

# 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

|                                                                                 |  |                                                            |                                      |                                      |                                         |                                                                                                                                                    |  |                                         |
|---------------------------------------------------------------------------------|--|------------------------------------------------------------|--------------------------------------|--------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------|
| <b>Facility</b><br>FA0286243 - CISCO                                            |  | <b>Site Address</b><br>225 E TASMAN DR, SAN JOSE, CA 95134 |                                      | <b>Inspection Date</b><br>11/13/2024 |                                         | <b>Placard Color &amp; Score</b><br><div style="background-color: yellow; padding: 10px; text-align: center;"> <b>YELLOW</b><br/> <b>80</b> </div> |  |                                         |
| <b>Program</b><br>PR0429210 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17 |  |                                                            | <b>Owner Name</b><br>ARAMARK @ CISCO |                                      | <b>Inspection Time</b><br>09:35 - 12:35 |                                                                                                                                                    |  |                                         |
| <b>Inspected By</b><br>THAO HA                                                  |  | <b>Inspection Type</b><br>ROUTINE INSPECTION               |                                      | <b>Consent By</b><br>GENESI AGUILERA |                                         |                                                                                                                                                    |  | <b>FSC</b> Genesi Aguilera<br>3/35/2026 |

  

| 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     |       | X      |     |     |     |
| K06                            | Adequate handwash facilities supplied, accessible                           | X  |       |       |        |     |     |     |
| K07                            | Proper hot and cold holding temperatures                                    |    | X     |       | 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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|                                                                          |                                                     |                                  |
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| Program<br>PR0429210 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17 | Owner Name<br>ARAMARK @ CISCO                       | Inspection Time<br>09:35 - 12:35 |
| K48 Plan review                                                          |                                                     |                                  |
| K49 Permits available                                                    | X                                                   |                                  |
| K58 Placard properly displayed/posted                                    |                                                     |                                  |

## Comments and Observations

### Major Violations

K05 - 8 Points - Hands not clean/improperly washed/gloves not used properly; 113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f)

**Inspector Observations:** Dishwasher observed to be handling dirty dishes with a rag and gloved hands then handled cleaned dishes with same rag and without handwashing/changing gloves. [CA] Employees shall wash hands after handling clean dishes and utensils to prevent cross contamination. Rags and wiping clothes used for dirty dishes shall not be used on clean dishes.

Wash hands with soap and warm water prior to donning new gloves.

[COS] Employee placed rags to be only used for dirty dishes and washed his hands to don new gloves. Dirty dishes were placed back on to convener dishwashing machine.

Follow-up By  
11/18/2024

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

**Inspector Observations:** Chilaqueillas (116F), seasoned rice (109F), and white rice(119F) observed to be stored above oven. Per employee items will be served for family meal and were made within the last 45 minutes. [CA] PHFs shall be stored at 135F and above for hot holding. [COS] Employee placed all food back into oven to reheat to 165F and shall keep trays hot in upright warmer until ready for service at family meal.

Follow-up By  
11/18/2024

### 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:** 1) To-go soup containers observed to be used as scoops in bulk dry rice and seasonings. [CA] Provide scoops with handles and stored in such that handle is not in direct contact with food.

2) Upright warmer in kitchen measured to have ambient temperature of 132F. No PHFs in warmer at time of inspection. 2 other warmers next to warmer measured to have ambient temperature of 157F-164F. [CA] Repair upright warmer and ensure warmer can maintain PHF at 135F and above.

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

**Inspector Observations:** Facility has an expired permit and a delinquent invoice with this agency. [CA] --48 HOUR NOTICE--

Our records indicate this facility is operating without a valid permit and has a delinquent account. Your balance due is \$2,513.75. Payment must be made immediately to DEH at the address at the top of this report or via our website at [www.Ehinfo.org](http://www.Ehinfo.org).

Follow-up By  
11/15/2024

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.

### Performance-Based Inspection Questions

N/A

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|                                                                          |                                                     |                                  |
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## Measured Observations

| Item                   | Location                                                            | Measurement       | Comments                                                                |
|------------------------|---------------------------------------------------------------------|-------------------|-------------------------------------------------------------------------|
| Cut fruit              | Walk in cooler 2                                                    | 44.00 Fahrenheit  | Per employee fruit tray was prepped in the last 15 minutes              |
| Cut fruit              | 1 door upright by prep station by entry hall                        | 46.00 Fahrenheit  | Per employee just returned to reach in after use about 10 minutes prior |
| Cream cheese           | 1 door under counter cooler by prep station to the right entry hall | 38.00 Fahrenheit  |                                                                         |
| Char sui               | out of oven                                                         | 178.00 Fahrenheit |                                                                         |
| Raw chicken            | Walk in cooler 4                                                    | 38.00 Fahrenheit  |                                                                         |
| Chia seed pudding      | Walk in cooler 3                                                    | 37.00 Fahrenheit  |                                                                         |
| Cream cheese spread    | 1 door upright cooler by side of kitchen                            | 40.00 Fahrenheit  |                                                                         |
| Rinse cylce            | Conveyor belt dishwasher                                            | 170.00 Fahrenheit |                                                                         |
| Boiled egg             | Walk in cooler 1                                                    | 37.00 Fahrenheit  |                                                                         |
| Hot water              | 3-comp sink                                                         | 120.00 Fahrenheit |                                                                         |
| Raw beef               | Right 2 door cooler in back staging area                            | 41.00 Fahrenheit  |                                                                         |
| Quat ammonia           | sanitizer bucket                                                    | 200.00 Fahrenheit |                                                                         |
| Soup                   | Out of kettle                                                       | 189.00 Fahrenheit |                                                                         |
| Brown rice             | on top of oven                                                      | 109.00 Fahrenheit |                                                                         |
| Eggplant               | Middle 2 door upright warmer                                        | 149.00 Fahrenheit |                                                                         |
| Cheese log             | Left 2 door cooler in back staging area                             | 40.00 Fahrenheit  |                                                                         |
| White rice             | on top of oven                                                      | 119.00 Fahrenheit |                                                                         |
| Cut tomatoes           | 1 door upright by prep staton to the right of entry hall            | 42.00 Fahrenheit  | Per employee just used to prep salad                                    |
| Yogurt                 | Walk in cooler 1                                                    | 37.00 Fahrenheit  |                                                                         |
| Chicken salad sandwich | Walk in cooler 3                                                    | 41.00 Fahrenheit  |                                                                         |
| Cheese                 | Walk in cooler 2                                                    | 38.00 Fahrenheit  |                                                                         |
| Rice                   | Left 2 door upright warmer                                          | 150.00 Fahrenheit |                                                                         |
| Warm water             | handwash stations                                                   | 100.00 Fahrenheit |                                                                         |
| Cubbed chicken         | 2 door reach near middle of cookline                                | 40.00 Fahrenheit  |                                                                         |
| Shredded cheese        | 1 door upright cooler by prep station by corner of walk in coolers  | 40.00 Fahrenheit  |                                                                         |
| Chilaqueilas           | on top of oven                                                      | 116.00 Fahrenheit |                                                                         |
| Char siu pork          | Middle 2 door upright warmer                                        | 143.00 Fahrenheit |                                                                         |
| Ambient temperature    | Right 2 door upright warmer                                         | 132.00 Fahrenheit |                                                                         |
| Roast beef             | Walk in cooler 4                                                    | 39.00 Fahrenheit  |                                                                         |
| Sliced turkey          | 1 door under counter cooler by prep station by entry hall           | 40.00 Fahrenheit  |                                                                         |
| Quat ammonia           | 3-comp sink                                                         | 200.00 Fahrenheit |                                                                         |
| Curry                  | 1 door upright warmer                                               | 153.00 Fahrenheit |                                                                         |
| Curry                  | Left 2 door upright warmer                                          | 159.00 Fahrenheit |                                                                         |
| Milk                   | 2 door upright cooler by back dish storage room                     | 41.00 Fahrenheit  |                                                                         |

## Overall Comments:

***Out of operation coffee cart observed in storage/locker room area. Per operator coffee cart is out of operation currently and is going to be used throughout facility. Prior to operation coffee cart must obtain health permit from this Agency. Visit the mobile food facility section at [www.EHinfo.org](http://www.EHinfo.org) to find applications and checklists for mobile food facility submittal.***

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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 **11/27/2024**. 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:** Genesi Aguilera  
Director  
**Signed On:** November 13, 2024