

# 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>FA0250009 - GEN WESTGATE                                     |  | <b>Site Address</b><br>1554 SARATOGA AV P401, SAN JOSE, CA 95129 |                                           | <b>Inspection Date</b><br>12/09/2024 |                                         | <b>Placard Color &amp; Score</b><br><div style="background-color: yellow; padding: 10px; text-align: center;"> <b>YELLOW</b><br/> <b>66</b> </div> |  |                                     |
| <b>Program</b><br>PR0360013 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 2 - FP16 |  |                                                                  | <b>Owner Name</b><br>GEN MOUNTAIN VIEW LP |                                      | <b>Inspection Time</b><br>14:15 - 15:30 |                                                                                                                                                    |  |                                     |
| <b>Inspected By</b><br>DENNIS LY                                                |  | <b>Inspection Type</b><br>ROUTINE INSPECTION                     |                                           | <b>Consent By</b><br>JASLEEN         |                                         |                                                                                                                                                    |  | <b>FSC</b> John Tina<br>n - 4/28/26 |

  

| 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  |       |       |        |     |     | S   |
| 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      |     |     | N   |
| K06                            | Adequate handwash facilities supplied, accessible                           |    | X     |       | 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     |       | 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  |       |       |        |     |     |     |
| 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                                          | X   |     |
| 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                    |     |     |
| 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>PR0360013 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 2 - FP16 | Owner Name<br>GEN MOUNTAIN VIEW LP                        | Inspection Time<br>14:15 - 15:30 |
| K48                                                                      | Plan review                                               |                                  |
| K49                                                                      | Permits available                                         |                                  |
| 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:** *Improper handwashing practice observed by employee on multiple occasions - Employee did not wash hands after handling raw meats with hands; employee also did not wash hands after touching face and hair. [CA] Employees shall properly wash hands with warm water, soap, and single-use paper towel when required.*

**[COS] Employee was stopped both times prior to contaminating food and asked to properly wash hands.**

Follow-up By  
12/12/2024

K06 - 8 Points - Inadequate handwash facilities: supplied or accessible; 113953, 113953.1, 113953.2, 114067(f)

**Inspector Observations:** *Lack of soap at the only handwash sink located at the warewash area - soap dispenser was not operational. [CA] All handwash sinks shall be able to provide warm water, soap, and single-use paper towels for employees to properly wash hands.*

**[COS] Employee added soap into pump dispenser at the sink.**

Follow-up By  
12/12/2024

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

**Inspector Observations:** *Potentially hazardous foods measured at improper holding temperatures. Tofu by the cook line was measured at 73F. Tofu soup in warmer was measured at 76F. [CA] Potentially hazardous foods when cold holding shall be held at or below 41F; when hot holding shall be held at or above 135F.*

**[COS] Per employee, the tofu was in use within the last hour and relocated into the walk-in cooler. The warmer for the tofu soup was not turned on for an unknown period of time and the soup was discarded by employee.**

Follow-up By  
12/12/2024

K14 - 8 Points - Food contact surfaces unclean and unsanitized; 113984(e), 114097, 114099.1, 114099.4, 114099.6, 114101, 114105, 114109, 114111, 114113, 114115(a,b,d), 114117, 14125(b), 114141

**Inspector Observations:** *1) At time of inspection, quat sanitizer at the three compartment sink was measured at 0 ppm as the line from the sanitizer container was disconnected. [CA] Manual sanitization shall be accomplished in the final sanitizing rinse by contacting a chlorine solution of 100 PPM concentration for at least 30 seconds or by contacting a quaternary ammonium solution of 200 PPM concentration for at least 60 seconds.*

**[COS] Employee reconnected the sanitizer line and measured at 300-400 ppm.**

Follow-up By  
12/12/2024

*2) The sanitizing rinse temperature at the high temperature dishwasher was measured at 140F. [CA] Mechanical sanitization shall be accomplished in the final sanitizing rinse by achieving a utensil surface temperature of 160°F. [SA] Employee shall complete the sanitizing process for all equipment and utensils at the three compartment sink*

### Minor Violations

K26 - 2 Points - Unapproved thawing methods used; frozen food; 114018, 114020, 114020.1

**Inspector Observations:** *Observed raw meats (beef and pork) thawing at room temperature on the prep sink. [CA] Frozen potentially hazardous food shall only be thawed in one of the following ways: 1) under refrigeration that maintains the food temperature at 41°F or below, 2) completely submerged under potable running water for a period not to exceed two hours at a water temperature of 70°F or below, and with sufficient water velocity to agitate and flush off loose particles into the sink drain, 3) in a microwave oven if immediately followed by immediate preparation, 4) as part of a cooking process.*

### Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.

Needs Improvement - Food contact surfaces clean, sanitized.

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## Measured Observations

| Item                      | Location                     | Measurement       | Comments                          |
|---------------------------|------------------------------|-------------------|-----------------------------------|
| Tofu soup                 | Warmer                       | 76.00 Fahrenheit  |                                   |
| Chlorine sanitizer        | Dishwasher - bar             | 50.00 PPM         |                                   |
| Raw shrimp                | Walk-in cooler               | 40.00 Fahrenheit  |                                   |
| Ribs                      | Cooked                       | 167.00 Fahrenheit |                                   |
| Raw beef                  | Food prep unit insert        | 38.00 Fahrenheit  |                                   |
| Mashed potatoes with corn | Food prep unit               | 41.00 Fahrenheit  |                                   |
| Raw chicken               | Food prep unit insert        | 37.00 Fahrenheit  |                                   |
| Raw chicken               | Walk-in cooler               | 35.00 Fahrenheit  |                                   |
| Raw beef                  | Walk-in cooler               | 37.00 Fahrenheit  |                                   |
| Raw pork                  | Food prep unit insert        | 38.00 Fahrenheit  |                                   |
| Quat sanitizer            | Three compartment sink       | 0.00 PPM          | Measured at 300-400 ppm after COS |
| Hot water                 | Three compartment sink - Bar | 120.00 Fahrenheit |                                   |
| Rice                      | Warmer                       | 153.00 Fahrenheit |                                   |
| Tofu                      | By cook line                 | 73.00 Fahrenheit  |                                   |
| Hot water                 | Handwash sinks - all         | 100.00 Fahrenheit |                                   |
| Sanitizing rinse          | High temperature dishwasher  | 140.00 Fahrenheit |                                   |
| Hot water                 | Three compartment sink       | 120.00 Fahrenheit |                                   |
| Raw pork                  | Walk-in cooler               | 37.00 Fahrenheit  |                                   |

## Overall Comments:

*Conducted in conjunction with CO0155877*

*Joint inspection with Anabelle Garcia*

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 **12/23/2024**. 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: Jasleen Sayaan  
Assistant Manager  
Signed On: December 09, 2024