

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 FA0211988 - MRS FIELDS		Site Address 2855 STEVENS CREEK BL 1096, SANTA CLARA, CA		Inspection Date 10/08/2026		Placard Color & Score RED 76		
Program PR0303419 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 1 - FP09			Owner Name VIRAT TOMAR		Inspection Time 11:45 - 14:20			
Inspected By KAYTLEN SWANSON		Inspection Type ROUTINE INSPECTION		Consent By VIRAT				FSC Virat Tomar 2/1/29

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification	X						S
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					N
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						N
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		X
K34	Warewash facilities: installed/maintained; test strips		X
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		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		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: *MAJOR* Handwash sink at service area was lacking hand soap and paper towels.

[CA] Handwashing facilities shall be equipped with handwashing cleanser and single-use sanitary towels in dispensers at all times.

[SA] PIC refilled bottle of liquid hand soap and provided a roll of paper towels

***MINOR* Hand wash sink in back kitchen near 3 compartment sink was obstructed by bottles of cleaning products and mop heads.**

[COS] PIC was instructed to remove items so that the hand wash facility was accessible.

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: Both dry and fresh mouse and rat droppings and dried urine in dry storage area in back of the facility underneath shelves; on top of boxes of food packaging; on lids of icing containers; on the floor.

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: Elizabeth T.

4. Notification: The person in charge during inspection, Virat, 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.

Follow-up By
10/20/2026

Minor Violations

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

Inspector Observations: Significant accumulation of dust and debris on floors throughout facility including the service area, in the back kitchen underneath the 3 compartment sink and reach in refrigerators, and in the back storage area .

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations: Test strips were unavailable at the time of inspection. PIC set of the 3 compartment sink using quaternary ammonium sanitizer but had been testing sanitizer concentration with chlorine test strips. Quat test strips were found on site but appeared to be expired (no expiration date, outdated packaging, test strips significantly discolored).

[CA] Testing strips shall be available on site at all times to adequately test the concentration of quaternary ammonium sanitizer.

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

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Inspector Observations: Prep and cooking area near service counter under ventilation hood was very dark; back storage area was also very dark and had multiple light bulbs out. Per PIC, the lights near the 3 compartment sink and in the dry storage area in the back had been out for at least a week.

[CA] In every room and area in which any food is prepared, processed or stored or in which equipment or utensils are cleaned, sufficient lighting shall be provided.

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

Inspector Observations: Multiple ceiling tiles were found to be missing or in disrepair throughout the back of the facility: ceiling tile missing above janitorial sink; above door to walk-in freezer; above dry storage shelves.

[CA] Walls and/or floors in food preparation area shall be kept clean and free from holes to prevent pest harborage.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Food in good condition, safe, unadulterated.

Measured Observations

Item	Location	Measurement	Comments
Milk	Reach in refrigerator	38.00 Fahrenheit	
Quaternary ammonium	3 compartment sink	200.00 Fahrenheit	
Boba	Reach in refrigerator	39.00 Fahrenheit	
Hot water	3 compartment sink	120.00 Fahrenheit	
Lychee jelly	Reach in refrigerator	39.00 Fahrenheit	
Ambient	Reach in refrigerator	38.00 Fahrenheit	
Hot water	Handwash sink in employee restroom	100.00 Fahrenheit	
Hot water	Hand wash sink at service counter	100.00 Fahrenheit	

Overall Comments:

Facility is hereby closed due to evidence of vermin infestation.

Facility shall:

- Provide pest control report from a licensed pest control company that indicates the type of control measures taken and that the facility has been treated.
- Eradicate all live and dead rodents from the facility.
- Clean and sanitize the affected area(s) and equipment.
- Dispose of all food items that have been adulterated/contaminated.
- Seal holes (e.g. in walls and ceiling)
- Eliminate harborage inside of the facility - remove unused or unnecessary items/equipment
- Eliminate food and water sources inside the facility.
- Properly store items (e.g. at least 6 inches above floor in sealed rodent-proof/insect-proof containers; organize overly packed and disorganized storage areas).
- Properly store and dispose of garbage and other waste (e.g. excess cardboard).

Please note that pest control treatments for rodents or insects may require a sufficient amount of contact time for these to be effective. Consult with pest control company for guidelines on eliminating harborage, entryways, and food/water sources.

- Ensure all drains are functioning properly.

- The first follow up inspection shall be free of charge. Any and all subsequent follow-up inspection shall be billed at \$290/hour, minimum one hour, during normal business hour, Monday - Friday 7:30 AM to 4:30 PM, and \$664 for a minimum of two hours, during non-business hours, and upon inspector availability

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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 **10/22/2026**. 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: Virat
Manager
Signed On: October 08, 2026