

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 FA0207964 - PIER 402/CREMA COFFEE		Site Address 238 RACE ST, SAN JOSE, CA 95126		Inspection Date 09/03/2026		Placard Color & Score YELLOW 46		
Program PR0306424 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 3 - FP11			Owner Name LAM, KIM-OZUNG		Inspection Time 12:50 - 15:30			
Inspected By LAWRENCE DODSON		Inspection Type ROUTINE INSPECTION		Consent By DUKE				FSC Dzung Saudte 06/27/2026

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		
K06	Adequate handwash facilities supplied, accessible		X		X			N
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		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	X	
K28	Fruits and vegetables washed		
K29	Toxic substances properly identified, stored, used	X	
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	X	
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	X	
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

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

Inspector Observations:

Observed handwash sink at coffee sink obstructed with bucket sanitizer and handwash sinks by cookline and in bar without paper towels.

[CA] Handwashing facility shall be clean, unobstructed, and accessible at all times. Single-use sanitary towels shall be provided in dispensers.

[COS] PIC stocked handwash sinks with paper towels and removed bucket sanitizer.

Follow-up By
09/06/2026

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

Inspector Observations: **MAJOR**** At time of inspection, coleslaw measured at 54 degrees Fahrenheit and sliced tomatoes at 55 degrees Fahrenheit in the prep cooler in the kitchen cookline. Ambient air temperature of prep cooler measured 55 degrees Fahrenheit. Per PIC, prep cooler was stocked in the morning, more than 4 hours before time of inspection.**

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

[COS] Out of temperature food items and other PHFs in prep cooler were VC&D.

Follow-up By
09/06/2026

******MINOR**** At time of inspection, raw shrimp in walk-in cooler measured 42 degrees Fahrenheit and sausage patty in prep cooler at coffee bar measured 43 degrees Fahrenheit.**

[CA] PHFs shall be held at 41°F or below or at 135°F or above.

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: Observed food worker washing dishes in dishwasher that measured 0 ppm chlorine sanitizer and that had an empty detergent container.

[CA] Maintain chlorine in mechanical warewash machine at 50 PPM. Maintain detergent in machine.

[SA] Manually wash, rinse, and sanitize all utensils and dishes.

Follow-up By
09/06/2026

K16 - 8 Points - Not in compliance with shell stock tags, condition; 114039-114039.5

Inspector Observations:

Observed two containers of raw oysters without shellstock tags in walk-in cooler.

[CA] Shellstock tags shall remain attached to the container in which the shellstock are received until the container is empty and shall be maintained for 90 calendar days from date of harvest.

[COS] Shellstock were VC&D.

Minor Violations

K01 - 3 Points - Inadequate demonstration of knowledge; food manager certification

Inspector Observations:

At time of inspection, food handler cards not available for all workers.

[CA] Each food handler shall maintain a valid food handler card for the duration of his or her employment as food handler. A valid food handler card shall be provided within 30 days of after the date of hire.

K18 - 3 Points - Non-compliance with variance/ROP/HACCP Plan; 114057, 114057.1, 114417.6, 114419

Inspector Observations:

Observed ROP sealer equipment and ROP bags in dry storage. Facility does not have an approved ROP HACCP plan. Per PIC, facility ROPs PHF food items to store in freezer. No ROP food items observed at time of inspection.

[CA] Remove ROP equipment and bags.

K22 - 3 Points - Sewage and wastewater improperly disposed; 114197

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Inspector Observations:

At time of inspection, ice machine was leaking water collected into plastic containers.

[CA] Liquid waste shall be disposed of through the approved plumbing system and shall discharge into the public sewerage or into an approved private sewage disposal system.

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations:

Observed dead cockroaches of various life stage in monitoring traps, on side of cooler in bar area, and on bottom of storage cabinet.

[CA] Clean and sanitize area of dead cockroaches.

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:

Observed raw shrimp container on top of mango salsa container in walk-in cooler.

[CA] All food shall be separated and protected from cross-contamination. Store all raw meat or other raw products of animal origin below ready-to-eat food items.

Observed bag of onions on floor in dry storage area.

[CA] Food shall be stored at least 6 inches above the floor to prevent contamination.

K29 - 2 Points - Toxic substances improperly identified, stored, used; 114254, 114254.1, 114254.2

Inspector Observations:

Observed aerosol engine cleaner on shelf in dry food storage area.

[CA] Only those insecticides, rodenticides, and other pesticides that are necessary and specifically approved for use in a food facility may be used.

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:

At time of inspection, prep cooler in kitchen cookline ambient temperature measured 55 degrees Fahrenheit.

[CA] Refrigeration must be capable of maintaining PHFs at 41°F or below. Stop using prep cooler until repaired.

K40 - 2 Points - Wiping cloths: improperly used and stored; 114135, 114185.1 114185.3(d,e)

Inspector Observations:

At time of inspection, wiping clothes were stored in bucket sanitizer that measured over 200 ppm chlorine sanitizer.

[CA] Wiping towels shall be stored in sanitizing solution of an approved concentration when not in use (100 ppm - chlorine, 200 ppm - quaternary ammonium).

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

Inspector Observations:

Observed employee toothpaste on dish storage rack across from dishwasher, vitamins on storage racks in coffee prep area, and supplements in dry storage area.

[CA] Personal care items (medication/vitamins) shall bear a legible manufacturer's label and stored in a designated storage area for personal items.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

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Measured Observations

Item	Location	Measurement	Comments
Shrimp	Walk-In Cooler	42.00 Fahrenheit	
Coleslaw	Prep Cooler - Kitchen Cookline	54.00 Fahrenheit	VC&D
Sliced tomatoes	Prep Cooler - Kitchen Cookline	55.00 Fahrenheit	VC&D
Equipment	Prep Cooler - Kitchen Cookline	55.00 Fahrenheit	
Hot water	3-Compartment Sinks	120.00 Fahrenheit	
Cheese	Prep Cooler - Kitchen Cookline	55.00 Fahrenheit	VC&D
Milk	Under Counter Cooler - Coffee Bar	40.00 Fahrenheit	
Warm water	Handwash Sinks	100.00 Fahrenheit	
Chlorine sanitizer solution	Bucket Sanitizer - Prep Area	200.00 PPM	Measured higher than test strip scale
Chlorine sanitizer	Warewashing Machine	0.00 PPM	
Oysters	Walk-In Cooler	40.00 Fahrenheit	
Sausage patty	Prep Cooler - Coffee Bar	43.00 Fahrenheit	
Clam chowder	Soup Warmer	157.00 Fahrenheit	
Sliced tomatoes	Prep Cooler - Coffee Bar	38.00 Fahrenheit	
Quaternary ammonium sanitizer solution	3-Compartment Sink	200.00 PPM	

Overall Comments:

Joint inspection with Lawrence Dodson and Crystal Grippin.

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 **9/17/2026**. 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.

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: Duke Lam
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Signed On: September 03, 2026