

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 10/08/2025		Placard Color & Score YELLOW 28		
Program PR0374012 - FOOD PREP / FOOD SVC OP 6-25 EMPLOYEES RC 3 - FP14			Owner Name CISHI RESTAURANT MANAG		Inspection Time 13:10 - 15:30			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By XING				FSC Yu Zhang 11/01/2027

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		X			N
K06	Adequate handwash facilities supplied, accessible		X		X			N
K07	Proper hot and cold holding temperatures		X		X			S
K08	Time as a public health control; procedures & records		X		X			N
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			
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				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	X	
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	X	
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		
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

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
10/13/2025

Employee observed chopping raw meat, then walked to the cook-line and handled cooked, ready-to-eat foods

Employees at the cook-line handled raw meat with gloved hands, then immediately handled vegetables afterward.

Note: Not all of the vegetables are entirely used in the cooking process. Some non-potentially hazardous vegetables are maintained out of temperature control at the cook-line.

[CA] Gloves must be changed and hands must be washed in 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] Ready-to-eat foods reheated to 165F. All vegetables immediately cooked to 165F or above. Employees properly changed gloves and washed hands. The use of tongs or other utensils to avoid direct hand contact with raw animal products discussed with the manager.

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

Inspector Observations:

Handwash sink at the cook-line observed to be completely obstructed by a cart full of cooked foods, with additional platters of cooked food stored on a pan situated directly on top of the hand sink basin.

Follow-up By
10/13/2025

[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

Numerous potentially hazardous foods (PHF's) measured at improper holding temperatures throughout the cook-line and the back preparation area:

- Various raw and cooked animal products (beef, pork, chicken, eggs, fish etc.) measured in the range of 53F-64F while maintained in the upper prep inserts of the two prep coolers across from the cook-line. Per staff, they had been placed into the units less than 3 hours prior for the purpose of preparation/cooking.

- Sliced tomatoes, bean sprouts, and pork intestine (54F-57F) in the lower drawer coolers and/or the lower reach-in portion of the right-side prep unit (oriented facing the units with the cook-line behind oneself). Ambient of the unit

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measured 57F. Per staff, sliced tomatoes and bean sprouts had been inside the unit overnight. Pork intestine relocated to the unit 2 hours prior.

- *Pork ribs (73F) on a metal pan next to the prep sink in the back prep area*
- *Raw beef (63F-68F) stored in two to-go bags in a plastic tub located underneath the pan of pork ribs*
- *Rehydrating wood-ear mushrooms maintained in a bucket in the prep sink in the back prep area (64F)*
- *Three dozen raw shell eggs (72F-74F) maintained on a cart in the back prep area*

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

[SA] PHF's in upper prep inserts to be used or discarded by the end of lunch service (4 hours of leaving temperature control). Other items relocated to the walk-in cooler. Sliced tomatoes and bean sprouts VC&D into the trash. See VC&D report.

K08 - 8 Points - Improperly using time as a public health control procedures & records; 114000

Inspector Observations:

REPEAT VIOLATION

Follow-up By
10/13/2025

Items that are on time as a public health control throughout the cook-line were not discarded after lunch service (2:30 PM) after the manager left. Written procedures observed on the wall, stating that items are to be discarded by the end of lunch service (11 AM-2:30 PM).

[CA] PHFs utilizing time as a public health control (TPHC) shall be discarded within 4 hours from the point in time when food is removed from temperature control.

Ensure that potentially hazardous foods are not cooked before 10:30 AM, so that they do not exceed the 4 hour maximum by the end of lunch service (2:30 PM)

[SA] PHF's on TPHC discarded, as per TPHC requirements. Manager agreed to train staff on proper TPHC procedures.

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

Inspector Observations:

Fried chicken feet, cooked pork, and cooked fish measured 89F-94F while maintained in ambient air on a lower counter unit across from the cook-line. Per the PIC, they had been cooked 2 hours prior, and were in the process of cooling in ambient air prior to placing them into the walk-in cooler.

Follow-up By
10/13/2025

[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] Items quickly relocated to upright freezers to rapidly cool.

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 picking up tub of raw beef that was on the floor, then placed it directly on top of another uncovered, tub full of raw beef, thereby adulterating it.

Follow-up By
10/13/2025

[CA] Any 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] Manager VC&D (lower) tub of raw beef.

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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:

Employee observed spraying down dirty pans and pots with hot water, then stacked them up to dry, thereby entirely skipping the sanitizing step. When asked if they were clean, the employee gave assent.

Follow-up By
10/13/2025

[CA] Equipment contacting food shall be manually cleaned via wash, rinse, sanitize (quaternary ammonium 200 ppm, or chlorine 100 ppm), OR by being ran through a mechanical dishwasher that is capable of outputting chlorine at 50 ppm and/or a final sanitizing rinse that contacts utensils at minimum 160F.

[COS] Items taken to the three compartment sink to be properly washed, rinsed and sanitized (quaternary ammonium 200 ppm).

Rinse cycle measured at 98F maximum in the high temperature mechanical dishwasher during active warewashing. Chlorine sanitizer measured 0 ppm. PIC states that the mechanical dishwasher is a high temperature dishwasher.

[CA] Mechanical sanitization shall be accomplished in the final sanitizing rinse by achieving a utensil surface temperature of 160°F (or manufacturer's instruction), or via immersion in 50 ppm chlorine.

[SA] PIC agreed to wash, rinse, sanitize (200 ppm quaternary ammonium) dishes in the 3 compartment sink. Dishwasher technician to conduct repairs by the end of the day.

Minor violation:

Accumulation of black, mold-like substance on interior panels of ice machine in dining area.

[CA] Clean and sanitize regularly to prevent buildup.

Minor Violations

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

Inspector Observations:

All provided food handler cards are expired.

[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:

Dead german cockroach observed in the sticky trap under the rice cookers in the front service area. Per the PIC, they had issues with cockroaches in that area a couple weeks prior, but pest control service was conducted. Pest control reports provided.

No other evidence of cockroaches observed

[CA] Clean and sanitize area of dead cockroach. Monitor sticky traps, and call pest control if activity is noted.

5+ trash flies observed throughout the kitchen area.

[CA] Food facility shall be kept free of non-disease carrying insects, weevils, ants, gnats, and fruit flies.

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

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Inspector Observations:

Three whole, frozen fish observed to be thawing on shelving units in the back prep area next to the open back door.

[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.

[COS] Fish relocated to walk-in cooler for thawing.

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 meat stored directly over vegetables 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.

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

Inspector Observations:

Heavy accumulation of food on floors, walls, and inside floor sinks throughout the facility, and on ventilation hood filters above the cook-line.

[CA] Nonfood contact surfaces shall be maintained clean to prevent the attraction of vermin.

K34 - 2 Points - Warewashing facilities: not installed or maintained; no test strips; 114067(f,g), 114099, 114099.3, 114099.5, 114101(a), 114101.1, 114101.2, 114103, 114107, 114125

Inspector Observations:

Facility lacks method for testing high temperature mechanical dishwasher.

[CA] Testing equipment and materials shall be provided to adequately measure the applicable sanitization method used during manual or mechanical warewashing.

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:

Right-side prep cooler lower drawers (oriented with one's back to the cook-line) are unable to maintain potentially hazardous foods at or below 41F. Ambient of the unit measured 57F.

[CA] Refrigeration must be capable of maintaining potentially hazardous foods at or below 41F to prevent the growth of bacteria.

Performance-Based Inspection Questions

Needs Improvement - Adequate handwash facilities: supplied or accessible.

Needs Improvement - Time as a public health control; procedures & records.

Needs Improvement - Food contact surfaces clean, sanitized.

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

Needs Improvement - Proper cooling methods.

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Measured Observations

Item	Location	Measurement	Comments
raw fish	walk-in cooler	38.00 Fahrenheit	
frozen fish	freezer chest 3	17.00 Fahrenheit	
japanese tofu	left-side prep cooler drawers	40.00 Fahrenheit	
cooked mushrooms and chicken	stovetop	196.00 Fahrenheit	final cook temp
broth	stovetop	187.00 Fahrenheit	
frozen pork	freezer chest 2	18.00 Fahrenheit	
pork intestine	right-side prep cooler drawers	59.00 Fahrenheit	
hot water	3 comp sink/prep sink	120.00 Fahrenheit	
warm water	hand sink 1/2/bathroom hand sink	100.00 Fahrenheit	
chicken feet	walk-in cooler	40.00 Fahrenheit	
frozen steamed buns	upright freezer 2	7.00 Fahrenheit	
raw beef	walk-in cooler	40.00 Fahrenheit	
eggs	right-side prep cooler (upper inserts)	59.00 Fahrenheit	
frozen shrimp	upright freezer	39.00 Fahrenheit	
rehydrated wood-ear mushrooms	left-side prep cooler drawers	41.00 Fahrenheit	
ambient	right-side prep cooler drawers	57.00 Fahrenheit	
quaternary ammonia	three compartment sink	200.00 PPM	
raw pork	left-side prep cooler (upper inserts)	54.00 Fahrenheit	
frozen beef	freezer chest 1	8.00 Fahrenheit	

Overall Comments:

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.

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 **10/22/2025**. 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.

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: Gui Rong Li
Employee
Signed On: October 08, 2025