

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 FA0289557 - MACY'S BACKSTAGE		Site Address 2801 STEVENS CREEK BL, SANTA CLARA, CA 95051	Inspection Date 07/13/2026
Program PR0434213 - LIMITED FOOD SERVICE CAT 2 - FP76		Owner Name MACY'S BACKSTAGE INC	Inspection Time 15:30 - 17:00
Inspected By KATHY VO	Inspection Type LIMITED INSPECTION	Consent By VERONICA	

Placard Color & Score

RED
N/A

Comments and Observations

Major Violations

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:

- In the storage room nearby prepackaged foods for sale, observed excessive accumulation of rodent droppings on top of boxes, shelving, and the floor.

- On the sales floor at the service counter, observed torn up bits of packaging underneath the prepackaged foods.

2. Photographs: Taken for documentation purposes.

3. Supervisor Notified: Anjani Sircar

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

Minor Violations

No minor violations were observed during this inspection.

Performance-Based Inspection Questions

N/A

Measured Observations

N/A

Overall Comments:

Limited inspection conducted in conjunction with CO0160226. Conducted walkthrough of Macy's Men's (3051 Stevens Creek) and Macy's Women's, including Starbucks (2801 Stevens Creek).

The facility is hereby CLOSED by this department due to evidence of vermin infestation (see violation K23). The facility is required to cease operations immediately and must remain closed until all corrective actions below are completed.

Requirements Before Reopening:

1. Complete and sign the provided re-opening checklist.
2. Obtain pest control services and a copy of the latest pest control report from a licensed provider.
3. Submit the re-opening checklist and latest pest control report to district specialist (kathy.vo@deh.sccgov.org) or district supervisor (anjani.sircar@deh.sccgov.org). Upon review, district specialist will schedule the follow-up inspection.

Per PIC, facility receives routine pest control services from Orkin. PIC stated that Orkin conducted services today. Reports are unavailable for review on-site. Requested copy of reports.

A period of 24 hours from this inspection shall pass before requesting a follow-up inspection. Pest control treatments may require a sufficient amount of contact time to be effective.

- A follow-up inspection to verify compliance of major violations will be conducted upon facility request. The first follow-up inspection is free of charge. Subsequent follow-up inspections after the first follow-up shall be billed at \$282/hour (one hour minimum) during normal business hours (Monday - Friday, 7:30 AM to 4:30 PM), and \$645 (minimum of two hours) during

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non-business hours, and upon inspector availability.

- The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.

- 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.

CLOSURE / PERMIT SUSPENSION NOTICE

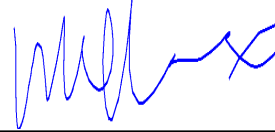
When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than 7/27/2026. 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: Veronica Chico
Director
Signed On: July 13, 2026