

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 11/18/2025
Program PR0374012 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14		Owner Name CISHI RESTAURANT MANAG	Inspection Time 13:05 - 14:30
Inspected By MAVERICK CHIN	Inspection Type LIMITED INSPECTION	Consent By XING (VIA PHONE)	

Placard Color & Score

YELLOW
N/A

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

11/21/2025

Employees observed handling raw beef and raw chicken, then immediately picked up and rushed various cooked dishes that had been recently been cooked and were cooling while maintained out in ambient into the walk-in cooler upon the arrival of this Division.

Employee handled raw meat with gloved hands, then used his finger to arrange a customer's ready-to-eat order of chicken and rice on a plate.

Employee observed chopping raw pork belly, then grabbed the insides and outsides of a container of bone broth and started ladling it into a bowl.

[CA] Employees shall change gloves and 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] Affected vegetables and chicken and rice dish VC&D into the trash. One employee attempted to wash gloved hands. All employees changed gloves and properly washed hands. The use of tongs or other utensils to handle raw animal products was discussed with the manager and staff.

Minor violation:

Employee opened a box of raw, frozen meat, then attempted to resume chopping peppers before being stopped.

[CA] Employees must wash their hands in the scenarios listed above.

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

Inspector Observations:

REPEAT VIOLATION

Follow-up By

11/21/2025

Handwash sink in the back preparation area obstructed with a large pot of bone broth placed directly in front, with

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a strainer and a dirty hose situated directly inside the sink basin.

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

[COS] Obstructions removed.

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

Inspector Observations:

REPEAT VIOLATION

Follow-up By
11/21/2025

Large quantities of raw beef in reduced oxygen packaging measured 57F while maintained on a tray covered in beef blood in the back preparation area. Per one of the cooks, he had taken it out for thawing several hours prior. Cook stated that he was just about to begin preparing the beef. Cook observed to be chopping up raw pork belly when stating the aforementioned. No preparation of beef observed for the span of 15 minutes. [Minor thawing to Major holding violation]

Large quantities of beef measured 67F while maintained in plastic to-go bags in four tubs on the floor next to the steamer in the back kitchen area. Per the cook who was chopping up raw pork, he had taken the beef out less than two hours prior for preparation. Per the manager, the tubs that the beef was stored in are usually only used for soiled dishes. Old remnants of food observed in the bottom of tubs. No direct contamination between beef and plastic tubs observed, given that plastic to-go bags acted as an insulating layer.

Beef flank measured 74F while maintained in a cardboard box on metal shelving next to the open back door. Per the cook, it had been delivered frozen yesterday, had been left on the shelf since yesterday, and he was just about to start preparing it.

Flat of raw shell eggs measured 74F while maintained on the counter in the back preparation area, approximately three inches away from where raw pork belly was being chopped up.

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

[COS] ROP'd beef and beef in plastic to-go bags relocated to the walk-in cooler. Beef in to-go bags removed and placed into clean tubs. Beef flank VC&D into the dumpster. Flat of raw shell eggs relocated to the walk-in cooler.

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. Employee observed chopping up green peppers on a cutting board that appeared to have large quantities of mold-like growth.

Follow-up By
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[CA] Food contact surfaces shall be maintained clean. Replace cutting boards when they become too worn/scratched to be properly cleaned.

[COS] Cutting board discarded. Affected peppers VC&D into the trash.

2. *REPEAT VIOLATION* Employee observed spraying down tubs used to store raw meat with hot water, then stacked them up to dry, thereby entirely skipping the sanitizing step. When asked if they were now clean, the employee gave assent.

[CA] Food contact surfaces must be cleaned via manual wash, rinse, sanitize, or else ran through a mechanical dishwasher that is capable of contacting utensils at 160F or outputting 50 ppm chlorine. 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. Dishes shall be allowed to adequately air dry after being washed.

[COS] Tubs taken to the three compartment sink to be properly washed, rinsed, and sanitized.

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Minor violation:

Mechanical dishwasher measured 137F-152F during four consecutive cycles while not in active use.

[CA] Mechanical sanitization shall be accomplished in the final sanitizing rinse by achieving a utensil surface temperature of 160°F.

Accumulation of grime/old food debris on the insides of the rice cookers at the front service area. Accumulation of grime on the inside of the water dispenser at the front service area. Accumulation of mold-like substance on interior of ice machine in the front dining area.

[CA] Maintain clean to prevent the contamination of food.

Minor Violations

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

Inspector Observations:

1. Facility is utilizing the same food safety certificate, Yu Zhang - 11/01/2027, at two separate locations: Easterly (Cupertino) and Easterly (Rivermark Plaza).

[CA] A food safety certificate (manager's certificate) may not be shared between locations. Each separate location must have at least one individual who is food safety certified.

Food facilities that prepare, handle, or serve non-prepackaged potentially hazard foods shall have a valid Food Safety Certificate available for review at all times.

2. Facility could not provide any 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.

K09 - 3 Points - Improper cooling methods; 114002, 114002.1

Inspector Observations:

Various cooked dishes (fish, chicken, pork, etc.) measured in the range of 104F-154F while maintained on counters/carts across from the cook-line. Upon the arrival of this Division, staff hurriedly grabbed dishes and quickly placed them into the walk-in cooler to facilitate rapid cooling.

***Note: Listed items are not on TPHC. Facility intended to cool them, and then reheat later for service.**

[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.

K13 - 3 Points - Food not in good condition/unsafe/adulterated; 113967, 113976, 113980, 113988, 113990, 114035, 114041, 114254(c), 114254.3

Inspector Observations:

REPEAT VIOLATION

In the walk-in cooler. container of pig tripe observed to be stored stacked up on top of another container of pig tripe, with bottom of first container in direct contact with the pig tripe in the container stored underneath.

[CA] Store foods so that bottoms of containers are not in direct contact with food.

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

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Inspector Observations:

Approximately 8 flies observed flying around the kitchen, some of which flew close to raw pork belly and cut peppers.

[CA] Work with pest control to eradicate presence of flies within facility using any and all approved methods. Keep doors closed where possible to prevent the intrusion of pests into the facility.

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

Inspector Observations:

1. Facility observed to be thawing reduced oxygen packaging fish in the walk-in cooler. Per the manager, the fish intended for steaming (steamed fish) is delivered frozen in reduced oxygen packaging, placed into the walk-in freezer, and then relocated to the walk-in cooler for thawing.

[CA] Bags of fish in reduced oxygen packaging shall be cut open prior to thawing to prevent the growth of Clostridium botulinum (anaerobic bacteria).

2. Raw beef in reduced-oxygen packaging observed to be thawing in ambient air.

[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.

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:

Raw beef and raw pork observed to be stacked up directly over various vegetables and cooked, ready-to-eat foods 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. Raw beef in reduced-oxygen packaging observed to be thawing in ambient air.

[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.

K30 - 2 Points - Food storage containers are not identified; 114047, 114049, 114051, 114053, 114055, 114067(h), 114069 (b)

Inspector Observations:

Various containers of food stored on the floor throughout the back preparation area, walk-in cooler, and walk-in freezer.

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

K36 - 2 Points - Equipment, utensils, linens: Improper storage and use; 114074, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.3, 114185.4, 114185.5

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Inspector Observations:

1. Plastic tubs that are used to store soiled dishes are being used to store raw animal products. Old remnants of food observed in the bottom of tubs. Per the manager, this is not the facility's usual practice.

[CA] Equipment contacting soiled dishes shall not be used for the storage of food.

2. To-go bags used to store raw animal products.

[CA] Discontinue the use of plastic to-go bags to store food.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

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

Needs Improvement - Food contact surfaces clean, sanitized.

Measured Observations

Item	Location	Measurement	Comments
pig tripe	walk-in cooler	40.00 Fahrenheit	
high temperature sanitizing rinse	mechanical dishwasher	137.00 Fahrenheit	137F-152F, four total cycles
whole fish	walk-in cooler	37.00 Fahrenheit	
beef and pepper stir-fry	cook-line	183.00 Fahrenheit	final cook temp
beef	prep cooler - drawers - left	41.00 Fahrenheit	
hot water	three compartment sink	120.00 Fahrenheit	
warm water	handwash sink - cook-line	100.00 Fahrenheit	
cooked chicken	walk-in cooler	39.00 Fahrenheit	
fish	prep cooler- drawers - left	39.00 Fahrenheit	
frozen beef	walk-in freezer	6.00 Fahrenheit	
rice	rice warmer - front service	163.00 Fahrenheit	

Overall Comments:

Limited inspection conducted in conjunction with foodborne illness investigation CO0158368.

Two or more major violations were cited during the limited 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.

Further repeat violations may result in further enforcement action

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 **12/2/2025**. 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: Hong
Staff
Signed On: November 18, 2025