

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 FA0256123 - EASTERLY		Site Address 3927 RIVERMARK PLZ, SANTA CLARA, CA 95054		Inspection Date 03/30/2026		Placard Color & Score YELLOW 36		
Program PR0374012 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name CISHI RESTAURANT MANAG		Inspection Time 12:15 - 14:20			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By XING WANG				FSC Guirong Li 12/01/2030

RISK FACTORS AND INTERVENTIONS		IN	OUT		COS/SA	N/O	N/A	PBI
			Major	Minor				
K01	Demonstration of knowledge; food safety certification			X				N
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			S
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			N
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		X			N
K14	Food contact surfaces clean, sanitized		X		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	
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				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	X	
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	X	
K46	No unapproved private home/living/sleeping quarters		
K47	Signs posted; last inspection report available		

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K48	Plan review		X	
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:

REPEAT VIOLATION

Follow-up By
04/02/2026

Employee observed dropping two halves of a chopped eggplant directly on the floor, picked the eggplant up (and touched the floor as a direct result), put the eggplant back into a container of chopped eggplant intended for consumption, then attempted to resume chopping eggplant before being stopped and instructed to wash their hands.

**Note: See K13M.*

Employee observed loading soiled dishes into the mechanical dishwasher, then proceeded to handle clean dishes that had recently been ran through the mechanical dishwasher.

Cook observed returning from the restroom, and attempted to resume food preparation before being stopped and instructed to wash their hands.

[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.

[COS] Employees properly washed hands. Affected dishes re-ran through the mechanical dishwasher.

***Note: Container of eggplant was discarded. See K13M.**

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

Inspector Observations:

REPEAT VIOLATION

Follow-up By
04/02/2026

Hand wash sink at the cook-line observed completely obstructed by the following:

- A rolling cart with various raw and cooked foods placed directly in front
- A pan with 10+ containers of cooked eggplant/chili dishes placed directly on top of the sink basin
- A container with a plastic bag containing wiping cloths inside filling approximately half of the sink basin

Hand wash sink at the back preparation area obstructed by the following:

- An unapproved, "Electric Heating Bottom Soup Congee Stove" on a rolling dolly placed directly in front
- A strainer covered in raw chicken juices placed inside the wash basin of the hand sink

Employee observed filling up a container of cut radish with water from the hand wash sink at the back preparation area.

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

A handwashing facility shall not be used for purposes other than handwashing.

[COS] Obstructions were removed.

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

Inspector Observations:

REPEAT VIOLATION

Follow-up By
04/02/2026

Raw beef measured 71F while maintained in a plastic to-go bag on the metal shelving directly outside of the walk-in cooler. Per staff, it had been taken out for preparation approximately 1.5 hours prior.

Sliced, cured pork measured 76F while maintained in a plastic tub on the metal shelving directly outside of the walk-in cooler. Per staff, it had been sliced and left out in ambient since yesterday. Staff state that it is too salty to grow bacteria.

***Note: If facility wishes to maintain cured pork out of temperature control, facility shall provide a variance or other form of documentation that shows that the food is non-potentially hazardous or may be kept out for extended periods of time.**

Three large packages of smoked pork measured 72F while maintained on top of a freezer chest in the rear of the back preparation area, across from the three-door upright freezer. Staff initially stated that it had been delivered frozen today, approximately 1 hour prior. When questioned, staff amended their statement, and stated that it had been delivered frozen yesterday and maintained out in ambient overnight.

Several rice and pork dishes measured between 59F and 62F while maintained on metal shelving across from the steamer. Per a cook, he had taken it out of the walk-in cooler for lunch service 2 hours prior, with the intention of steaming the aforementioned dishes.

Dishes of cooked eggplant and chili measured 97F while maintained out of temperature control on a metal pan obstructing the wash basin of the hand sink at the cook-line. Per the cook, they had been cooked 45 minutes prior. Manager states that employees are supposed to place these particular dishes into the walk-in cooler following cooking.

***Note: Cooked eggplant and chili are not subject to time as a public health control, per staff.**

Numerous potentially hazardous foods measured between 44F and 49F while maintained in the left-side prep/drawer cooler at the cook-line. Ambient of the lower portion of the unit measured 45F via a probe placed inside. Per staff, items had been relocated to the prep cooler for lunch service.

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

[COS] Raw beef relocated to the walk-in cooler. Sliced, cured pork was voluntarily discarded into the dumpster. Smoked pork was discarded into the dumpster. Rice and pork dishes relocated to the walk-in cooler. Cooked eggplant and chili relocated to the walk-in cooler. Items in the left-side prep cooler to be served or else discarded by the end of lunch (2:30PM).

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

Inspector Observations:

Two containers of sticky rice kept tightly covered with plastic wrap measured 44F while maintained on a speed rack in the walk-in cooler. Condensation observed on the interior of plastic wrap. Per staff, items had been cooked the day before yesterday, then placed into the walk-in cooler to cool down.

Follow-up By
04/02/2026

[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

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frequently needed to evenly cool.

[COS] Sticky rice was voluntarily discarded.

K13 - 8 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations:

Employee observed dropping two halves of a chopped eggplant directly onto the floor, picked the eggplant up, and proceeded to put the eggplant back into a container of chopped eggplant intended for consumption.

Follow-up By
04/02/2026

[CA] Food is adulterated if it bears or contains any poisonous or deleterious substance that may render it impure or injurious to health and shall be discarded immediately.

[COS] Container of eggplant was voluntarily discarded.

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:

REPEAT VIOLATION

Follow-up By
04/02/2026

Cook at the cook-line observed using a wok ladle to scoop raw beef, placed it into the wok, then proceeded to scoop minced garlic and chilis and placed them into the wok as well.

[CA] Utilize different utensils for handling raw animal products to prevent cross-contamination.

[COS] Cook obtained a different ladle and placed it into the container of raw beef, to be used solely for ladling raw beef. Affected vegetables (minced garlic, chili) were discarded. Discussed the use of tongs and/or ladles for different raw foods of animal origin with staff to prevent cross contamination.

Minor violation:

High temperature sanitizing rinse in the mechanical dishwasher measured between 152F and 154F (4 cycles) while in active use to wash various dishes.

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

Minor Violations

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

Inspector Observations:

Four employees could not provide valid food handler cards.

[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.

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

Inspector Observations:

5+ flies observed in the kitchen area, some of which were observed flying close to rehydrating wood ear mushroom, lettuce, and noodles.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies. Maintain doors closed where possible to prevent the intrusion of pests/vermin.

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)

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Inspector Observations:

1. Raw, packaged duck wing stored directly on top of and in direct contact with green beans in the 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.

2. Four cases of raw, frozen pork stored directly on the floor in the back preparation area.

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

K33 - 2 Points - Nonfood contact surfaces not clean; 114115(c)

Inspector Observations:

Accumulation of grime, sludge, and old food debris in the floor sink at the cook-line, and in the floor sink underneath the ice machine/water dispenser at the dining area.

[CA] Nonfood contact surfaces shall be maintained clean.

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. Ambient of the left-side prep cooler at the cook-line measured 45 via probe.

[CA] Refrigeration shall be capable of maintaining potentially hazardous foods at 41F or below.

2. Entire inner, upper lid of freezer chest adjacent to the hand sink in the back preparation area observed peeling off; Inner foam lining observed completely exposed.

[CA] Equipment shall be maintained in good repair.

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations:

Heavy accumulation of grease and old food debris on the floor underneath the cook-line.

[CA] Walls and/or floors in food preparation area shall be kept clean.

K48 - 2 Points - Plan review unapproved; 114380

Inspector Observations:

Facility has added a new "Electric Heating Bottom Soup Congee Stove". Stove observed in active-use to cook raw chicken.

Follow-up By
04/30/2026

[CA] Facility shall submit plans to DEH Plan Check at dehplancheck@deh.sccgov.org.

Performance-Based Inspection Questions

Needs Improvement - Hands clean/properly washed/gloves used properly.
Needs Improvement - Proper cooling methods.
Needs Improvement - Food in good condition, safe, unadulterated.
Needs Improvement - Demonstration of knowledge; food manager certification.

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Measured Observations

Item	Location	Measurement	Comments
raw pork belly	walk-in cooler	41.00 Fahrenheit	
frozen pork	two-door upright freezer back kitchen	9.00 Fahrenheit	
raw fish	prep cooler - cook-line - left	48.00 Fahrenheit	
frozen pork intestine	freezer chest - back kitchen - right	14.00 Fahrenheit	
warm water	hand sink - cook-line	100.00 Fahrenheit	
roasted garlic	cook-line	68.00 Fahrenheit	TPHC
frozen beef	freezer chest - adjacent to hand sink	13.00 Fahrenheit	
noodles	walk-in cooler	40.00 Fahrenheit	
frozen whole fish	freezer chest - back kitchen - left	12.00 Fahrenheit	
tea egg	prep cooler - cook-line - left	50.00 Fahrenheit	
minced pork	cook-line	75.00 Fahrenheit	TPHC
cured pork	walk-in cooler	40.00 Fahrenheit	
whole fish	walk-in cooler	39.00 Fahrenheit	
beef, chili, garlic stir-fry	wok - stovetop	201.00 Fahrenheit	final cook temp
frozen chicken	two-door upright freezer - back kitchen	9.00 Fahrenheit	
tofu	prep cooler - cook-line - left	49.00 Fahrenheit	
fish head	walk-in cooler	38.00 Fahrenheit	
raw beef tripe	prep cooler - cook-line - right	38.00 Fahrenheit	
frozen beef tripe	three-door upright freezer - back kitchen	8.00 Fahrenheit	
raw chicken	prep cooler - cook-line - left	48.00 Fahrenheit	
tofu	walk-in cooler	98.00 Fahrenheit	cooling
beef intestine	prep cooler - cook-line - right	39.00 Fahrenheit	
bean sprouts	cook-line	74.00 Fahrenheit	TPHC
warm water	hand sink - back kitchen	100.00 Fahrenheit	
high temperature sanitizing rinse	mechanical dishwasher	152.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
broccoli	prep cooler - cook-line - right	39.00 Fahrenheit	
cooked pork	cook-line - hot hold	139.00 Fahrenheit	

Overall Comments:

Routine inspection conducted in conjunction with complaint investigation CO0159213.

Two or more major violations were cited during the routine inspection.

A follow-up inspection will be conducted in the next 1 to 3 business days to verify compliance with all of the cited major violations.

Subsequent follow-up inspections after the first shall be billed at \$298/hour, one hour minimum, during normal business hours (7:30 AM to 4:30 PM), or \$645 for a minimum of 2 hours, during non-business hours and in accordance with the inspector's availability.

The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered with, camouflaged, or copied. Failure to comply may result in a fine and enforcement action as per county ordinance section B11-55.

*Notes:

- Updated TPHC form (4-hour rule) filled out with the manager. Going forward, facility shall no longer utilize their operating hours as a means of time as a public health control; Facility shall now utilize colored stickers (red during lunch service, green during dinner service) attached to containers of potentially hazardous foods held under time as a public health control.

- Facility has added a new "Electric Heating Bottom Soup Congee Stove". Facility shall submit plans to DEH Plan Check at dehplanchek@deh.sccgov.org.

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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 **4/13/2026**. 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: Guirong Li
Front of House Manager

Signed On: March 30, 2026