

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 FA0203995 - ROGER'S DELI		Site Address 295 E MIDDLEFIELD RD, MOUNTAIN VIEW, CA 9404		Inspection Date 02/24/2026		Placard Color & Score YELLOW 61		
Program PR0302344 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name LAM, NAM		Inspection Time 08:30 - 11:00			
Inspected By MARCELA MASRI		Inspection Type ROUTINE INSPECTION		Consent By MIKE LAM				FSC CHOU HIENG LAM 1-14-27

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		X			S
K07	Proper hot and cold holding temperatures		X		X			S
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	X	X
K31	Consumer self service does prevent contamination		
K32	Food properly labeled and honestly presented		
K33	Nonfood contact surfaces clean	X	
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		
K42	Garbage & refuse properly disposed; facilities maintained		
K43	Toilet facilities: properly constructed, supplied, cleaned		X
K44	Premises clean, in good repair; Personal/chemical storage; Adequate vermin-proofing		X
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

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: BOTH HAND WASH SINKS HAVE NO PAPER TOWELS AND NON WORKING SOAP DISPENSERS. [CA] PROVIDE SOAP AND PAPER TOWELS READILY AVAILABLE. COS

FOUND A WIPING CLOTH, AN EMPTY MILK CONTAINER AND CLEANING SUPPLIES INSIDE THE HAND WASH SINKS. [CA] REMOVE THESE ITEMS AND KEEP THE HAND WASH SINKS ACCESSIBLE AT ALL TIMES. COS.

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

Inspector Observations: FOUND THE FOLLOWING FOOD AT 50F: EGGS, TUNA SALAD, HAM, SAUSAGES AND CHEESE LOCATED IN THE SERVICE REFRIGERATOR CLOSEST TO THE HAND WASH SINK. [CA] KEEP COLD POTENTIALLY HAZARDOUS FOOD AT 41F OR BELOW. NOTE: THE OWNER STATES THAT THE FOOD HAS BEEN STORED IN THIS REFRIGERATOR FOR A COUPLE OF HOURS AND IT WAS RELOCATED TO A WORKING REFRIGERATOR.

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

Inspector Observations: THE HALF AND HALF CREAMER IN THE SELF SERVE CONTAINER IS LACKING A TIME STAMP INDICATING THE 4 HRS THAT IT CAN BE KEPT WITHOUT REFRIGERATION. [CA] PROVIDE A TIME STAMP, A TIMER OR A LOG TO INDICATE THE TIME IT WAS TAKEN OUT OF THE REFRIGERATOR AND THE TIME IT SHOULD BE DISCARDED (4 HRS MAXIMUM).

Minor Violations

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

Inspector Observations: MISSING THE FOOD HANDLER'S CARDS FOR THE FOOD EMPLOYEES. [CA] PROVIDE FOOD HANDLER'S CARDS.

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

Inspector Observations: FOUND A BOX WITH DOUGH STORED ON THE FLOOR IN THE WALK IN FREEZER. [CA] STORE FOOD 6 INCHES ABOVE THE FLOOR. COS

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations: FOUND MOLD LIKE SUBSTANCE ON THE FAN COVERS AND UPPER SHELVES IN THE WALK IN COOLER. [CA] CLEAN THESE AREAS MORE OFTEN.

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: THE SERVICE REFRIGERATOR NEAREST THE FIRST HAND WASH SINK IS NOT KEEPING THE COLD POTENTIALLY HAZARDOUS FOOD AT 41F OR BELOW. [CA] REPAIR THE REFRIGERATOR.

Follow-up By
02/26/2026

FOUND THE CUTTING BOARDS STORED ABOVE THE 3 COMPARTMENT SINK WITH DARK STAINS. AND THE CUTTING BOARD ON THE SERVICE REFRIGERATOR NEAR THE FIRST HAND WASH SINK WITH KNIFE CUTS. [CA] SURFACES OF EQUIPMENT SUCH AS CUTTING BLOCKS AND CUTTING BOARDS THAT ARE STAINED BY MOLD, SCRATCHED AND SCORED SO THAT THEY CAN NO LONGER BE EFFECTIVELY BE CLEANED AND SANITIZED SHALL BE RESURFACED OR REPLACED.

K43 - 2 Points - Toilet facilities: improperly constructed, supplied, cleaned; 114250, 114250.1, 114276

Inspector Observations: THE TOILET TANK LID IS MISSING IN THE RESTROOM. [CA] PROVIDE TOILET TANK LID.

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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: THE BACK DOOR AND ONE OF THE FRONT DOORS WERE FOUND OPEN. [CA] CLOSE THE DOORS TO PREVENT VERMIN FROM COMING INSIDE.

FOUND A MOP INSIDE THE MOP BUCKET. [CA] HANG THE MOP TO AIR DRY.

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

Inspector Observations: FOUND EXCESSIVE FOOD DEBRIS ON THE FLOOR IN THE FRONT SERVICE AREA. [CA] CLEAN THIS AREA MORE OFTEN.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

Measured Observations

Item	Location	Measurement	Comments
FRUIT CUPS	WALK IN COOLER	35.00 Fahrenheit	
HOT WATER	3 COMPARTMENT SINK	120.00 Fahrenheit	
MILK	WALK IN COOLER	35.00 Fahrenheit	
CUT TOMATO	SERVICE REFRIGERATOR	40.00 Fahrenheit	
CHEESE	SERVICE REFRIGERATOR	40.00 Fahrenheit	
TUNA SALAD	SERVICE REFRIGERATOR NEAR THE HAND WASH SINK	50.00 Fahrenheit	
EGGS	SERVICE REFRIGERATOR NEAR THE HAND WASH SINK	50.00 Fahrenheit	
BROCCOLI SOUP	HOT HOLDING	149.00 Fahrenheit	
HAM	SERVICE REFRIGERATOR NEAR THE HAND WASH SINK	50.00 Fahrenheit	
HOT WATER	HAND WASH SINK	100.00 Fahrenheit	
CHEESE	SERVICE REFRIGERATOR NEAR THE HAND WASH SINK	50.00 Fahrenheit	
SAUSAGE	SERVICE REFRIGERATOR NEAR THE HAND WASH SINK	50.00 Fahrenheit	
CHEESE	SERVICE REFRIGERATOR	35.00 Fahrenheit	
HALF AND HALF	UNDER COUNTER REFRIGERATOR	36.00 Fahrenheit	

Overall Comments:

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 3/10/2026. 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: MIKE LAM
OWNER
Signed On: February 24, 2026