

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 FA0307364 - CAFES QUAN		Site Address 1816 TULLY RD 184, SAN JOSE, CA 95122		Inspection Date 10/20/2025		Placard Color & Score GREEN 64		
Program PR0450859 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10			Owner Name WINDY TRINH		Inspection Time 10:00 - 11:30			
Inspected By HENRY LUU		Inspection Type ROUTINE INSPECTION		Consent By RICH (VIA PHONE)				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				N
K02	Communicable disease; reporting/restriction/exclusion	X						
K03	No discharge from eyes, nose, mouth	X						S
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				
K07	Proper hot and cold holding temperatures		X		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				N
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	X	
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	
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	X	
K37	Vending machines		
K38	Adequate ventilation/lighting; designated areas, use	X	
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		X
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: The following items were maintained out in ambient temperature:

- Container of salted cream, measured at 54F.
- Container of creme brulee cream, measured at 55F.
- Per employees, items have been maintained out for approximately 2-3 hours since opening. Items are usually kept out, especially during cooler months per employee.

- Pitchers of pandan and ube milk measured at 50F. Employee stated that items have been kept out for approximately one hour.

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] All items were relocated into the reach-in refrigerator to immediately cool.

Minor Violations

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

Inspector Observations: Five-year Food Safety Certified (FSC) manager certificate unavailable for review. [CA] Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.

Employees' three-year food handler cards unavailable for review.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

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

Inspector Observations: Employee observed consuming from opened beverage in areas of food preparation.

[CA] No employee shall eat or drink in the food prep, food contact storage, or food storage areas, use designated area. Provide designated location for employees to store personal food and beverages, that is separated and protected from facility food.

K05 - 3 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

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Inspector Observations: *Employee observed using personal cellphone and handling money, and then donning on gloves to conduct food preparation without washing hands.*

[CA] *Ensure employees are properly washing hands as required. Employees shall wash their hands in all of the following instances:*

- (1) Immediately before engaging in food preparation, including working with non-prepackaged food, clean equipment and utensils, and unwrapped single-use food containers and utensils.*
 - (2) After touching bare human body parts other than clean hands and clean, exposed portions of arms.*
 - (3) Immediately after using the toilet room and again when returning into the kitchen.*
 - (4) After caring for or handling any animal allowed in a food facility in pursuant to this part.*
 - (5) After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.*
 - (6) After handling soiled equipment or utensils.*
 - (7) During food preparation as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks.*
 - (8) When switching between working with raw food and working with ready-to-eat foods.*
 - (9) Before initially donning gloves for working with food.*
 - (10) Before dispensing or serving food or handling clean tableware and serving utensils in the food service area.*
 - (11) After engaging in other activities that contaminate the hands.*
- Properly wash hands with soap, warm water and dry using single use paper towels as required. Single-use gloves shall be removed prior to washing hands.*

K06 - 3 Points - Inadequate handwash facilities; supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

Inspector Observations: *Hand wash sink at the front service area by the toaster oven lacks splash guard. Hand wash sink also observed with a spray can of Lysol placed inside.*

[CA] *A minimum 6" high metal splash guard spanning the full length of the drainboard shall be installed if the handwash sink is installed less than 24" away from the warewash drainboard.*

Hand wash sink in the back of the facility is completely obstructed with rolling storage rack and container of opened bulk ingredients placed in front.

[CA] *Handwashing facility shall be clean, unobstructed, and accessible at all times.*

K19 - 3 Points - Non-compliance with consumer advisory for raw or undercooked foods; 114012, 114093

Inspector Observations: *Facility offers sandwiches containing Vietnamese mayonnaise and coffee with egg creams made from raw shelled eggs. Menu lacks consumer advisory and disclosure.*

[CA] *Consumer advisory and disclosure shall be provided on menus, brochures, deli case, label statements, table tents, placards, or other effective written means with a disclosure and reminder.*

(1) Disclosure: clearly written statement that includes either a description of the animal-derived foods, such as "oysters on the half shell (raw oysters), or identification of animal derived foods marked by an asterisk () directing to a footnote that items are served raw or undercooked, or contain raw or undercooked ingredients*

(2) Reminder: clearly written statement that identifies animal-derived foods by asterik that marks a food note includes one of the following: "Written information regarding the safety of these food items is available upon request " or "Consuming raw or undercooked meats, poultry, seafood, shellfish or eggs may increase the risk of foodborne illness, especially if you have certain medical conditions.

K21 - 3 Points - Hot and cold water not available; 113953(c), 114099.2(b), 114163(a), 114189, 114192, 114192.1, 11419

Inspector Observations: *Hot water at the food preparation sink measured at 107F. Hot water at the three-compartment sink measured at 110F. Warm water at the hand wash sinks measured at 80F.*

[CA] *Hot water shall be supplied at a minimum temperature of at least 120°F measured from the faucet throughout facility except at handwash sinks. Handwashing facilities shall be equipped to provide minimum 100°F water under pressure for a minimum of 15 seconds.*

K24 - 2 Points - Person in charge not present and not performing duties; 113945-113945.1, 113984.1, 114075

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Inspector Observations: Manager and/or "person in charge" not available at time of inspection.

[CA] A "person in charge" who is responsible for operation of facility shall be present at the food facility during all hours of operation.

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

Inspector Observations: Numerous bags of opened bulk ingredients maintained as is; opened and without containers.[CA] Store open bulk foods in approved NSF containers with tight fitting lids.

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: Food container maintained directly next to hand wash sink lacking splash guard.

[CA] All cleaned utensils shall be stored in a clean, dry location where they are not exposed to splash, dust, or other contamination, and at least six inches above the floor.

Observed single-use cups used as scoops for bulk ingredients.

[CA] Use approved utensils such as scoops or spoons with handles to ensure hands do not come in direct contact with food.

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

Inspector Observations: Facility has two large waffle makers at the front counter. Facility lacks dedicated ventilation hood and has not applied for a hood exemption.

[CA] Provide approved exhaust hood ventilation over all cooking equipment as required to effectively remove cooking odors, smoke, steam, grease, heat, and vapors. Remove unapproved equipment.

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

Inspector Observations: --48 HOUR NOTICE--

Follow-up By
10/22/2025

Our records indicate this facility is operating without a valid permit and has a delinquent account. Your balance due is \$1,383.75. Payment must be made immediately to DEH at the address at the top of this report or via our website at www.Ehinfo.org.

A facility that submits payment of the outstanding balance within 48 hours (2 business days) of this notice will be issued and mailed an operating permit by this department. Failure to comply within 48 hours will result in facility closure and additional enforcement, including but not limited to reinspection(s) and additional cost recovery fees.

A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

**** Invoice provided to operator.**

Performance-Based Inspection Questions

Needs Improvement - Proper eating, tasting, drinking, tobacco use.
Needs Improvement - Consumer advisory for raw or undercooked foods.
Needs Improvement - Hands clean/properly washed/gloves used properly.
Needs Improvement - Demonstration of knowledge; food manager certification.
Needs Improvement - Proper hot and cold holding temperatures.
Needs Improvement - Food contact surfaces clean, sanitized.

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Measured Observations

Item	Location	Measurement	Comments
Pate	Food preparation refrigerator	40.00 Fahrenheit	
Sliced fancy pork	Food preparation refrigerator	40.00 Fahrenheit	
Raw shelled eggs	Two-door upright refrigerator	39.00 Fahrenheit	
Vietnamese mayo	Food preparation refrigerator	41.00 Fahrenheit	
Half and half milk	Two-door upright refrigerator	40.00 Fahrenheit	
Salted cream	Two-door reach-in refrigerator	41.00 Fahrenheit	
Cooked lotus seeds	Two-door upright refrigerator	40.00 Fahrenheit	
Milk	Two-door reach-in refrigerator	41.00 Fahrenheit	

Overall Comments:

** Report was emailed to employee on site.*

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.

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:	Loc N. Employee
Signed On:	October 20, 2025