

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 FA0253329 - BON APPETIT @ ORACLE SANTA CLARA		Site Address 4230 NETWORK CL 23, SANTA CLARA, CA 95054		Inspection Date 12/08/2025		Placard Color & Score GREEN 72		
Program PR0368842 - FOOD PREP / FOOD SVC OP 26+ EMPLOYEES RC 3 - FP17			Owner Name BON APPETIT MANAGEMEN		Inspection Time 10:00 - 12:55			
Inspected By MAVERICK CHIN		Inspection Type ROUTINE INSPECTION		Consent By JAKE				FSC Benjamin Laughter 01/11/2027

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

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

Inspector Observations:

REPEAT VIOLATION

Cooked chicken measured 72F while maintained in a plastic wrap-covered, deep container in a prep cooler at the front service line. Per the PIC, it had been cooling for approximately two hours.

Tomato sauce measured 47F while maintained in a plastic wrap-covered, deep container in the walk-in cooler. Per the PIC, it had been cooling since yesterday.

[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.

Potentially hazardous foods prepared from ingredients at room temperature shall be cooled to 41F within 4 hours.

[COS] Chicken uncovered and separated into smaller portions, then placed into the walk-in freezer to rapidly cool down. Tomato sauce VC&D into the trash.

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 handling dirty dishes, then attempted to handle clean dishes that had just been ran through the mechanical dishwasher before being stopped.

[CA] Employees shall change their gloves (if applicable) and wash their hands 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] Employee washed hands. Proper glove-use and handwashing procedures discussed with staff.

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

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Inspector Observations:

Various cheeses and boiled eggs measured 49F while maintained in the two-door upright cooler to the right of the two compartment prep sink. Per staff, items had been placed inside the unit two hours prior. Ambient of the unit measured 52F via probe, and via a thermometer maintained inside the unit.

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

[COS] Eggs and cheeses relocated to walk-in cooler.

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

Inspector Observations:

Can observed to have a dented hermetic seal while maintained on a storage rack in the dry storage room.

[CA] Cans with dented or compromised hermetic seals shall be discarded.

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. Heavy accumulation of black-mold like substance on the back wall of the right-side ice machine.

[CA] Clean regularly to prevent buildup.

[COS] PIC elected to discard ice.

2. Accumulation of brown/black dust, debris, and old food residue on the blades of multiple table-mounted can openers.

[CA] Food contact surfaces shall be maintained clean.

[COS] Can openers taken to the mechanical dishwasher to be properly cleaned/sanitized.

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

Inspector Observations:

Wastewater from the mechanical dishwasher observed to be discharging onto the floor through gaps in the openable door during warewashing. Pools of water observed on the floor underneath the mechanical dishwasher.

[CA] Wastewater shall drain and be disposed of properly through the approved plumbing system.

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

Inspector Observations:

Several dead cockroaches observed in sticky traps or on the floor in the kitchen area.

Facility obtains a monthly pest control service from Terminex. Pest controls reports provided.

[CA] Clean and sanitize area of dead cockroaches. A food facility shall be maintained free of vermin.

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:

Ambient of the two-door upright cooler at the entrance of the kitchen measured 52F.

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

Performance-Based Inspection Questions

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Needs Improvement - Proper cooling methods.

Measured Observations

Item	Location	Measurement	Comments
cooked potato mix	oven	184.00 Fahrenheit	
fish	under-counter cooler - front service	41.00 Fahrenheit	
quaternary ammonium sanitizer	wiping cloth bucket	200.00 PPM	
ambient	grab n' go cooler - right	41.00 Fahrenheit	
sandwich	grab n' go cooler - left	41.00 Fahrenheit	
sliced tomatoes	drawer cooler - front service	39.00 Fahrenheit	
salami	walk-in cooler 2	39.00 Fahrenheit	
beef	walk-in freezer	0.00 Fahrenheit	
high temperature sanitizing rinse	mechanical dishwasher	162.00 Fahrenheit	
ham	ice bath - buffet line	41.00 Fahrenheit	
warm water	hand sink - front service-line	100.00 Fahrenheit	
yogurt	upright cooler - front service	39.00 Fahrenheit	
hot water	three compartment warewashing sink	120.00 Fahrenheit	
ambient	upright cooler - kitchen corner	39.00 Fahrenheit	
quaternary ammonium sanitizer	three compartment warewashing sink	200.00 PPM	
cheese	two-door upright cooler - kitchen entrance	49.00 Fahrenheit	
warm water	hand sink - kitchen	100.00 Fahrenheit	
fries	upright freezer - front service	3.00 Fahrenheit	
pasta	walk-in cooler 1	40.00 Fahrenheit	
chicken	prep cooler - front service	39.00 Fahrenheit	
milk	upright cooler - employee use	41.00 Fahrenheit	
milk	walk-in cooler 2	40.00 Fahrenheit	
hot water	two compartment prep sink	120.00 Fahrenheit	
boiled eggs	walk-in cooler 1	41.00 Fahrenheit	
sour cream	ice bath - buffet line	40.00 Fahrenheit	
beans	pass-thru hot box - left	149.00 Fahrenheit	
vegetable mix	pass-thru hot box - right	142.00 Fahrenheit	
ham	walk-in cooler 1	41.00 Fahrenheit	
cake	upright freezer - main prep	4.00 Fahrenheit	
ambient	two-door upright cooler - kitchen entrance	52.00 Fahrenheit	
hot water	dump sink - kitchen	120.00 Fahrenheit	

Overall Comments:

OWNERSHIP CHANGE INFORMATION

NEW FACILITY NAME: Eurest @ Oracle B23 Cafe

NEW OWNER: Compass Group USA Inc

The applicant has completed the facility evaluation application process for an Environmental Health Permit.

The permit category for this facility is FP14. An invoice for the permit fee in the amount of \$1723.00 will be mailed to the billing address on the application. Payment must be submitted within 10 days of receipt of the invoice. The owner is responsible for contacting our department if an invoice is not received and remit payment within 30 days.

The Environmental Health Permit will be effective: 01/01/2026 - 12/31/2027 This report serves as a temporary permit. However, the permit will be deemed invalid if the permit fee is not paid in full within 30 days from the date of this report. Okay to Operate.

An official permit will be mailed to the address on file and shall be posted in public view upon receipt.

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****Structural Review inspection conducted on 12/08/2025***

****Permit condition: N/A***

****Obtain food safety manager certificate within 60 days. All other food employees must have valid food handler cards within 30 days from hire date.***

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 **12/22/2025**. 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: Jake Caputo
Vice President of Operations
Signed On: December 08, 2025