				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						N
K23	No rodents, insects, birds, or animals		X					N

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	X	
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use	X	
K39	Thermometers provided, accurate		
K40	Wiping cloths: properly used, stored	X	
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

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

Inspector Observations: *Fried rice on counter measured 98F and noodles on counter measured 62F. Per PIC, they were placed out at opening (11:30am) one hour prior to temperature measurement. [CA] PHFs shall be held at 41°F or below or at 135°F or above. [COS] Items placed in reach in fridge to cool down.*

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: *1. Observed Vermin: Documented in the following areas: Observed several live cockroaches on the shelves across from the cookline and several dead cockroaches in the same area. Observed many rodent droppings on the floors throughout the food facility, on food containers in storage areas, on food preparation surfaces through out food facility. Observed rodent droppings on top of the mechanical warewash, on the tray where sanitized equipment comes out and the all around.*

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: S. Lew

4. Notification: The person in charge during inspection, Timmie, has been informed that the facility must close immediately.

[CA]: *The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.*

Requirements Before Reopening:

1. Email the signed and completed Reopening Checklist to the assigned inspector.

2. Submit a copy of the pest control report from a licensed provider.

Minor Violations

K04 - 3 Points - Improper eating, tasting, drinking or tobacco use in food preparation area; 113977

Inspector Observations: *Observed multiple plates of employee food on preparation surfaces. [CA] No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area.*

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: *Observed heavy meat accumulation on parts of meat slicer guards and behind blade that had not been cleaned. Meat slicer was not in use at time of inspection. [CA] Meat slicer shall be washed, rinsed and sanitized after use to prevent accumulation of debris inside equipment.*

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: *Observed raw meat stored over vegetables in the walk in fridge. [CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.*

Observed uncovered food stored in the walk in fridge and freezer, also observed food covered with linens in walk in freezer. [CA] Ensure that food is covered to prevent contamination using approved food storage containers.

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

Inspector Observations: *Observed open bulk bags of MSG, potato flour and salt in dry storage area. [CA] Store open bulk foods in approved NSF containers with tight fitting lids.*

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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: *Observed cardboard propping up/leveling meat slicer, observed cardboard in the gaps above the ventilation hood. [CA] Remove cardboard and discontinue use. Use only materials that are non absorbent, easily cleanable and durable.*

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

Inspector Observations: *Observed bowl and bucket used as scoops in the bulk food containers. [CA] Provide scoops with handles and store scoop handle in such a way that the handle does not come in direct contact with food to prevent contamination.*

Observed the reuse of soy sauce buckets to store raw meats in the walk in fridge. [CA] Single use food container (e.g. soy sauce container, milk carton, apple juice container, can food, wine bottle) shall not be reused to store food.

K38 - 2 Points - Inadequate ventilation and lighting in designated area; 114149, 114149.1, 114149.2, 114149.3, 114252, 114252.1

Inspector Observations: *Observed two lights out in ventilation hood. [CA] Repair/replace light bulbs*

Observed gaps in the filters in the ventilation hoods. [CA] Filters shall be fitted in the mechanical exhaust ventilation over cooking equipment, provide spacer or correct sized filters. Eliminate gaps between filters.

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

Inspector Observations: *Observed soiled wiping cloths on counters throughout, did not observed sanitizing buckets. Observed employee rinse wiping cloth in three compartment preparation sink. [CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).*

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: *Observed multiple drain lines improperly installed and inside drains or floor sinks throughout the facility without providing an air gap. [CA] Food equipment shall discharge liquid waste by means of indirect waste pipes into a floor sink or other approved type of receptor equipped with a minimum 1" air gap.*

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: *1. Back door to kitchen was open upon arrival and throughout inspection. [CA] Keep back door closed at all times to prevent the entrance and harborage of vermin.*

Observed a lot of unused equipment/garbage accumulated in room next to janitorial sink. [CA] Clean and maintain area to prevent the harborage of vermin.

Performance-Based Inspection Questions

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

Needs Improvement - Proper eating, tasting, drinking, tobacco use.

Needs Improvement - Proper hot and cold holding temperatures.

Needs Improvement - Sewage and wastewater properly disposed.

Needs Improvement - No rodents, insects, birds, or animals.

Needs Improvement - Food contact surfaces clean, sanitized.

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Measured Observations

Item	Location	Measurement	Comments
Breaded chicken	Walk in cooler	47.00 Fahrenheit	Cooling.
Breaded chicken	Reach in fridge	62.00 Fahrenheit	Cooling.
Raw chicken	Walk in fridge	45.00 Fahrenheit	
Noodles	On counter	62.00 Fahrenheit	
Chlorine	Mechanical warwash	50.00 PPM	
Ambient air	Walk in fridge	41.00 Fahrenheit	
Fried rice	On counter	91.00 Fahrenheit	
Hot water	Three compartment sink	120.00 Fahrenheit	
Warm watere	Handwash	100.00 Fahrenheit	
Fried chicken	Reach in fridge	40.00 Fahrenheit	

Overall Comments:

CLOSURE / PERMIT SUSPENSION NOTICE

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 **8/24/2026**. 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.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

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: Timmie Cheng
Manager

Signed On: August 10, 2026