

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 FA0291663 - SYNOPSISYS		Site Address 790 N MARY AV 68977, SUNNYVALE, CA 94085		Inspection Date 05/12/2026		Placard Color & Score GREEN 78		
Program PR0437034 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17			Owner Name BON APPETIT MANAGEMEN		Inspection Time 11:50 - 14:15			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By JASON SANCHEZ				FSC Jason Sanchez 10/04/2029

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						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				S
K06	Adequate handwash facilities supplied, accessible			X	X			
K07	Proper hot and cold holding temperatures			X	X			S
K08	Time as a public health control; procedures & records	X						S
K09	Proper cooling methods		X		X			S
K10	Proper cooking time & temperatures	X						S
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				S
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	S
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						S
K23	No rodents, insects, birds, or animals	X						S

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	X	
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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K48	Plan review	
K49	Permits available	
K58	Placard properly displayed/posted	

Comments and Observations

Major Violations

K09 - 8 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations:

Cooked pasta measured between 46F while maintained in a large, lid covered plastic container in the main walk-in cooler at the center of the kitchen area. Per staff, it had been cooked yesterday, and had been cooling maintained in the unit overnight.

[CA] After heating or hot holding, Potentially Hazardous Foods (PHFs) shall be cooled rapidly from 135°F to 70°F within 2 hours and from 70°F to 41°F within 4 hours. Approved cooling methods include: 1) Placing the food in shallow pans 2) Separating the food into thinner or smaller portions. 3) Using rapid cooling equipment (Ex. blast chiller) 4) Using containers that facilitate heat transfer (ex. stainless steel) 5) Adding ice as an ingredient. 6) Using ice paddles 7) Using an ice bath and stirring frequently 8) Accordance with a HACCP plan. Cooling foods shall have enough space around the containers for cold air to circulate, be loosely covered, or uncovered and stirred as frequently needed to evenly cool.

[COS] Pasta was voluntarily discarded.

Minor Violations

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

Inspector Observations:

Employee observed moving a trash can by handling the insides/outside, then did not wash hands thereafter until prompted to.

Employee observed moving a trash can by contacting the outside, then continued food service. No direct contamination observed.

[CA] Employees shall wash their hands in all of the following scenarios:

- (1) Immediately before engaging in food preparation, including working with nonprepackaged 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) After using the toilet room.***
- (4) After caring for or handling any animal allowed in a food facility 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 food.***
- (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.***

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

Inspector Observations:

Hand sink at the satellite service area obstructed by a chair placed in front.

Hand sink at the left side of the cook-line obstructed by a trash can placed directly in front.

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

K07 - 3 Points - Improper hot and cold holding temperatures; 11387.1, 113996, 113998, 114037, 114343(a)

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Inspector Observations:

Sliced tomatoes measured 49F while maintained out of temperature control on a speed rack at the middle kitchen area. Per staff, they had been taken out of refrigeration approximately 30 minutes prior.

Cooked chicken and shredded cheese measured 46F while maintained in the upper right drawer cooler underneath the grill station. Ambient of the upper portion measured 46F via probe.

***Note: Strongly recommend not storing potentially hazardous foods in the upper portion of the unit if the heat from the grill renders the unit incapable of maintaining at 41F or below.**

[CA] Potentially hazardous foods shall be held at 41F or below, or at 135F or above to prevent the growth of bacteria.

[COS] Sliced tomatoes were relocated to a refrigeration unit. Cooked chicken and shredded cheese were relocated to lower portion of the drawer cooler at the grill station.

K14 - 3 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. High temperature sanitizing rinse measured 159F in the mechanical dishwasher during active warewashing.

[CA] Mechanical sanitization shall be accomplished in the final sanitizing rinse by achieving a utensil surface temperature of 160°F (or manufacturer's instruction).

2. Numerous cleaned, wet containers observed stacked up on drying racks at the dishwashing area.

[CA] Equipment and utensils must be air dried or properly stored to facilitate drying after sanitizing.

K27 - 2 Points - Food not separated and unprotected; 113984(a-d,f), 113986, 114060, 114067(a,d,e,j), 114069(a,b), 114077, 114089.1(c), 114143(c)

Inspector Observations:

Container of chopped bell peppers observed stored directly on top of container of chopped celery. Bottom of top container in direct contact with celery. Stack of aforementioned containers of food observed stored on a cart approximately 1 inch away from a stack of soiled dishes.

[CA] Food shall be separated and protected from contamination.

Performance-Based Inspection Questions

All responses to PBI questions were satisfactory.

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Measured Observations

Item	Location	Measurement	Comments
chorizo	walk-in cooler - general	40.00 Fahrenheit	
chicken	warmer - middle kitchen	168.00 Fahrenheit	
cheese pasta	warmer - street eats area	159.00 Fahrenheit	
rice	warmer - middle kitchen - front	168.00 Fahrenheit	
tofu	drawer cooler - create area	39.00 Fahrenheit	
scallops	warmer - satellite area	156.00 Fahrenheit	
milk	walk-in cooler - non raw	37.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
hot water	prep sinks/dump sinks	120.00 Fahrenheit	
garlic	two-door reach-in cooler - create area	34.00 Fahrenheit	
milk	two-door reach-in cooler - satellite area	38.00 Fahrenheit	
sliced cheeses	walk-in cooler - non raw	37.00 Fahrenheit	
egg salad sandwich	open-front display cooler	41.00 Fahrenheit	
sliced cantaloupe	walk-in cooler - non raw	41.00 Fahrenheit	
cooked chicken	drawer cooler - create area	40.00 Fahrenheit	
bean patties	drawer cooler - left - upper portion - grill	32.00 Fahrenheit	
sliced tomatoes	two-door reach-in cooler - create area	39.00 Fahrenheit	
ambient	drawer cooler - right - upper portion - grill	46.00 Fahrenheit	
halal chicken	walk-in cooler - general	40.00 Fahrenheit	
parfait	open-front display cooler	41.00 Fahrenheit	
high temperature sanitizing rinse	mechanical dishwasher	159.00 Fahrenheit	
ambient	two-door reach-in cooler - dahba area	36.00 Fahrenheit	
tofu	walk-in cooler - non raw	37.00 Fahrenheit	
salmon	walk-in cooler - general	54.00 Fahrenheit	cooling
beef patty	grill	156.00 Fahrenheit	final cook temp
raw beef	walk-in cooler - general	40.00 Fahrenheit	
frozen fries	walk-in freezer	8.00 Fahrenheit	
sauce	warmer - middle kitchen - catering	163.00 Fahrenheit	
raw patties	drawer cooler - right - lower portion - grill	32.00 Fahrenheit	
frozen onion rings	two-door reach-in freezer - fryer station	17.00 Fahrenheit	
spaghetti	warmer - street eats area	149.00 Fahrenheit	
salmon	warmer - satellite area	161.00 Fahrenheit	

Overall Comments:

*Notes:

- Facility is properly adhering to time logging requirements for time as a public health control (4-hour rule) at the three front stations, salad bar, and the satellite service station. Time logs observed all properly documented.
- Mechanical dishwasher observed discharging wastewater onto the floor. Pool of standing water observed in the dishwashing area. Per the PIC, facility has already filed a work order for it.

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 5/26/2026. 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.

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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: Jason Sanchez
Executive Chef

Signed On: May 12, 2026