

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 FA0301990 - SERVICENOW F&G - BON APPETIT - CAFE		Site Address 2250 LAWSON LN F/G, SANTA CLARA, CA 95054		Inspection Date 10/20/2025	
Program PR0447680 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 2 - FP16			Owner Name BON APPETIT MANAGEMEN		Inspection Time 12:40 - 14:55
Inspected By THAO HA	Inspection Type ROUTINE INSPECTION	Consent By DWAYNE JOSEPH	FSC Dwayne Joseph 06/06/2030		

Placard Color & Score GREEN 98

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	
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		
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

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: Walk in cooler observed to have leak and freezing over. PHFs observed to have employee removing from cooler. PHFs measured to be under 45F. Per operator leak happened recently within the last hour and all PHFs are being removed.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below. Repair leak and monitor cooler.

Performance-Based Inspection Questions

N/A

Measured Observations

<u>Item</u>	<u>Location</u>	<u>Measurement</u>	<u>Comments</u>
Quat ammonia	sanitizer bucket	200.00 Fahrenheit	
White rice	front service area under the counter warmer	44.00 Fahrenheit	
White rice	Upright front area warmer	141.00 Fahrenheit	
Pulled pork	Upright the counter warmer	141.00 Fahrenheit	
Cooked mushroom	Upright the counter warmer	154.00 Fahrenheit	
Black beans	Cooling rack in main walk in cooler	52.00 Fahrenheit	Per label beans were made 3.5 hours prior.
Warm water	Handwash sink	100.00 Fahrenheit	
Rinse cycle	rinse cycle	200.00 Fahrenheit	
Tofu	Side room left walk in cooler	40.00 Fahrenheit	
Curry	front service line under the counter warmer	139.00 Fahrenheit	
Roasted vegetables	front service line under the counter warmer	141.00 Fahrenheit	
Hot water	3-comp sink	120.00 Fahrenheit	
Quat ammonia	3-comp sink	200.00 Fahrenheit	
Raw chicken	Side room middle walk in cooler	39.00 Fahrenheit	
Raw ox tail	Side room middle walk in cooler	38.00 Fahrenheit	
Pasta	front service area under the counter warmer	168.00 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 **11/3/2025**. 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: Diane Ortiz
General Manager

Signed On: October 20, 2025